

Report on Post Occupancy Evaluation
Central and East Quads Grangeegorman
Campus, December 2022, Staff
Responses.

Report prepared by Campus Planning, Apr. 2023

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Executive Summary

This report presents the findings of a post occupancy evaluation (POE) survey of the staff 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. Staff and students from TU Dublin premises in several sites including Kevin Street, Cathal Brugha Street, Rathmines, Chatham Row and Grangegorman were 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 staff attitudes to their new buildings was gathered via an online survey which ran over a three week period from 25th November 2022 to 16th December 2022. The Central Quad is home to 400 staff members while the East Quad houses 150 staff. Academic staff whose workspace is in Park House were also included. The survey responses comprised over 69% of staff using these buildings. The high response rate provides for a robust “snapshot” of staff attitudes at this stage of building occupancy.

The survey was divided into 7 main sections and covered: building fabric and environment, teaching spaces, specialist spaces (laboratories, workshops, studios *etc.*), staff office accommodation, common ancillary spaces/circulation, general commentary and the migration process itself.

High level Summary of key points:

- 1. ~70% of staff responded to survey**
- 2. Good representation from both East and Central Quad staff**
- 3. Very high level of satisfaction with the migration process.**
- 4. Strong satisfaction with the general level of building fabric and finishes, but some commentary regarding insufficient common spaces and lack of finesse in the entrance lobbies.**
- 5. High level of approval with the specialist teaching spaces; performance spaces were notably positive, although there was some negative commentary regarding the training kitchens.**
- 6. High level of satisfaction with the classrooms and lecture theatres**
- 7. Staff workspace was viewed negatively by the majority of staff: roughly 60% of staff considered their workspace as ‘poor’ or ‘average’ with only 40% seeing it as ‘good’, ‘very good’ or ‘excellent’. Staff comments reflected a very low level of satisfaction with staff accommodation. Of the 244 responses received for the Central Quad, 91 were highly critical of office accommodation and meeting rooms; 42 were also critical of the lack of a staff common room and 94 made no comment”.**
- 8. Staff would like a greater level of control over heating and cooling within the building.**
- 9. More communal and informal spaces were requested.**

A similar exercise carried out with the student body at the same time showed similar results, although students were on average slightly more positive in their responses.

1.0 Introduction

The Central and East Quads are two buildings recently constructed on the TU Dublin Grangegorman Campus. 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 at that time, full occupancy was only realised after several months (Semester 1, 2022/23) due to Covid19 lockdown restrictions. As a result, this was an opportune time to gauge the attitudes of staff to their new accommodation. This study provides baseline data for further soundings as staff adapt to their new facilities in the coming years. Feedback was sought by use of an online questionnaire (Microsoft Forms) gathered between November 25th and December 16th 2022. The survey questionnaire covered several main areas:

1. Overall Building (“look and feel”)
2. Specialist Spaces (Laboratories, Kitchens, Workshops, Performance Spaces, Studios)
3. Flat Classrooms, Tiered Lecture Theatres
4. Staff Workspace (office accommodation)
5. Common Spaces (incl. heating, ventilation, lighting etc)
6. Migration (the process of moving to the new premises)

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.

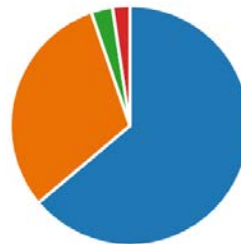
The objective of the survey was to gauge the attitudes of staff to all aspects of their new workplace.

1.1 Respondents Profile

This section shows number, affiliation and role of respondents. As expected, the largest category of survey respondents were academic staff (Q 3). The following questions provide background on those that answered the survey.

Q1. Which Building is your main place of work?

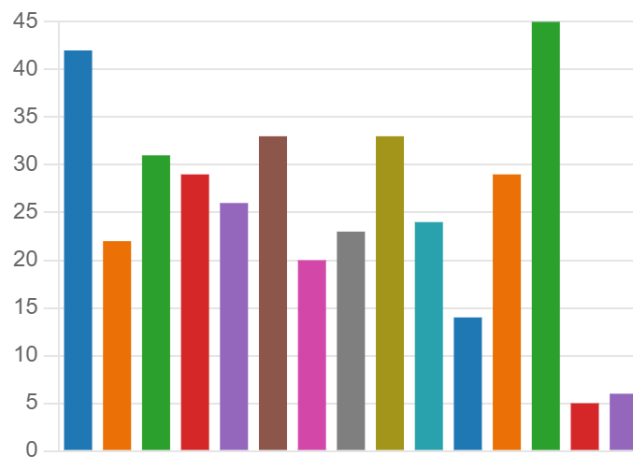
● Central Quad	244
● East Quad	118
● Park House	11
● Other	9



Total: 382 responses

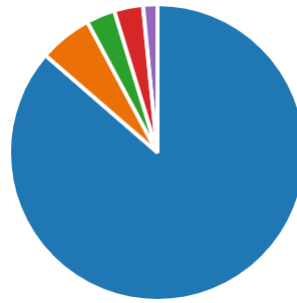
Q2. With what School/Facility are you mainly affiliated?

● Conservatoire	42
● Social Sciences, Law and Educati...	22
● Tourism and Hospitality Manage...	31
● Media	29
● Art and Design	26
● Culinary Arts and Food Technol...	33
● Chemical and Bioharmaceutical ...	20
● Biological, Health and Sports Sci...	23
● Physics, Clinical and Optometric...	33
● Food Science and Environmenta...	24
● Mathematics and Statistics	14
● Computer Science	29
● Electrical and Electronic Enginee...	45
● Prefer not to disclose	5
● Other	6



Q3. What is your role?

● Academic	330
● Technical	22
● Professional Services	12
● Faculty Support Staff	12
● Other	6



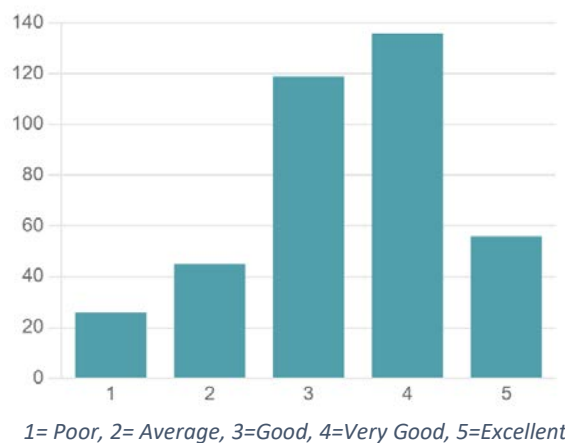
1.2 Conclusions:

Of an estimated 550 number of staff, 382 responses to the survey were received. The very high response rate provides a high level of confidence that the responses received accurately reflect staff opinions. For the Central Quad 61% of staff responded while for the East Quad 78 % responded. Q2 shows that all schools were well represented in the responses. Q3 shows that, as expected, the majority of respondents (86%) were academic staff who comprise the vast bulk of staff housed in the Quads. The feedback considered in this document is broken down by Quad (see Section 3.0 below).

2.0 Migration

Prior to building occupation it was necessary to relocate staff and contents of offices, laboratories, kitchens, studios performance spaces and workshops to the new buildings. The migration of staff and equipment from existing locations in to Grangeegorman Central and East Quads was one of the largest logistic challenges in the history of TU Dublin. The process was further challenged by occurring during the Covid19 lockdown period. In total, over 1,000 staff were relocated along with 15,000 crates, laboratory glassware and consumables, laboratory equipment, training kitchen equipment and 85 pianos. Much of the equipment required specialist movers to secure equipment during transport.

Q31 How would you rate the move process to Grangeegorman?



2.1 Conclusions

This question applied to both Quads and gives an overall impression of the success of the Migration Project. It was clear (Q31) that the migration process was highly rated by the great majority of respondents in both Quads. Only 9% of respondents rated the migration process as poor. 51% of respondents gave a rating of very good or excellent for the migration process. Similarly high ratings were found for the communication process around Migration (Questions 29 and 30 – not shown).

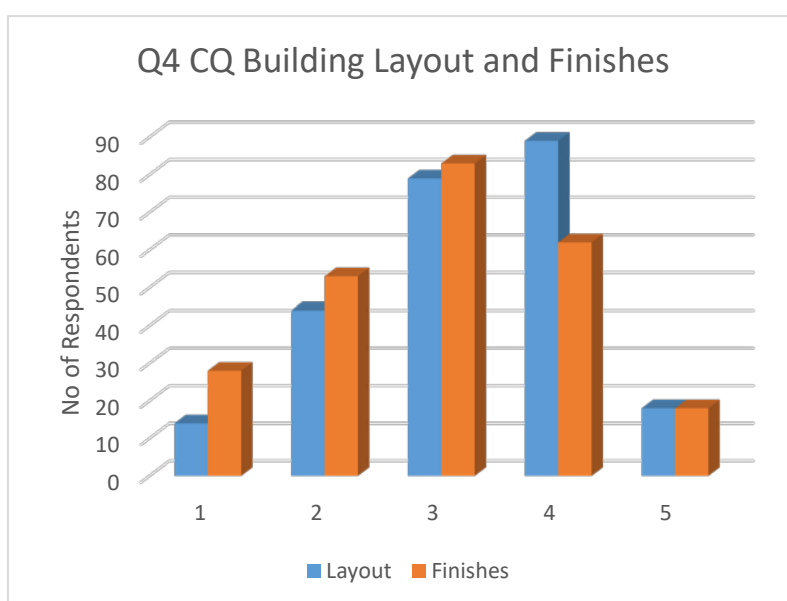
Central Quad

In the following sections the relevant questions are presented, followed by the Stakeholder Comments (received in the comment box provided in the Questionnaire). Finally a Section on Conclusions is provided.

2.0 Look and Feel of Central Quad

In this section respondents were asked to give their overall impressions of the Central Quad (CQ) building under sections such as layout and finishes. Question 4 shows responses for overall layout and finishes ratings.

Q4. 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 Stakeholder Comments

Roughly 150 comments were received. The most prominent comment concerned the apparent “coldness” of the building which was perceived as lacking the warmth of previously occupied buildings. The next most prominent issues concerned the lack of staff canteen space and lack of space for students to congregate. Several respondents pointed out that the lobby area was unsightly and overcrowded. Finally, specific issues regarding the provision and adequacy of toilet facilities were raised.

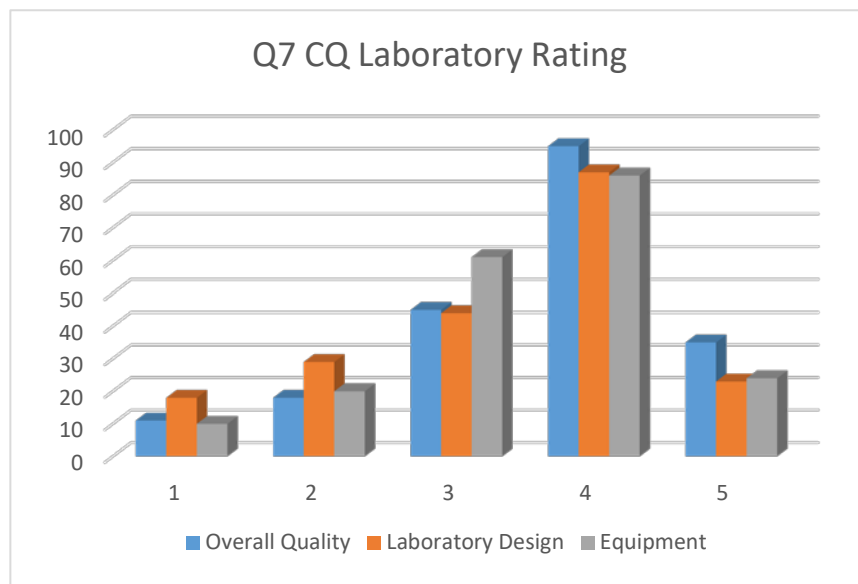
2.2 Conclusions:

It is clear that the bulk of responses show a positive view of building layout and finishes. However, the perception that the building is unwelcoming and “sterile” is consistent in the responses. In addition, there is a need to examine the provision of staff canteen spaces, student “common” spaces, toilet provision and to address the perceived clutter of the Central Quad entrance lobby.

3.0 Specialist Spaces Central Quad

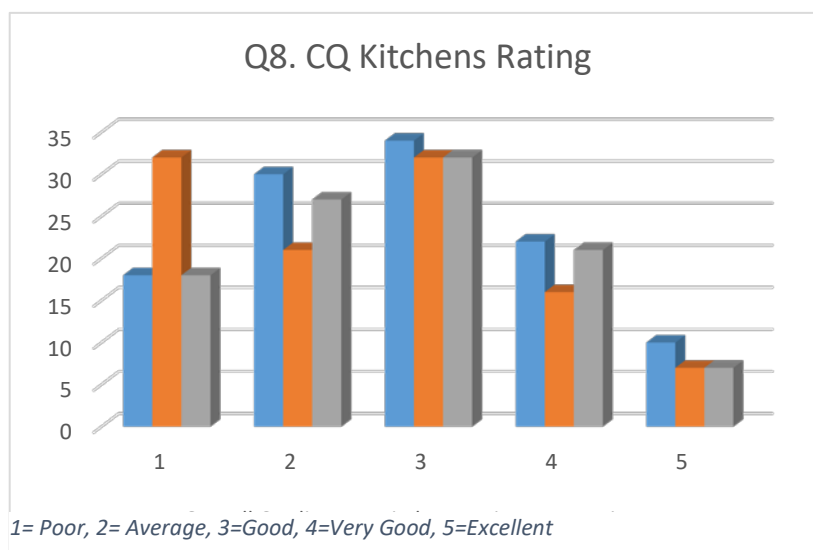
The term “Specialist spaces” refers to areas such as Laboratories, Workshops, Performance spaces and Studios. The responses to these questions sought to gain a picture of the perceived overall quality of the space as well as the laboratory design and the equipment provided.

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



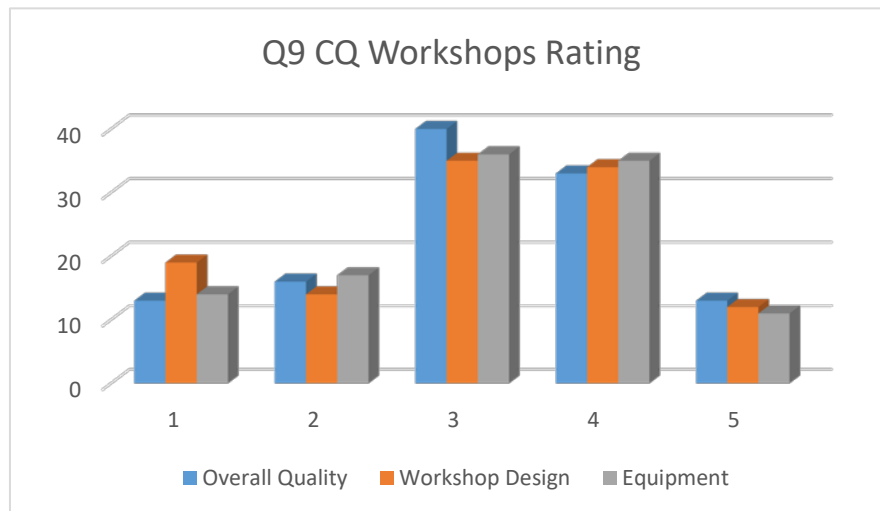
1= Poor, 2= Average, 3=Good, 4=Very Good, 5=Excellent

Q8. 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

Q9. 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 Stakeholder Comments

The comments were widely varying and a single thread difficult to discern. The lack of daylight in basement spaces (Kitchens and Workshops) was raised by a few stakeholders. Comments on these spaces reflected an overall sense that faulty items were not being repaired or addressed. This may reflect shortcomings with the Helpdesk function. Some respondents clearly misread the question and commented on broader building issues.

3.2 Conclusion

These responses indicate that there is, broadly speaking, a high level of satisfaction with the Laboratories and Workshops; the Kitchens, however, show that *ca.* 15% of staff felt that Kitchens were poor and 27% rated them as average. In particular, the *design* of Kitchens was an issue. When the Culinary Arts School alone was examined (the main professional user of Specialist Kitchen spaces) the picture was more mixed. Only 7% of respondents rated “Overall Quality” as poor and 32% as average. Significantly, 28% of respondents saw Kitchen Design as poor (Figure 3.1).

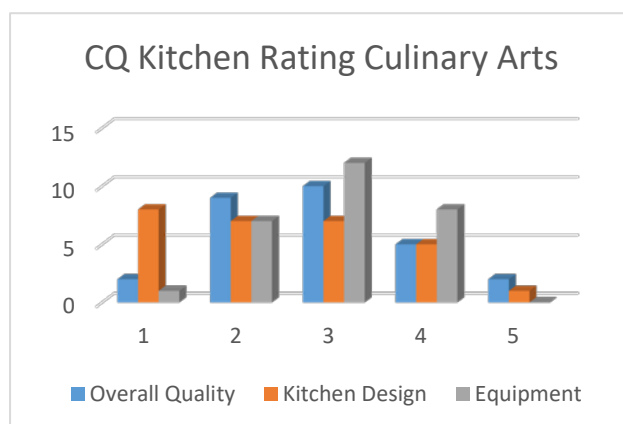
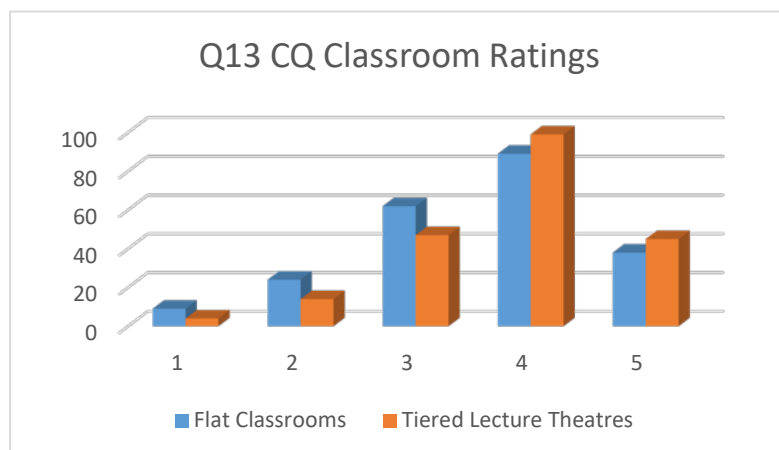


Figure 3.1: 1= Poor, 2= Average, 3=Good, 4=Very Good, 5=Excellent

4.0 Flat Classrooms and Tiered Lecture Theatres – Central Quad

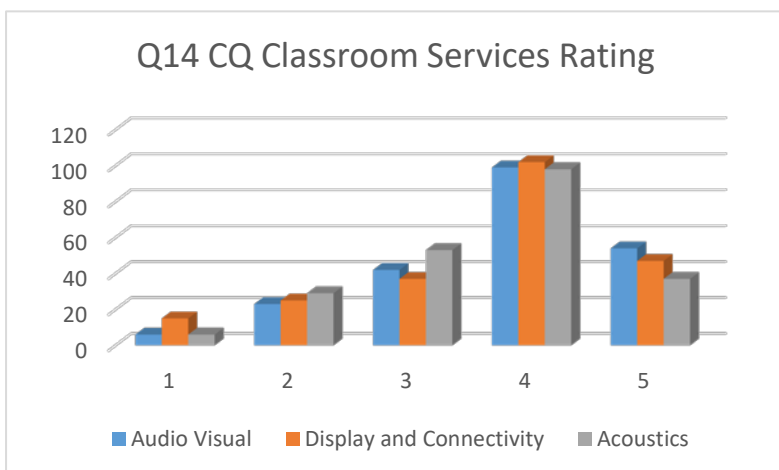
In this section the quality of teaching spaces was examined. The questions looked at Flat Classrooms (the majority of spaces) versus Tiered Lecture Theatres. The services provided were also explored.

Q13 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

Q14 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 Stakeholder comments

A wide variety of comments on specific rooms were received. It is clear that a large number of staff have issues with the number and placement of Whiteboards in classrooms. There are also a number of technical issues with AV and connectivity.

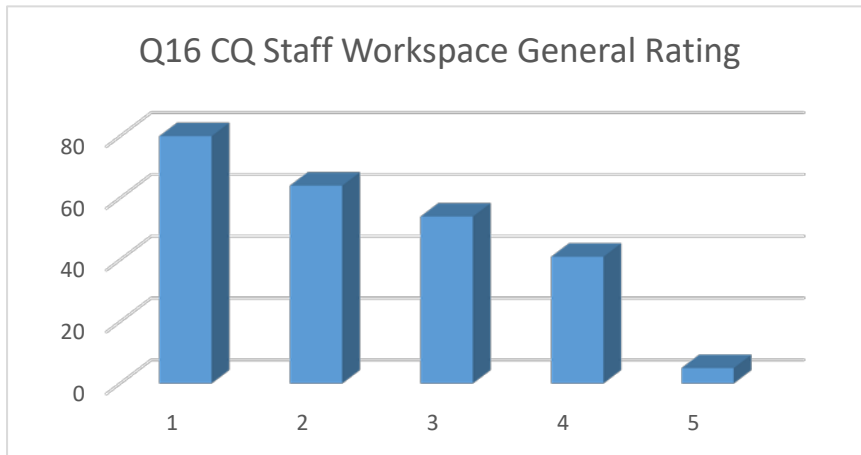
4.2 Conclusions

The questions on Overall Quality indicates a high degree of satisfaction with classroom spaces was observed. For example, Flat classrooms were rated as poor by only 4% of respondents. There are clear issues with equipment failures and placement of Whiteboards evident in stakeholder's comments.

5.0 Staff Workspace – Central Quad

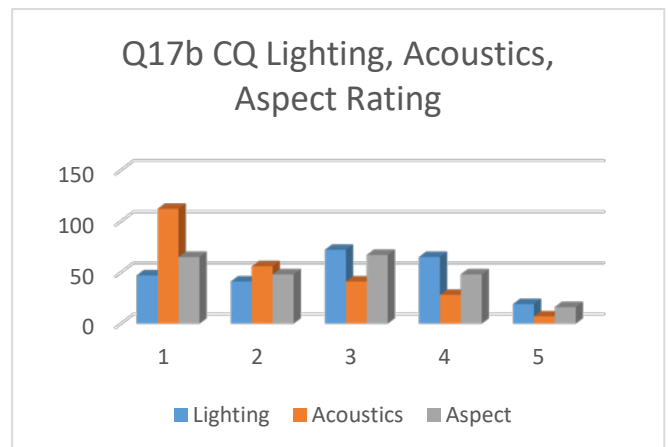
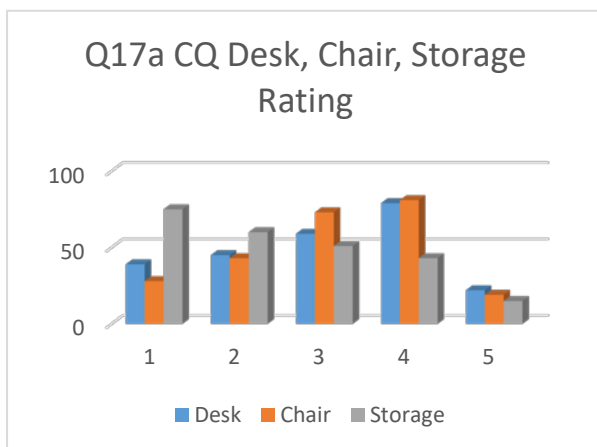
The survey of staff workspace covered general questions on overall quality as well as specific questions on physical surroundings and availability of services. A question comparing the new office accommodation to previous office space was included as was a question on staff preference for office occupancy.

Q16 How would you rate the quality of Staff Workspace in general?



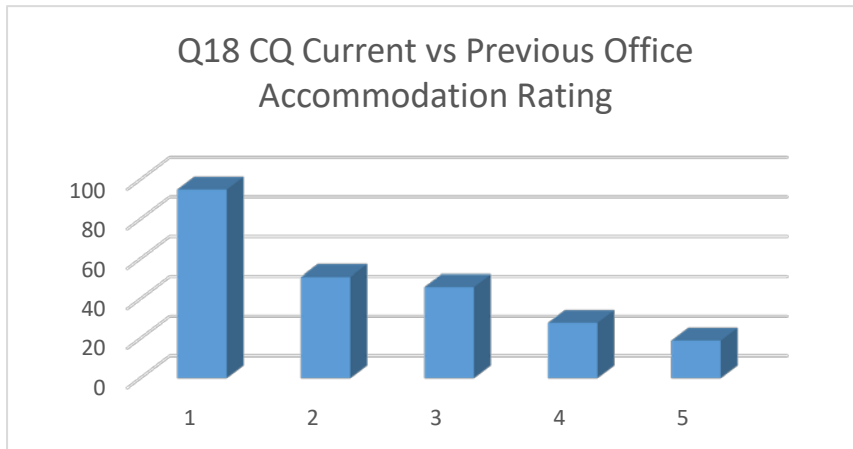
1= Poor, 2= Average, 3=Good, 4=Very Good, 5=Excellent

Q17 How would you rate the Quality of the following aspects of staff workspace (a) Desk, (b)Chair, (C)Lighting, (d) Acoustics, (e) Storage, (f) Aspect?



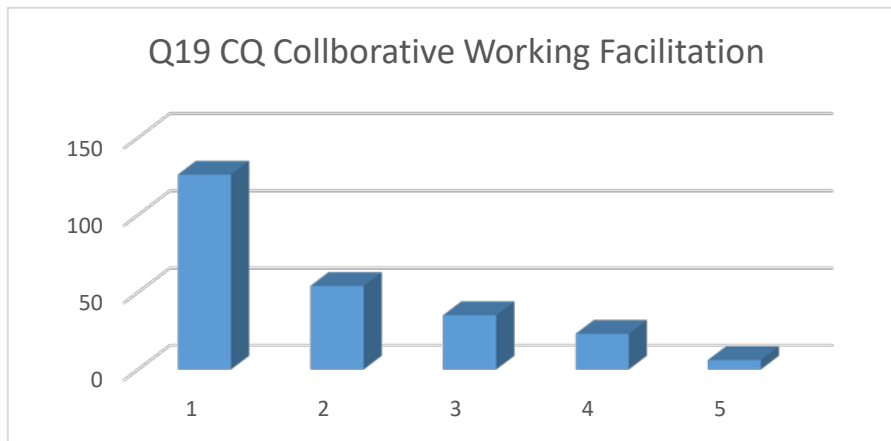
1= Poor, 2= Average, 3=Good, 4=Very Good, 5=Excellent

Q18 How would you rate your office accommodation compared to any previous office accommodation you have experienced?



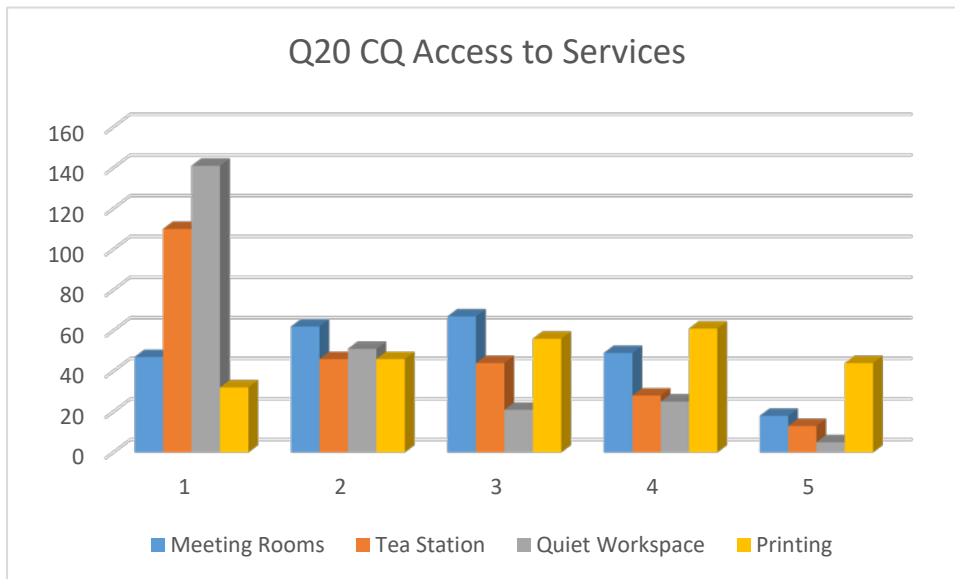
1= Poor, 2= Average, 3=Good, 4=Very Good, 5=Excellent

Q19 How would you rate the building layout in terms of facilitating a collaborative working environment?



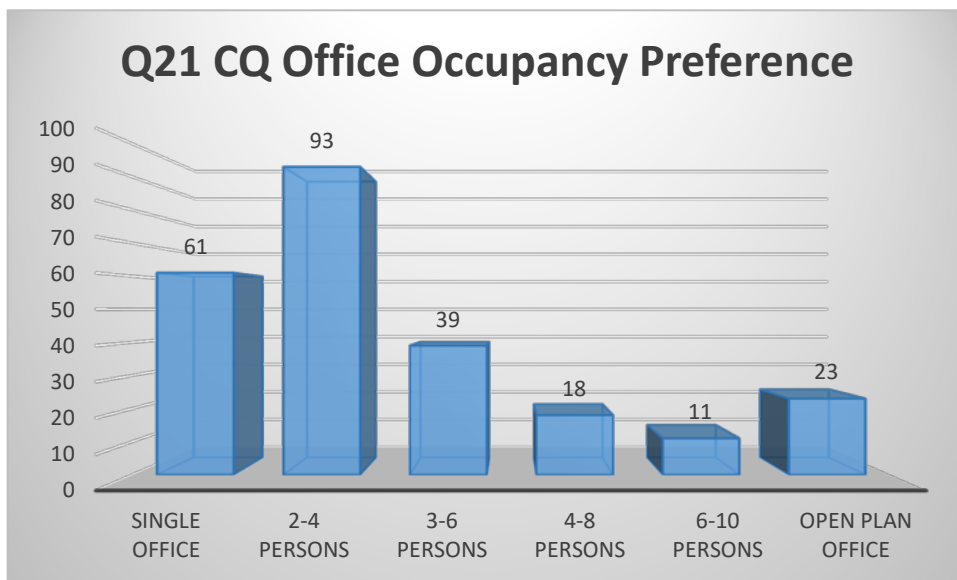
1= Poor, 2= Average, 3=Good, 4=Very Good, 5=Excellent

Q20 How would you rate access to the following features in terms of staff collaborative workspaces (Meeting Rooms, Tea Station, Quiet Working, Printing)?



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

Q21 For future planning purposes, what is your preference in terms of staff office occupancy?



5.1 Stakeholder Comments

Of the roughly 150 comments received, almost all were highly critical of large open plan office spaces. Issues included; lack of privacy, poor acoustic separation and distraction. It was pointed out by

respondents that not all academic activities are collaborative and that the current setup did not adequately provide for private working. It is clear that staff are disappointed in the staff area layout and the provision of meeting spaces and social spaces for colleagues to meet for collaborative purposes. All feedback comments on Central Quad Staff Workspace are shown in APPENDIX 2.

5.2 Conclusion

In general, staff workspaces were poorly rated. Q16 shows 33% of respondents rated staff workspace as poor and 26% as average. A further 22% viewed staff space as “good” with only 19% viewing it as very good or excellent.

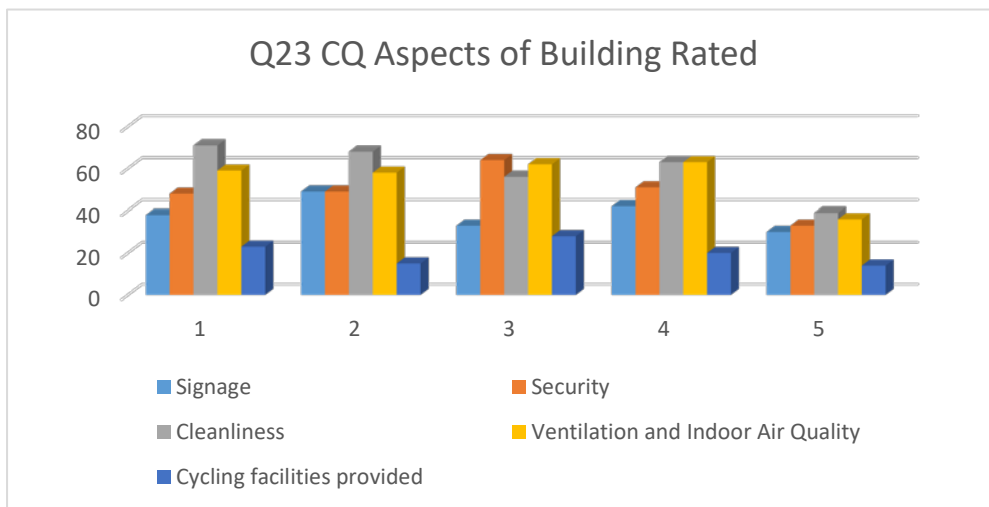
Q18 indicates that the office accommodation is considered inferior to previous office workspace occupied by respondents. Q19 indicates that the spaces are not considered to facilitate a collaborative environment. Q17a shows that many respondents considered the desk, chair, and particularly storage as problematic but perhaps the greatest issue was with acoustics (Q17b) which was rated as poor by 46% of staff. Q20 indicates access to quiet workspace is a key concern closely followed by suitable Tea Rooms.

When staff were queried on their preference (Q21) in terms of staff office occupancy, 25% expressed a preference for a single office, 38% for a 2-4 person office and only 9% preferred the larger open plan office. It is clear that the principle of office sharing is not the most prominent issue, rather it is the large size of open plan workspaces that is poorly rated. A clear preference for smaller occupancy workspaces was evident. The larger offices were perceived as being loud, distracting and lacking privacy.

6.0 General Building Aspects – Central Quad

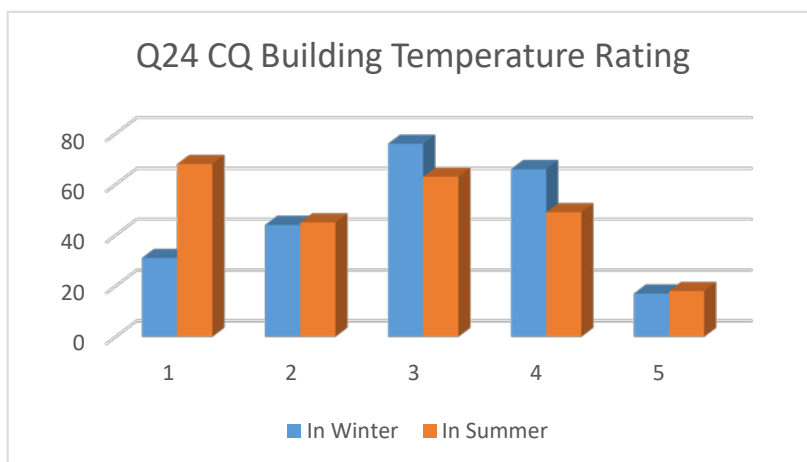
In this section the support spaces in the building were examined along with issues such as temperature and Air Quality, signage etc.

Q23 How would you rate the following aspects of the building (Signage, Cleanliness, Cycling facilities, security, Ventilation and Indoor Air Quality)?



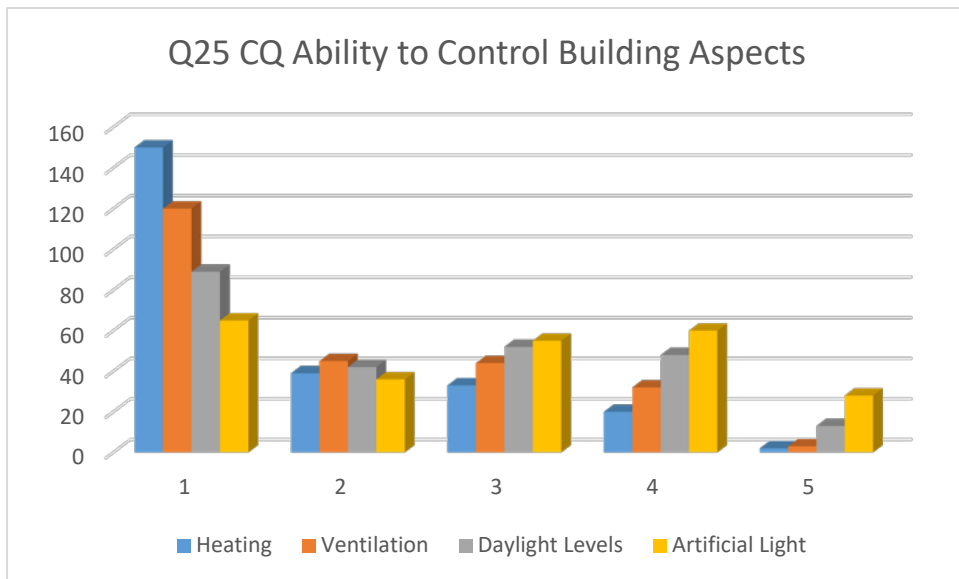
1= Poor, 2= Average, 3=Good, 4=Very Good, 5=Excellent

Q24 How would you rate the temperature of the building?



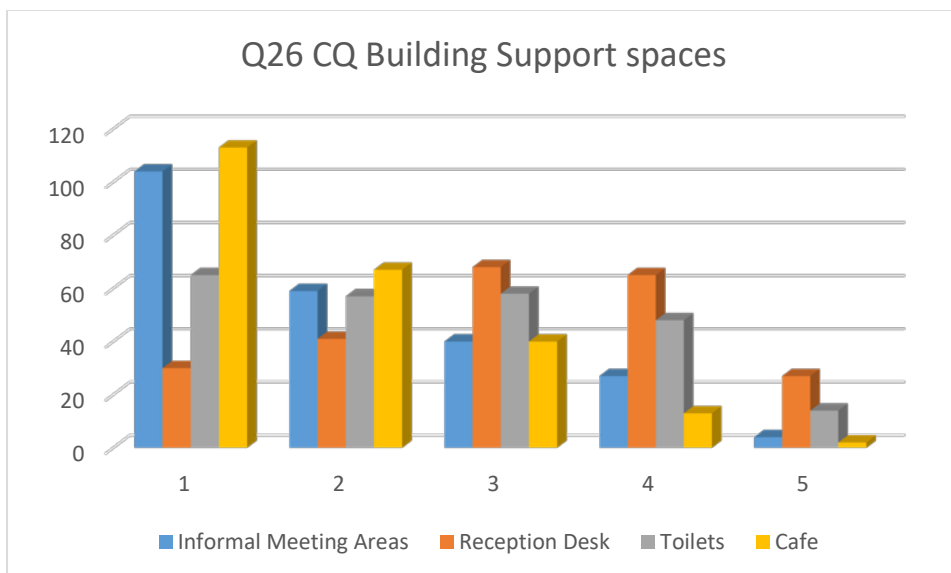
1= Poor, 2= Average, 3=Good, 4=Very Good, 5=Excellent

Q25 How would you rate your ability to control the following aspects of the building?



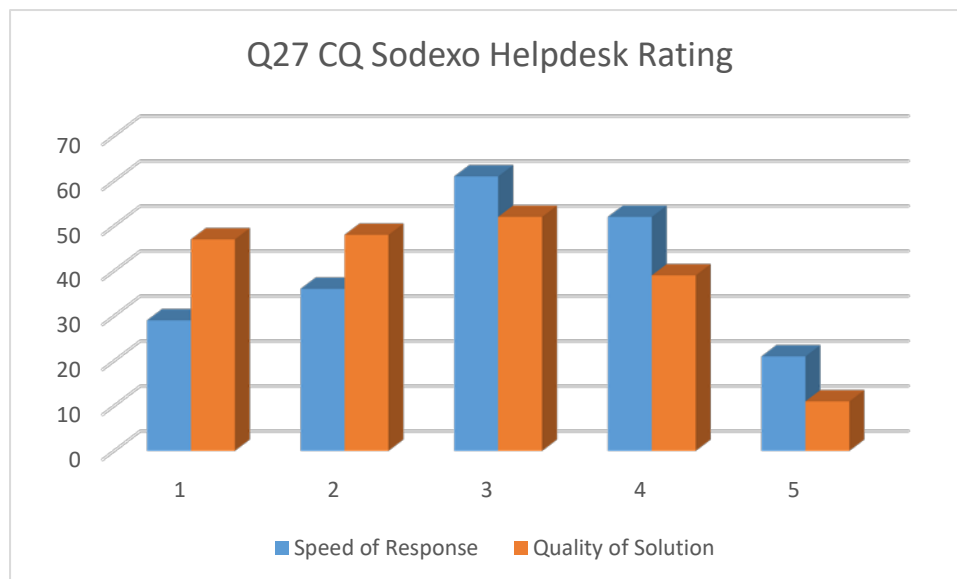
1= Poor, 2= Average, 3=Good, 4=Very Good, 5=Excellent

Q26 How would you rate the following spaces in the building (Informal Meeting Areas, Reception Desk, Toilets, Café)?



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

Q27 How would you rate the response to issues that are reported to the Sodexo Helpdesk?



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

6.2 Stakeholder Comments

The biggest single issue raised was the lack of staff and student common spaces. The condition of the toilets was a significant issue in some areas. A number of respondents reported that ventilation was a problem and that windows automatically opening and closing did not seem to account for the wind. This may be exacerbated by the fact that the building is on an elevated site and therefore, somewhat exposed.

6.3 Conclusions

A number of general aspects of the new building received poor ratings. Thus, cleanliness, security, ventilation and signage were poorly rated (Q24). In particular, some comments referred to poor security due to broken locks on staff areas. While some of these issues are most appropriately addressed by the Helpdesk, there are some (ventilation) that will require specialist expertise to address.

Informal Meeting areas were prominent among the poorly rated General Spaces. There is a strong feeling that these areas lack sufficient seating and are too few in number.

There is a strong feeling that staff do not have appropriate control of heating, lighting and ventilation (Q25). Overheating in summer is an issue and, in winter, a number of comments highlight frustration with cold offices and noisy vents.

A significant number of respondents (Q26) rated the Café poorly and comments on lack of adjacent seating and poor circulation were received. Informal “breakout” spaces were also poorly rated.

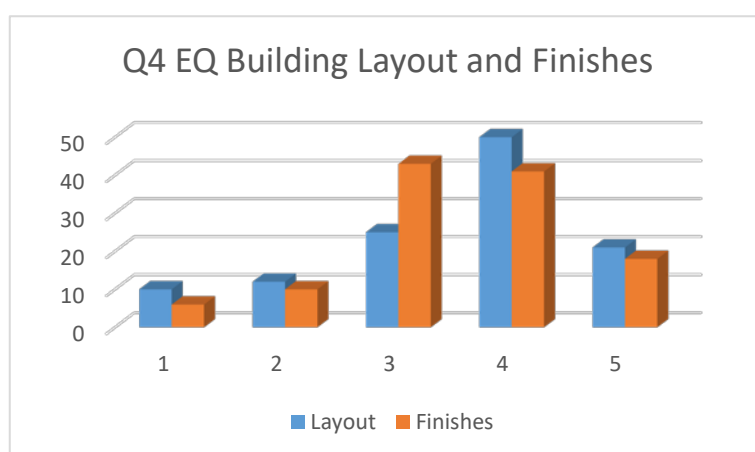
In the light of these comments it is not surprising that the Sodexo Helpdesk was somewhat poorly rated (in Q27, 30% rated it poor or average) especially in terms of the quality of the solution to problems when reported to the desk.

EAST QUAD

7.0 Look and Feel of New Buildings – East Quad

In this section respondents were asked to give their overall impressions of the building under sections such as layout and finishes. Question 4 shows responses for overall layout and finishes ratings.

Q4. How do you rate the building under the headings: (a) Layout, (b) Finishes?



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

7.1 Stakeholder Comments

Diverse comments (74) were received. The most prominent comment concerned the apparent “corporate” feel of the building which was perceived as lacking the warmth of previously occupied buildings. The next most prominent issues concerned the lack of space for students to congregate. Several respondents pointed out that noise carried through open plan spaces and caused distraction. Several respondents felt the lobby area was a waste of space and poorly furnished with cheap, unattractive seating.

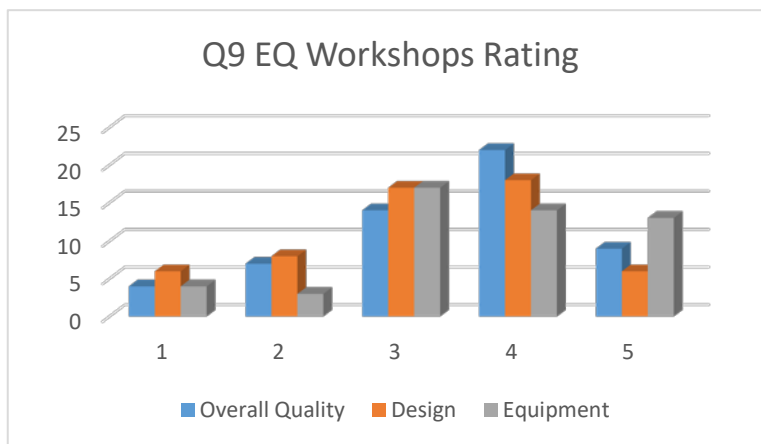
7.2 Conclusions:

As with the Central Quad, it is clear that the bulk of responses show a 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 student “common” spaces, toilet provision and to address the perceived unwelcoming aspect of the entrance lobby and its furnishings.

8.0 Specialist Spaces-East Quad

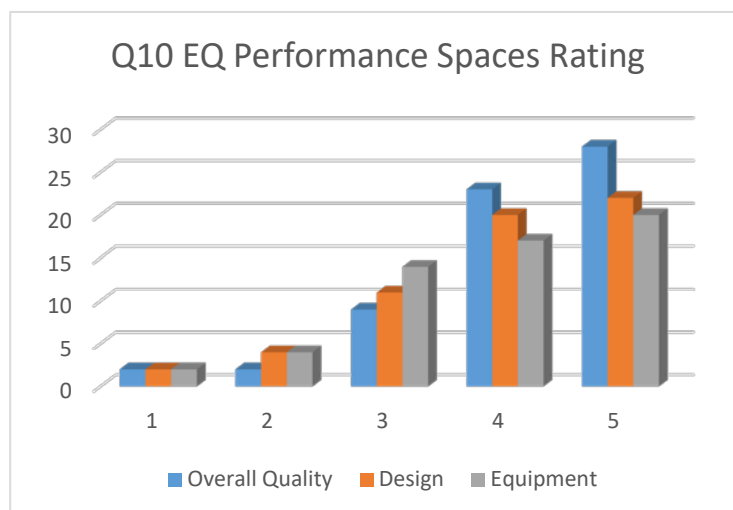
The term “Specialist spaces” refers to areas such as Laboratories, Workshops, Performance spaces and Studios. The responses to these questions sought to gain a picture of the perceived overall quality of the space as well as the design and the equipment provided.

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



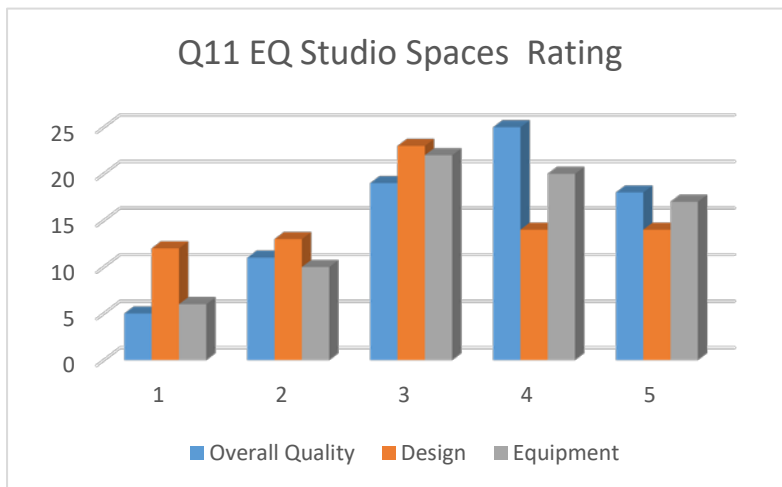
1= Poor, 2=Average, 3=Good, 4=Very Good, 5=Excellent

Q10. 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

Q11. 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

8.1 Stakeholder Comments

Respondents provided 64 comments. The comments were widely varying and are often specific to a single space. One overriding issue is clearly acoustic separation where respondents reported difficulty in carrying out their role due to excessive noise. The Concert Hall, in particular, is noisy during rainstorms due to poor roof insulation. Comments on these spaces reflected an overall sense that issues like lighting and ventilation were not addressed adequately during the design phase. 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.

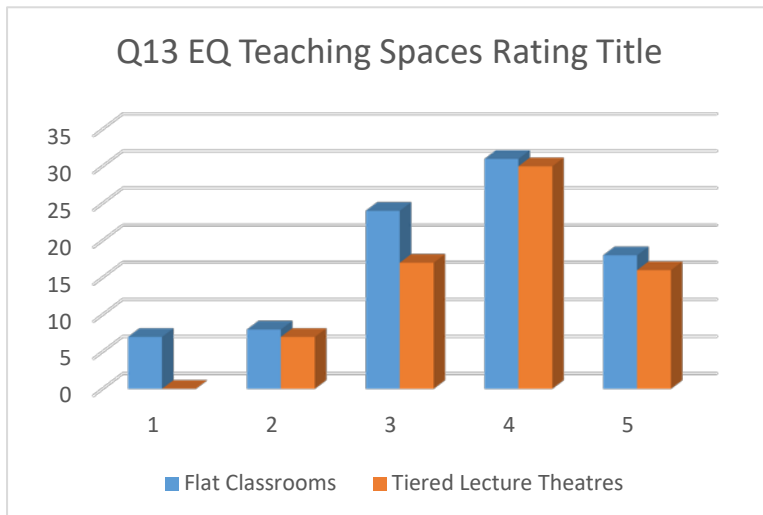
8.2 Conclusion

Among the Specialist Spaces, by far the highest rating was for the Performance Spaces with 51 out of 64 respondents describing these spaces as Very Good or Excellent (see Q 10). There is, broadly speaking, a reasonable level of satisfaction with the Studios (Q11) and Workshops (Q9) with very few respondents rating these as poor.

9.0 Flat Classrooms and Tiered Lecture Theatres – East Quad

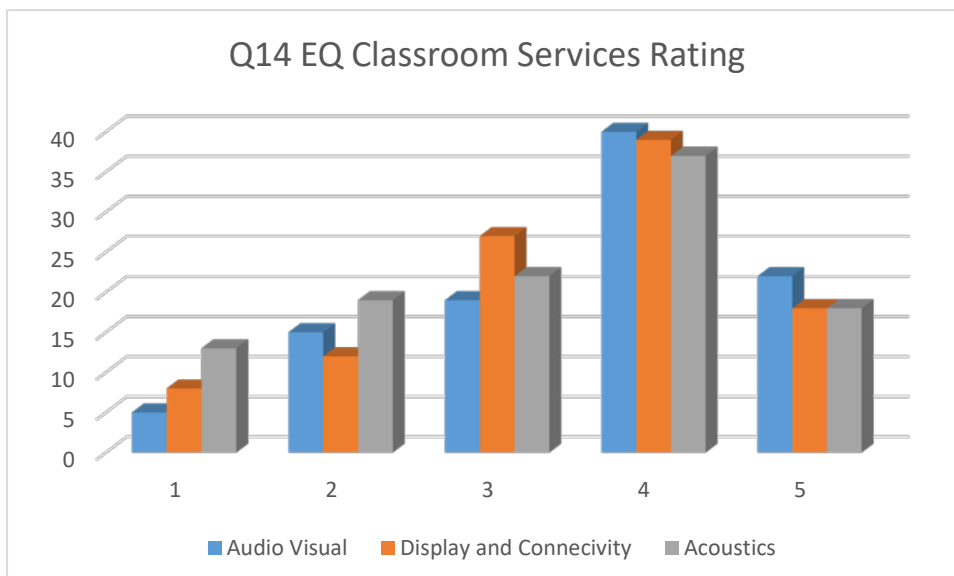
In this section the quality of teaching spaces was examined. The questions looked at Flat Classrooms (the majority of spaces) versus Tiered Lecture Theatres. The services provided were also explored.

Q13 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

Q14 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

9.1 Stakeholder comments

Forty comments were submitted. A wide variety of specific comments on connectivity and operation of equipment were received. The issue of noise and poor acoustics was mentioned by several respondents.

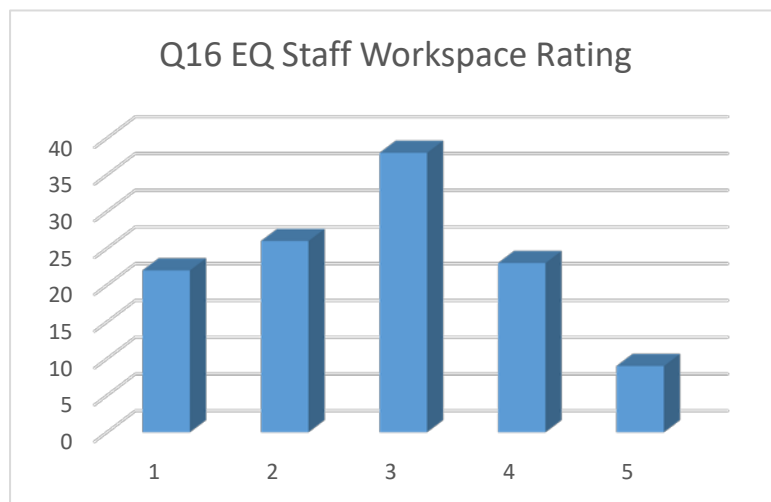
9.2 Conclusions

Overall, a high degree of satisfaction with classroom spaces was observed. There are clear issues with equipment in teaching spaces. 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.

10 Staff Workspace – East Quad

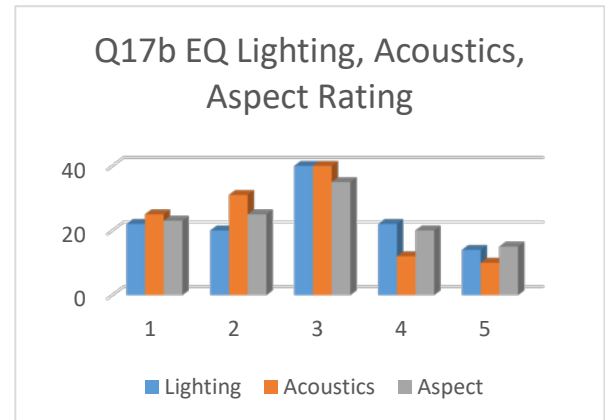
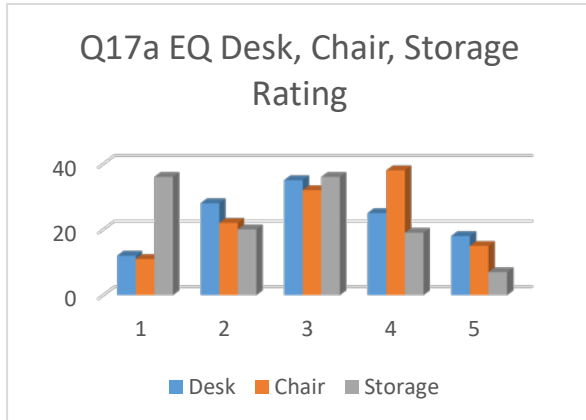
The survey of staff workspace covered general questions on overall quality as well as specific questions on physical surroundings and availability of services. A question comparing the new office accommodation to previous office space was included as was a question on staff preference for office occupancy.

Q16 How would you rate the quality of Staff Workspace in general?



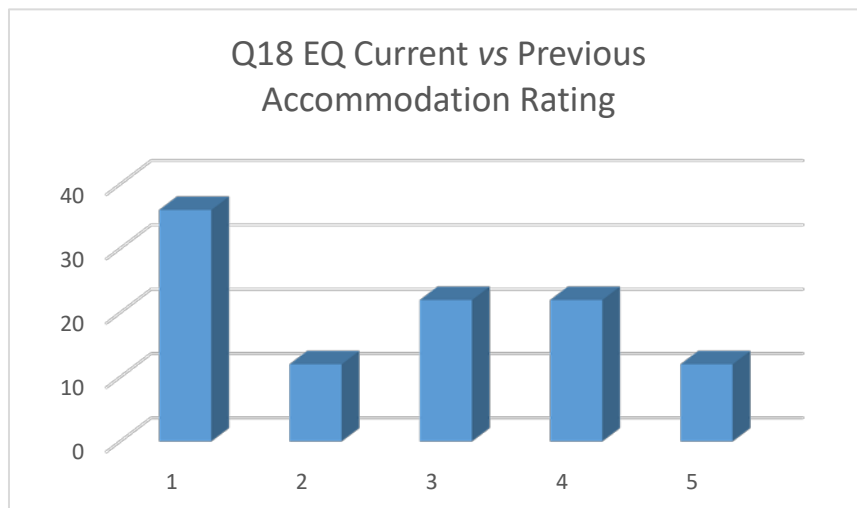
1= Poor, 2= Average, 3=Good, 4=Very Good, 5=Excellent

Q17 How would you rate the Quality of the following aspects of staff workspace (a) Desk, (b) Chair, (c) Lighting, (d) Acoustics, (e) Storage, (f) Aspect?



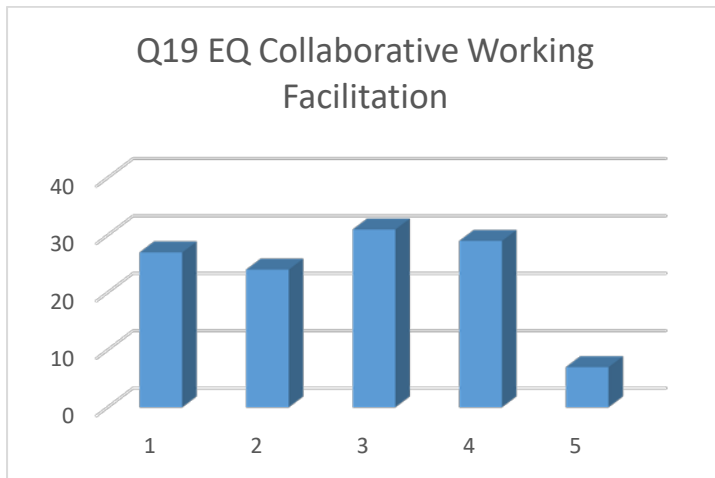
1= Poor, 2= Average, 3=Good, 4=Very Good, 5=Excellent

Q18 How would you rate your office accommodation compared to any previous office accommodation you have experienced?



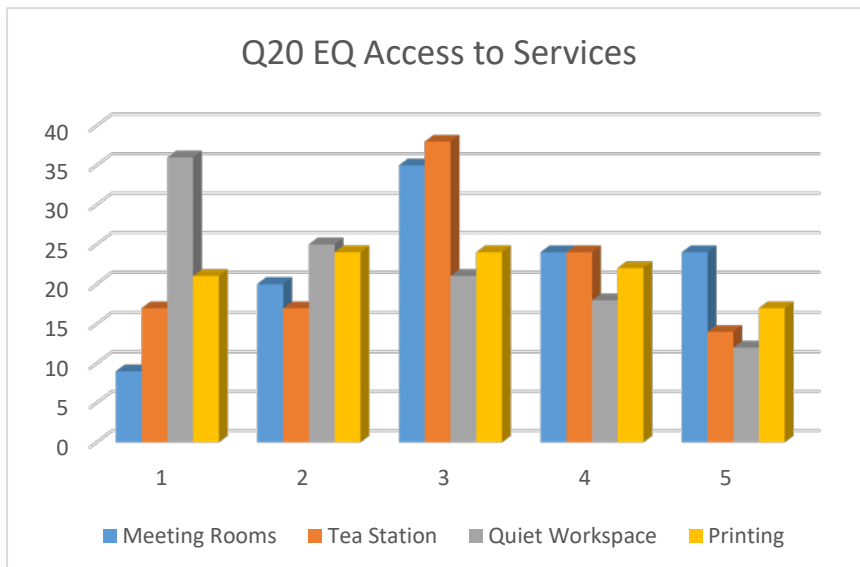
1= Poor, 2= Average, 3=Good, 4=Very Good, 5=Excellent

Q19 How would you rate the building layout in terms of facilitating a collaborative working environment?



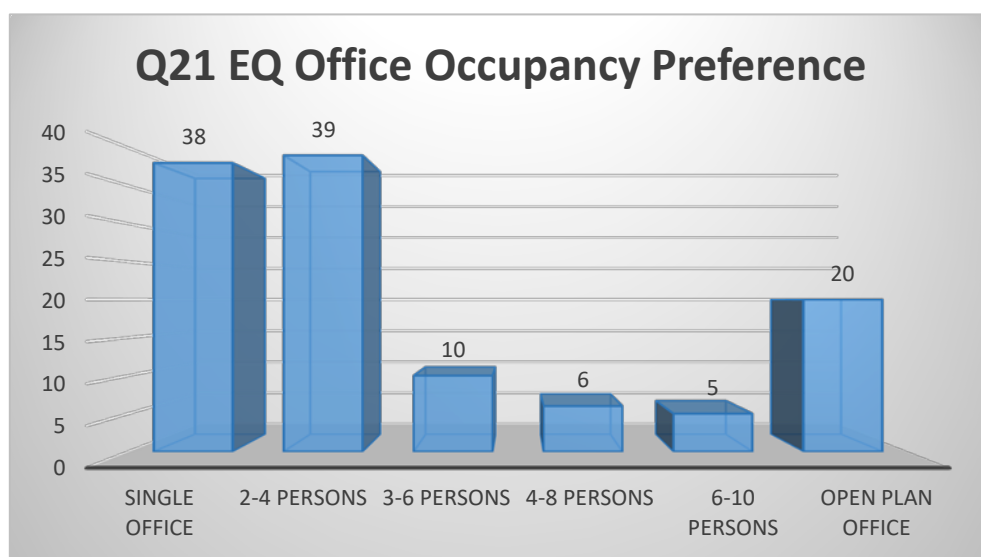
1= Poor, 2= Average, 3=Good, 4=Very Good, 5=Excellent

Q20 How would you rate access to the following features in terms of staff collaborative workspaces (Meeting Rooms, Tea Station, Quiet Working, Printing)?



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

Q21 For future planning purposes, what is your preference in terms of staff office occupancy?



10.1 Stakeholder Comments

Of the 74 responses received, almost all were critical of office spaces. The comments are similar to those for the Central Quad spaces. Issues included; lack of privacy, poor acoustic separation, overcrowding and distraction. It is clear that staff are disappointed in the staff area layout and the provision of meeting spaces and social spaces for colleagues to meet for collaborative purposes. All feedback comments on staff workspace are shown in APPENDIX 3.

10.2 Conclusion

In general, staff workspaces were poorly rated although East Quad office space fared better than the Central Quad.

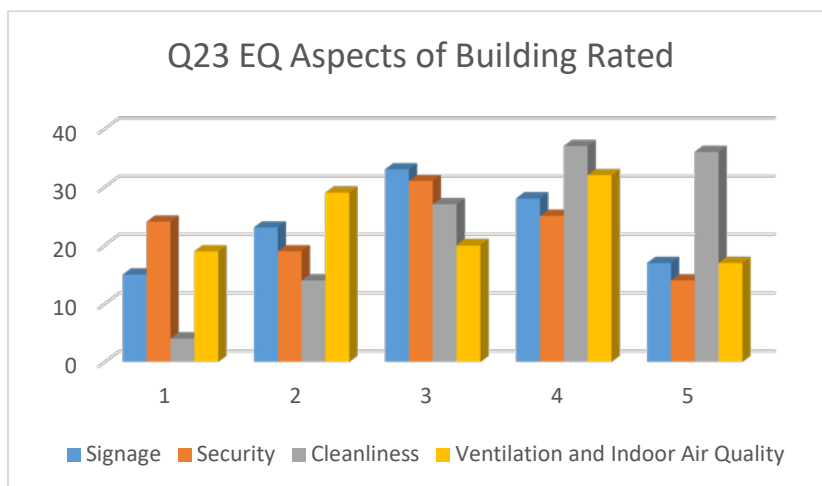
Q16 shows 19% of respondents rated staff workspace as poor and 22% as average. Only 27% viewed it as very good or excellent. Q18 indicates that the office accommodation is considered inferior to previous office workspace by 30% of respondents. Q19 indicates that the spaces were not widely considered to facilitate a collaborative environment with 43% rating the new office space as poor or average by comparison with previous spaces. Q17a shows that many respondents considered storage problematic while in Q17b the issue of acoustics was rated poorly. Q20 indicates access to quiet workspace is a key concern which is consistent with the acoustics issues identified.

When staff were queried on their preference (Q21) in terms of staff office occupancy 32% expressed a preference for a single office, 33% for a 2-4 person office and 16% preferred an open plan office. It is clear that the principle of office sharing is not the most prominent issue, rather it is the large size of open plan workspaces that is poorly rated.

11.0 General Building Aspects – East Quad

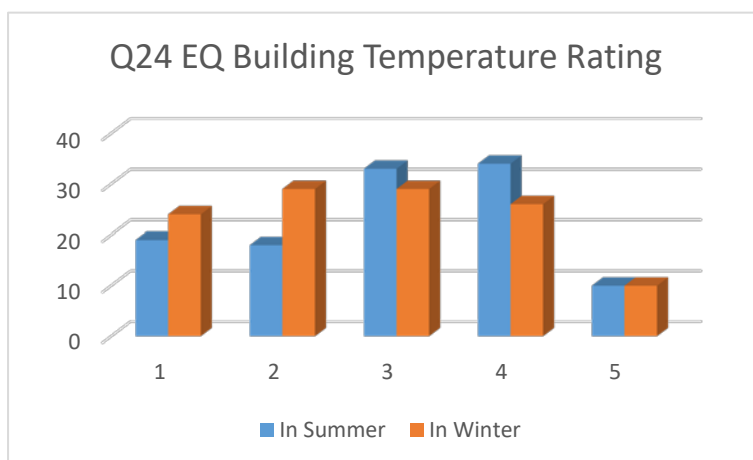
In this section the support in the building were examined along with issues such as temperature and Air Quality, signage etc.

Q23 How would you rate the following aspects of the building (Signage, Cleanliness, Cycling facilities, security, Ventilation and Indoor Air Quality)?



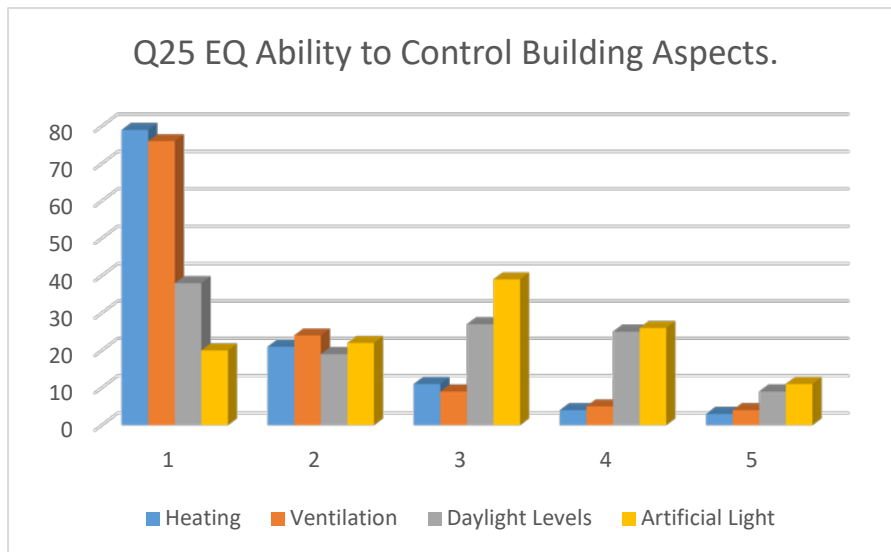
1= Poor, 2= Average, 3=Good, 4=Very Good, 5=Excellent

Q24 How would you rate the temperature of the building?



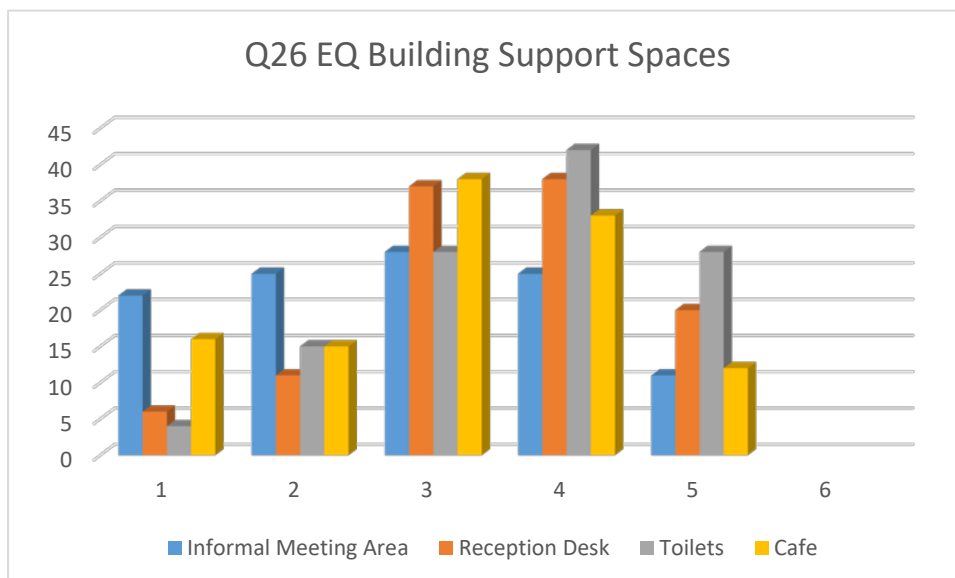
1= Poor, 2= Average, 3=Good, 4=Very Good, 5=Excellent

Q25 How would you rate your ability to control the following aspects of the building?



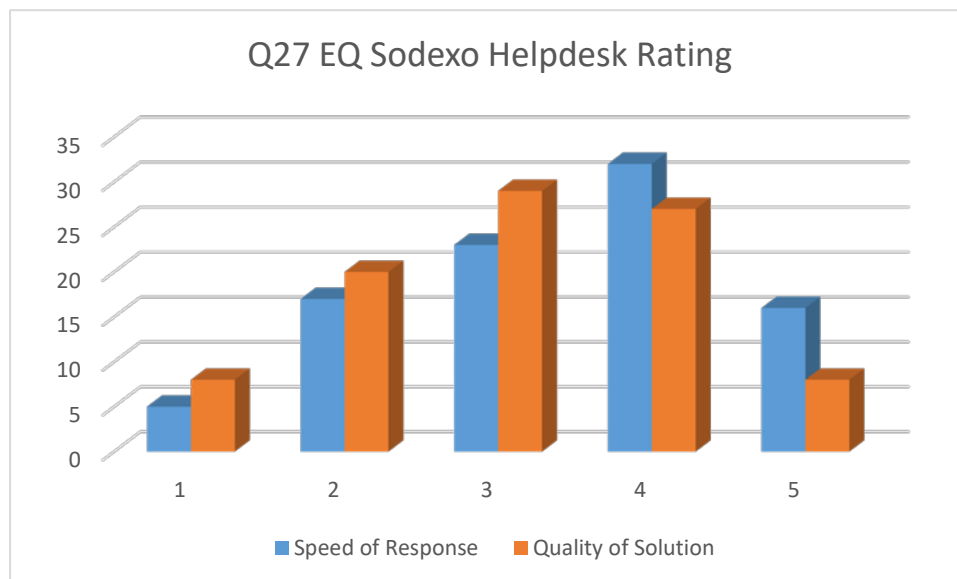
1= Poor, 2= Average, 3=Good, 4=Very Good, 5=Excellent

Q26 How would you rate the following spaces in the building (Informal Meeting Areas, Reception Desk, Toilets, Café)?



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

Q27 How would you rate the response to issues that are reported to the Sodexo Helpdesk?



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

11.2 Stakeholder Comments

A major issue raised was the lack of staff and student common spaces. The lobby on Ground was considered to have insufficient seating and there is nowhere to meet a visitor for a coffee. The furnishings were considered cheap and insubstantial. Another major issue raised was security with several respondents reporting theft of staff and student belongings.

11.3 Conclusions

General aspects of the new building received overall positive ratings. Security followed by ventilation and signage were poorly rated by roughly 20% of respondents (Q23). In particular, some comments referred to theft of property. While some of these issues are most appropriately addressed by the Helpdesk or revised access policies, there are some (ventilation) that will require specialist expertise to address.

There is a strong feeling that staff do not have appropriate control of heating and ventilation (Q25).

A significant number of respondents (Q26) rated the Informal meeting areas poorly and comments on lack of seating were received.

Compared to the Central Quad, the Sodexo Helpdesk was favourably rated especially in terms of the speed of response to problems when reported to the desk.

12.0 Observations

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 staff response to the survey provides confidence that these data accurately reflect staff attitudes and perceptions.

12.1 Migration

In the case of both Quads, the process of Migration to the new campus was favourably viewed. The communication with staff and associated logistics were highly rated. Given the complexity of this project, this is very positive feedback.

12.2 Overall Building Layout and Finishes

In the case of both Quads, the building layout and finishes were largely favourably viewed by staff. 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.

12.3 Specialist spaces

Specialist spaces are diverse, consisting of Laboratories, Kitchens, Workshops, Performance spaces and Studios. The highest degree of satisfaction was with Performance Spaces in the East Quad. In both Quads, Workshops were less favourably viewed. It is possible that many respondents were confused regarding the questions on rating of Kitchens and equated them with the staff area Tea Stations rather than the professional Training Kitchens. Nonetheless, an issue with Kitchen Design was highlighted as most prominent by the relevant School. The generally high rating of specialist spaces undoubtedly reflects the high degree of Schools’ involvement in the design of these spaces.

12.4 Teaching Spaces

Overall, a high degree of satisfaction with classroom spaces was reported. There are clear issues with equipment in certain teaching spaces. The issue of noise and acoustics seems to be prominent for both Quads. These spaces are less complex than specialist spaces were designed with a high degree of input from teaching staff and this is reflected in high levels of satisfaction with these spaces. The issues that were causing the most trouble (faulty equipment and whiteboards positioning) can be addressed via Sodexo.

12.5 Staff Workspace

The most significant issues with both Quads was the staff office accommodation. The overall rating for the East Quad was somewhat better than for the Central Quad but a strong feeling emerged that,

in both cases, staff were not happy with the facilities provided citing issues such as lack of privacy, noise and lack of storage as issues. When asked to rate the new offices, in comparison with previous office space, over 50% staff in both Quads rated them as poor.

The lack of satisfaction with staff workspace is reflected in the language used to describe office spaces which included words such as: 'Distress, impersonal, not fit for purpose, unsuitable, difficult, cheap, ridiculous, noisy, distraction, epic fail, terrible, lonely, cramped, embarrassing, disaster, depressing, isolation, awful, dreadful, single-handedly destroyed, disgrace' as descriptors.

The new office space was designed to provide a collaborative workspace. The responses to Q16 indicate that this was not perceived to have been achieved with a substantial number of respondents in both Quads rating the collaborative aspect of Workspaces as poor. In particular, the access to quiet workspace for concentrated study was seen as a significant drawback of the current office design. The issue of the acoustic performance of the small meeting rooms was raised in follow-on discussions.

The Tea stations in the office spaces were perceived as not allowing for appropriate mixing of staff and the lack of a staff Tea Room was highlighted as a key issue.

When staff were queried as to their preferred office occupancy it was clear that, in both Quads, smaller staff offices were preferred. There were a significant number of staff in both Quads who preferred a single person office. However, there was equal support for 2-4 Person spaces. It appears that the principle of office sharing is less of an issue than the perception that current spaces are too large and impersonal.

12.6 General Building Aspects

A number of aspects of the building important to the function of staff in these spaces were considered. In both Quads the amount of informal student and staff gathering spaces is an issue, particularly in the Central Quad. The provision of additional seating in these areas was highlighted. Security of staff belongings was raised in both Quads but particularly in the East Quad.

The ability of staff 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.

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.

1. Which building is your main place of work? *

- Central Quad
- East Quad
- Park House
- 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

3. What is your role? *

- Academic
- Technical
- Professional Services
- Faculty Support Staff
- Other

Overall Building

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

4. 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"/>

5. 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"/>

6. 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.

7. 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"/>

8. 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"/>

9. 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"/>

10. 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"/>

11. 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"/>

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

Enter your answer

Flat Classrooms, Tiered Lecture Theatres

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

13. 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"/>

14. 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"/>

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

Enter your answer

Continued below

Staff Workspace

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

16. How would you rate the quality of Staff Workspace in general? *

1	2	3	4	5
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17. How would you rate the quality of Staff Workspace under the following headings? *

	1	2	3	4	5
Desk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighting	<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"/>
Storage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aspect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. How would you rate your office accommodation compared to any previous office accommodation you have experienced? *

	1	2	3	4	5	N/A
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. How would you rate the building layout in terms of facilitating a collaborative working environment? *

1	2	3	4	5
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20. How would you rate access to the following features in terms of staff collaborative workspaces? *

	1	2	3	4	5	N/A
Meeting Rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tea Station	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quiet Workspace	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Printing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. For future planning purposes, what is your preference in terms of staff office occupancy? *

- Single Office
- 2-4 persons
- 3-6 persons
- 4-8 persons
- 6-10 persons
- Open plan office space

22. Have you any general or specific comments on Staff Workspace?

Enter your answer

Common Spaces

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

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

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

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

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

25. 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"/>

26. How would you rate the following spaces in the building? *

	1	2	3	4	5	N/A
Informal Meeting Areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reception Desk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Toilets	<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"/>
Showers and Changing	<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"/>

27. How would you rate the response to issues that are reported to the Sodexo Helpdesk? *

	1	2	3	4	5	N/A
Speed of Response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of Solution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Enter your answer

Migration

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.

29. How would you rate the communication provided to you prior to the move to Grangegorman? *

1	2	3	4	5
---	---	---	---	---

30. How would you rate the communication provided during the move around logistics? *

1	2	3	4	5
---	---	---	---	---

31. How would you rate the overall move process? *

1	2	3	4	5
---	---	---	---	---

32. Have you any general or specific comments on the moving process?

Enter your answer

Section 8

...

Feedback

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

Enter your answer

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

Enter your answer

APPENDIX 2 Central Quad Office Accommodation Comments

Central Quad Office Accommodation Feedback

This appendix lists all 150 comments received on the subject of office accommodation in the Central Quad. Respondents were asked: Q22 Have you any general or specific comments on Staff Workspace?

Q22 Have you any general or specific comments on Staff Workspace?

I would prefer smaller office, I do not like the high screens between desks. I feel that although the offices are open plan they do not offer a sense of collegiality.

More space is needed where colleagues can socialize, discuss, network. Area at tea stations is too small and there is no staff room. Collaboration does not only depend on formal meetings in meeting rooms but less formal discussion which are difficult in open plan office spaces.

I was given a desk at the door where students and staff come and go nonstop. The door banging each time is causing me huge distress all day long.

Collaboration is not possible.

The are no appropriate staff rooms. To take learning communities from so many colleges and bring them together and then have nowhere to meet and have lunch together/integrate is incredible. Not only is the building facilitating an impersonal working space but it is also breaking up the existing teaching communities that were already existing.

Staff spaces are not fit for purpose! The open plan office is noisy with staff talking loudly therefore the office is not conducive to working. Also staff frequently bang the door entering and exiting the office. There are a lack of social spaces for staff to eat lunch with very limited seating. Different desks have more lighting than others.

The biggest issue is the lack of a staff common room in the Central Quad where staff can meeting informally and take a break. The tea stations are completely unsuitable for taking lunch and are akin to eating in a doctors waiting room or on a corridor. In addition there is no opportunity to meet with colleagues from other schools or faculties. There are members of staff who I worked with in Cathal Brugha Street and saw on at least a weekly basis who have only bumped into once or twice in the 18 months since moving into the building. The lack of a staff common room makings it very difficult for new staff to get to know staff outside of their immediate school.

"Far more sound absorbing required, partitions should go to ceiling.

Lack of eating space in tea area.

Chairs are cheap and nasty.

Desk cheap but bearable though edges hazardously sharp.

Maintenance of urinals, provision of soap seriously inadequate.

Both printers not working on several occasions.

Security ridiculous. None at entrance where non staff/students should be screened. Swipe twice to get to ones desk. Some teaching rooms open access, others need swipe card. What is the logic?

No meeting rooms accessible by students."

Busy workspaces make for noisy workspaces. Not enough meeting rooms, especially for meeting students as they are not allowed in staff workspaces.

They are very cold

Large open plan offices go counter to the academic nature of the lecturing job...there is no peace and quiet without distraction for thinking work and one has to dash out the door with your laptop everytime someone rings - both due to the potential confidential nature of the call and the distraction it potentially causes colleagues in the same office. The offices were not designed with the work functions/responsibilities of those expected to work there in mind. Epic fail in this respect.

"Shelf system is very poor - mine requires reinforcement because I dared to bring so many books to my 'office' space.

Staff space is fine for the style of work we do - meeting rooms are OK, but their acoustic is terrible, the rooms are very hollow sounding AND everything can be heard by people outside the room - i.e. my desk is near two meeting rooms. If they are being used, I have to put on headphones with music to drown out the meeting. this is partially because people in hybrid meetings are inclined to shout !

Meeting students one-to-one is very difficult. I typically hold supervision meetings in the Foyer at the end of a table (thanks for putting tables in there - but it could look / feel a lot nicer down there."

I wasn't provided a chair when we moved in so I spent months chasing staff trying to get a chair. My desk is a dark box with no natural light. We have no storage in the office and we have to store School supplies on our desks. The noise in the shared space is terrible. There is no soundproofing so you can hear colleagues having a conversation desks away. Doors bang constantly and there is continuous noise from the tea station. There is no such thing as a quiet work station. The tea station is directly beside my desk which is completely unsuitable. The noise and smell is like working in a cafe. The tea station is badly designed as you have to walk through it to get to desks. The printing facilities are bad - but only due to Datapac who are very bad at supplying paper and toner. Overall the space is not designed for a good work environment. I should highlight that the heating in the office space is a problem. Staff now have to wear their coats in the office as it is so cold.

My desk is not fully assembled as the screen has never been secured to the desk...it is merely propped up by the desk.

Common staff room/rooms needed.

Not suitable for collaborative routine work

I don't mind the open plan office if there are enough small meeting rooms that can be used for calls, online lectures, student meetings, staff meetings, private calls etc. But sometimes it's tricky to get a meeting room. More small meeting rooms or ring fenced rooms for some staff would be good

"To repeat, the open plan offices have all the problems that many predicted they would have. The facts have long been clear on this. The established research is that open plan offices reduce productivity and rather than continuing to ignore this, the decision on them should be reconsidered.

""The idea is that open spaces foster more communication between staff and boost community spirit. A new study based on a survey of over 42,000 US office workers in 303 office buildings finds no evidence to support this supposition whatever.""

(<https://www.businessworld.ie/economy/Open-plan-offices-Psychology-findings-15588.html>)"

Coffee machine for staff. Larger refrigerator. Clean toilets with scheduled toilet paper refill

Large open plan office is terrible

I have to share facilities in central quad but there is not even a locker to place belongings in.

Need a staff common room just to mix informally

I really do not like the new staff office. I have no privacy to work at my desk and need to use a meeting room for almost all my meetings. The kitchenette is too small for the size of our office. There is no cutlery, cleaning utensils, dishes in the presses. I don't feel I get any focus time in my office. I prefer working from home when not required on campus. I was very much looking forward to working with my colleagues in the new CQ building but we never see each other as we are all in silos. It is very sad. Even in the large office staff from either side very rarely meet. There needs to be a comfortable staff room in the building as soon as possible to encourage people to connect. At a recent school meeting a member of staff described how lonely she feels with this new way of working.

Staff room is noisy, generally cold, cramped and with very poor storage space of very poor quality.

Happy in an open plan office - but would like greater opportunities for rooms for collaborative work or private phone calls

Open office makes it difficult to work with others.

Some work spaces are quite good (those around the external walls, but many are really poor due to the layout. Staff feel exposed, lighting is really variable and it is not conducive to concentrated activity and research in my opinion. The lack of a common room for staff only is a huge draw back and should be addressed immediately. Current tea areas (where only school staff have tea/coffee/lunch) have little external light and turn into waiting areas for non-staff waiting to attend meetings in the larger meeting rooms. This is an area that needs serious attention.

Managers require single office accommodation for taking confidential phone calls, and for meetings with staff and students. Conveniently located meeting rooms aren't always available at short notice.

The staff workspace is not fit for purpose. Noisy, messy, too hot, regular data and privacy breaches. Space badly organised with poor desk layout. No sound mitigation. Can hear people speaking all the way down the room. Students are regularly brought into offices where managers and staff are trying to work. The space is not collaborative- it actively deters work and is far too hot and oppressive to work in after April each year. External examiners asked not to have to use the meeting rooms in there next year as it was so hot and airless. Embarrassing place to bring an external person to visit-completely avoid during summer months. Meeting rooms are not sound-proof, no visual privacy as they have no curtains. Tea station too small and airless. External blinds do not block sun- terrible glare on PC screens. Overall a disaster.

Generally, it is just terrible. Large offices are not suitable for academic work. The occupancy of our spaces is consequently embarrassingly low. low morale, very reduced collegiality (and we were a very

collegial school), very little privacy, awkward situations with relation to sensitive communications. etc etc. It's depressing - I don't want to be in that office.

"Personally, I enjoy working in an open plan office, but it causes certain practical issues which I haven't found a solution to. In Kevin St, the office was silent enough at quiet times of the day for me to record teaching videos at my desk. This requires careful setup of overhead camera, microphone, etc. so it's not convenient to do it away from my desk. Even if it was, I can't really think of anywhere I have access to in Central Quad that's quiet enough. In particular, the echoey acoustics in our meeting rooms makes them completely unusable for this type of recording. Recording at my desk in a open plan office isn't really an option. As a result, I've basically just stopped recording videos, which is a shame.

The lack of a staff canteen is a major issue also. In Kevin St, I spent a lot of my working week in the staff common room, conducting research meetings, etc. Central Quad provides no equivalent space."

Without a staff common room in Central quad, there has been a severe hit to collegiality. This kind of space is paramount to discussion and collaboration between colleagues in different Schools located in the one building. This kind of space is important for reducing isolation as it helps new staff to create connections with their immediate colleagues and those from other teaching domains. I find it very confusing how Central Quad was allowed to be constructed without a staff common room.

The lack of a common room is the most obvious issue. Staff don't have the casual opportunity to meet colleagues from other schools anymore.

Academic work is only partly collaborative. The current accommodation does not allow sufficient scope for quiet, concentrated reflective work. This is a significant and restrictive issue.

The location of ladies bathrooms are awful. The person designing them were definitely male, my office is in CQ-414 and the door opens blocking the ladies room. My 9 years old could design better layout. There is no plug in bathrooms, and not enough showers for staff. No supermarket or small shop for emergency things or any ATM. Some classrooms are awkward such as CQ-501, how do you expect me to teach and walk all around the room? Who designed this? Have you ever been in college? I have no privacy due to open space, I don't like people seeing my computer all the time, the desks could be allocated way better to give a bit of privacy. Not enough meeting rooms, and the motion sensors are so annoying, how much movement do they expect from an online meeting. The meeting rooms have glass door and glass walls, again no privacy and no sound proof. What is the purpose of going in there if your sound comes clearly out and everyone can see you.

The biggest disappointment for me in the move from Kevin Street has been the low quality of the staff office space and the lack of staff common room. If there was a "Very Poor" option above I would have chosen this. I now do most of my research work from home as I find it impossible to work in the noisy open plan office. The office furniture is low quality, desk drawers are not designed for academics so mine collapsed the first week with the weight of books. In the open plan office I find it impossible to do any work that requires concentration as there is constant flow of lecturers in and out of the office due to the nature of our work. I have previously worked in industry in a well-designed open-plan office space but in this case the movement and noise within the office space was considerably less due to the smaller numbers in the office space and the nature of the job (designers mostly working at a desk). This has really impacted on my morale at work, and frankly since moving to Central Quad, I tend to come in, do my teaching hours and leave as soon as I can. I miss the collegiality we had in Kevin Street and find there is an increase in cliques within the school and hence a feeling of isolation.

No Staff Canteen, this is needed for cross discipline communication.

These are the worst work spaces I have ever seen. The quality of furnishings is entirely unsuitable and already broken. Locker doesn't even fit a clothes hanger. Office is too noisy and cold to work in. The breakout rooms are not even sound proof. This is like my worst nightmare

More meeting space and a dedicated staff room to increase collaboration

It can get a little noisy at times.

Nowhere to meet students individually or privately

"The loss of a common room where all the different disciplines mix for coffee and lunch has made the move to GG very isolating and disappointing. Being told what we eat/not eat, not to congregate at tea station. Sometimes eating at the desk is vital but the rooms are so large a noise can be distracting,

Also bins at the desks are an issue.

The storage is not fit for purpose. Look at the pull out draw and the base. It was for file storage not drawer storage. "

I have a nice desk space, but the blinds are not great, so sometimes I cannot see my computer screen. The office lights go off when everyone is quiet, when it is dark outside, it is a bit disconcerting. The floor does not seem to be cleaned very often, if at all. The meeting rooms are not sound proofed. The open plan is better than expected, but that is because most people are using a hybrid model of working are only there on teaching days.

"Staff workspace is just awful, awful, awful.

No wonder most staff don't use their desk and office. It is impossible to work.

No quiet space.

Meeting rooms (in Staff areas) are not sound proof.

Not enough small meeting rooms

No space to meet with students

No suitable catering facilities

No catering facilities after 3:30pm for staff and students, What are evening students supposed to do

The whole design of buildings does not encourage staff and students.

Students do not want to come to GG or use any of the facilities on campus, as there are none"

I don't know why you are asking for our preferences on staff occupancy - is it so they can be ignored again! The building is perfect for coming in, delivering your lectures, printing something and then running home again. However, it is a disaster for collaborating with other staff and students, particularly PhD students. Organic conversations are impossible. There is nowhere to have an informal meeting over coffee with staff or students. The building creates barriers to research by physically separating staff from research students and preventing them from meeting together.

FIRSTLY - the biggest thing we are missing in CQ are shared social spaces - both for staff and for students. Private tea spaces per discipline (e.g. CQ214) are not sufficient to allow staff to move around

and see staff from other areas, buy a coffee/ sambo and sit down. I used to meet Engineers regularly for work conversations, that has all stopped now. I have no fondness of CQ as a space to work in, as there is no real social space so I just use it as a place to do the work that requires my attendance. in person We desperately need more of the type of central seating down on the ground floor - e.g. expanded out on the ground floor, made permanent - a complete rethink of how to make the ground floor into a buzzing interacton space. This is needed to bring more life, atmosphere and sense of belonging to the building for both staff and students and make it more than a clinical attendance space. SECONDLY We are adjusting to open plan. I have no major problem with it now although I do miss the ability to talk with any sensne of privacy to other staff. IF we are suck with open space, the orientation of desks is really critical as right now, some desks have people continuously walking past them - noone should be sitting so that they are continuously side on visible in a corridtor. The staff who have privacy are those with window seats and I would assume that these are nice to work in..

The semi-open-plan offices are a disaster. They are the worst of all worlds. The office layouts are too open to be quiet enough to work which means headphones are a constant necessioty. However, the poorly designed semi-walls make the space dark and uninviting and closed in comparison to even the open plan offices in Park House and other buildings. The 'coffee areas' were left bare with almost no facilities.

There are no adequate spaces for meeting with students to discuss thesis or private issues

"Dreadful, ""Quiet"" spaces don't have acoustic tiling and so are very loud,

Office space is a disaster."

The chairs are really poor quality and not very comfortable. I dont think the heating is set to a comfortable level. Its usually quiet cold in the office. Not a big enough area for staff to eat lunch. No staff toilets and no staff canteen.

Open plan staff offices for academics is a disaster. Issues with open-plan offices for academics were brought to the attention of the relevant planning parties many times but ignored. It is almost impossible to meet with students, talk with colleagues, do constructive work, take phone calls, etc., in an open plan office. It does NOT work.

The lack of university-wide common spaces limits cross-pollenation and multi-disciplinary collaboration. The positioning of the staff coffee area in the office foyer limits private space for meeting students and misses the opportunity to use the lovely view and space at the other end.

Open plan offices are a joke. People use their desks before class and then go home to do any work. It is too noisy and the offices are like train stations.

"The staff offices are open plan which is not conducive to collaboration. You disturb everyone with a conversation.

The staff ""tea room"" has become our canteen since there is no space in the available canteens and we lack the time to go to the canteen between classes. It does not, in any way, foster a collaborative environment. There is no shared space where staff from different schools can interact. A larger canteen in another building will not fix this, a staff-only canteen within the central quad building would."

"The fridge doesn't fit under the counter.

The kitchen area should be cleaned regularly"

"common areas are missing, not just in department but for all staff.

meeting rooms are difficult to use - there is no way for lecturer to meet a student in a meeting room without having them wait opposite a toilet block.

shared toilets with students is not a great idea, even with cleaning every 2 hours or so."

Acoustics are poor. Little or no privacy in open plan spaces. Need more meeting rooms, especially in public areas where we could meet individual students.

Staff space is a bit of an enigma to be honest. The open plan style doesn't promote collaborative productivity nor does it offer privacy. The private breakout rooms are not private as the sound travels outside the room and the clear windows means that outsiders can see potential sensitive information on screen.

The fact that the lighting turns off automatically is an issue, particularly at this time of the year as you have to get up and walk around to get it back on again. Also, the acoustics from the meeting rooms is not good. I can hear everything from the central meeting room in our office which is very distracting.

I was previously in a shared office [10 people] where the common courtesy was to take personal calls outside or in a private meeting room. I have endured a very loud colleague conducting business on speaker phone during this term and last term which is unprofessional and disruptive. Also, trying to get one of the few meeting rooms to meet with students conducting research or with private, personal issues, is difficult given the amount of staff currently working together in the open plan office. I would also prefer a "staff room" specific for tea/ coffee/ lunches/ collaboration etc.

"Lack of meeting rooms, especially when having to meet students. Open plan office noisy and cold, hard to work there. No staff canteen.

On a separate note - the bathrooms are right outside the office door (CQ-214) and we regularly bump into students going in and out of the bathrooms. Queues around round hour between classes. Very poor design with the doors opening into each other causing collisions.

Labs - temperature hard to regulate, often either very hot or freezing. Plugs hanging from the ceiling - injury hazard when swinging."

"It is impossible to do any meaningful work in an office that has 64 people and constant movement of others in and out. Cannot take or make calls, concentration etc

Meeting rooms are decent"

"Acoustics dreadful, very little opportunity for informal meetings which can lead to collaboration.

No common space for staff of different departments to informally meet/chat

Very difficult to find a place to have a private meeting where not overheard "

Open plan does not work. Plus no staff common room - which means all staff are very isolated.

Very low quality finishes in the staff offices - shelving, desks, chairs all office furniture; handles on drawers falling off within weeks. None of the expected acoustic treatments/soundproofing were incorporated in the final finishes of the staff offices. When meetings are held in the meeting room in

the centre of the open plan office, there is absolutely no soundproofing. This meeting room does not work for anyone and as a result, rarely used. This is a complete waste of space.

There is no opportunity for any collaborate meetings or collaborate working as anyone who is not teaching is working from home, it is impossible to work from the offices provided, they are like little phone boxes

Nowhere near enough thought given to the staff working daily in the Central Quad. No local common areas for collaboration. Design of building has actually worsened interaction with other colleagues due to isolation of staff from each other. Staff spaces were clearly an afterthought particularly technical staff as these were thrown into dark rooms with no natural light and told to accommodate these as offices. Extremely bad planning, consideration given to the staff. Health & Safety requirements forgotten also.

We need a communal staff room for all CQ staff with kettles and microwaves

"The staff offices are inaccessible to students which creates a barrier between staff and students, this is particularly as issue with at risk students. Furthermore as the offices are open it is not conducive for students to seek support.

The open plan nature of the office has done the opposite of what was suggested it has pushed people away which reduces the chance of academic collaboration.

While each school has a common area there is no common area for all staff which once again reduces the chance of staff interaction."

"The open plan layout is not appropriate.

It is not conducive to focussed/concentrated/quiet work.

It is impossible to take calls at the desk.

It is leading to staff choosing to work remotely rather than using the office and this is detrimental to collaborative working. "

"Many of the windows in my office space (CQ-414) are partially blocked by furniture, or only one person gets the benefit of a specific window.

There is a large area at the end of the office, CQ-414, with floor-to-ceiling windows that are blocked by filing cabinets, wooden partitions, and office cabinets.

The office is often noisy, with low-level noise always present and staff coming and going. The printers are also very noisy.

The lack of a staff common room is the single biggest design flaw in the building. It has single-handedly destroyed the fantastic collaborative environment that existed in Kevin Street. In addition, it is impacting, collegiality, and morale and is isolating people and departments. The impact on new staff should also be considered, as the opportunity to meet colleagues outside your discipline is minimal. My tea area is placed in essentially a corridor outside the boardroom, it is a disgrace.

There are very few appropriate meeting spaces to meet students. In many cases you must walk the student through the tea area, into CQ414 and then into a meeting room that are often booked. If you have a student in distress, this is totally unsuitable.

There are few places for staff to unwind, with the canteens being overcrowded and having poor opening times, closed after 4pm. The University is often highlighting how important its staff's mental health is but does not provide the minimum requirement of a common room to unwind in private away from students.

It can also be noted that the lack of a suitable common room and other staff facilities does not align with TU Dublin's 'Strategic Intent 2030', see quote below.

...to invest in a supportive and people-oriented environment ... that creates a clear sense of shared purpose and trust, that supports staff ... to achieve the heights of success (Strategic Intent 2030, p.9) and to create a place where people love to work ... a place that underpins equality, diversity and inclusion for all, where structures and practices support the talent, passion and commitment of our community ... A top-class campus environment that fosters discovery, creativity, social connectivity and wellbeing (Strategic Intent 2030, p.9)

"

No

Not having anywhere to sit and meet colleagues for informal breakouts like a staff room is disappointing. Also we have no sink or microwave or proper bins in the tea/lunch area. We currently use the corridor/lobby for our breaks. The designed breakroom/area in the office with the sink is just wasted space in our office and most offices as far as I am aware.

Open plan is a disaster.

"Constant opening and closing of windows means it is very noisy.

Storage drawers are for filing and cannot hold any weight, since move to paperless office filing drawers are a waste and not used."

"There are too many staff in our main office.

The open plan arrangement is not suitable for academic work where student matters often need to be addressed.

There is a severe lack of staff common room, this is having a big impact on collegiality/isolation/morale within the school and across schools not to mention the impact on new staff members. Tea / coffee areas are essentially placed in a corridor. There is a severe lack of canteen facilities with big queues and a lack of seating at peak times and the drinks and food that is available is expensive for a campus environment. The facilities after lunch are very limited.

"

Staff voice went totally unheard in terms in inappropriateness of 60+ staff attempting to work in an open space. Spoke volumes about where project/management priorities were placed.

"Too big, too many people, very poor canteen facilities. The tea / coffee areas are essentially placed in a corridor The open plan arrangement not suitable for academic work. This has a significant impact on collegiality fostering a sense of isolation with a consequent impact on morale.

The decision to reengineer the staff offices such that the School management and School administration are furthest from the point of entry means that students are effectively cut off from the decision makers and what should have been a focal point, the external balcony, is effectively cut off from the staff. "

The open plan office is unsuitable for academic work. It is very distracting when people are coming and going around you, even when they are trying to be quiet. It is difficult to meet students spontaneously in private, and similarly with outside visitors though usually, you have a bit more notice. When you get a call on MS Teams, it is very difficult to hold a conversation when you know you are probably distracting everyone in earshot.

The large scale open-plan offices are not appropriate for academic work for obvious reasons. The lack of a staff canteen, where one could have access to a microwave is a major issue for those who teach in the evening, particularly in light of the lack of a restaurant being open in the evening. Currently, the offices in CQ are extremely cold as the windows are open almost all the time and cannot be kept closed, this also leads to external noise entering the offices which can be extremely distracting.

Issues with no blinds on any interior office spaces - no privacy. Difficult to carry out any confidential work at your desk. Inability to 'attend' any TEAMS meetings at your desk, you need to move to an office space for every meeting. No blinds on exterior windows on third floor (these have been ordered) but 18 months trying to get this issue fixed. Insufficient furniture provided for breakout spaces (approx 80 people and 8 chairs were provided, with low tables).

ventilation needs to be improved for spaces near toilets as the smell is quite bad

Printers are slow compared to those in Kevin St. Chair quality not great with wear and tear already apparent

Not enough meeting rooms, can't take calls in the open space so running to a meeting room. Tea rooms are too small and table height in them is too low. Need higher ones. And more space for staff

"Very difficult to work in our open plan office. Blinds are needed on the windows. On sunny days my desk is unusable.

The lighting in the office is glaring and cannot be turned off without turning it off for the whole office. Some days it is on and not needed but cannot be turned off unless you turn it off for the entire office"

We have nowhere to sit and have a cup of tea in peace and we have no canteen that is close enough for us to go to

Large open plan offices do not in my opinion work in an education setting. They do not foster collaboration amongst colleagues and it can be difficult to focus on quality work in a busy shared space. It is easier to work from home when I am required to concentrate on a task.

The storage is of poor quality. Bottom has fallen out of the storage presses. The cabinet under the desk won't open despite asking for maintenance. Difficult to think in an open office area especially beside

the photocopiers. No privacy and it's often noisy. Staff tea area within the office wasted area. Canteen area beside the office space is poorly designed. Printer constantly out of order or have no paper

"Poor quality drawers under desk, have fallen apart; door handles have fallen off doors.

Toilet facilities are too small and insufficient.

Tea area with 8 chairs is unfit for a staff office of 60 people.

Open plan office is not amenable to quiet work e.g. writing and preparing lectures/reports/research etc..."

Tea rooms are insulting considering how many staff they're supposed to cater for plus they're never cleaned. Offices are noisy and I've no window in mine.

Insufficient space for staff to eat lunch

"The intent was good re. the open plan space, but the execution has not been as good as it could have been. The finish of the desk/storage space is not very good (quality is poor, e.g. drawers with bottoms that fall out), and there are ergonomic issues where one of the storage drawers is only accessible by crawling under the desk.

Certain roles with the staff cohort should have dedicated offices, e.g. it is impossible to have an urgent discussion with a staff member related to a personal issue. In the past I have had staff members come to be suffering from a miscarriage and without having an office it would have been impossible to have a conversation - this isn't a 'book a meeting room' issue. I have ticked open plan above, but a hybrid would work the best (some private offices and open plan spaces).

The meeting rooms in the CQ offices are missing appropriate sound proofing and blinds. There is no real privacy with them.

The staff accommodation does not have any air conditioning. The passive air flow is not sufficient during the summer."

Our offices are always freezing. We close the window but it automatically opens. Halls, meeting rooms etc are all comfortable but the large open plan offices are a disaster. Also, due to the shared workspace, I find myself running to a meeting rooms to answer calls

No collegiality spaces. Staff disconnect. Tea coffee facilities non existent. No staff room similar to park house

"Shared office etiquette requires people to be quiet which prevents discussion amongst co-workers unless go to a meeting room within the shared space. These are often booked up so have to move out of office - which in turn is disruptive and takes more time.

While staff try to be quiet, it is still disruptive and difficult to apply yourself to concentrated work so end up being less productive in work.

Lack of shared, cross school facilities (ie coffee room) has reduced collegiality with staff from other schools, in fact have not seen some staff members for over 2 years, including senior management, whereas would have seen them at least 2 or 3 times a week in previous location."

APPENDIX 3 East Quad Office Accommodation Comments

East Quad Office Accommodation Feedback

This appendix lists all comments received on the subject of office accommodation in the East Quad. Respondents were asked: Q22 Have you any general or specific comments on Staff Workspace?

Q22 Have you any general or specific comments on Staff Workspace?

The furniture is cheap - desk broke first day I moved in, chair is flimsy. I'm moving from own office space to this "google room" and it does not suit academia. Not enough space for all my books/academic accumulations (e.g. wall space for awards, certificates, etc.) from 20+yrs of service. Needed to bring a lot of books home and throw others away - including past student work like dissertations.

The temperature across the open plan office is extraordinarily inconsistent. Some people are in front of a vent and are freezing, others are fine.

The open plan layout does not work. You cannot have a conversation without being heard by EVERYBODY (and the break out rooms are unused as they are not soundproof). The set up alienates staff from staff; students from staff; and staff from management. Staff and students work on site as little as possible, as the space does not support human interaction or the type of work that we do. People come, then run if they can (staff and students alike).

Where possible staff desks should have some natural light.

The quality of the desks is poor. From day one items have not been attached properly and the drawers collapse under any weight. - The printers are often out of paper and don't always work.

Great office space. Lighting and temperature though in meeting rooms and general staff workspaces and desk spaces and Zoom rooms very unpredictable. Printers incredibly badly serviced with no paper in offices (both A4 and A3) for weeks now.

Layout not conducive for collaborative practice, walls blocking staff, some staff with backs to other staff. Design staff should be consulted on best practice. Difficult to work in the space.

Ventilation system sound is so obtrusive I cannot work at my desk. My desk area does not have adequate privacy and is effectively a corridor. I have nowhere to hang clothing to dry if it has been raining. Light is terrible. I have no view of daylight. Meeting rooms are very unpleasant to use. I cannot be productive in these spaces.

single office or if not an open plan office space. In between does not work.

I have not been allocated my own desk and am currently sharing a desk (with a broken light!)

Far too many staff are cramped into a room. the cubicle situation is untenable- I can hear staff meetings across the room and conference rooms are not at all acoustically shielded.

I am part of the technical staff cohort. In our previous location we shared office space with our Academic Colleagues. This was an equitable solution and kept us close to our colleagues and facilitated communication and collaboration. In the new buildings on the Grangegorman Campus, there were no office spaces designed for the Technical Staff. Most of the office spaces have evolved in or adjacent to labs and workshops. It is useful to be close to the workshop, but it also can be difficult to get work done with out interruption. The biggest loss in my opinion is the distance that has been created between us and our Academic colleagues. The new building has caused a significant and detrimental cultural change, that has not been a benefit to the University.

Noisy and small.

I'd be OK with 3-8 people, but it wasn't possible to select two options. The quality of the furniture is poor - some collapsed as people moved in. There's almost no storage: this is an academic space - we need books and materials, samples of older student work to show students, and sometimes equipment. Having previously worked in a call centre, I can say this is easily the worst working environment I've endured. There is no quiet or comfortable space to work. There's nowhere comfortable to go to read an article or a book. The 'units' in the middle of the office actually amplify sound (and the lights don't work). There are two units off the kitchen that are better insulated for sound, but they're not always available. When the open-studio classroom on the first floor is in use, it can be really noisy for those in the office, 210 above. There is nowhere to have discussion with one or more colleagues without causing disturbance to anyone else who might be in the office, or indeed, to have a confidential discussion (eg. about students). Those of us on the eastern wall of the building find it cold (the vents on this side open and have blown papers off desks), and often dark, whereas colleagues on the southern wall are often too hot in fine weather (their vents don't seem to open - only the east ones) or have problems with sunlight. If they close the blinds, the rest of us are even more light-deprived. The location of the desk within the 'four' grouping can mean quite different (and opposing) experiences of light. The kitchen area is basic, there are only four (not very nice) chairs for over 40 people. Again the vents open there and make the space unusable sometimes. There is no alternative in the building as there's so little seating anywhere at all. The coffee area is too small and the hot food options are too far when you're on a short lunch. There's no provision at all for Friday afternoons or colleagues who teach at night, or even students who are working on projects in the evenings. Colleagues spend the minimum of time here because it's an unpleasant space and not conducive to work. Therefore, it's difficult to collaborate - it certainly isn't an environment that fosters opportunity for conversations even within our own team. There are zero opportunities to meet colleagues outside of the office group. It's not collaborative at all.

More breakout rooms for 1-1 chats with students would be beneficial.

The open plan office works well for me, however, I think the offices would benefit from more quiet or private meeting rooms, or acoustically insulated meeting pods or phone booths. It is difficult and often disruptive to take a call or participate in an online meeting in an open-plan space.

It is hard to believe that any staff member thought that an open plan format would be an improvement. Who would vote for that? Open plan in an era where there is an ongoing threat of airborne infections, really?

I have previously worked in three Universities and for a research active lecturer EQ is not currently fit for purpose. It is impossible to work in. I am surrounded by 'hot desks' provided for another department (a lot of talking and movement), a bank of printers and a generally noisy open work space. I think the space under serves academic work. Bizarrely, University status has come with a downgrading of academic work space.

As previously stated, open-plan layout lacks general privacy. Any general discussions must take place in a meeting room as not to disturb other staff, this impacts ad hoc planning / discussions from taking place. It is inconvenient to move to a meeting room in order to discuss a five minute issue.

Safety, thefts have occurred in the staff office the staff office does not feel like a safe space, meeting areas for small groups are fine but for larger meetings like programme meeting there is a table but feel it cannot be used as it would be disruptive to others in the staff room not at the meeting. Paper refills are very slow, there should be paper available at all times. Driver for printing from laptop is limiting. Storage is awkward to get to under desk as are sockets.

Impossible to work in shared office. too much noise/traffic Kitchen too small

No

Office space works well as is.

poor office accommodation in Park House because a) no classes there b) 15 minute walk in all weathers to classes in EQ 3) only hot-desk accommodation in EQ for 3-4 hours teaching Tuesday +

Wednesday 4) open plan not suitable for academic work 5) very isolating experience, not collegial 6) obliged to work between 2 office spaces, the other in Aungier Street 7) do not feel I belong to EQ or Aungier St. 8) no sense of belonging to TU Dublin.

We need a common staff room

The 'noise pollution' aspect of the open plan office space is a problem. Private work is disrupted by the noise of phone calls and Teams calls and conversation. Conversely, staff are reluctant to communicate in person or on calls, to avoid disturbing others. There can be a sense of being under surveillance by other staff behind privacy screens.

It has been very difficult to work in the office space. Like, the light automatically and repeatedly turns off while working. Very basic matters should be satisfied first, such as the lighting, room temperature, ventilation, before the layout, equipment, functionality, to bring people back to the work space.

There are 4 photocopiers in my large office EQ-115 and only 1 of them has been working for most of the past year. There also needs to be a bin for rubbish in the office - very basic stuff

Single offices are better to avoid interruption, even from people nearby having a chat when you are trying to work/concentrate

Air circulation System is excess loud. can hear people what their at the door, hard to hear people on phone

More space and privacy required for effective research. More space and facilities required in kitchen areas for adequate networking and quality r&r. Shanghai Uni has a dark space with reclinable seats and toilet facilities for teaching staff to rest and recuperate when required during the day.

There are pros and cons to an open plan office. It is nice to get to meet with team members and does make it easier to ask questions and link in with one another, but it is difficult to concentrate and not be disrupted as others may be taking phone calls, having conversations etc. and everything can be heard. It can also be difficult to find a space to go if you need to take a call or meeting in private. Some of the desks are very boxed in with no natural light.

Very difficult to get work done in office and as a result people are working from home which mens its very difficult to collaborate and work with colleagues. almost impossible to book larger meeting rooms so people end up having to go home to meet people on teams as its not possible to have a meeting at your desk. Same with meeting students no where to meet with them in person

Although facilities provided are excellent, perhaps a softening of the office environment with some plants and a small 'chill out' area would encourage more interaction/conversation between staff, enhancing the space.

Open plan can be too noisy. Some tasks - grading assessments, writing a paper - are impossible because of noise levels or interruptions. Also, there is hopelessly inadequate storage space, both for day to day use and secure. In every university I've been in, academic staff have individual offices. It's not for status - it's pragmatic. Lighting is a H&S issue: in my office, lights automatically turns off after about 20 minutes and, at this time of year after 4.30 because they're not on a motion sensor, that means walking across a pitch dark space to turn on them on - I shouldn't have to use the torch on my phone to ensure safety.

My own space is fine - though it can be noisy. Some of the spaces for the staff for whom I am responsible are poor. There are not enough desk spaces for all teaching staff, leaving some permanent staff working at 'hot desks' with little to no privacy or storage. I have inadequate storage as I need to store all equipment etc for my department

Question 18 makes no sense. Question 19 should be exceptionally poor.

The shared staff workplace works very well for me for one main reason - I can work from home a sufficient amount. Sharing a space works well when teaching but not well when engaged in research, administration, or supervision. This is especially the case for me because I use Speech recognition when writing on the computer. I quite like the mix of working from home and using the shared space when I'm in but if I needed to be in every day it would be a big problem.

It is difficult to concentrate in a large open plan office. No usage protocols have been developed, so colleagues use the space for conference calls, whispered meetings, taking and receiving phone calls etc.

Storage at desk is difficult to access (under the desk).

The staff accommodation is nicely designed but the large offices are not suitable for quiet concentrated work. I tend to use the office for email and administration tasks, but I go elsewhere to complete quiet, focused work. The meeting rooms are well equipped and useful for collaborative work and the quiet rooms are effective for online meetings. The mixing of administration and academic staff is more collegial, but is problematic in terms of different working practices and noise. The staff social spaces (tea stations) are too small for the number of staff.

Very poor. Staff offices have not been cleaned since September. Offices are very cold drafty especially if you sit near the vents. Coffee area very poor, never cleaned, not even a microwave supplied (in a building with no access to hot food). Security door to staff office on second floor not closing properly. very noisy with people on the phone.

I teach part time, just under half time. Consequently, the university policy invented prior to the occupation of the East Quad building means I was not assigned any use of a desk/safe storage, equivalent to my colleagues. Half time staff are permitted to share a desk. I spend my time when not teaching in the spaces used by students and public. After more than two decades with the institute, now university, this was the opposite of a welcome to the new building. Questions 16 to 22 add insult to injury. Thanks.

I am quite happy with the staff workspace, though I do find that the open plan offices are quite distracting. I find it quite difficult to do any work that requires serious concentration and focus in my office, and I tend to focus on that work on the days that I work from home.

The kitchenettes in staff working areas could also be improved. There are no facilities through which staff can re-heat a meal, which is not good enough for staff who teach on evenings after 6pm.

I work in East quad but my official office is in Park House and access to a hotdesk in EQ. A totally substandard situation. All my papers etc for my courses are stored in 3 east quad lockers. Not good situation. Park House too far away.

Personally, my assigned desk is in a lovely location within the open plan office as I am seated beside a window and it has plenty of natural light (something that is very important for me). However, position beside the window means that I am also positioned beside the louvres and over the past year have complained to Sodexo on quite a number of occasions. It has improved in recent months because the louvres are now continuously closed.

Another challenge in working in the space is the noise level. In most cases, this is work related (and not social) but the fact that the administrative staff are situated in the same office means that often I am privy to their phone conversations. Also, the meeting rooms are not sound proof and while I cannot hear what is being said in these rooms, I can hear voices which is often distracting.

There is a severe lack of storage space. I am a co-ordinator for a specific programme and have a lot of resources and so previously had an office to myself; I have now moved to a desk with only a few shelves. The furniture is of very poor quality (the bottom has already fallen out of one of my drawers). The drawers look as if one should be able to use suspension files but the drawers are not

quite wide enough to hold a standard-sized suspension file.

It's more the poor atmosphere (ugly lighting, industrial ventilation) and lack of flow moving through the offices that discourages interaction and collaboration.

As an academic, I cannot do concentrated work in the staff workspace most of the time. I teach, meet students and do some prep in the East Quad, everything else in the library or at home.

The open plan offices and layout are overall terrible: colleagues often have to sit on top of each other with their back or side to main corridors. The tea rooms etc are desperate with people passing through on route to meetings etc and no cooking facilities or coffee machines etc provided - it's like something out of a builder yard. In addition there are not enough chairs and food/ tea areas are too small and generally dirty and poorly maintained. There should be far more shower facilities in every floor to facilitate those who cycle in or jog, and I don't think staff should have to share toilets etc with students either. Toilets often get filthy during the day through high usage and are terribly badly laid out with one dryer beside a door where people enter / how badly designed can you get?

Meeting rooms are very useful but sound proofing is not great and meetings/zoom meetings can be distracting for staff working in the main office. The overall finish in the office space is poor and there have been ongoing major issues with the air conditioning system, specifically the louvres.

Unacceptable
Basically a cell

My particular desk in my open office is excellent, light-filled and spacious. But a lot of desks are a good distance from natural light and I know that I would find that a far less pleasant work environment.

None

None

There is nowhere physically or psychologically comfortable to work collaboratively in the East Quad apart perhaps from occasionally wheeling some chairs out onto the walkway bridges. The quality of ceiling lighting in the small collaborative office spaces is poor. Colleagues try to sit still to prevent the lights from coming on. You have no option to turn off the lights once they come on. Working in the gloom is preferable to the quality of the artificial light in these spaces. They occasionally smell of bathroom waste. The plastic wood lining the walls is reminiscent of the decor in Mcdonald's toilets and hard to understand as a choice of finish. The chairs and desks provided are fit for purpose. The doors open and close efficiently and the soundproofing works.

Access to office printers is good. Access to paper supply for the printers is not reliable. The file size limit for Data Pac printing is a block to assessing efficiently.

There is a huge sense of isolation in the building.

It is very hard to meet and engage with other colleagues other than in passing. It is difficult to engage with colleagues away from the student body.

There is no real sense of sharing a space and of a community.

In many ways the building is like a shopping centre or hospital.

Without your mobile phone it can be difficult to find a colleague to meet.

It is impossible to use a microwave in the staff kitchenette areas. Lecturers with dietary needs cannot prepare food.
