

Post Occupancy Survey

Following established practice in Post Occupancy Evaluation, LSE Estates commissioned ZZA Responsive User Environments to conduct systematic research on the effectiveness of SAW for its range of users.

Here is a summary of the POE, together with Estates follow-up actions.

The new Students' Union: users' views

The research involved face-to-face interviews with samples of people using workspace in the SAW's office zones, and a sample of students using the building's specialist spaces.

The twenty-two office users were asked 122 questions and the fifty students sampled for their use of specialist spaces were asked 75. Overall, this entailed 105 evaluative questions on different aspects of the SAW. The aggregated coded responses generated quantitative outputs, and the researchers also captured the users' narrative data, providing voice and reason to their metric evaluations. The results were banded into three categories:

Major Success: evaluated as 'Positive' by at least 80% of sample

Success: evaluated as 'Positive' or 'OK' by at least 80% of sample

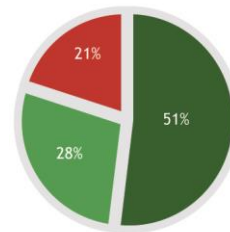
Issue: evaluated as 'Negative' by more than 20% of sample.

Classifying results this way gives ready visibility of the relative incidence of user opinion, and provides a systematic user steer on future action to LSE Estates.

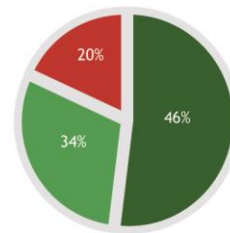
Strong endorsement

Despite the high thresholds of satisfaction used to index effectiveness, the aggregated responses demonstrate the SAW's considerable achievements. Users evaluate the highest proportion of aspects as **Major Successes**, followed by **Successes**. By contrast, the **Issues** they identify are in a small minority.

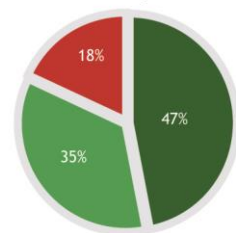
Office users



Student users



Overall sample



In general the building is a massive positive asset. The old SU facilities weren't even half as good. I can pray, revise, and do SU activities all in one building. For me, it's hugely beneficial and highly functional. I have nothing but praise for it. (Student user, The Venue)

The design is very inspiring. The fact that they could fit such a building into such a small space makes you feel like anything is possible. (Student user, Learning Café)

I really like it. All the spaces have been well thought out. It's the building I come to at the start of the day. It's also easy to access. (Student user, Juice Bar)

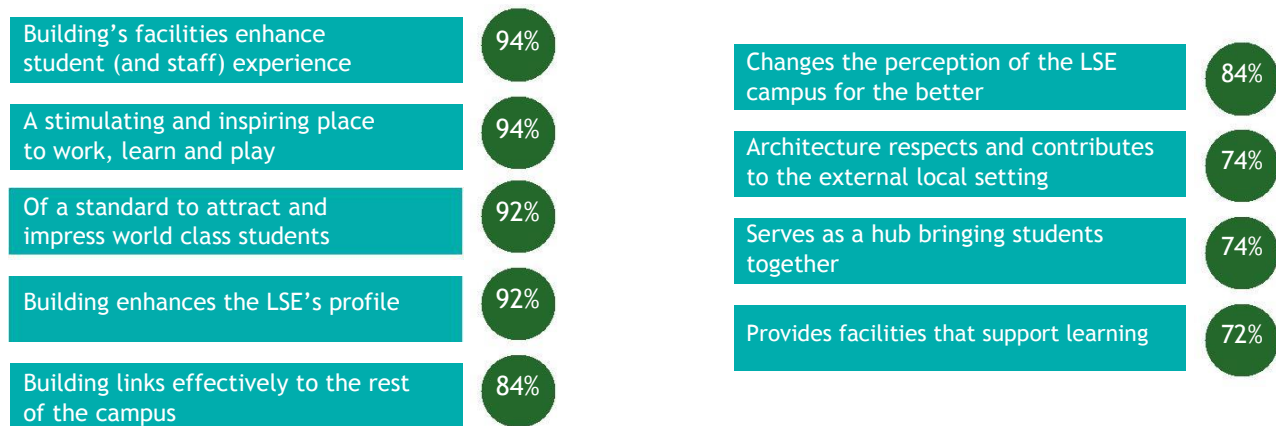
Main entrance canopy

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Serving and promoting the LSE

The interviewees were asked questions tailored to the SAW spaces they use, as well as to the centre overall, and all were asked about the building's contribution to strategic aims of the School. The results demonstrate the high effectiveness of the SAW in aligning with LSE's strategic aims:



The building shows that LSE invests in infrastructure and wants to stand out. It could really become a landmark building for LSE. It's not just another building, it has character. (Student client, Careers)

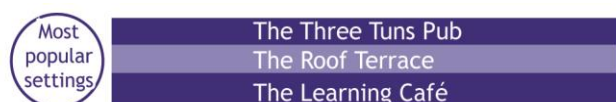
I can see everything from inside. The structure of the building is intuitive - you want to find out more when you look at it. (Student user, Dance studio).

Our workspace is a lot more collaborative and accessible, so people feel free to come in and talk to us. (Office user, Media Centre)

The building is a lot bigger and more open. It feels very connected to the facilities. (Office user, Media Centre)

Multiple uses: cross-promotion of services

A distinct potential benefit of both working in and using the student centre relates to its range of facilities and amenities, with the associated potential for users to engage in varied activities. Both the office users and those using the SAW's specialist spaces make extensive use of the building for multiple purposes, including facilities other than the index spaces in relation to which they were sampled. This feedback affirms the SAW's realisation of an initial key objective set for the centre, to be a participatory student hub, encouraging cross-promotion of student services.



Going forward

Of the relatively few aspects that have been evaluated as **Issues**, most relate to operational aspects and can be addressed by communication or fine tuning the SAW's management and house services. Suggestions include:

More awareness of activities in the SAW

- Facilitate student activities outside the building
- Provide digital bulletins outside and / or in the Ground Floor reception / First Floor Learning Café

Lifts and stairs

- Promote use of stairs as an easy and sustainable means of vertical movement in the SAW, with the bonus of enjoying its animated staircase and views
- Remind gym users that stairs make sense for fitness

WCs

- Resolve reported problems with cleanliness and smells

Occupant's guide

- Incorporate updates in an online guide

Catering setup

- The service has to be viable: home-prepared food can be eaten in the cafés, just not food bought elsewhere

Air and light

- The SAW has operable windows and blinds - they are there for users' control and comfort

Noise

- Transfer of noise across partitioning between separate spaces has been checked and addressed

Storage

- Feasible storage provision for books and laptops to be made available as and where users require.

See the full quantitative results of the SAW users' evaluation, and further selections of user quotations, in [ZZA's Summary report](#) on the LSE Estates webpages.