

Report on Post Occupancy Evaluation Central and East Quads Grangeegorman Campus, December 2022 - Student Feedback.

Report prepared by Campus Planning, Mar 2023

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Executive Summary

This report presents the findings of a post occupancy evaluation (POE) survey of the students occupying the Central and East Quad buildings in Grangegorman. The Quads are new buildings completed and handed over to TU Dublin in March 2021 and December 2020 respectively. Students from TU Dublin premises in several locations including Kevin Street and Cathal Brugha Street migrated to the new buildings during the Covid19 lockdown period. The relocation process was the largest in the history of TU Dublin. Due to the Covid19 pandemic and related restrictions, full occupancy was not realised at handover and the first semester of full occupancy took place in Semester 1 of 2022. At the time, some snagging of building faults was still ongoing.

The survey of student attitudes to their new buildings was gathered via an online survey which ran over a roughly two week period from 5th December 2022 to 20th December 2022. The Central Quad is home to 6,500 students while the East Quad houses 3,500 students. The survey responses (562 respondents) comprised 5.6% of the students using these buildings. The response rate is sufficient to be statistically relevant and provides for a robust “snapshot” of student attitudes at this stage of building occupancy.

The survey was divided into 4 main sections and covered: building fabric and environment, teaching spaces, specialist spaces (laboratories, workshops, studios *etc.*) and common ancillary spaces/circulation.

The building layout and finishes were positively rated by the vast bulk of respondents. Specialist spaces and classroom spaces (flat and tiered) were also positively rated. The perception of students’ ability to regulate their environment (temperature, air quality, ventilation) was less positive and many respondents raised issues with temperature control in both Quads. The Café in both Quads attracted significant negative comment. The one in the Central Quad due to its location and lack of seating while that of the East Quad was seen as overpriced. In both Quads, students (and staff) expressed serious concerns over the lack of seating in breakout spaces. It is clear that this is a major source of frustration. In both Quads, the cleaning and upkeep of toilet facilities was criticised in comments from students.

Conclusions: It is clear that while, overall, students are very happy with the new buildings there are a few remaining issues that are causing frustration. There is a strong feeling in both Quads, but especially in the Central Quad that breakout area seating provision is inadequate. The maintenance of common areas, especially toilets, is an ongoing issue. Both Quads appear to have problems with heating systems and several students report feeling cold and uncomfortable.

1.0 Introduction

The Central and East Quads are two buildings recently constructed on the TU Dublin Grangegorman Campus via Public Private Partnership. The Central Quad houses the Faculty of Science and Health as well as Culinary Arts, Hospitality and Engineering Schools. The East Quad houses the Schools of Media, Social Sciences and Law, Fine Art and the Conservatoire (see Table 1.1 for further details).

Central Quad (CQ):	East Quad (EQ):
Area: 36,000m ² Students: 6,500 Staff: 400	Area: 17,400m ² Students: 3,500 Staff: 150
Schools: Physics Clinical and Optometric Sciences, Chemistry and Pharmaceuticals, Mathematical Sciences, Biological Sciences, Computing, Food Science and Environmental Health, Electrical and Electronic Engineering, Hospitality and Tourism, Culinary Arts & Food Technology.	Schools: Social Sciences, Law, and Education, Conservatoire, Art and Design, Media.

Table 1.1: Description of Central and East Quad Buildings, TU Dublin, City Campus.

TU Dublin Schools from across the city of Dublin migrated to the new campus between December 2020 and March 2021. While formal handover of the buildings took place in at that time, full occupancy was only realised in recent months (Semester 1, 2022/23) due to Covid19 lockdown restrictions. As a result, this was an opportune time to gauge the attitudes of students to their new accommodation. This study provides baseline data for further soundings as students adapt to their new facilities in the coming years. Feedback was sought by use of an online questionnaire (Microsoft Forms) gathered between December 5th and December 20th 2022. The survey questionnaire covered four main areas:

1. Overall Building (“look and feel”)
2. Specialist Spaces (Laboratories, Kitchens, Workshops, Performance Spaces, Studios)
3. Flat Classrooms, Tiered Lecture Theatres
4. Common Spaces (incl. heating, ventilation, lighting etc.)

The Questionnaire used is shown in Appendix 1. In the following sections the data gathered on each of the two new Quads is presented. For the purpose of display not all questions asked were included in this report, rather the most significant are shown. Likewise a large number of end user comments (thousands) were received and only selected comments are included for brevity. The numbering of questions refers to their location in the Questionnaire in Appendix 1.

1.1 Respondents Profile

This section shows location and affiliation of respondents. The following three questions provide background on those that answered the survey.

Q1. Which Building is your main place of work?

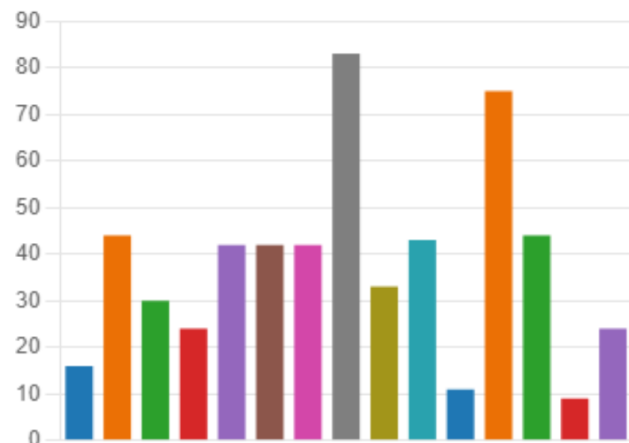
● Central Quad	411
● East Quad	140
● Other	11



Total: 562 responses

Q2. With what School/Facility are you mainly affiliated?

● Conservatoire	16
● Social Sciences, Law and Educati...	44
● Tourism and Hospitality Manage...	30
● Media	24
● Art and Design	42
● Culinary Arts and Food Technol...	42
● Chemical and Bioharmaceutical ...	42
● Biological, Health and Sports Sci...	83
● Physics, Clinical and Optometric...	33
● Food Science and Environmenta...	43
● Mathematics and Statistics	11
● Computer Science	75
● Electrical and Electronic Enginee...	44
● Prefer not to disclose	9
● Other	24



1.2 Conclusions:

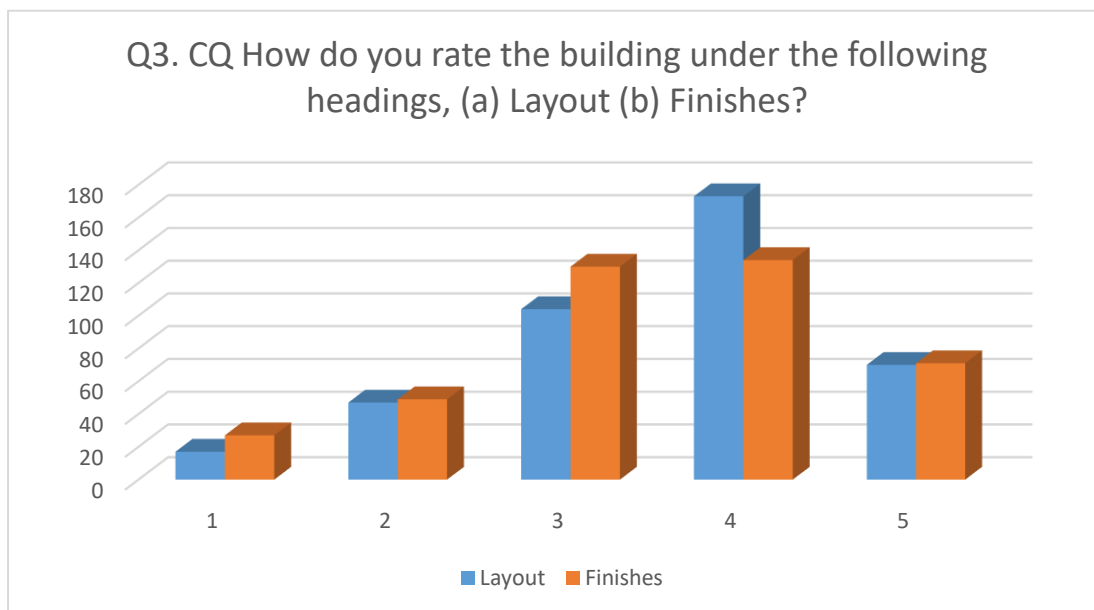
Of an estimated 10,000 students, 562 responses to the survey were received. The split between Quads was as expected. Thus, over twice as many respondents from the Central Quad (see Q1) reflects the fact that this Quad has roughly twice the number of students. The response rate provides a reasonable level of confidence that the survey accurately reflects student opinions. Q2 shows that all schools in both Quads were well represented in the responses. The feedback considered in this document is broken down by Quad (see Section 2.0 below).

CENTRAL QUAD

2.0 Look and Feel - Central Quad

In this section respondents were asked to give their overall impressions of the Central Quad building layout and finishes. Question 3 shows responses for overall layout and finishes ratings.

Q3. How do you rate the building under the headings: (a) Layout, (b) Finishes?



1= Poor, 2= Average, 3=Good, 4=Very Good, 5=Excellent

2.1 Student Comments

Roughly 250 comments were received. The most prominent comment *by far* concerned the lack of student seating in breakout areas with many students clearly frustrated that there was nowhere to go between classes. The number of booths in the common areas is clearly perceived as inadequate. Another prominent comment concerned the coldness or “industrial” nature of the building finishes. Some students also found the wayfinding problematic.

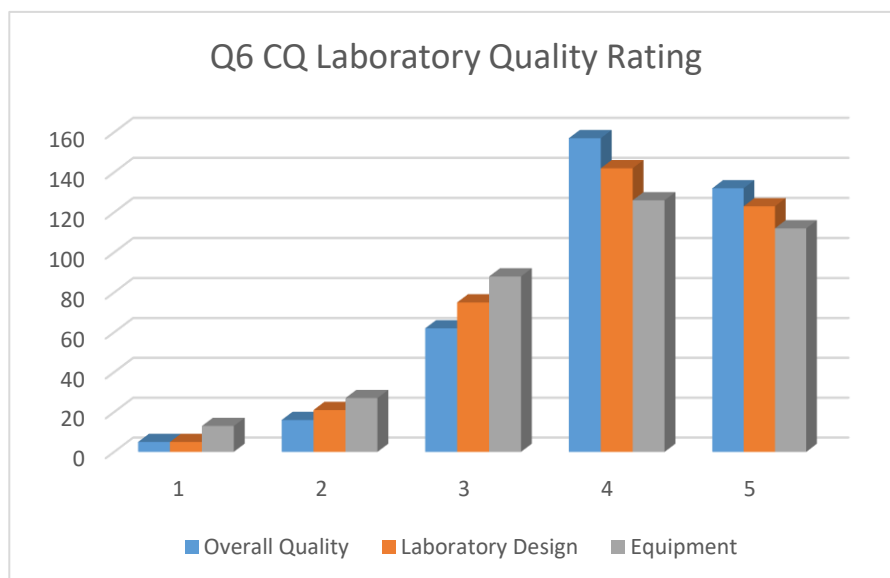
2.2 Conclusions:

It is clear that the bulk of responses show a very positive view of building layout and finishes with the bulk of scores in the “good” to “very good “categories. However, there are clearly issues with the provision of seating in the common areas in the Central Quad. The “corporate” and unwelcoming look and feel of the Central Quad was highlighted by many students.

3.0 Specialist Spaces Central Quad

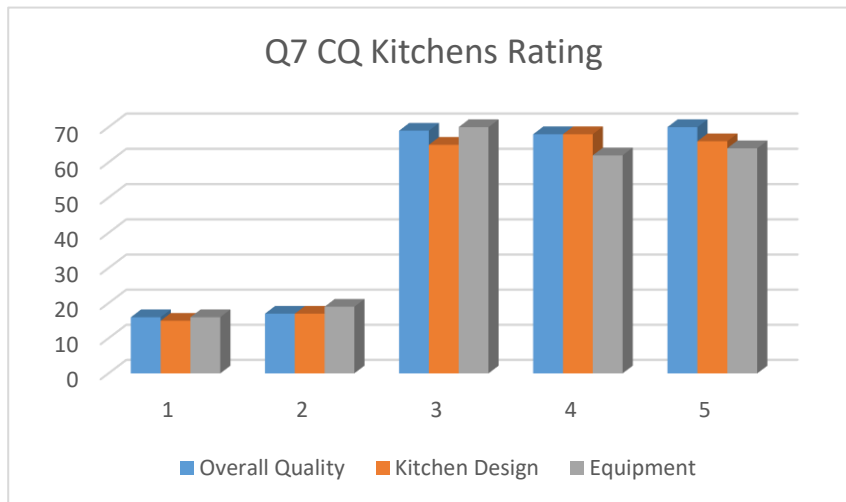
The term “Specialist spaces” refers to areas such as Laboratories, Workshops, Performance spaces and Studios. The responses to these questions sought to gain a picture of the perceived overall quality of the space as well as the room design and the equipment provided.

Q6. How would you rate the quality of Laboratory spaces under the headings (a) Overall Quality (b) Design (c) Equipment?



1= Poor, 2= Average, 3=Good, 4=Very Good, 5=Excellent

Q7. How would you rate the quality of Kitchen spaces under the headings (a) Overall Quality (b) Design (c) Equipment?



1= Poor, 2= Average, 3=Good, 4=Very Good, 5=Excellent

Q8. How would you rate the quality of Workshop spaces under the headings (a) Overall Quality (b) Design (c) Equipment?



1= Poor, 2= Average, 3=Good, 4=Very Good, 5=Excellent

3.1 Student Comments on Specialist Spaces

The comments were widely varying and a single thread difficult to discern. Comments on these spaces reflected an overall sense that faulty items were not being addressed. A lack of equipment in certain labs was highlighted.

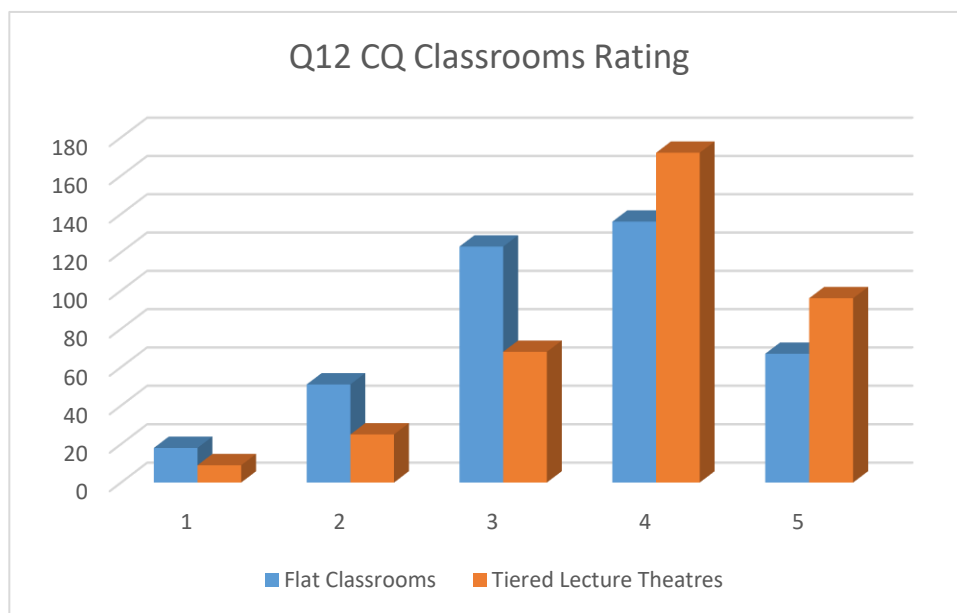
3.2 Conclusion

These responses indicate that there is a very high level of satisfaction with the Central Quad Laboratories, Workshops and the Kitchens. The high level of “excellent” scores is striking. This may reflect the direct role of end users in the design of such spaces.

4.0 Flat Classrooms and Tiered Lecture Theatres Central Quad

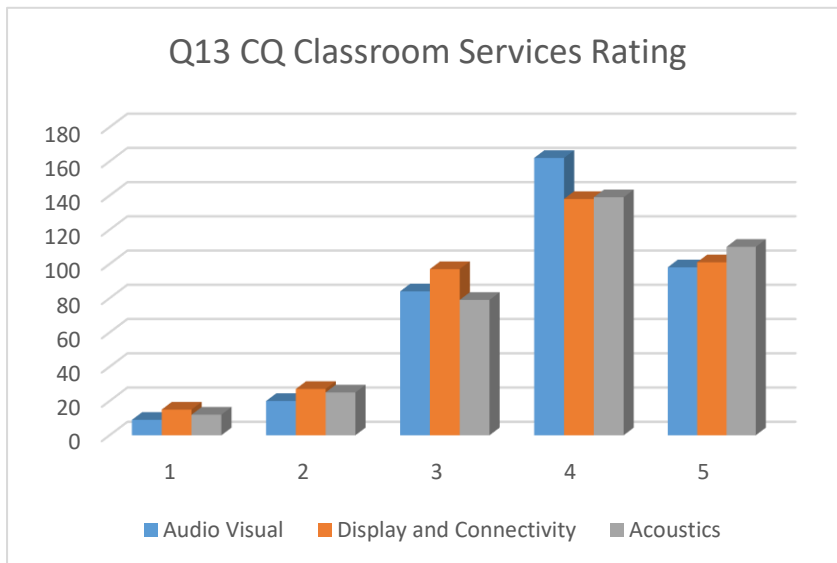
In this section the quality of teaching spaces was examined. The questions looked at Flat Classrooms (the majority of spaces) versus Tiered Lecture Theatres. The services provided were also explored.

Q12 How would you rate the overall quality of the following teaching spaces; (a) Flat Classrooms (b) Lecture Theatres (Tiered)?



1= Poor, 2= Average, 3=Good, 4=Very Good, 5=Excellent

Q13 How would you rate the quality of the following services in Teaching spaces: (a) Audio-visual, (b) Display and Connectivity, (c) Acoustics?



1= Poor, 2= Average, 3=Good, 4=Very Good, 5=Excellent

4.1 Student Comments on teaching spaces.

A wide variety of comments on specific rooms were received. A single thread is difficult to discern. Several students mentioned feeling cold in the building which may reflect issues with the heating control by the building Management System software which was being addressed at the time of the survey.

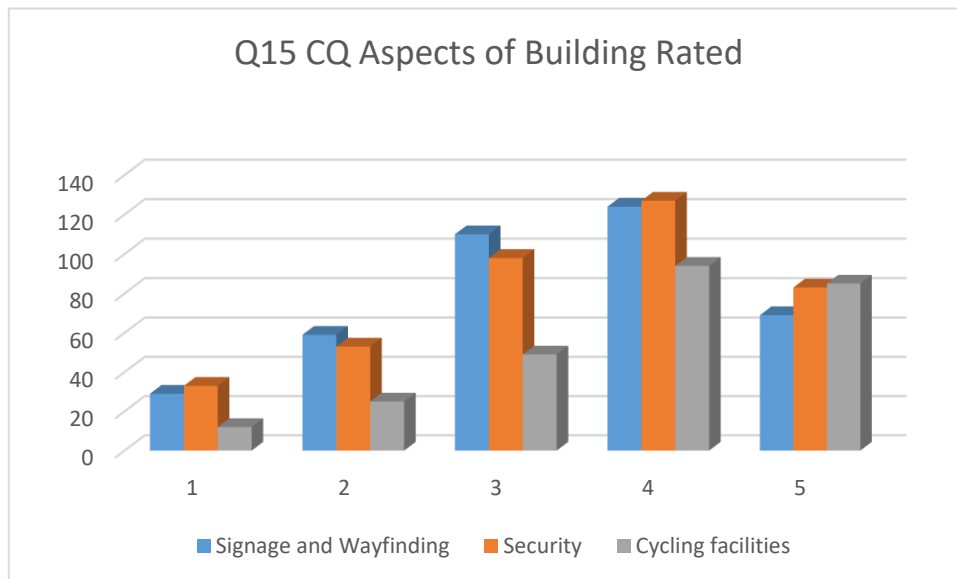
4.2 Conclusions

The responses (Q12 and Q13) clearly show that, as observed with specialist spaces, students express a high degree of satisfaction with classroom spaces.

5.0 General Building Aspects – Central Quad

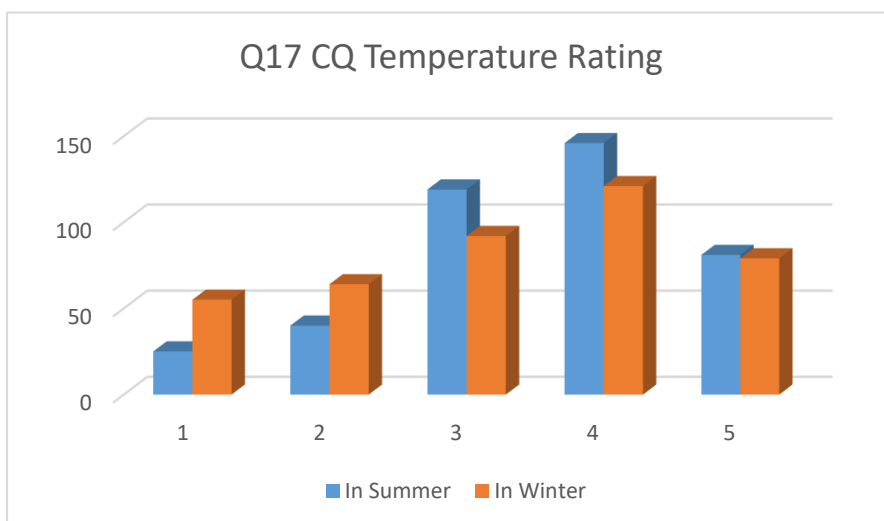
In this section the support spaces in the building were examined along with issues such as temperature and Air Quality, signage etc.

Q15 How would you rate the following aspects of the building (Signage and Wayfinding, Security, Cycling facilities)?



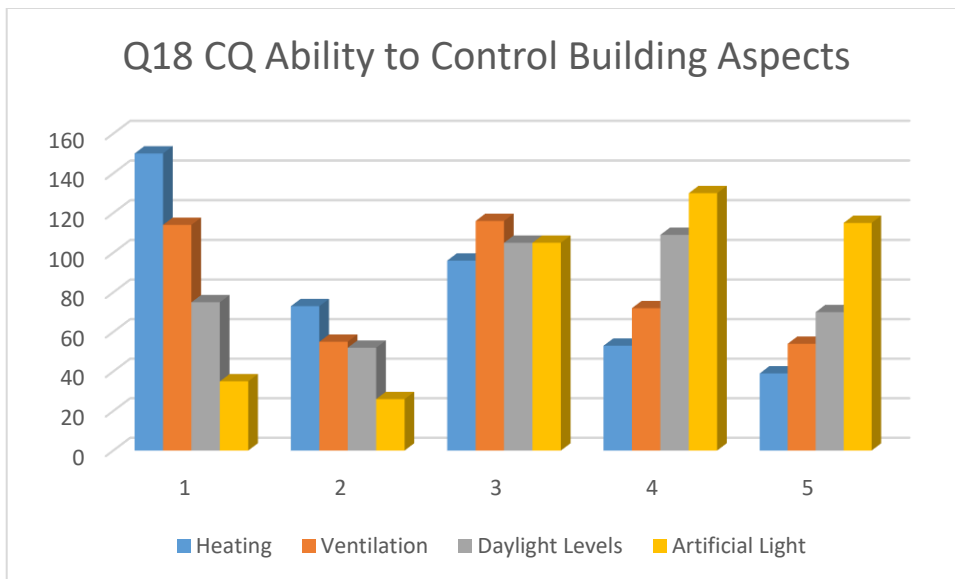
1= Poor, 2= Average, 3=Good, 4=Very Good, 5=Excellent

Q17 How would you rate the temperature of the building?



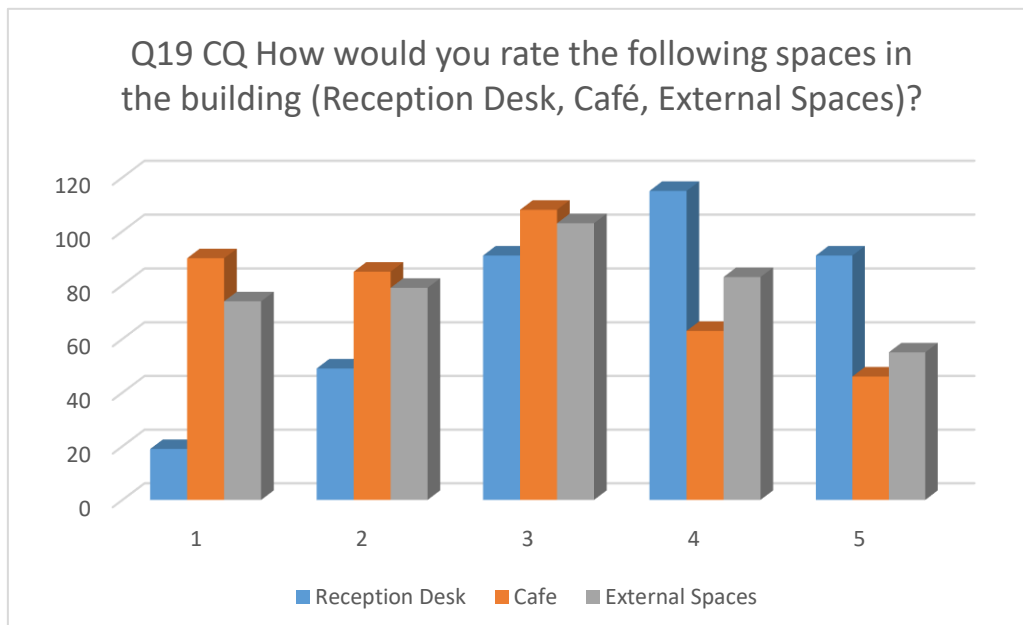
1= Poor, 2= Average, 3=Good, 4=Very Good, 5=Excellent

Q18. How would you rate your ability to control the following aspects of the building?



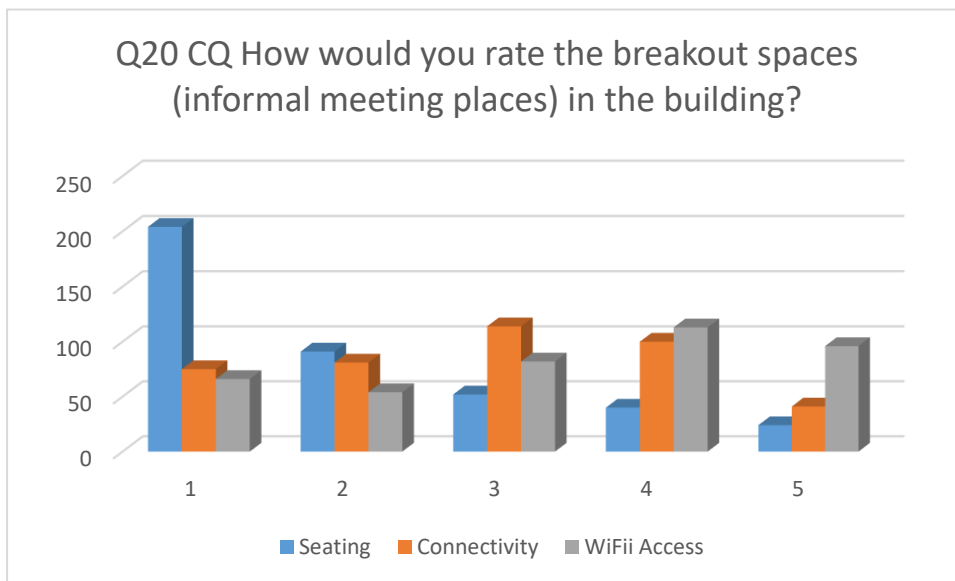
1= Poor, 2= Average, 3=Good, 4=Very Good, 5=Excellent

Q19 How would you rate the following spaces in the building (Reception Desk, Café, External Spaces)?



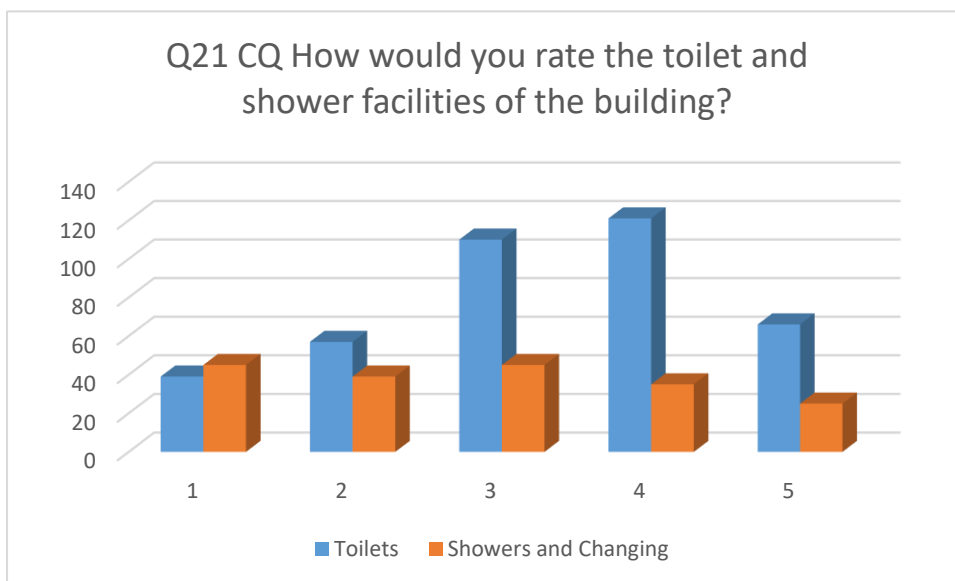
1= Poor, 2= Average, 3=Good, 4=Very Good, 5=Excellent

Q20. How would you rate the breakout spaces (informal meeting places) in the building?



1= Poor, 2= Average, 3=Good, 4=Very Good, 5=Excellent

Q21 CQ How would you rate the toilet and shower facilities of the building?



1= Poor, 2= Average, 3=Good, 4=Very Good, 5=Excellent

5.1 Student Comments CQ Support Spaces

Comments from 61 Respondents were received. The biggest single issue raised was the lack of seating in student communal spaces. This was raised by a number of respondents and is clearly a frustration. The condition of the toilets was another significant issue raised. Poor WiFi connectivity was mentioned by some students. A number of respondents reported that ventilation was a problem with windows automatically opening and closing. See Appendix 2 for a full list of responses.

5.2 Conclusions Support Spaces

Signage and Wayfinding, Security and Cycling facilities (Q15) were scored as good, very good or excellent by 80% of respondents. Nonetheless, some of the comments highlighted difficulties with building signage. High levels of satisfaction were noted with the building temperature rating (Q17).

When queried on their ability to control Heating, Ventilation and Lighting levels a number of respondents expressed dissatisfaction (Q18) although this was not universal.

Students were asked to rate the Reception Desk, Café, External Spaces. The reception desk was favourably scored but the external spaces received negative scores. The Café was particularly heavily criticised (Q19).

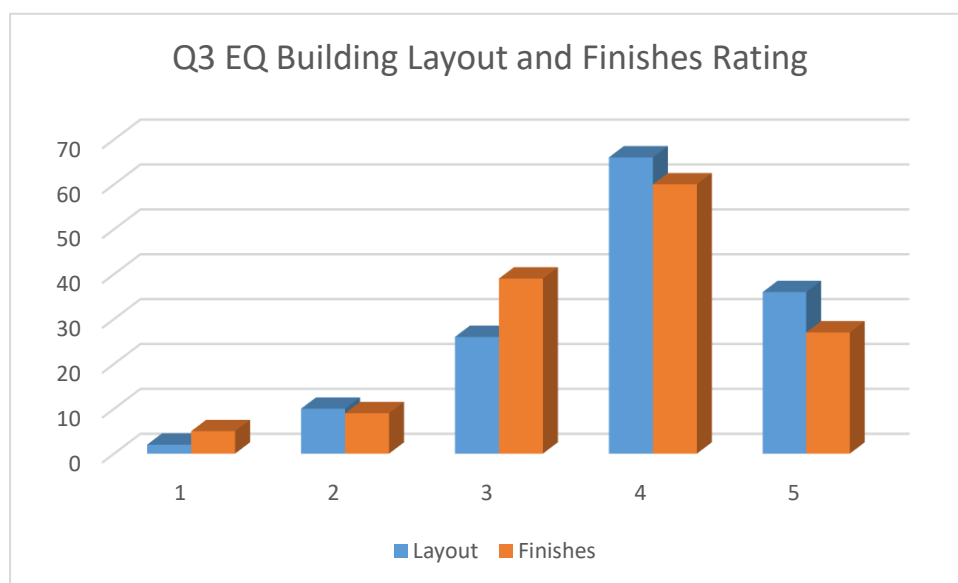
The lowest level of approval was seen when the students were asked to assess the breakout areas in Q20. The issue of insufficient seating was again emphasised. The students' dissatisfaction with seating is expressed in several places in this survey and is clearly a significant issue.

EAST QUAD

6.0 Look and Feel of New Buildings – East Quad

In this section respondents were asked to give their overall impressions of the East Quad building layout and finishes. Question 3 shows responses for overall layout and finishes ratings.

Q3. How do you rate the building under the headings: (a) Layout, (b) Finishes?



1= Poor, 2= Average, 3=Good, 4=Very Good, 5=Excellent

6.1 Student Comments

In Q5 students were asked to provide a comment on the layout and finishes of the building – there were 73 respondents. As with the Central Quad, a number of students saw the space as somewhat “sterile” and “soulless” for an Arts building. A lack of breakout seating was also raised by several students.

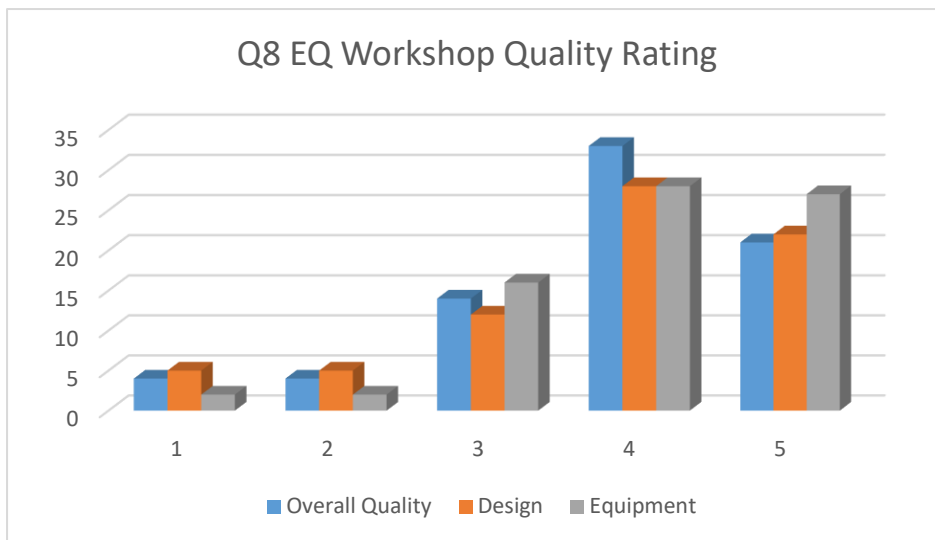
6.2 Conclusions:

As with the Central Quad, it is clear that the bulk of responses have a highly positive view of the East Quad layout and finishes. However, the perception that the building is unwelcoming and “corporate” appears throughout the responses. There is a need to examine the provision of seating in student “common” spaces, toilet provision and to address the perceived unwelcoming aspect of the CQ entrance lobby and its furnishings.

7.0 Specialist Spaces-East Quad

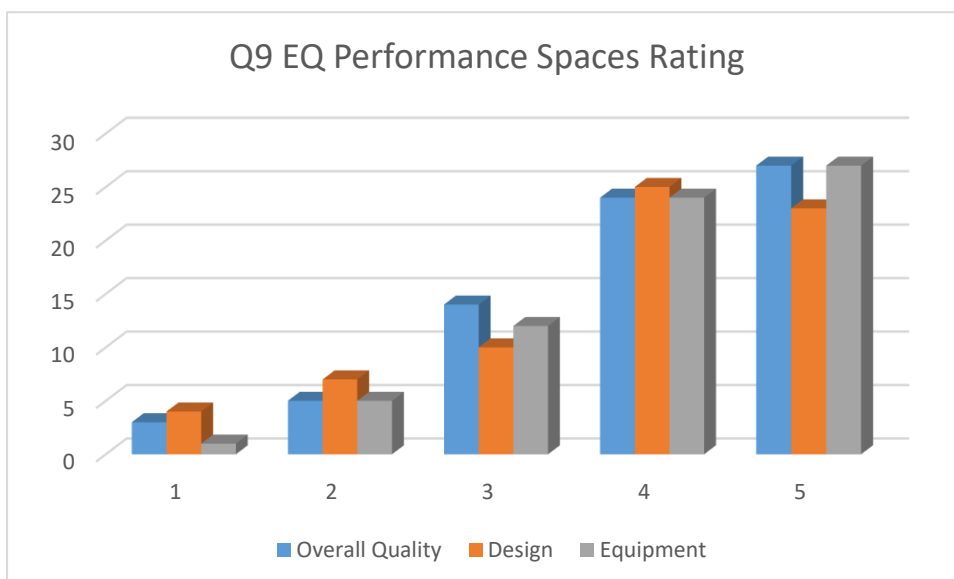
The term “Specialist spaces” refers to areas such as Laboratories, Workshops, Performance spaces and Studios. The responses to these questions sought to gain a picture of the perceived overall quality of the space as well as the design and the equipment provided.

Q8. How would you rate the quality of Workshop spaces under the headings (a) Overall Quality (b) Design (c) Equipment?



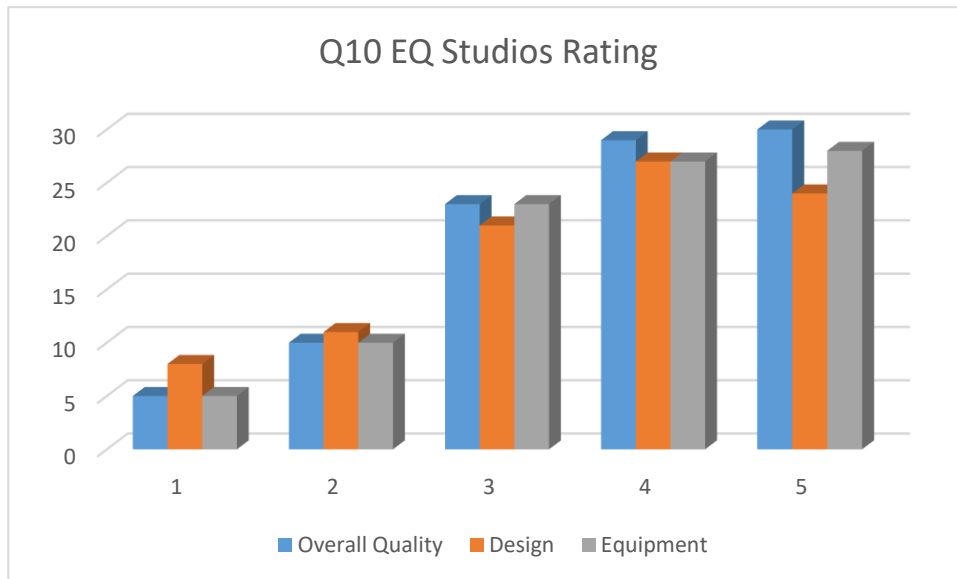
1= Poor, 2=Average, 3=Good, 4=Very Good, 5=Excellent

Q9. How would you rate the quality of Performance spaces under the headings (a) Overall Quality (b) Design (c) Equipment?



1= Poor, 2=Average, 3=Good, 4=Very Good, 5=Excellent

Q10. How would you rate the quality of Studio spaces under the headings (a) Overall Quality (b) Design (c) Equipment?



1= Poor, 2= Average, 3=Good, 4=Very Good, 5=Excellent

7.1 Student Comments

Respondents provided 64 comments. The comments were widely varying and are often specific to a single space. The layout, lighting and ventilation issues with Fine Art studios were raised by several respondents. The Concert Hall, is reportedly cold due to opening of vents. There are some issues such as lack of equipment that are addressable through the schools involved but the acoustics issue requires a whole building approach.

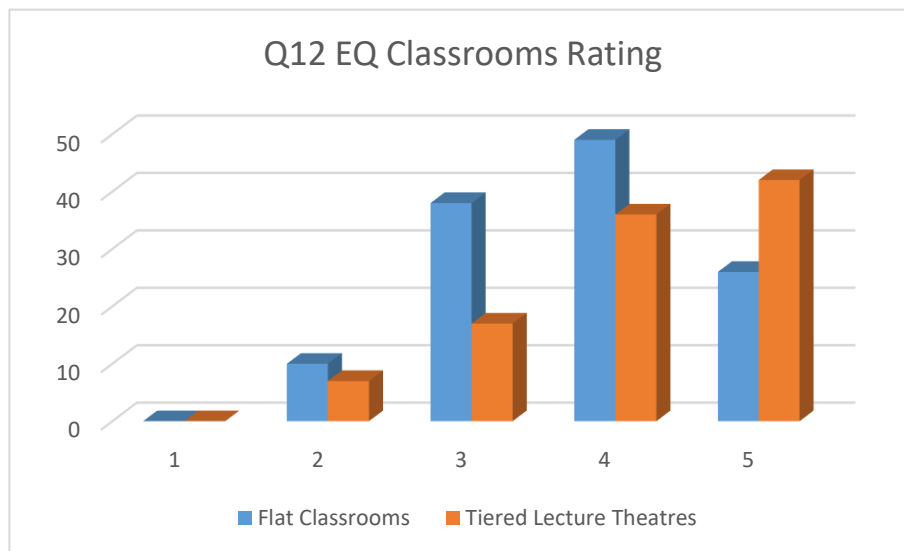
7.2 Conclusion

Overall, the specialist spaces received a hugely positive rating. As seen with staff responses, by far the highest rating was for the Performance Spaces with 65 out of 73 respondents describing these spaces as Good, Very Good or Excellent (see Q 9). There is, broadly speaking, a reasonably high level of satisfaction with the Studios (Q10) and Workshops (Q8) with very few respondents rating these as poor.

8.0 Flat Classrooms and Tiered Lecture Theatres – East Quad

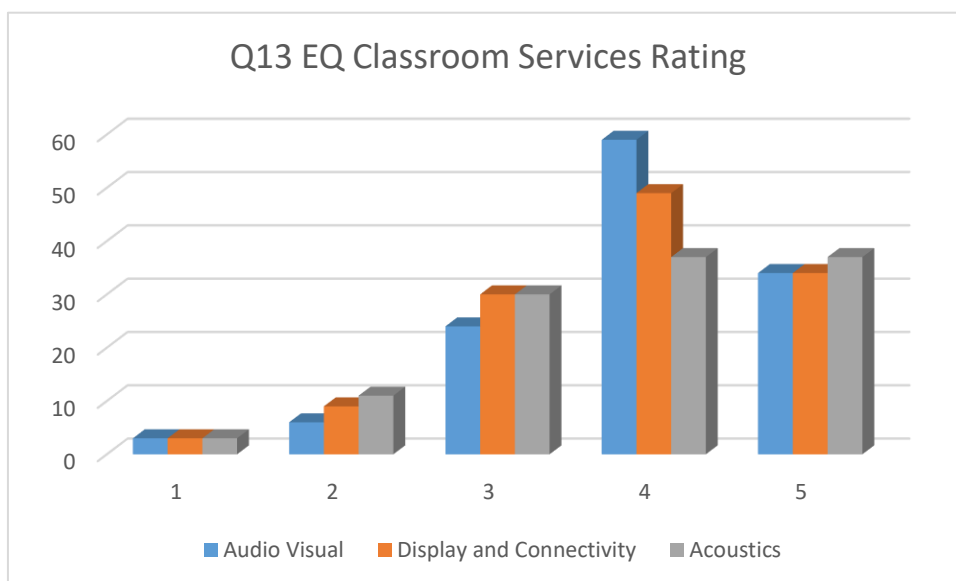
In this section the quality of teaching spaces was examined. The questions looked at Flat Classrooms (the majority of spaces) versus Tiered Lecture Theatres. The services provided were also explored.

Q12 How would you rate the overall quality of the following teaching spaces; (a) Flat Classrooms (b) Lecture Theatres (Tiered)?



1= Poor, 2= Average, 3=Good, 4=Very Good, 5=Excellent

Q13 How would you rate the quality of the following services in Teaching spaces: Audio-visual, Display and Connectivity, Acoustics?



1= Poor, 2= Average, 3=Good, 4=Very Good, 5=Excellent

8.1 Student comments

In Q14 students were asked to provide their comments on the teaching spaces. Forty five comments were submitted. A wide variety of specific comments on issues such as ventilation, room temperature, acoustics and suitability of seating were received. These issues were specific to certain spaces.

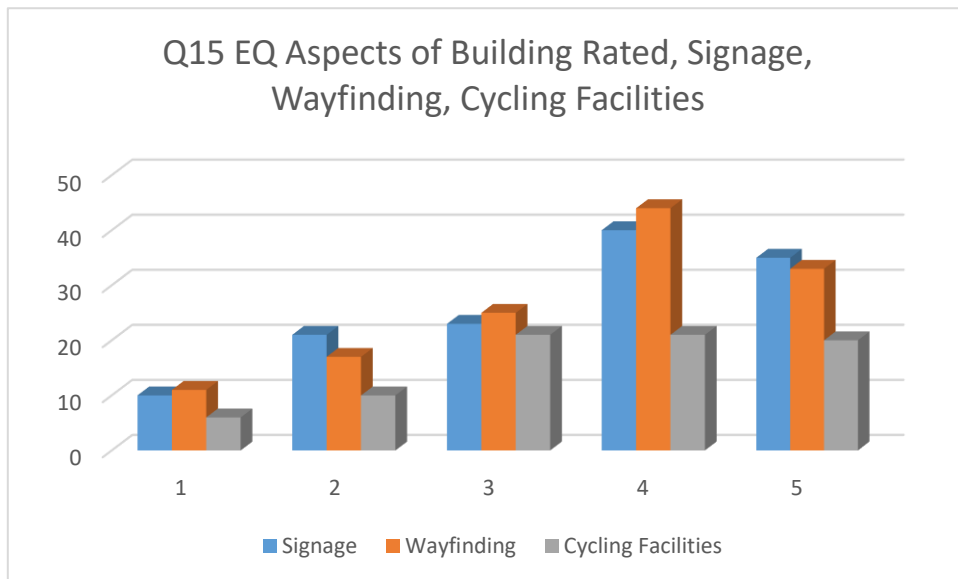
8.2 Conclusions

As with specialist spaces, overall, a high degree of satisfaction with classroom spaces was observed. The issue of noise and acoustics seems to be prominent. These findings are similar to the high level of satisfaction for Central Quad teaching spaces.

9.0 General Building Aspects – East Quad

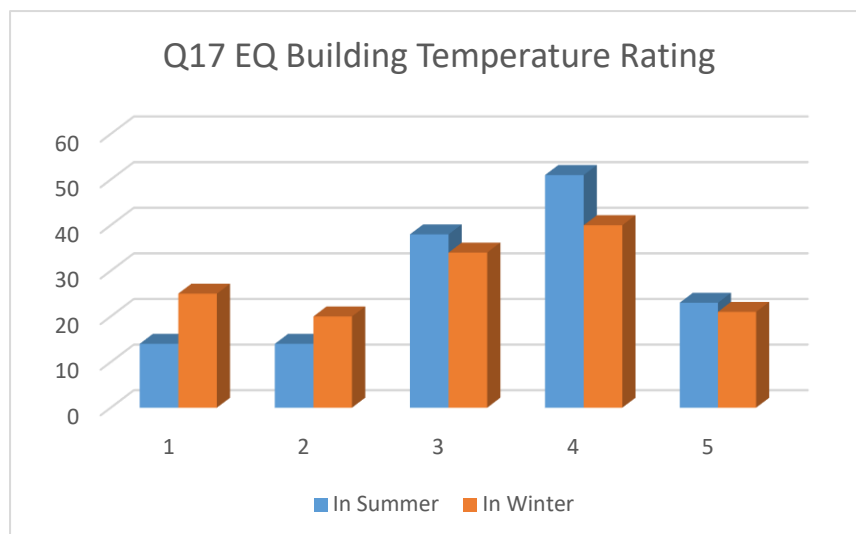
In this section the support in the building were examined along with issues such as temperature and Air Quality, signage etc.

Q15 How would you rate the following aspects of the building (Signage, Wayfinding, Cycling facilities)?



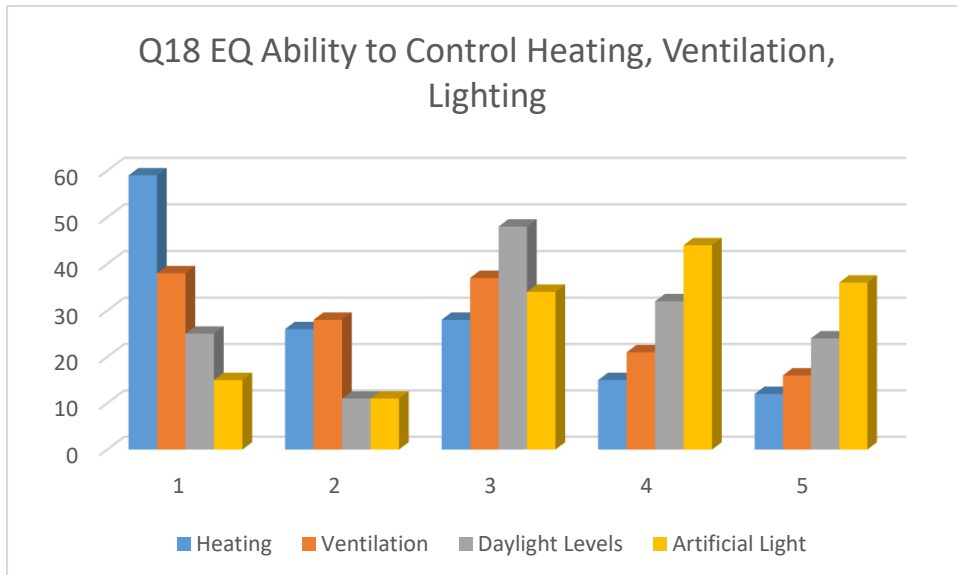
1= Poor, 2= Average, 3=Good, 4=Very Good, 5=Excellent

Q17 How would you rate the temperature of the building?



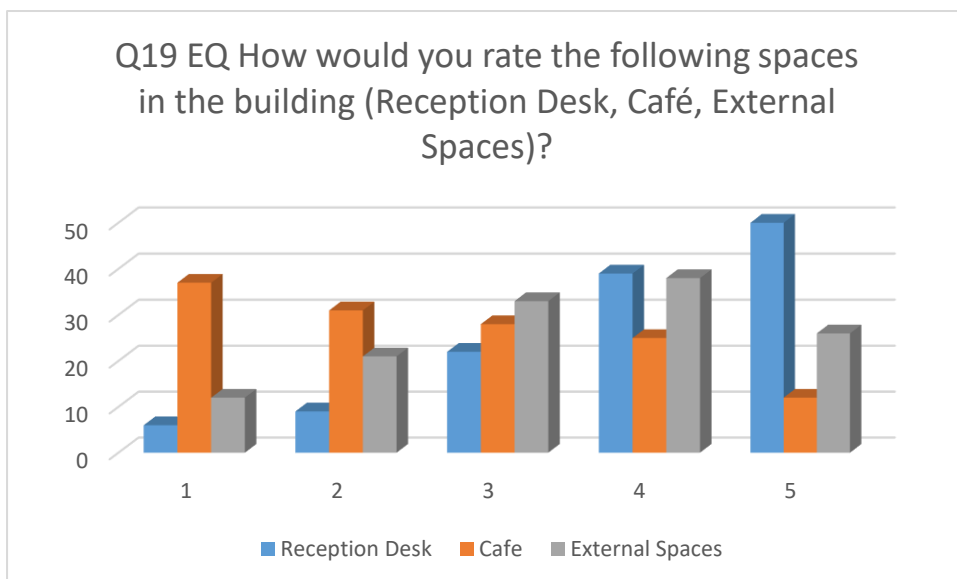
1= Poor, 2= Average, 3=Good, 4=Very Good, 5=Excellent

Q18 How would you rate your ability to control the following aspects of the building (Heating, Ventilation, Lighting)?



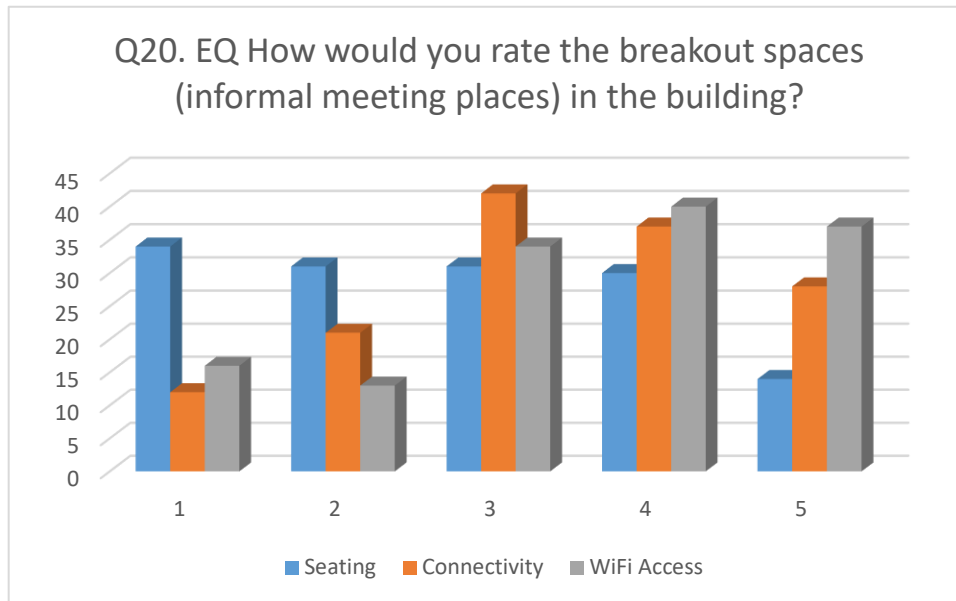
1= Poor, 2= Average, 3=Good, 4=Very Good, 5=Excellent

Q19 How would you rate the following spaces in the building (Reception Desk, Café, External Spaces)?



1= Poor, 2= Average, 3=Good, 4=Very Good, 5=Excellent

Q20. How would you rate the breakout spaces (informal meeting places) in the building?



1= Poor, 2= Average, 3=Good, 4=Very Good, 5=Excellent

9.1 Student Comments

The single most prominent issue was the lack of sufficient seating in common areas. Next most prominent is the issue that that Café is overpriced, charging high street prices to students. Some respondents mentioned that toilets were poorly maintained and lacking toilet paper. The building was cold and temperature was not alterable. All comments are listed in Appendix 3.

9.2 Conclusions

General aspects of the new building received overall positive ratings. Signage, Wayfinding and Cycling facilities were scored favourably (Q15). Likewise, the building temperature was favourably rated (Q17) although it is worth noting that several people commented (in the comment box provided) on the fact that the building was cold on occasions. The ability to control aspects such as Heating, Ventilation, Lighting Daylight and Artificial Light) were queried in Q18. Of these, Heating and ventilation were poorly scored. It is clear that heating in the building is a particular problem from this response and the comments of students.

Q19 rated the Reception Desk, Café, and External spaces. Of these, the Café attracted the most negative comment. There is a strong perception that the Café is overpriced and its closing at 5pm is an issue.

A significant number of respondents (Q20) rated the Informal meeting areas poorly due to a lack of appropriate seating.

10.0 Overall Conclusions

This section examines both Quads and attempts to identify common issues and to explore differences in responses between the buildings. The headings used in the original questionnaire are retained. The high level of students' response to the survey provides confidence that these data accurately reflect their attitudes and perceptions.

10.1 Overall Building Layout and Finishes

In the case of both Quads, the building layout and finishes were favourably viewed by students. Given that this is a new building a high degree of satisfaction with finishes is perhaps not surprising. In the case of both Quads, however, a "corporate" feeling in the buildings was articulated. This perceived lack of warmth was more marked in responses from Central Quad respondents. It is important to note that the buildings are in the early stages of occupation and the "corporate" feeling of a new building may diminish with time as the occupants personalise spaces. At the same time, when asked to name the "best" aspects of the Central Quad, respondents cited its bright, airy modern appearance.

10.2 Specialist spaces

Specialist spaces are diverse, consisting of Laboratories, Kitchens, Workshops, Performance spaces and Studios although all specialist spaces were highly rated. The generally very high rating of specialist spaces undoubtedly reflects the high degree of Schools' involvement in the design of these spaces.

10.3 Teaching Spaces

Overall, a very high degree of satisfaction with classroom spaces was reported in both Quads. There are clear issues with equipment in certain teaching spaces.

10.4 General Building Aspects

In both Quads, the lack of informal student gathering spaces is a major issue. The lack of appropriate seating in these areas was highlighted especially in the Central Quad.

The ability of students to control their environment was poorly rated especially heating and ventilation. The Central Quad in particular, had a number of teething problems with temperature control in the building and issues with the Building Management System at the time the survey was carried out.

11.0 Overall Conclusions:

The most striking finding is the overall high level of satisfaction with building layout and finishes, specialist and teaching spaces. This picture is less positive for common spaces such as informal learning areas, breakout spaces and Café areas. An overriding issue in both Quads is the lack of seating for students between classes. The lack of ability to control heating and ventilation is also a source of frustration.

It is striking that the concerns of students track closely those of staff. A recent survey of staff also highlighted lack of seating in common areas/breakout spaces and issues such as cleanliness of toilets and a perceived “coldness” in the new buildings.

It is important to note that occupancy of this building is still rather new and that the snagging process is ongoing. For example, the lack of control of heating and ventilation probably reflects student frustration with cold buildings due to failures of Building Management System software. This is an ongoing issue at the time of compilation of this report.

The perceived “corporate” feel of the new buildings may reflect the fact that new buildings take a period of time to develop a “lived in” character and it is likely that this perception will diminish with time.

It is also important to note that this report represents a “snapshot” in time and needs to be conducted from time to time post occupancy to monitor the evolution of student responses as issues are addressed/circumvented.

APPENDIX 1 Questionnaire

These are the Questions referenced in the main body of the report as Questionnaire or Survey. The numbering is as used in the report.

Student Survey, Post Occupancy Evaluation, Grangegorman Quads

The survey will take approximately 6 minutes to complete.

Section 1

...

1. In which building are your classes mainly located? *

Central Quad

East Quad

Other

2. With what School/Facility are you mainly affiliated? *

Conservatoire

Social Sciences, Law and Education

Tourism and Hospitality Management

Media

Art and Design

Culinary Arts and Food Technology

Chemical and Bioharmaceutical Sciences

Biological, Health and Sports Sciences

Physics, Clinical and Optometric Sciences

Food Science and Environmental Health

Mathematics and Statistics


Computer Science

Electrical and Electronic Engineering

Prefer not to disclose

Other

Section 2

Overall Building 

Please score options from 1-5 where: 1=Poor; 2=Average; 3=Good; 4=Very Good; 5=Excellent

+ Insert new



3. How do you rate the building under the following headings? *

	1	2	3	4	5
Overall Layout	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appropriate Finishes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. How would you rate the overall look of the building in terms of décor and finish? *

	1	2	3	4	5
Internal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
External	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Have you any General or Specific comments on the building layout or "look and feel"?

Enter your answer

Specialist Spaces (Laboratories, Kitchens, Workshops, Performance Spaces, Studios)

Please score options from 1-5 where: 1=Poor; 2=Average; 3=Good; 4=Very Good; 5=Excellent

Leave blank if not applicable to you.

6. How would you rate the quality of Laboratory spaces?

	1	2	3	4	5
Overall Quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Design	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. How would you rate the quality of Kitchen spaces?

	1	2	3	4	5
Overall Quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Design	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. How would you rate the quality of Workshop spaces?

	1	2	3	4	5
Overall Quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Design	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. How would you rate the quality of Performance spaces?

	1	2	3	4	5
Overall Quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Design	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. How would you rate the quality of Studio spaces?

	1	2	3	4	5
Overall Quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Design	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Have you any General or Specific comments on Specialist spaces?

Enter your answer

Continued below

Flat Classrooms, Tiered Lecture Theatres

Please score options from 1-5 where: 1=Poor; 2=Average; 3=Good; 4=Very Good; 5=Excellent

12. How would you rate the overall quality of the following teaching spaces? *

	1	2	3	4	5	N/A
Flat Classrooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lecture Theatres	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. How would you rate the quality of the following services in Teaching spaces? *

	1	2	3	4	5	N/A
Audio Visual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Display and Connectivity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Acoustics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

...

14. Have you any general or specific comments on the Teaching spaces?

Enter your answer

Continued below

Common Spaces

Please score options from 1-5 where: 1=Poor; 2=Average; 3=Good; 4=Very Good; 5=Excellent

15. How would you rate the following aspects of the building? *

	1	2	3	4	5	N/A
Signage and Wayfinding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cycling facilities provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. How would you rate the cleanliness and Air Quality of the building? *

	1	2	3	4	5
Cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ventilation and Indoor Air Quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. How would you rate the temperature of the building? *

	1	2	3	4	5
In Summer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In Winter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. How would you rate your ability to control the following aspects of the building? *

	1	2	3	4	5
Heating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ventilation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Daylight Levels	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Artificial Light	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. How would you rate the following aspects of the building? *

	1	2	3	4	5	N/A
Reception Desk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Café	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
External Spaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. How would you rate the breakout spaces (informal meeting places) in the building? *

	1	2	3	4	5
Seating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Connectivity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WiFi access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. How would you rate the toilet and shower facilities of the building? *

	1	2	3	4	5	N/A
Toilets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Showers and Changing areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

22. Have you any general or specific comments on Common Spaces?

Enter your answer

Section 6



Feedback

23. The best thing about this building is.....

Enter your answer

24. The worst thing about this building is.....

Enter your answer

APPENDIX 2 Central Quad Common Spaces Comments

Central Quad Feedback

This appendix lists all comments received on regarding Common Spaces” of the Central Quad. Respondents were asked: Q22 Have you any general or specific comments on Common Spaces?

Q22 Have you any general or specific comments on (Central Quad) Common Spaces?
Not enough toilet spaces. It is usually way too cold in the classrooms and there should be more study spaces in the building
N/A
There aren't enough seating areas in Central Quad, there's a lot of people sitting on the floor in between classes and empty space where there could be seats
Not enough seating, bathrooms on ground floor are always dirty, cafe sells a very limited selection of food
No, I don't have any comments everything is good
Not enough spaces for college students during lunch and building is quiet cold during winter, usually need a coat on inside due to the constant timer for the windows opening and closing
Have had issues with the wifi but seems like I am the only one.
<p>Common spaces on each level are great but always busy because of the huge demand for spaces to hangout /study / eat and the lack of supply of these spaces. Please add more proper seating areas to the Central Quad similar in concept to these Common spaces with the booths on each level.</p> <p>The hallways have plenty of free space for some bench seating, there is empty landing areas on the main wooden stairs in Central Quad where a cushioned C shaped bench seat with a table in the middle could be placed.</p> <p>The area next to the toilet doors at the start of the long hallway with the floor to ceiling windows is a great area to add more bench seating.</p> <p>An idea maybe would be to add another vending machine to each level but have it dispense stationary and tech things like usb A to usb C cables, calculators, short ethernet cables, charging cables etc.</p> <p>Café on ground floor of Central Quad could sell Vegan sandwiches. Not any options for vegetarians or vegans in terms of sandwiches there.</p> <p>Wifi 6 would be nice if it isn't already implemented. Also 5G if possible would be nice for a Technological University to have as we outside of the wifi range 5G would really help when looking at the timetable etc.</p> <p>In the toilets, if the taps and soap dispensers could be made motion sensor activated that would greatly improve hygiene. Also bins for general waste in the bathrooms is another suggestion.</p>
<p>Heaters are rarely on</p> <p>Windows constantly open by themselves which gives a horrible background noise</p> <p>Windows open by themselves while freezing outside and strong winds</p> <p>Bearly any seating</p> <p>Canteen is double the price the Kevin street canteen was and a fraction of the size</p>
N/A

There's not enough communal seating areas for students, I am half way through second year and only sat at one of the blue common seating areas once

There is a lot of wasted space where there could be communal seating for students

Get Aramark out, this isn't a prison

What showers? The only showers I'm aware of are those in the gym, which you have to pay for, and the ones for staff. Showers for students would be incredibly important for the college.

The toilets are very poorly maintained, they're either not clean or the doors are somehow broken(lacking locks, creaking doors, locks getting stuck).

Why no seating in Central?

I would like more pods on the 2nd,3rd and 4th floor

Not enough seating in central quad . To use printers and access exam papers school wifi doesn't work

No changing areas for women

No

Cleanliness is many times the student's fault, not looking after the space themselves. Artificial ventilation on windowless spaces makes the rooms uncomfortable (too cold in winter) and heavy in the summer. Again, some students lacking basic grooming. In rooms with windows, windows and blinds are terribly noisy (wind strength looks like was not taken into account in building design). Very limited access to control of environmental variables. Wifi is good in general, even though some spaces feel sign-blind. Seating is extremely poor and inefficient. Connectivity is very limited due to the lack of study spots, and not the best solution in the lobby area. Asking about the toilets, smelly and lacking cleanliness, and the almost non-existing changing facilities sounds like a joke.

Signage is often confusing, makes hard to find some spaces, especially on the ground floor. The air quality is good, but building is not really clean. Toilets and common spaces are often disgustingly dirty. There are no real control on temperature of the building, moreover, sometimes windows stay open for the night and it is very cold. The BMS system's setpoints are not properly set up, so the windows are opening and closing back and forth all the time, which is very distracting and annoying. Moreover, sometimes it is either too warm or too cold, especially in the beginning of the colder period (November). The lighting controls schemes are strange, in some labs like CQ-338, lights keep turning off after certain period of time, despite all the occupancy sensors. Happened in other rooms as well, can't say exact room numbers unfortunately. Different daylighting scenes have little use, and first one is used mostly. They all are very similar, with couple very bright ones (used all the time) and couple too dim (never used). So, no real daylighting control as well, it either all lights are on, or all lights are dimmed.

Great

none

No

Lack of seating and connectivity issues on the lower levels of the building

there is not enough common spaces, this needs to change!!!! not enough seats, not enough areas to have lunch as everywhere is always full

Again. Not enough sitting places, huge empty spaces. 2nd floor has no tv pods even. During exams u can see most students sitting on floors cz of lack of spaces

Windows don't stay closed, makes classrooms very cold. Cafe is very expensive, overpriced. Not enough communal seating available. Shower and changing areas are not sufficient. No real accessibility shwoers

Light sensors not a good idea for hallways. during daylight the lights are on unnecessarily on and won't go off because major traffic is present (students will always be present in halls). the seating is very limited loads of students sit on the floor to have lunch (canteen is very small to

accommodate all central quad and east quad cafeteria is way too far as lunch break is very small..spend 10 minutes just to get to east quad, another 10 to get food, then lunch is over). Also, there are not enough showers and changing areas..that highly discourages people from cycling or walking to college as they cannot take a shower/change clothes. Also, what external places? there is only one "external" coffee shop in central quad 'happy days' and that's that. Food vans would be highly encouraged.

Lack of seats and spaces for students on their break

Temperature of building always comfortable. Not sure how to alter daylight levels in any rooms. Breakout meeting spaces in central quad are quite limited. Toilets always very clean, especially on lower ground floor.

There's no place at all to sit outside and not nearly enough spots in the break areas

find it stupid that you don't get service down stairs and that the wifi acts up more lower ground than it does anywhere else on campus, also the drainage or grease traps need to be fixed because when walking into campus near central quad there is always bad smells of rotten eggs

Extra seating, specifically chairs perhaps with armrest desk, would be good to facilitate groups to sit together around the bench seating areas.

The coffee in central quad is extremely poor quality. I gave Signage 'poor' as i have seen multiple signs in Irish spelled incorrectly which is extremely insulting towards the language.

Nowhere near enough seating. People grab those spaces with the TVs by 8am and stay there all day

overall, it's goo

The student union building is horrible compared to the other universities like UCD and DCU.

There needs to be security inside the student union because there is illegal activities happening everyday in the common room.

This ruins the reputation

Dirty. No seats, always smells of body odor or a corpse is rotting. No ventilation, security is none existent until the last week of college so thank you for caring on the last week. Student cards also don't work on some of the doors and the motion sensors on them don't make sense.

EQ has a student and staff only bike locker that CQ does not have. Bike was stolen right out from under cameras by CQ and no help was given by security. Secure bike storage is necessary for safety of students and staff.

Not enough common spaces.

Not nearly enough seating. Most of the time I end up having to sit on the floor. Facilities like microwaves should be available on every floor. For both staff and students to use. Queueing for 25 minutes for the one microwave in the canteen is just just an option, so I end up not eating for the 7 hours that I'm in college. Cafe has very limited choice and usually sells out. Zero changing facilities that I can use and many days I have to get changed and ready for work in college as I don't have the time to go home and come back

Not enough common spaces in central quad

Give us more space to sit between classes some to study and some to commune in

There needs to be more breakout space. There is not enough at the moment and people are sitting on the floor along the corridors.

.

Not nearly enough seating anywhere on campus

The bathrooms are always dirty and there's never any seats to sit on

east quad have amazing cycle spaces. but its too far for central quad especially when its raining. we need facilities like that in the central quad.

seating is very poor in the central quad. its is always full with the same people its like they never go to class just sit in the seats all day playing music and games.

Again barely any internet in college and if you are downstairs near kitchens there is 0 Wi-Fi. The changing rooms are way to small for the college and feels like they were put there as an after thought most people I have seen use the bathrooms because the changing rooms are overcrowded to much. Also cafe closes to early some people are in the building until after 7 and can't get a coffee past 3 in the afternoon.

The food offering in Central Quad is quite limited and very predictable and repetitive. There are not enough seats for the available coffee tables. More soft furnishing seating such as couches with small coffee tables would really add to the student experience in CQ main hall.

There's absolutely no where to sit in central quad

The seating needs to be addressed. There is a major lack of adequate seating on campus. The pods are a waste of space.

STUDENTS NEED MORE informal meeting places. TOO MANY TIMES PEOPLE ARE SITTING ON THE GROUND

i didn't know there were showers

More seating areas please

Not enough seating booths/ breakout spaces

None

Seating is not even close to accompany 10% of the students. Tempature is exteremly high all the times which make it harder to think and focus. Still, it could be lecturers fault but whenever they tried to anything above bare minimum, like online stream, or share their screen on the slide etc it just takes 20 minutes, no way around it.

The doors for the bathroom are often too close to the sinks so you end up hitting someone with the door on your way in to the bathroom. The taps in the bathrooms sometimes don't work or barely any water comes out of them. And there is no soap in the dispensers often. The windows in the lecture rooms keep automatically opening and closing in the room and the noise can be very distracting, and the rooms can be quite cold or too warm at times. And again there is barely any plug sockets in the lecture rooms.

Firstly, the shower should be available to all students. Why is there a lock on it?

WiFi is OK, the tudublin WiFi doesn't work only eduroam.

Much more seating is needed, every booth in CQ is always full. There are always people sitting on the floor

The cafe is over priced and considering we are students and in a college it should really be cheaper then in a shop if you could subsidise it.

With ventilation and temperature, we cannot control the windows in classrooms. The open when they want and it gets freezing.

With security, we're a student campus but it feels like we're more of a public park. Why is this? I think we should reduce the public entrances and need student cards at the others. I've also head many complaints about kids being in East quad.

And please stop prioritising money over students. And end the contract with these companies that control our buildings or explain why you made them. I can't understand the benefits of them, from my experience as a student, student Counciller and society Committee member it only makes thing more difficult to do.

Also please open certain buildings 24hr I know this will be a cost on security but for example Imperial College London has its library open 24hr, from Sunday to Thursday and closed from 11pm Friday to Saturday. I believe this would be beneficial to many student who find it difficult or impossible to study at home.

no

Not nearly enough places for people to sit, eat lunch and hangout without it being inside a classroom

APPENDIX 3 Central Quad Common Spaces Comments

East Quad Feedback

This appendix lists all comments received on regarding Common Spaces” of the East Quad. Respondents were asked: Q22 Have you any general or specific comments on Common Spaces?

Cafe is way too expensive for college students

You can't find seating to work past 2pm because of the amount of kids running wild. Control them. Students need to be respected by being allowed peace and privacy to work and relax

There is no coffee dock or cafe available in the East Quad after 5pm. Arriving for lectures at 6pm and not being able to avail of a coffee or even having a vending machine on campus is an absolute disgrace and grossly unfair to those students that attend in the evenings.

I find it incredulous that a tender was awarded to a coffee shop whereby a group of students were not factored into the equation - ie the part time/evening students.

Rooms are always stuffy. Temp control is an absolute disaster. There are 3 male showers for the whole East Quad; simply not enough. In general, the East Quad is a poorly designed and maintained building. No canteen, no areas for students to eat etc.

We need more seats

The common areas there are not enough seats/booths on the ground floor which are here is room for more. On the 5th floor at times there are people in the communal area not even from the east quad building that get in the way of the printer at times.

The common spaces are visually appealing but there are not enough booths or spaces for students to congregate in. The heating in the building is very difficult to control. Being an open space it is very difficult to keep heat in and the rooms are usually ventilated with vents that even in the summer it can get quite cold if you're sitting down for a whole class.

More cubicles put in for seating

Not enough common seating areas. There is nowhere to sit in the building as all the seats are always occupied

Disabled toilets are locked sometimes

The heating is ridiculous, it's nearly always much too warm and it's impossible to control the heating because the thermostat is always locked.

The timed lighting in the conservatoire practise rooms is a joke. Saving electricity is great but musicians tend to practise with very little movement and for lengthy times. Having to constantly turn the lights back on either by sensor or the dimmer switch on the wall it very irritating.

The cafe in East Quad is lovely and has a wonderful selection but is the same price as a cafe on the street! The prices are not subsidised for students but we will still use it because it is the only one available in East Quad. €4:10 for an oat milk latte is ridiculous (lactose intolerance, not for any other reason)

Ventilation is generally ok in East Quad but Lower House, most of the windows cannot be opened. If we cannot adjust the thermostat or open the windows what are we supposed to do?

The cafe is overpriced. It's difficult to find somewhere to sit it's usually filled with parents and children waiting on music class students. There's no where quiet in the building to sit she read or reflect

The seating space's available on east quad are lovely however, there is need for more as due to the lack of seating in central quad many of the students from there have to use the seating in east quad

Larger tables with benches or chairs would be good.
Sensory pod chairs for meditation are required.

Kennedy cafe in east quad is overpriced. More outdoor seating.

Please have large signs that show what floor you are on when you exit the lifts, most floors look similar and it may be too crowded to check the small screen in the lift before leaving.

We don't have showers as far as i know. The central quad students come to the east quad because they don't have enough sitting spaces in their building so therefore we don't have enough sitting spaces. Not to talk about the lack of security and how they or random people enter the studio like as if there were in a walk in gallery or something. The ventilation system is difficult to manage and I think it's a big mistake that the windows are being permanently closed in the structure.

The toilets almost always have no toilet paper and/or are unclean. The floor isn't very clean. Kennedys is much too expensive and bad quality. The Central Quad 'Aspretto' is much more affordable and would make more sense to have one in East Quad.

As previously mentioned, the temperature of the studio spaces is always very high, and in flat classrooms the room gets too warm with the door closed and then freezing with the door open. Rather than the auto-ventilate system there should just be a way for people in the room to control its temperature. The café in East Quad is also very poor. The prices are extremely high, even compared to other cafes in town. There should be a way for the University or SU to subsidize some of the prices so that they are cheaper for students. The food options are next to nothing. Compared to Grumpy Mule in Bolton Street, Kennedy's pales in comparison. Although they are marketed as being very "eco" there are almost no food options for students who are vegan or dairy-free.

More microwaves, Better places for informal meetings and a better menu to accommodate all people with certain eating requirements. More affordable menu. (McDonalds is cheaper)

Not enough common area seating at all .

I think the east quad should have vending machines or any kind of (affordable) food option for grabbing stuff between classes that doesn't involve standing in line for 15 minutes at Kennedys.

Also, the college is the warmest place on earth and ways to change the temperature in classrooms could be signposted

During the winter it is often too hot or after a class has left the room does not adjust quickly so you could be freezing if a larger class was in the room. Lecturers are often seeking different rooms as this occurs.

During the Summer it can feel stuffy and being able to open a window or get fresh air would assist with this as the ventilation is not cool it appears to generate from the room and can be quite heavy.

The toilets the past month for the females have been blocked and the locks on some have fallen off and have not been fixed.

The seating areas are often crowded with no space and it appears people are convening for lunch as there is no lunch space provided and therefore there is no space to study. A reading room and study space would be welcomed by most students I've spoken to and perhaps a designated lunch

space.

The cafe is nice but is very overpriced and lacks affordability. Any affordable items priced under €2 are extremely small. With tesco and lidl in close proximity that offer lunch deals for under 4 euro it is a shame the cafe can not provide affordable meals onsite.

There are many lecture halls that have no windows to the outdoors and lack any daylight in them during those times.

MORE SEATS

Please make the cafe cheaper so students can actually afford it

No

I honestly have no idea where any of the rooms are. I was supposed to have an meeting the Greenway building, and simply couldn't find any signage to get to it from the EQ.

The cafe in the building is extremely expensive considering it is a student space and theres no shop on campus

Out door areas a bit barren/sparse

Inadequate seating areas in common spaces

Cafe in East Quad prohibitavely expensive for students, lack of vending machines also an issue for evening students

Needs vending machine option

many of the common spaces in the east quad ground floor have no plugs

need spaces to lock bikes that allow you to lock to the frame and are covered- currently the only coved bike area are ones that lock to the wheels

Theres a lack of seating in the common areas and a lot of dead space, particurly on the ground floor

Should be gender neutral toilets also

There is no ventilation anywhere in the classrooms and it becomes very uncomfortable to work in a room that it's so hot and stuffy. The cafe is closed at 5 so no evening students have access to any food or drink at any point as there are no vending machines either. There is opportunity for parking to be made available on campus as there is a large open space between the east quad and lower house but a permit is needed to park there.

toilets were not kept clean - as a night time student there were no canteen facilities . tea coffee provided outside rooms in flasks was left there from before start of class at 4 and was always cold by class break at 6pm , no food available for evening students coming straight from work to class

With the library on a separate site, the East Quad would benefit from adequate seating, study areas and 'break out' rooms.

Sockets for charging laptops etc. at the desks would be useful.

There is a definite market for a few more cafes, restaurants, coffee docks, etc. Evening students (and possibly Lecturers) would love to be able to grab a coffee when they arrive at the building.

there are not enough booths available and the cafe is way too expensive

In recent weeks the east quad bathrooms have been awful, I notice lots of cleaning staff yet the toilets seem to run out of toilet paper quite frequently. Cafe is extremely expensive for a student cafe but it is clearly marketed at the parents of children who attend music class at the college.

The noise level from other classrooms is unacceptable, with the music class not closing their door therefore we must close our door and do not receive fresh air. Students gathering outside making noise while waiting for their music class. The heating and ventilation is strange, start of class it is roasting and end of class is freezing. The overall east quad building has no regard for post grad law

students who want to focus on their studies during class time or between classes with a lack of places to sit as the parents of children attending taking up the space. Maybe have a quiet zone. Bathroom doors have an awful creek in them. More hand driers or tissue outside of bathrooms.

A lot of improvement is needed in all aspects

would like if there was more places to charge your phone and closer to the blue booths

Generally, the Common Spaces facilities in the East Quad are well laid-out. However, in the Breakout Spaces, many of the seats are too close together, specifically on the ground floor where seats are too closely aligned to tables.

Cafe is way too expensive for the average student.

There is not enough individual working spaces and too many class rooms. Cooking facilities like kettles and microwaves would be very helpful.

Wide enough to contain 5 to 6 people

Need more booths around EQ. Would love some vending machines in EQ like they have in CQ

Some ventilation in lecture rooms let's in a lot of cold air, seating on first and second floor at times very limited

There is simply not enough seats on the ground floor and the recent removal and rearrangement of seats makes it extremely difficult to study in these areas.

more chatting/informal study areas

Cheaper cafeteria with less queue

Outdoor spaces that are covered on top because this is Ireland, it rains a lot.

The wifi doesn't work on some phones or refuse to connect

For part time students, access to coffee tea etc is poor during evenings and later on Saturdays. During a long 3 hr rehearsal there is only a water fountain to provide a drink .

Heating should be turned up. Reception needs proper security who care about students well-being's. Cafe is over priced we are students where are lower student prices. It's ridiculous

There is not enough seating in the common spaces. The blue units in the ground floor atriums are not sufficient and are also ergonomically poor as a workstation.

No

In terms of temperature one of the small lecture halls on the second floor was extremely cold during the winter so much so people were inside in jackets and gloves, we had to move out of the room.

And as for the toilets they are usually clean, however for a modern campus they lack gender inclusive toilets(signage) or over-all gender-inclusive amenities (period products in the men's bathrooms etc.)

Need to way more seating, it would be great to have a massive area for hangout like DCU, it's really hard to find a space at lunch time

The wifi in the east quad often stops working for weeks at a time. Also the cafe in the east quad is very expensive for a student

Could do with some meeting/study space on the fourth floor like with other floors although admittedly there's little space for it

No

Heating/Ventilation is a bit of an issue in some rooms. From experience, EQ323 has given my classes countless problems largely due to the Louvres blowing hot and cold every half hour or so. Better use of space could accommodate more common seating. A lot of seats are full all day but there is undoubtedly space for more.

There just doesn't seem to be quite enough, and the accessibility is frustrating - student IDs don't always work, and the internet connectivity throughout the building is woeful

Need more seating areas for eating

More booths would be used, they're always full

more chairs with tables for study would increase my rating on seating

