

Saw Swee Hock Student Centre: Post Occupancy Evaluation



Report to LSE Estates

19 May 2014

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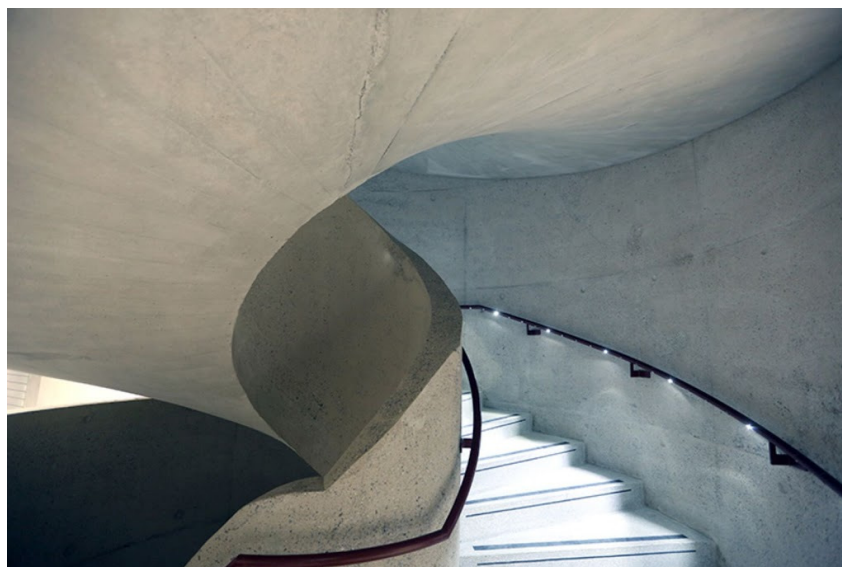
1 ABOUT THE EVALUATION

1.1 Background and objectives

Following instructive Post Occupancy Evaluations (POEs) at the LSE's new accommodation at the NAB and 32 LIF, ZZA were commissioned to undertake a POE of the new students' centre to similar parameters, tailored to the student centre's uses and diverse user groups.

The objectives are, as in all ZZA POEs, to capture systematic, relevant user data, reflecting an evaluation of the accommodation from the users' perspective, to provide the following benefits:

- Independent benchmarking of accommodation effectiveness for key user categories:
 - People with workspace in the building, including both professional staff and students who work there on a rotational and / or voluntary basis
 - Users of the building's diverse specialist settings:
 - Gym, Learning Café, Pub, Faith Centre, Counselling spaces (Careers and Residential Services), The Venue events space, Dance studio, and Juice Bar / external top floor terrace.
- Assessment of the realized project relative to original project aims
- Identification of aspects on which tuning the student centre accommodation through physical, management or usage measures could add value to the student centre in use
- Identification of successful attributes for replication in future development Identification of learning points for future schemes.



1.2 Methods and sampling

The POE was scoped in March 2014, with the research design related to the range of settings and user groups in the LSE's Student Centre (Saw Swee Hock), the new Students' Union building. The evaluation was based on two series of structure interviews, undertaken face-to-face with samples of individuals from key user constituencies. The fieldwork was undertaken 24 March – 9 May (during and after term break). The research tested the effectiveness of the respective spaces based on users' experience and from their vantage points.

The scope there covered:

- Interviews with individuals who work in office space in the building (both in permanent and rotational capacities)
- Interviews with student users of key specialist spaces

The sample sizes are:

- 22 office users (including 6 students):

Careers – 7
 Students' Union – 4
 Residential Services – 4
 Media Centre – 4
 Faith Centre – 1
 ARC – 2

- 50 users of specialist spaces:

Learning Café – 10
 Juice Bar – 6
 Gym – 6
 Faith Centre – 6
 The Three Tuns pub – 6
 Dance studio – 6
 The Venue – 6
 Careers service – 3
 Residential Services – 1

The specialist spaces sample includes:

22 undergraduates
 23 postgraduates
 3 doctoral students
 2 alumni

Of the following subjects:

- Human Resources – 2
- Economics – 9
- Social Policy – 9
- Government – 5
- Sociology – 3
- Development – 5
- Management – 3
- Accounting – 2
- Health – 1
- Geography – 1
- International Relations – 2
- Anthropology – 2
- Law – 3
- Philosophy – 1
- Criminology – 1
- Mathematics – 1.

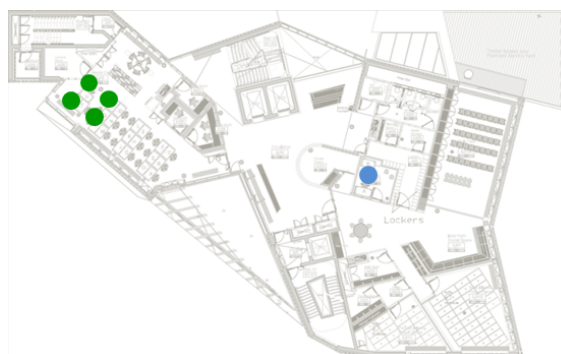
The interview process captured coded data for quantification, as well as all interviewees' qualitative comments that expounded and gave voice to their ratings. As shown in the following diagrams, the office user sample represented a distribution of zonal positions on the office floors.

1.3 Spatial distribution of office user sample

First Floor



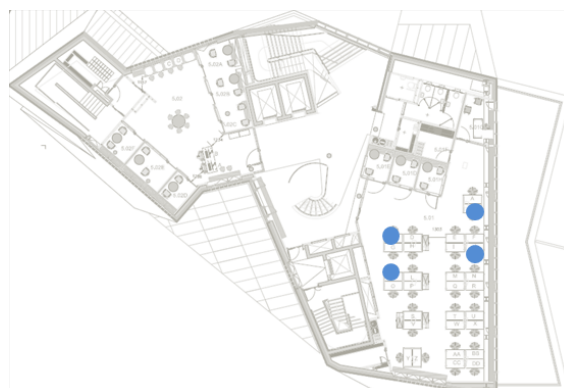
Second Floor



Third Floor



Fifth Floor



1.4 Evaluation content

The research with the office users covered 122 specific questions under the following headline topics:

- Comparison with previous workplace
- Appearance / 'look and feel'
- Circulation and navigation
- Space for individual work
- Space for collaborative work
- Drinks and refreshments
- Air
- Light
- Acoustics
- Use of other spaces in the building
- Security and safety
- Facilities management
- Meeting LSE aims
- Overall assessment.

79 of the questions involved were evaluative. 43 related to patterns of use or provided for additional interviewee comments.

The research with users of the specialist spaces comprised of 75 questions under the following headline topics:

- Evaluation of the index space
- Use of other spaces in the building
- General facilities in the student centre
- Meeting LSE aims.

40 of the questions involved were evaluative. 35 related to patterns of use or provided for additional interviewee comments.

1.5 Presentation of quantitative data

All question codes are structured on a three-way profile that reflects or broadly correlates with: Positive / OK / Negative. For every evaluated aspect, the reporting graphs indicate the metric aggregates that interviewees have selected for all codes, as a percentage of the number of responses to the given question. To facilitate visual assimilation of the findings, the proportion of **Positive response is presented in Green**, the proportion of **OK response in Light Green**, and the proportion of **Negative response in Red**. Each graph therefore provides an easy visual display of the given aspects of performance, as evaluated by users.

In addition, to provide an action-oriented perspective of the overall output, a summary graph classifies the data in terms of thresholds that ZZA adopts in all Post Occupancy Evaluations for experienced clients:

- **Major Successes:** evaluated as 'Positive' by at least 80% of respondents (**Green**)
- **Successes:** evaluated as 'Positive' or 'OK' by at least 80% of respondents (**Light Green**)
- **Issues:** evaluated as 'Negative' by more than 20% of respondents (**Red**).

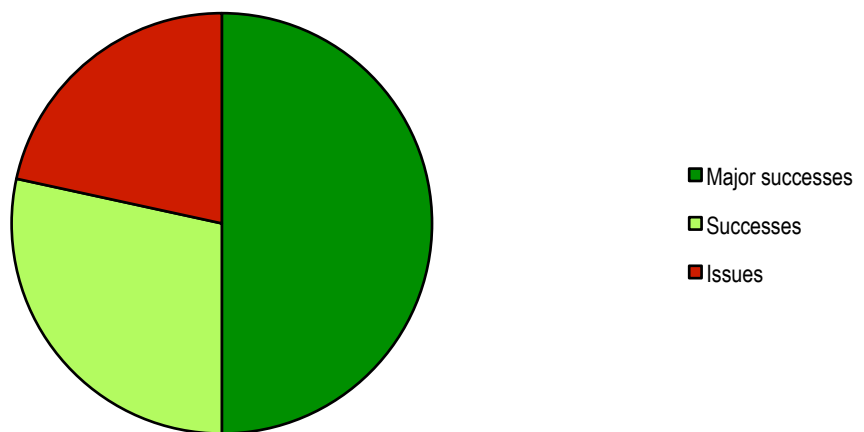
A summary snapshot of all the quantitative dashboards is presented in Sections 4 and 6. Thereafter each topic heading is represented on a topic-by-topic basis, in association with illustrative qualitative data.

2 HIGHLIGHTS: ACHIEVEMENTS

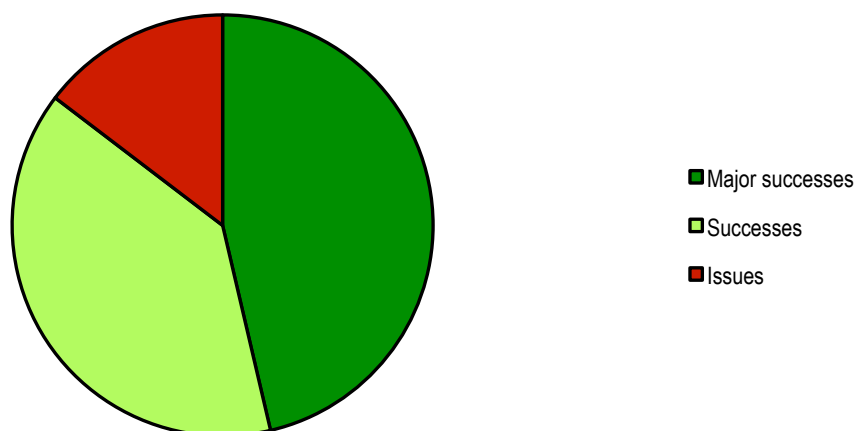
2.1 Significant achievements

The evaluation findings of the student centre approach those of the recent evaluation of the LSE's new academic accommodation at 32 Lincoln's Inn Fields (ZZA, 2013). That was atypical amongst ZZA's Post Occupancy Evaluations in the users' extensive endorsement of the project's effectiveness. A similar result applies both to the evaluation by the sample of interviewees using office space in the building (the 'office user' sample), and those sampled in relation to use of the building's specialist settings (the 'specialist spaces' sample). The profiles of results are clearly demonstrated in the high ratio of Major Successes amongst the aspects evaluated, followed by Successes, with aspects that are identified as **Issues** in a minority. The quantitative profile of this achievement is seen in the following graphs for the respective samples.

Office user sample



Specialist spaces sample



2.2 Overview of achievements: combined sample

The questions relating to the wider strategic aims of the new student centre were addressed to both samples – office users and those sampled for their use of the building's specialist settings alike. Referencing back to the Design Competition Brief, and to **Meeting wider LSE aims**, these questions serve as a suite of KPIs on Saw Swee Hock's role in the School's evolving performance. The quantitative highlights are illustrated by a selection of qualitative comments, drawn from the full resource of qualitative comments provided in Sections 5, 7 and 8.

The evaluation identifies important **Major Successes** in the building's contribution to LSE aims:

- **The building facilities enhance student (and staff) experience** (94% Positive)

"It's quite a cool new building." (Office user, ARC)

"Undoubtedly. When I was a student here we had the East Building and it was crap." (Office user, Residential Services)

"The gym and the new cafés are definitely an improvement." (Specialist space user, The Venue)

"Especially the gym. And I think the Faith Centre works well for students of faith." (Specialist space user, Learning Café)

"It's a nice place and people come here regularly. There are not so many other places on campus where you can hang out. It's good they've made space for such a place." (Specialist space user, Juice Bar).

- **The building enhances the LSE's profile** (92% Positive)

"It was in the Guardian, so yes." (Office user, Students' Union)

"Compared to other unis, it's good." (Office user, Media Centre)

"Yes, because LSE had terrible student facilities before, so it can only be helpful." (Office user, Faith Centre)

"It's a lot better than we used to have. It's distinct and a lot easier to put on brochures and stuff." (Office user, Media Centre)

"God yeah, definitely. These facilities are so much better than it used to be. I used to be involved in the newspaper as a student and it's much better here. Very attractive." (Office user, Residential Services)

"I think it does. I was shown where the old building was and the structure of the campus. It is a big selling point in the long run to have a student centre like this." (Office user, Careers)

"I feel like LSE has been re-vamped through this building." (Specialist space user, Juice Bar)

"I've already taken friends to see it and show it off." (Specialist space user, Residential Services)

"If people walk by it looks more modern and events definitely attract more students from other universities." (Specialist space user, Faith Centre)

"I told all my friends about it, especially the new gym equipment." (Specialist space user, The Three Tuns)

"From the outside it's the nicest looking building. It makes campus look nicer." (Specialist space user, The Three Tuns)

"Yes, I've read a lot about it online. It's gotten a lot of press." (Specialist space user, The Venue)

"I work in the Alumni Department, and the alumni really seem to like it." (Specialist space user, The Venue).

- **Links effectively to the rest of the campus (84% Positive)**

"It's been really busy, so many people use it. It's so much more popular than the old building." (Office user, ARC)

"When I ran in the student union elections, it was a hub and you saw everyone." (Specialist space user, Juice Bar)

"I think it does in a typical way. It's down a little lane, it's not that dominant, and it fits in, in a good way." (Specialist space user, Careers Services)

"The location is great, right between Houghton Street and the Library." (Specialist space user, Faith Centre)

"It's very central and easy to get to." (Specialist space user, Dance studio).



There are further **Successes**:

- **The student centre serves as a hub bringing students together** (74% Positive + 17% OK)

"Yes, the Learning Café and the Sixth Floor café are both really great spaces to go." (Office user, Media Centre)

"There seems to be more students in the building than I've ever seen before." (Office user, Careers)

"I guess it's good they've got all the services under one roof and close to each other." (Office user, Media Centre)

"All communal areas seem to be busy with students working together." (Office user, Careers)

"It's bigger than the old one, so more people can go to events." (Specialist space user, The Venue).

- **The building provides facilities that support learning** (72% Positive + 14% OK)

"There's loads of computers and little rooms to talk and study." (Office user, Residential Services)

"Yeah it's got computers, wifi and meeting booths." (Specialist space user, Learning Café)

"There's a lot of meeting space." (Specialist space user, Gym)

- **A stimulating and inspiring place to work, learn and play** (69% Positive + 18% OK)

"Seeing all the young people around, you feel that you are working in a nice, lively environment. You feel invigorated." (Office user, Residential Services)

"It's a lot nicer than the old place. People want to be more engaged with the media activities now. The Beaver feels more like a proper newsroom." (Office user, Media Centre)

"It's better than the old office. The open plan arrangement is better." (Office user, Careers)

- **Of a standard to attract and impress world class students** (77% Positive + OK 19%)

"It was really bad before, so it's brought it up to how it should be. It does punch above." (Office user, Faith Centre)

"We had a new student event yesterday and they seemed pretty impressed." (Office user, Careers)

"I've passed tours going on and people seem in awe of the building, so that's good." (Specialist space user, Gym)

"It makes the campus more impressive." (Specialist space user, The Venue)

- **Changes the perception of the LSE campus** (69% For the better + 32% Same)

"It provides a centre. You barely even knew the East Building was there from the outside." (Office user, Residential Services)

"It gives students a kind of a centre point." (Specialist space user, ARC)

"You can see they're moving forward by providing more space and computers." (Specialist space user, Residential Services)

"Yes, it's opened up an opportunity to work somewhere else, and it's a good addition." (Specialist space user, Learning Café)

"Before I thought the campus was really small and seemed like a maze. This building made it seem more modern and new. The new gym is incredible, and it's a great building to showcase in terms of attracting new students." (Specialist space user, Learning Café)

"I wouldn't have come to campus today if it wasn't here. It's so much better than the old student building which I didn't use at all. This is a big step up." (Specialist space user, Learning Café)

"Obviously this is a very modern building and it 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." (Specialist space user, Careers Services)

- **Respects and contributes to the external local setting architecturally** (69% Positive + 31% OK)

"Yes, because there are other red brick buildings with a different theme. It looks different, but uses materials from the surrounding area." (Office user, Careers)

"It's very different – in a good way." (Office user, ARC)

"All these buildings have a bit of a quirky style." (Office user, Residential Services)

"It's two worlds apart. This building is so modern and the others aren't. It enhances the beauty of the area. It's a balance, a mix." (Specialist space user, Learning Café)

"I think it's a good architectural intervention in a difficult space, and it's maximized the space they could use. It's a nice solution." (Specialist space user, Careers Services)

"I think the most beautiful thing about the building is how it interacts with the other buildings and fits into the space. That's the best thing for me about the building." (Specialist space user, The Venue)

"I can see everywhere from inside. The structure of the building is intuitive – you want to find out more when you look at it." (Specialist space user, Dance studio).

Other spaces in the building

A distinct potential benefit of both working in and using the student centre relates to the range of facilities and amenities in the building.

The evaluation identifies considerable achievement in this regard. The office users and the specialist space samples harness other facilities in the building in addition to the index spaces for whose use they were sampled.

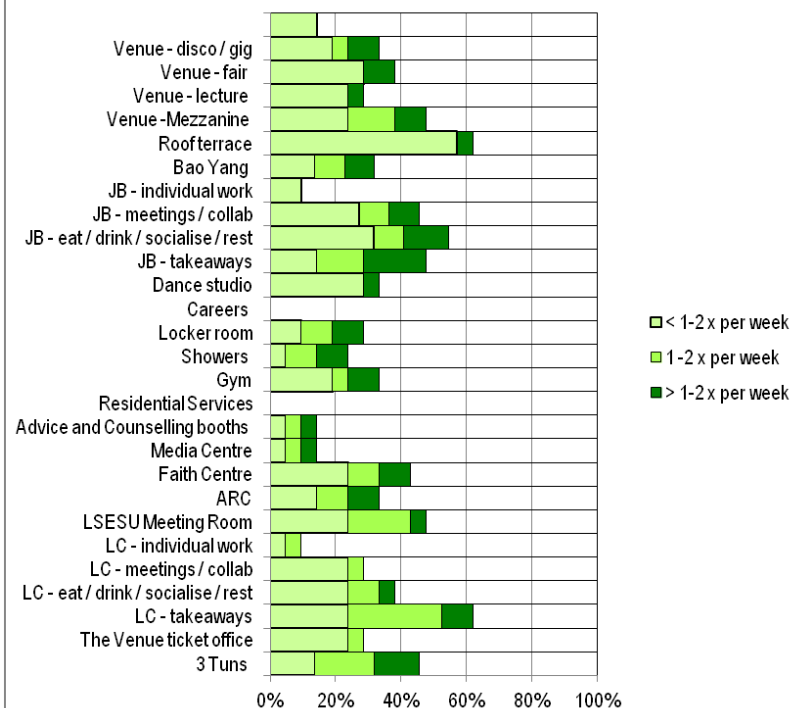
Both samples combined identified a **Major Success** for:

- **Effectiveness of other spaces** as (Positive 89%).

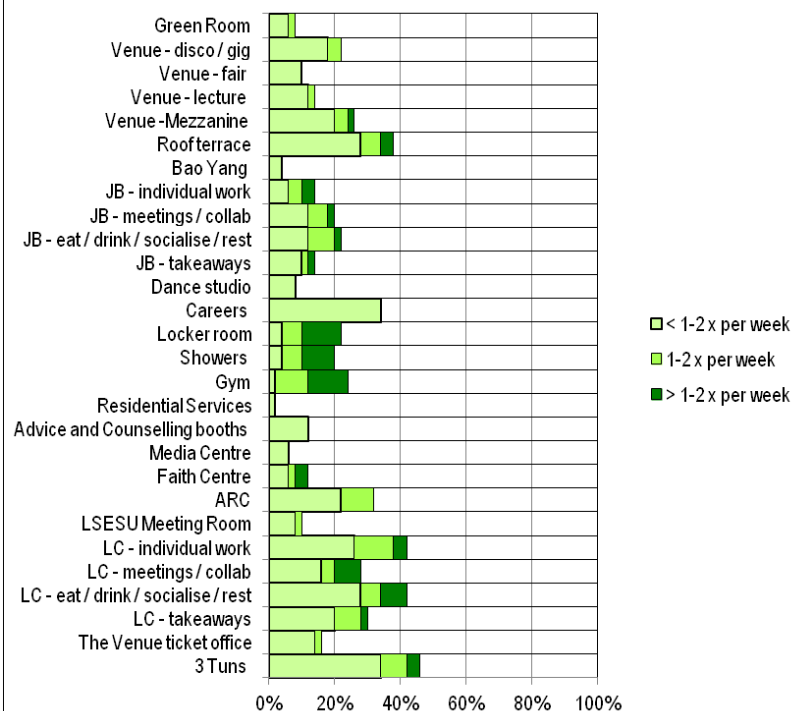
This result is further endorsed by: no office users rating the effectiveness of other spaces in the building negatively, whilst only 5% of specialist space users gave a negative rating to the effectiveness of other spaces. Furthermore, 82% of the combined sample reported that their use of other spaces in the building is not impeded because they don't know how to get involved or the spaces are ineffective.

The data below show office users' and specialist space users' reported use of facilities in the student building other than their respective index spaces. Their qualitative comments regarding these other spaces are provided in Sections 7 and 8.

Office users — use of other spaces in the building



Specialist space users — use of other spaces in the building



2.3 Overview of achievements: Office user sample

A detailed summary of the **Major Successes** and **Successes** for the office user sample follows. The data has been controlled to exclude 'I don't know' and 'Not applicable' responses. (*) denotes those aspects on which 50% or fewer sample participants could provide applicable responses.

Major Successes:

Comparison with previous LSE workspace: Building appearance – outside
Comparison with previous LSE workspace: Building appearance – inside
Comparison with previous LSE workspace: Immediate working environment
Comparison with previous LSE workspace: Other facilities and spaces in the building
Comparison with previous LSE workspace: All aspects taken together
Easy to find your way – to the building
Easy to find your way – into the building
Easy to find your way – to the place you want to go inside
Stairs – conveniently located
Stairs – entrance clear
Enough space around your desk area
Desk suitable for work
Chair comfortable
Storage provision – for personal items
Effective wifi – in your workspace
Effective wifi – elsewhere in the building
*Sufficient power sockets in collaborative spaces**
*Effective wifi in collaborative spaces**
Effective tea-points and food prep / storage facilities
Air – feels fresh
Air – draughts
Air – humidity
Temperature elsewhere in the building
Light – general ambience
Light – level effective to do your work
Light – right level of natural light
Light – right level of artificial light
Lighting effective elsewhere in the building
Other spaces functionally effective
Access and exit arrangements – inside office hours
Feel you and your property are secure in the building
Feel confident of evacuation in an emergency
Space for notices and other information – elsewhere in the building
Recycling scheme easy to use
Building fulfils expectations of environmental performance
Occupant's guide useful – when you first moved in

Welcome mug effective
Support during the move to the building
Student centre links effectively to rest of campus
Centre works as a hub to bring students together
Facilities enhance student and staff experience
Building enhances LSE's profile
Building influence on enjoyment of work day
Pleased with current work environment

Successes:

Look and feel – from the outside
Look and feel – the building entrance
Look and feel – circulation spaces and shared facilities
Look and feel – on your floor
Effective signage
Stairs – Look and feel
Lack of awkward space
Storage provision – for filing
Facilities for copying and printing
Availability of space for collaborative work
Allocation and booking system of space for collaborative work
Effectiveness of space for collaborative work for purpose
Comfortable space for collaborative work
Air – temperature at right level
Temperature in the meeting booths
Noise – elsewhere in the building
Access and exit arrangements – outside office hours
Space for notices and other information – in your work area
Showers effective for your needs
Building cleanliness and maintenance
Building provides facilities that support learning
Stimulating and inspiring place to work, learn and play
Of a standard to attract and impress world class students
Changes perception of LSE campus
Building influence on work effectiveness

The above data, based on coded ratings, profile the positive result of the office users' evaluation. The qualitative data reinforces this endorsement, expressing the rationale and sentiment underlying the interviewees' ratings.

The selected quotations below highlight what this means to people. These are taken from the full set of user comments provided in Section 5.

Comparison with previous LSE workplace (mostly in The East Building or Towers):

In the main, the new student centre is evaluated as being better than interviewees' previous LSE workplace, with five of the six specific aspects of comparison identified as **Major Successes**.

- **Taking all aspects together** (100% better at SAW)
- **Building appearance – both outside and in** (100% better at SAW).

Building appearance – outside

"This building is more striking and more fitting as a Students' Union than the East Building; it's more in keeping with what Students' Union buildings should be like." (Media Centre)

"This is obviously better than Tower 2." (Residential Services)

Building appearance – inside

"It's clean and open. It's got tons of glass." (Media Centre)

"The East Building was dark and small. This is dramatically better." (Media Centre)

Comparing the new student centre with their previous LSE workplace also identifies **Major Successes** for SAW in terms of: **Immediate working environment** (86% better at SAW) and **Other facilities and spaces in the building** (95% better at SAW).

Your immediate working environment

"100 times better, the other room was really small. I had a coffee table with a laptop and a hard chair in a corner. This is luxurious by comparison." (Faith Centre)

"In the old office the finance team was separated in a little room. It's better being all together as one in a bigger space. It's better in terms of communication with other departments so we don't have to go to different offices – we deal with other departments all the time." (Students' Union)

"I like this office very much. It's light and spacious." (Residential Services)

Other facilities and spaces in the building

"Better, in our previous space we only had one small room and couldn't host the activities we wanted to have." (Faith Centre)

"It's improved. There's more stuff here and even the things that the old building used to have are more accessible here." (Media Centre)

"Better, especially from a student point of view because we're more visible." (Residential Services)

The one aspect identified as an **Issue** in comparing office users' current versus their previous LSE workplace is WCs. This is discussed in Section 3.

Image / look and feel

All four aspects of **Image / look and feel** are identified as Successes.

'Look and feel' – on the outside

"I think it's quite nice. It's brick which is nice, because most new buildings are glass and prefab so I like this one." (Students' Union)

"It's a different kind of building. It's quite unique and has its own style." (Residential Services)

'Look and feel' – the building entrance

"It's spacious." (ARC)

"It's a lot bigger and more open. It feels very connected to the facilities." (Media Centre)

'Look and feel' – circulation spaces and common parts

"They're nice and open." (Residential Services)

'Look and feel' – on your floor

"I quite like the brick, and you can see into The Pulse studio. It's more approachable." (Media Centre)

"It's a neutral looking space, it's hard to dislike." (Media Centre)

"I like it very much." (Careers)

No aspect of Image / look and feel is identified as an **Issue**.

Circulation and navigation

The **Major Successes** relate to **Navigation**, including: **Easy to find your way: To the building** (100%) – **Into the building** (91%) – **To the place you want to go inside** (82%).

- **Effectiveness of signage** is evaluated as a **Success** (67% Positive + 19% OK).

Of the vertical circulation systems, two aspects of the stairs are identified as **Major Successes**:

- **Convenient location** (91%)
- **Clarity of entry to the stairs** (100%)

Look and feel of the stairs is evaluated as a **Success** (Positive 68% + OK 23%).

The total endorsement of clarity of entry to the stairs is a notable result relative to other ZZA POEs, including findings on evaluations of other LSE buildings. This visibility facilitates vertical circulation.

The positive endorsement of wayfinding into the building is particularly notable in the light of the external groundworks that were taking place immediately outside the building, almost continuously through the interviewing period.

Easy to find your way – to the building

“It’s a huge, big building on campus.” (ARC)

“I think it’s more obvious than the Towers really.” (Residential Services)

“The building is a lot more distinct [than the East Building]. Everyone will know where it is. The design and location will help you find it.” (Media Centre)

Easy to find the way – to the place people want to go inside

“I come straight here, but I suppose everything seems quite well-labelled and there is staff at the front desk to provide information.” (Residential Services)

“The layout is very simple I think. You’d be hard pressed to get lost.” (Media Centre)

Stairs – conveniently located

“They’re quite central.” (Residential Services)

Stairs – entrance clear

“Yes, because you see them from the front door.” (Residential Services)

“The staircase is immediately there so you know how to get to it.” (Media Centre)

Stairs – ‘Look and feel’

“They’re beautiful actually. One of the best features of the building.” (Careers)

“They feel light and airy. And I like that people use the wall to put up posters – the wall space is nice.” (Media Centre)

The one building system evaluated as an **Issue** under the topic heading of ‘Circulation and navigation’ concerns all aspects of the lifts. This is discussed in Section 3.

Space for individual work

For the building’s office users, the student centre is their workplace, whether they work there full-time or on a part-time or rotational basis. Of the eleven component aspects evaluated under this topic heading, six are identified as Major Successes, and three as Successes.

The **Major Successes** are:

- **Enough space at / around your desk area** (96% Positive)
- **Desk suitable for work** (91% Positive)
- **Chair comfortable** (100% Positive)
- **Effective storage provision for personal items** (81% Positive)
- **Effective wifi in your workspace** (90% Positive)
- **Effective wifi elsewhere in the building** (93% Positive).

The **Successes** are:

- **Lack of awkward space** (68% Positive + 23% OK)
- **Effective storage for filing** (72% Positive + 11% OK)
- **Facilities for copying and printing** (68% Positive + 18% OK).

The two **Issues** relating to ‘Space for individual work’ concern storage provision for books, and number and distribution of power sockets. These are discussed in Section 3.

Space for collaborative work

Collaborative activity represents an increasing component of work. For the office based users of the student centre, most aspects of space for collaborative work are identified as Successes, with two Major Successes, and no **Issues**. With previous pressure tending to prioritise space for individual work at the LSE, the result at SAW indicates an achievement in addressing the requirements for collaborative workspace. The detailed qualitative comments in Section 5 provide direction on further implementation.

The **Major Successes** are:

- **Sufficient and well-positioned power sockets** (92% Positive)
- **Effective wifi** (91% Positive).

The **Successes** are:

- **Availability of space for collaborative work** (75% Positive + 5% OK)
- **Allocation and booking system** (71% Positive + 21% OK)
- **Effectiveness of space for collaborative work for purpose** (77% Positive + 12% OK)
- **Comfortable space for collaborative work** (69% Positive + 25% OK)

Drinks and refreshments

The office users evaluate the **Tea-points and food preparation and storage facilities** as a **Major Success** (82% Positive).

"It's good. There's a fridge and good filtered water and space for people to eat lunch." (Residential Services)

"We LOVE the tea points. The zip taps for hot water are our favourite." (Careers)

"Very effective. Our dishwasher didn't work at first but now it seems fine. Now we have everything we need, like cabinets." (Students' Union)

Internal environment – air

For a building system prone to user dissatisfaction, the results for 'Air' at the student centre represent a notable achievement. Of the seven component aspects evaluated, four are identified as **Major Successes**:

- **Air feels fresh** (86% Positive)
- **Absence of draughts** (86% Positive)
- **Humidity feels right** (91% Positive)
- **Temperature elsewhere in the building** – bar the meeting booths (86% Positive).

Except for the latter, all aspects evaluated refer to office users' primary workspace in the building.

The **Successes** are:

- **Temperature in workspace area at the right level now** (73% Positive + 14% OK)
- **Temperature in the meeting booths** (69% Positive + 13% OK).

Against this positive profile, the **Issue** identified concerns user control of thermal conditions. This is discussed in Section 3.

It is noted that the Post Occupancy Evaluation reported here was undertaken prior to the building being in use through a full seasonal cycle. The results on thermal experience should therefore be taken as partial and provisional.

Internal environment – light

Of the seven aspects of light evaluated, five are identified as **Major Successes**. Again, except where specified, this concerns user experience of lighting in their primary workspace area. The achievements include:

- **General ambience** (82% Positive)
- **Effective light level for work** (86% Positive)
- **Level of natural light** (82% Positive)
- **Level of artificial light** (82% Positive)
- **Lighting elsewhere in the building** – bar the meeting booths (91% Positive).

Light – general ambience

"I love the lighting here." (Residential Services)

"It's so bright all the time." (ARC) – Positive comment

"It's not hospital bright, which is good." (Media Centre)

In part the satisfaction with ambience relates to external aspect (though depending on users' location in the building, some report that their view is obscured by bricks):

"We have a great view." (Media Centre)

"The outside view is lovely. Fantastic. That's what makes this office so welcoming." (Residential Services)

"Yes it's [view] lovely." (Media Centre)

77% of the office user sample report having a view to the outside from their workspace, with 9% reporting a partial view, and 14% not having a view.

Indeed, their view out of the building is cited as joint first of office users' **'Favourite thing'** about the student centre (alongside proximity to colleagues and other teams).

<i>Favourite things</i>	Number of respondents
View out	4
Proximity of colleagues / other teams	4
Workspace / space	3
Newness	3
Interaction with students	2
Access to building facilities	1
Cafés	1
Roof terrace	1
Light	1
Kitchen facilities	1
Stairs / circulation space	1
Gym	1
Design / aesthetics	1

Against this positive profile, two **Issues** are identified for lighting. Here too, one concerns user control of lighting conditions, and the other the lighting in the meeting booths. These are discussed in Section 3.

Internal environment – acoustics

Of the three dimensions of internal environment evaluated, users' experience of sound is the least positively performing, involving one **Success**:

- **Noise conditions elsewhere in the building** (77% Positive + 9% OK).

Issues are identified for Disruptive noise, in both workspace and meeting booths. The factors are discussed in Section 3.

Security and safety

'Security and safety' is positively evaluated, with most component aspects identified as **Major Successes**. No **Issues** are identified.

This includes:

- **Access and exit arrangements in office hours** (91% Positive, with 0% Negative)
- **Feeling that you and your property are secure in the building** (86% Positive)
- **Feeling confident of evacuation in an emergency** (82% Positive).

The **Success** is:

- **Access and exit arrangements outside core office hours** (79% Positive + 11% OK).

Facilities Management

The evaluation results for Facilities Management are also positively profiled, with most component aspects identified as **Major Successes**:

- **Space for notices / information in other parts of the building** [ie. Not the work area] (82% Positive)
- **Recycling scheme easy to use** (85% Positive)
- **Building fulfils your expectations of environmental performance** (95%)
- **Occupants' guide useful on move in** (93% Positive)
- **Welcome mug effective** (100%)
- **Felt adequately supported during the move to the building** (86%).

These results involve some notable endorsements, in particular when compared to user pushback regarding recycling on the move into the NAB, and user questioning of the relevance and value of the welcome pack provided when occupants moved into 32 LIF. This 'long view' demonstrates LSE Estates as a learning organisation, harnessing the feedback from Post Occupancy Evaluation in an alert and attentive way.

The **Successes** on Facilities Management are:

- **Space for notices / information in the work area** (59% Positive + 23% OK)
- **Effectiveness of showers** (71% Positive + 14% OK)
- **Building cleaning and maintenance** (71% Positive + 24% OK).

Space for notices and information elsewhere in the building

"You can see lots of posters all around the staircase and everywhere." (Residential Services)

Cleanliness and maintenance

"Very clean." (Residential Services)

"The building is very clean." (Students' Union)

Building fulfils user expectations of environmental performance

"Yes, they said they wanted to make it environmentally friendly. Like the windows open themselves when it's too warm." (Students' Union)

Occupants' guide – moving in

"Definitely useful." (Students' Union)

"It was really useful and I still use it." (Careers)

"Yes, and I'd been given a tour as well." (Media Centre)

Occupant's guide – ongoing use

"We give it to new people who start." (Careers)

"It's useful for things like contacting reception, visitors, and day to day things." (Careers)

Plus:

"The building's fairly self-explanatory." (Media Centre)

"I don't need it anymore." (Media Centre)

Welcome mug

"Yes, that was a nice touch!" (Media Centre)

"I was delighted." (Media Centre)

"Very much – nice treat!" (Careers)

"I like my mug – look, I'm using it." (Careers)

"It was great. Who doesn't love a free mug?" (ARC)

"Yes, we still use them." (Careers)

Support during the move

"We were well-assisted. Someone moved our packed boxes for us." (Media Centre)

"Very much so. Francesca was amazing." (Careers)

"Oh yeah, definitely." (Careers)

The **Issue** identified for 'Facilities Management' concerns cycle storage. This is discussed in Section 3.

2.3 Overview of achievements: specialist settings sample

Major Successes:

Space – effective for purpose
Layout facilitates engagement
Seats comfortable
Tables effective
Temperature
Draughts
Humidity
Air – fresh
Lighting effective – ambience
Lighting effective – for activity
Hear clearly inside
Wifi effective
Cleanliness and maintenance
Other spaces effective
WCs
Student centre links effectively to rest of campus
Facilities enhance student experience
Enhances LSE's profile

Successes:

Space – attractive
Facility more suitable than previous LSE space
Easy to get to
Always space available
Noise disturbance
Sufficient and well-distributed power sockets
Design inspiring
Informal spaces compared to others at LSE
Catering provision effective
Décor
Centre as hub to bring students together
Building provides facilities that support learning
Stimulating and inspiring place to work, learn and play
Of a standard to attract and impress world class students
Architecturally respects and contributes to external setting
Changes perception of LSE campus

Index spaces

The index spaces comprising the specialist settings for evaluation are:

- Learning Café
- The Venue
- Gym
- Juice bar / terrace
- Faith centre
- Pub
- Dance studio
- Careers / residential services student client spaces.

All 20 aspects of these settings were positively endorsed, with no aspect identified as an **Issue**.

The student users of the specialist spaces are complimentary of the building and its facilities:

Building overall

"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." (Specialist space user, Juice Bar)

"I think the Student Centre is a nice addition to the campus. It's modern and enhances the brand of LSE." (Specialist space user, Careers Services)

"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." (Specialist space 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. When it was new I did think there would be more space inside, but it's not bad." (Specialist space user, Learning Café)

"The whole building is inspiring." (Specialist space user, Faith Centre)

"The location is just as suitable, but this building is better because here you can sit and have lunch and it's not out of the way. In the other building, it was just offices and classrooms, so you couldn't do both." (Specialist space user, Faith Centre)

Specialist spaces

"Yeah, I guess its multi-functionality is inspiring. It's easy to see it as a club, or anything. I like that. They did a good job coming up with a multi-purpose space." (Specialist space user, The Venue)

"I think it's great." (Specialist space user, Gym)

"I'll miss the gym when I leave, it's perfect." (Specialist space user, Gym)

"It's exactly what I needed. Now I don't have any excuse not to workout. It's right on campus and it's modern." (Specialist space user, Gym)

"It's really good communal space where you can work and socialize. It's welcoming, and it's better than the library." (Specialist space user, Learning Café)

"The light is nice, and the big bay windows let in natural light. It's airy and open. I don't agree with the design, but that's a personal aesthetic issue." (Specialist space user, Learning Café)

"It's more welcoming than the library and better than Garrick because it has power sockets and you can sit without buying anything." (Specialist space user, Learning Café)

"There are less people, there's food, and you have a small printer that not many people use. And there's a gym upstairs which is good." (Specialist space user, Learning Café)

"This is the first time I've written here, and it's been great. It has easy access to coffee and it's nice and bright." (Specialist space user, Juice Bars)

"This is less dingy. The old one was secluded without natural light. This is newer and feels cleaner. The washroom is less dingy too." (Specialist space user, Faith Centre)

"It's inspiring enough. I like the stained glass and the pictures of the different faith locations around the world." (Specialist space user, Faith Centre)

Most aspects evaluated are identified as **Major Successes**:

- Effectiveness for purpose (88% Positive)
- Layout and design facilitates effective activity and engagement with instructor / counsellor / leader / equipment / other students as relevant (81% Positive)
- Tables are effective (91% Positive)
- Seats are comfortable (83% Positive)
- Air temperature (82% Positive)
- Absence of draughts (82% Positive)
- Humidity (96% Positive)
- Air feels fresh (82% Positive)
- Lighting ambience (82% Positive)
- Lighting effective for activity (82% Positive)
- Acoustics – can hear clearly in the space (94% Positive)
- Wifi effective in the space (97% Positive)
- Cleanliness and maintenance (96% Positive).

The remaining aspects of the index spaces are identified as **Successes**:

- Attractive (78% Positive + 14% OK)
- Facility more suitable than previous LSE space (Better 64% + Same 16%)
- Space easy to get to (78% Positive + 16% OK)
- Space is always available (67% Positive + 24% OK)
- Absence of noise disturbance (70% Positive + 28% OK)
- Sufficient power sockets and effectively distributed where needed (69% Positive + 14% OK)
- Inspiring design (61% Positive + 23% OK).

General facilities in Saw Swee Hock

Most notably, the **Major Success** relates to:

- **WCs** (96% Positive).

"I rate the WCs extremely positively. They are the nicest communal bathrooms I've seen in any facilities. They are really modern and new and you get your own cubicle." (Specialist space user, Learning Café)

This contrasts with the evaluation of WCs by office users for whom this aspect of the student centre is identified as an **Issue**. The latter is addressed in more detail in Section 3.

The **Successes** relating to 'General facilities' are:

- **Informal spaces relative to others available at the LSE** (62% Better + 30% Same)

"There's clearly been a lot of thought put into the spacing in the building. You can tell by the layout that they've tried to efficiently spread out space to sustain larger numbers of people." (Specialist space user, Gym)

"The building has a chilled atmosphere. It has more of a campus feel than other spaces." (Specialist space user, Gym)

"These spaces are more modern and feel more updated." (Specialist space user, Gym)

"The informal spaces are similar to the cafés in NAB and Old Building. This one has more sockets so it's more effective as a workspace." (Specialist space user, Faith Centre)

"They're more informal – they do what they should do in that sense. The Student Centre seems like a social space and people seem relaxed. The East Building didn't really seem to work – it was out of the way. The new one is more conducive to hanging out." (Specialist space user, Faith Centre)

- **Décor** (64% Positive + 16% OK).

"The pillars remind me of trees. It's got a nice aesthetic feeling." (Specialist space user, Learning Café)

"It's kind of fun and modern." (Specialist space user, Learning Café)

"It's bright and has a lot of colour. It gives some life to LSE." (Specialist space user, Gym)

3 FORWARD POINTERS: LEARNING AND ACTION POINTS

This section addresses those aspects identified as **Issues**, based on more than 20% of the respective samples that responded evaluating the aspects in question negatively, illustrated by selective users' comments that relate to the ratings.

The full set of negative comments is provided in Sections 5 and 7. This includes instructive comments that are not associated with a quantitative evaluation identifying the aspect in question as an **Issue**.

3.1 Overview of Issues: overall sample

Issues

*Building gives an informative and welcoming sense of the activities on offer inside
Building's design and spaces promote spontaneous interaction.*

Meeting LSE aims

Of these high level strategic questions, two aspects are evaluated as **Issues**:

- The **Building's design and spaces promote spontaneous interaction** (30% Negative)
- The **Design gives a sense of the activities on offer** (37% Negative).

These aspects relate to the School aims for the building expressed in the Design Competition Brief:

"... to achieve cross promotion of Union services, and creating a hub for student activities, a sense of ownership and identity, that reduces mobility problems and facilitates an efficient and enjoyable service for students."

For the centre to be:

"Participatory"

And to employ:

"... Innovative design schemes which allow multi use of space and maximise the site's full potential."

It also relates to the DQI facilitator's report of July 2009:

"... it needs to really contribute towards encouraging students to use it"

The building's scope for spontaneous interaction relates to the above aims for functional integration and participation. It also relates to the Design Competition Brief aim for:

"a student hub."



Physical scope for casual encounter is typically within a given setting or en route to one, with spatial contiguity a key factor. The building's vertical stacking of internal facilities on its small footprint inevitably limits this scope for casual encounter to the height one goes in the building, and to the means of vertical circulation that users employ. Some users report these factors as promoting interaction at Saw Swee Hock:

"It's easier to run into people from other offices because they're so close by." (Office user, Media Centre)

"There's a gym here, and I bump into athletes that I know. And one time I ran into a friend in the Learning Café and while we were chatting the guy sitting next to me joined in the conversation." (Specialist space user, Learning Café)

"If you walk to the First Floor you see everyone and it's nice." (Specialist space user, Juice Bar)

"Oh yeah! I have lots of random conversations on the stairs and near the water fountains. I think that's planned." (Specialist space user, Faith Centre)

However, less designation in the use of space might promote more spontaneous interaction:

"I interact more spontaneously with other students anywhere else but in this building. The way this building's structured, you're always headed somewhere. You don't have a hangout space or a waiting space to relax in. If I was to design that space it would be on the First Floor by the entrance." (Specialist space user, Dance studio)

Different furniture might also promote this:

“Not really. The only place is in the café, but people sit at the round tables alone. In the Faith Centre it’s a bit more spontaneous.” (Specialist space user, Faith Centre)

“The tables at the Learning Café are too big. You don’t want to share with one person you don’t know if they’re already sitting there and you come with some friends. So it’s just one person using the table alone.” (Specialist space user, Careers Services)

Learning points:

- ***Balance the School’s recognised need for study space for both individual and collaborative work, with the role of social space to ‘hang out’. The First Floor café is distinct from the library and can accommodate both, but with its designation as Learning Café, the emphasis is on a study function.***
- ***Different furniture modules promote different behaviours. The above quote’s suggestion that a single user seated at a small unit may inhibit further use by others indicates the relevance of active experimentation in the setting, then comparing utilisation and satisfaction with varied furniture solutions.***
- ***The prominent stairs at Saw Swee Hock are evidently useful. They could contribute further to spontaneous interaction with more intensive use. This reinforces the points made elsewhere in this report, about deprioritising the ready visibility of lifts relative to stairs on future projects, and designing stairs to maximise both traffic and casual encounter.***

While the qualitative comments recognise the challenges in making a building more expressive of its internal activity, and notwithstanding users’ wider reported usage of the building’s facilities beyond the index spaces focused on in the evaluation, the following comments suggest that more could be done to meet the briefing aim for cross promotion.

“It doesn’t say ‘student union’ per se. It looks forward-thinking, but doesn’t tell you what’s on offer.” (Office user, Careers)

“I don’t know, I can’t really tell what’s happening inside.” (Specialist space user, Learning Café)

“It doesn’t exactly look academic, but it also doesn’t exactly communicate informality.” (Specialist space user, Dance studio)

“I never really get what’s going on in here.” (Specialist space user, Dance studio)

“They’ve got one poster on the entrance, but I don’t feel like that’s enough. A lot of people come in and say ‘I didn’t know there was a gym or a café.’ It could be better.” (Media Centre)

"It's difficult for a building to do that without a massive digital sign. If you look at the signage you can presume what happens here." (Specialist space user, Faith Centre)

"From the outside you don't see people hanging out. It looks like an office or an apartment building, not like a student building. There could be seats, cafés, or food points outside. It's not until you get inside that you realize it's a student building." (Specialist space user, Learning Café)

Action points:

Possible scope for improvement is indicated by the latter two comments. This involves announcing the building's activities more visibly – externally and on the lower reaches of the centre:

- **The building's external 'apron' could accommodate outdoor activities**
- **Dynamic digital display/s on the external elevation and / or in the Ground Floor reception / First Floor Learning Café could serve as promotional canvases.**

A further point for consideration relates to the building's potential role in promoting contact beyond the LSE. Clearly its role is to serve LSE students, but a Design Competition aim involves its recognition *"nationally and internationally as a building of the highest architectural merit."* Expressed thus, the target audience may be the design community, but for recognition in the student community, experience of the building by students from other institutions is also relevant. In the event, numbers of the interviewees' qualitative comments reference positive views of the student centre by their peers from other universities.

"I had friends come from UCL to The Tuns who said 'Wow this is cool!' They even arranged their varsity hockey after party here instead of at their uni." (Office user, Residential Services)

"If people walk by it looks more modern and events definitely attract more students from other universities." (Specialist space user, Faith Centre)

"It depends. If we're talking about events at night, yes. It brings students from other unis and the gym has done a great job." (Specialist space user, Gym)

"My friend from Oxford came here to revise and said 'Oh my god, we don't have anything like this.'" (Specialist space user, Juice Bar)

"My sister is doing a masters degree at UCL, and she wishes they had a better SU with both a faith centre and a gym." (Specialist space user, Faith Centre)

However, exploring this aspect quantitatively, the result is:

- Promotes contacts with students from other universities (78% Negative).

This finding is not an obvious 'failing,' and is not included in the tally of **Issues**. It is raised here by way of potential input to briefing on follow-up projects.

3.2 Overview of Issues: office user sample

Issues

WCs

Lifts

Storage provision for books

Storage provision for laptops

Sufficient and well-positioned power sockets

Control enough over thermal conditions

Control enough over lighting levels

Lighting effective in meeting booths

Noise

Cycle storage effective for your needs

Occupant's guide useful – ongoing

Comparison with previous LSE workplace (mostly in The East Building or Towers):

Against the context of notable endorsement of the student centre vis-à-vis respondents' previous workplace at the LSE, WCs are the one aspect office users identify as an **Issue** (33% Negative).

Indeed, the WCs are office users' most cited '**Unfavourite thing**' about the student centre.

'Unfavourite things'	Number of respondents
WCs – general / noise / smell	5
Lifts	3
Lack of temperature control	3
Not enough seating at The Three Tuns / The Venue	3
Design / aesthetics	2
Leaking roof	2
Workspace – people walking in	1
Doors – difficult to open	1
Noise from the gym	1
Kitchen facilities	1
Circulation space – dead space	1
Noise from students	1

The main reasons given that underly this evaluation are:

- Unisex designation
- Smells.

Other reasons include:

- Small size
- Lack of cold water
- Cleanliness
- Lack of external air
- Lack of natural light.

The following selection of comments encapsulates these points:

“There aren’t enough, and they smell horrible. The fact that they’re shared with men leads them to be less clean, and I find it uncomfortable that we share with students. Because of my job, I interview people and I like to clean my teeth, but there’s only hot water; you can’t get cold water to drink. You also might have to get changed for events at the end of the day and they’re not adequate for that. And there are no bins inside, which is annoying.” (Careers)

“They’re unisex, so more people use them but they don’t get cleaned as often. The overall quality is worse in this building. They were a lot nicer in Tower 3.” (Careers)

“Absolutely worse. There’s no air. They always smell and it just doesn’t feel nice in there. They’re not very big inside; you struggle to wash your hands and open the door.” (Residential Services)

“I’m not big on the shared toilets, guys can be quite disgusting. I’ve only been here 1.5 weeks and I’ve seen things like pee on the seat. They’re generally untidy.” (Careers)

Action point:

The main action point at Saw Swee Hock is checking and resolving outstanding reported problems with sewage and smells, and reporting on the action and outcome to the building population.

Learning point:

The main learning point relates to persistent user resistance to mix-gender WCs. However, this may relate more so to resident than to intermittent users. It is notable that the sample of specialist setting users – all students – evaluated the WCs as a Major Success, with two of them accounting for their evaluation by the WCs being gender-neutral. It is of course possible that a positive or accepting stance to gender-neutrality may reflect a values position of a younger cohort of students. Countering this, it is noted that ??% of the office users’ sample are currently students, and numbers of the remaining sample were recently students.

Circulation and navigation

Against the context of endorsement for all other building systems evaluated under ‘Circulation and navigation’, all aspects relating to the lifts in the student centre are evaluated as **Issues**:

- **Reliability** (61% Negative)
- **Capacity** (22% Negative)
- **Travel time** (29% Negative)
- **Waiting time** (67% Negative).

These **Issues** are inter-related:

- Breakdown reduces service and capacity
- Reduced capacity increases waiting time
- Long waits prompt people to walk instead, but the lift stops in any event when the button was pressed.

In addition:

- Lifts are also reported as by-passing the floor requested.

The following selection of comments summarises the linked set of sub-optima:

Lifts – reliability

“Often one seems to be broken. They’re really slow. There’s only two, and they are often busy because they are frequently busy bringing people to the gym.” (Residential Services)

“Often they’re out of order.” (Media Centre)

“They sometimes don’t stop or go to the wrong floor, which is a problem.” (Media Centre)

“The one in the back is out of order and of the other two, one tends to be out of order, and they often miss your floor.” (Careers)

“No but I’m led to believe they’ve got better.” (Careers)

Lifts – capacity

“I think there should be one more lift because of how long it takes for it to come back.” (Media Centre)

“No, because often they’re not both working.” (Careers)

Lifts – travel time

“They’re very slow. They take a long time to come and to get to where you’re going.” (Careers)

“They seem to take a long time.” (Residential Services)

Lifts – waiting time

“We quite often have students apologizing for being late for meetings because of the lift.” (Careers)

“No, I often wait 3-4 minutes.” (Media Centre)

“They’ve gone past without stopping.” (Faith Centre)

“You often see people waiting quite a while.” (Residential Services)

“Absolutely not. You get that annoying thing when people press the button and walk off because it took too long, and then it has to stop at every floor.” (Media Centre)

“No it’s awful, because they randomly go past your floor or don’t stop.” (Media Centre)

“Often one seems to be broken. They’re really slow. There’s only two, and they are often busy because they are frequently busy bringing people to the gym.” (Residential Services)

One outcome is an extended wait for people who are unable to use the stairs:

“When there’s only one working the waiting time increases which is a problem for students in wheelchairs who can’t use the stairs instead.” (Media Centre)

A strategy that some users adopt is use of the rear lift:

“I use the secret lift at the back.” (Careers)

“Occasionally. It depends if I’m carrying stuff. I use the other lift through the back.” (Residential Services)

“The alternate lift always seems to be shut down too.” (Residential Services)

Action point:

The action points are threefold:

- ***Checking that the lifts are fully commissioned and properly working***
- ***Communicating that this has been done – improved realities do not always overcome adverse initial impressions without a prompt***

- *Communicating that in a building of this height, with a readily identifiable (and attractive) staircase, stairs are an eminently usable and sustainable means of vertical circulation*
- *The assertion that the current lift traffic is congested by people using the gym is an irony that lends itself to a communication campaign in the gym.*

Learning point:

The learning point relates to design configuration in future buildings.

- *The visibility of the stairs at Saw Swee Hock is clearly very explicit, and in positive contrast with buildings (such as the NAB and 32 LIF) where stair access is relatively hidden. Given that usage of lifts can be 'semi-automatic', based learned modes of use from other buildings, prioritising people's position of, and view to, the stairs over the lifts may promote stair use in future buildings.*

Space for individual work

Again, in the context of major general endorsement of 'Space for individual work', the office users identify two aspects as **Issues**.

- **Storage provision for books** (22% Negative)
- **Sufficient and well-distributed power sockets** (29% Negative).

Of these **Issues**, the point on book storage seems the lesser limitation, though storing them in filing cabinets is not optimal either as use of storage capacity, or for access to books:

"There's nothing for books – I have them laid flat within the drawers. It limits the amount of books I have here." (Careers)

"We had loads of books in our old office, but here there is nowhere to put them." (Students' Union)

Learning point:

Considered in reverse, the level of dissatisfaction with book storage – that just defines the current lack of provision as an Issue – is informative in considering evolving standards of provision against increasing availability and reliance on online resources. This does not imply an exact parallel for academic staff, but it indicates the trajectory.

Action point:

Given the small numbers involved, it may be productive to establish where provision for book storage in the student centre would be helpful to users, then making provision part of a 'finishing process'.

The point regarding power sockets is more pervasive, and seemingly not diminishing in relevance despite the increase in battery life. People continue to have multiple appliances that need electrical charging.

The points underlying the users' evaluation of sockets concern:

- Reliability
- Access
- Number
- Impact on layout flexibility.

"... They don't always work – one or two have stopped working." (Media Centre)

"They're behind the computers so you have to go behind to use them." (Media Centre)

"They're very inconvenient to get to. You have to delve down underneath the floorboards. But it's only when I need to plug in my laptop." (Residential Services)

"At my desk it's alright but around the office it's limiting. They are only in the floor, so you can't move desks around." (Residential Services)

"There are sufficient sockets, but they're not positioned as required, because you have to move your computer and flip them open to use them." (Media Centre)

"There's nothing in the corner for use on the meeting table, plus there're only two outlets – for my computer and printer, so there's no point for a phone charger or scanner." (Careers)

"I don't think there's enough. Say if you want to have two fans on the desks, there's not enough sockets. Or if you need to charge an extra laptop or something." (Residential Services)

However, as the comment below indicates, there is also some expectation of usage that a project team would typically view as out of scope in specifying procurement:

"Not directly in the wall. Because it's so cold we bought three heaters and plugged them into the extensions and they blew the fuse." (ARC)

Learning point

In the context of evolving technology, specification for user modalities is clearly not an exact science. Technologically, contraction of need is occurring in parallel with users' wish for continued simultaneous connection of multiple devices. The learning point is provision for flexibility of buildings in use, in terms of number of connections, their accessibility, and facilitation of furniture reconfiguration.

Action points:

The data indicates user introduction / expectations to introduce unplanned devices – notably fans and heaters. The perceived requirements for these should be raised with users in the context of a briefing on the full commissioned building servicing systems, and coupled with a communication campaign that addresses and promotes sustainable modes of usage.

An additional **Issue** identified relates to **Secure provision for laptop storage**. However, of the rotational student office users to whom this question was addressed, only three responded as being applicable to them, with only one of these responding negatively.

Internal environment – air

In the context of the notable achievement for air, the one aspect of air identified as an **Issue** is:

- **User control of thermal conditions** (50% Negative).

Learning point:

Disseminated technology has fuelled individual choice, access and control in all spheres as a widespread cultural trend. This includes users' interface with the built environment, and scope to flex accommodation to individual preference.

*A dimension of the wish for more control of thermal conditions is frustration caused by automatic opening and closing action of the windows which, at times, creates undesirable conditions. (Similar points are raised by the students in the specialist setting sample, although the aspect of control is not identified as an **Issue** for that sample.)*

Action point:

This is an aspect for communication. In open plan accommodation, like that of most office users at Saw Swee Hock, workspace is collective space. Nevertheless, the building has considerable scope to open and close windows. A focussed communiqué with users in the various spaces can highlight the scope for control, and raise awareness that the windows are a shared resource, and that brief interventions can moderate the setting not just for those seated directly by the window, but for other occupants of the space.

Internal environment – light

As for air, a similar scenario applies to light, with all aspects of light in the workspace positively endorsed, except for:

- **Control over lighting levels** (47% Negative).

Learning point:

The trend to individual choice applies in this respect too. Incorporating scope for user control via switches, dimmers and blinds is relevant for future projects.

There is also frustration expressed by office users and students that the automatic sensing on the lighting creates unwanted conditions at times.

Action point:

A communication exercise following this Post Occupancy report could highlight what scope exists in each office area to moderate lighting levels.

An additional **Issue** identified for 'Lighting' is:

- **Lighting level in the meeting booths** (25% Negative).

The factors reported as underlying this are:

- Consistent functioning
- Excessive brightness.

Action point:

The meeting spaces can be audited for both these factors, with faulty mechanisms replaced and filters / baffles introduced, if and as appropriate.

Internal environment – acoustics

Two **Issues** are reported for 'Acoustics':

- **Noise disturbance in workspace** (55% Negative condition)
- **Noise disturbance in meeting booths** (31% Negative condition)

In respect of both the above, the predominant source of noise cited is the gym. Additional sources of noise disturbance in the workspace – with lower numbers of citation – include:

- Students gathering in the circulation space outside the Careers office
- The toilets
- The student radio
- Noise from the First Floor café in the ARC.

“From the gym, when people drop weights the whole building shakes. It’s a bit weird actually, it’s like Jurassic Park.” (Residential Services)

“From the gym when they do the weights. It’s only thing that really disturbs us. It’s incredible it’s like the whole ceiling is going to come down.” (Residential Services)

“Oh yes. We are directly below the free weights in the gym. In the afternoon people always start lifting and you get a lot of noise and vibration – it’s really annoying. I don’t know why it’s on the Fourth Floor, it should be in the basement.” (Residential Services)

“From the gym. My desk’s right under the treadmills so I can hear people running.” (Students’ Union)

The gym is really bad. It’s really loud; when they drop the weights it shakes the whole building which is really distracting when you’ve got a one to one meeting. And there’s a lot of passing noise outside the office going to the café. We had the idea to get Secret Santa slippers for everyone but it never happened!” (Careers)

The other sources of noise disturbance in the meeting booths / collaborative space are related as:

- Impacts of different user groups in the faith centre
- Inadequate insulation between settings.

“The Faith Centre can be problematic because of noise that students make. In the big prayer room, there’s a partition that is amazingly sound proof for what it is, but you can hear people walking to prayers on the wood floors and it’s very noisy, even if the doors are closed. And there’s no door to the cave area, so when students are in the common area the cave is kind of unusable. The layout of the Faith Centre doesn’t work well because when students hang out in the common area, it disrupts others’ prayer time.” (Faith Centre)

“In the CV zone area because the screens don’t adequately separate the three rooms.” (Careers)

“In the Third Floor meeting room, you can hear almost every conversation in the Faith Centre.” (Students’ Union)

Learning point:

The noise disruption reported from the gym aligns with findings from other ZZA POEs. The steer for future procurement is to site similar facilities in the lower reaches of buildings, with strong floor loadings.

Action point:

The reported noise transfer between other facilities can be addressed as a snagging issue.

Facilities Management

It is relevant to note that few office users were in a position to evaluate cycle storage, and its identification as an **Issue** should be viewed in that light:

- **Effectiveness of cycle storage (100% Negative).**

Nevertheless, the underlying points regarding exposure and security are instructive:

"I still use Tower 3 storage. It's secure and this one isn't." (Careers)

"I use the storage in the NAB because this building only has outdoor storage. I won't use the outdoor one because there are bike thefts around here and my bike's reasonably expensive. Security actually told us not to use it if we could find indoor storage because it's a high theft area." (Residential Services)

Learning point:

Where feasible, cycle storage to be located and designed for security and weather protection.

Against the endorsement that the Occupants' Guide was useful at move-in, the finding relating to its **Usefulness ongoing** (53% Negative) is instructive.

It is clearly not a failing if occupiers no longer require it. However, the results suggests that any updates can be restricted to an online version for use by newly arriving occupants or for occasional updating.

Action point:

In the communiqué to building users following this POE, reference that henceforth any updates to be incorporated in the digital version of the guide. Updates could incorporate additional information, e.g. telephone numbers of other occupants if desired.

3.3 Overview of Issues: users of specialist settings

Issues:

Catering provision effective
Display of information for events effective
*Sufficient storage for laptops**
*Copying and printing facilities effective**
Design gives sense of activities on offer
Design and spaces promote spontaneous interaction
Promotes contact with students from other universities

Index spaces

Of the 20 aspects evaluated for the index spaces, none is identified as an **Issue**.

General facilities in the student centre

Beyond the index spaces, four aspects of 'General facilities in the student centre' are identified as **Issues**:

- **Catering provision and food setup** (22% Negative)

The factors concern:

- Variety
- Pricing
- Non-acceptance of loyalty cards
- Not being able to bring one's own food in.

"If I'm going to eat I'm going to bring my own food." (Learning Café)

"What they provide is nice, but the food setup would be improved by being able to bring food in." (Learning Café)

"I don't have complaints but for me it's more convenient to get something from Sainsbury and eat it somewhere else. It's more overpriced here – other places have the same thing for less money." (Faith Centre)

"I think it's nice that they have a variety of food, but I don't understand why we can't use our loyalty or credit cards. But it's good that they allow us to bring our own food in." (Faith Centre)

"It's expensive." (The Venue)

"In a perfect world it would be a bit cheaper." (The Venue)

"The food's good, but it's overpriced." (The Venue)

"They should accept loyalty cards and they should allow us to bring in food we bought elsewhere. It's a student place, so it should be more open." (Learning Café)

"The food isn't very good compared to the rest of campus due to the expense, lack of choice, and not being able to use loyalty cards. They've got a private company in rather than the typical LSE catering." (Residential Services)

"The food choices aren't very varied or appealing so you have the incentive to leave the building to eat. The prices aren't good for what you're getting." (Faith Centre)

Action point:

The balance between viability and quality is clearly challenging, and the options available in the student centre relates to sales. In the circumstances, the room for action is to survey students for the menu selection that would be most aligned.

- **Effective display of information for events (27% Negative)**

The factors relate to:

- Relevant point of communication
- Too much content
- Too spread
- Some content only at an upper level in the building.





(This page and previous) Visual spread of notices, with those on higher levels only seen by users passing on the stairs.

"They have the blackboards which are OK. They should advertise the events elsewhere on campus so we know to come here for them. Students don't always come here to see what's on." (Dance studio)

"I've never been to The Venue but I'd love to go. I never hear about the events. Even the last grad night was only advertised a few days before and it was embedded in a long email. They could do a lot more." (Learning Café)

"I just get it on Facebook, so I guess not. The events at night are never advertised." (The Three Tuns)

"It could be more obvious. Many students don't look while they're walking. They could use the walls and pillars in the Learning Café." (Learning Café)

"They should have things popping up at every point. Like on the pillars in the Learning Café, not just on the stairs." (Learning Café)

"The notices are too far away because the walls are too wide." (Careers Services)

"No, especially during elections when there were so many things up that you couldn't see other events. Most people don't stop to look at them." (Faith Centre)

"It's more just like posters people stick up, you don't really look up at them. TV screens would be more useful for promotion, like the ones they have in the library. More people would look at them. During elections there were so many posters up that people tuned out." (The Venue)

"The information is scattered. There's no central place to show all the information, so you have to read each item on each floor." (Dance studio)

Action point:

Provide dynamic digital display at the lower reaches of the building – the entrance and First Floor, and potentially outside, showing what's current and prospective in the building.

- **Sufficient secure storage for laptops (27% Negative*) 11**

"I don't find it effective so I carry mine around with me." (Learning Café)

"I've tried several times to get a locker and it was communicated very poorly as to when they will become available. I would have liked to have used it." (Careers Services)

"I can't get a locker in the building [outside the locker room], and that's annoying. They said they had some but couldn't give them away. I can get one at the library but I come to the gym 3-4 times a week and it would be useful to leave things overnight." (Gym)

"I leave stuff in the prayer room but that's at my own risk – it's not official storage space." (Faith Centre)

Action point:

In the context of pervasive laptop use, the requirements of students for secure storage whilst using a building on an ephemeral basis warrants workable provision.

- **Copying and printing facilities (30% Negative*)**

"There's a printer on the First Floor which hardly works, and on the Third Floor there are computers but no printer, so the printing situation in this building is not that good." (Faith Centre)

"I've tried to use the printer but didn't know where it was being sent to, so I don't really know how it works." (Faith Centre)

"There should be two in the Learning Café and one on the Third Floor in the computer space where we work." (Faith Centre)

"I've tried to print once but it didn't work. There's only one printer. The distribution of computers is effective though." (Faith Centre)

"There's one printer in the building. All printers across the LSE have problems. They either don't work, or they'll charge you and won't print, or they won't recognize that you sent it something. And people disconnect the Learning Café printer to charge their phones or laptops." (Media Centre)

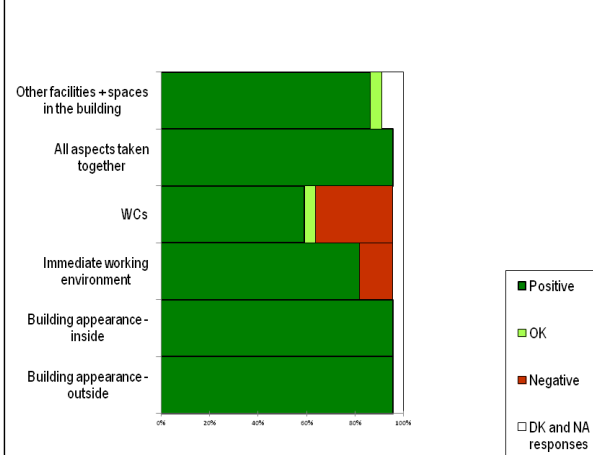
Action point:

Given the focus on space for learning in the student centre, provision for copying and printing warrants optimising, with clear and conspicuous signage about availability.

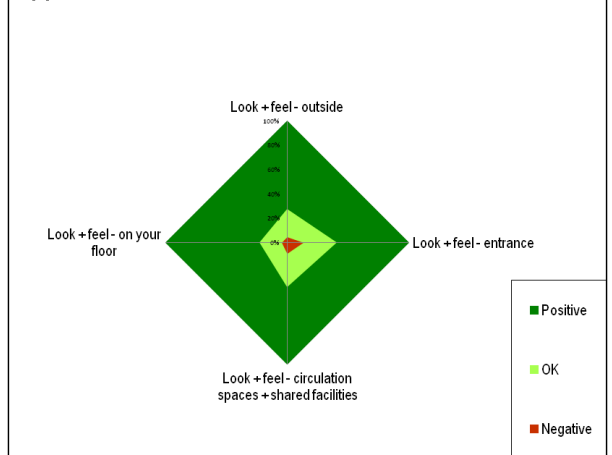
* Note: The proportion of the sample responding to both the latter **Issues** is 11 respondents for laptops, and 20 for copying and printing facilities.

4 METRIC OVERVIEW OF SAW SWEE HOCK AS A WORKPLACE (OFFICE USE)

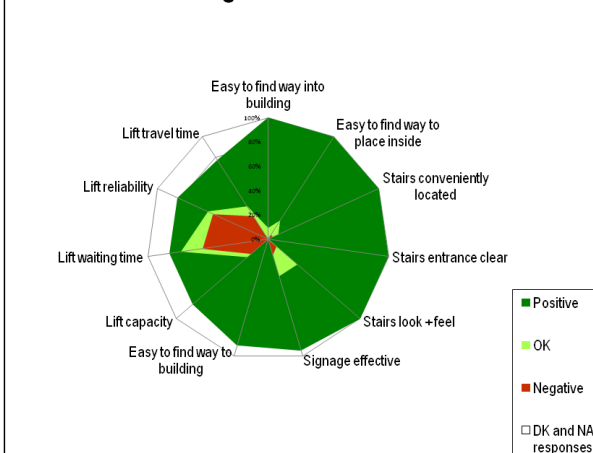
Comparison with previous LSE workplace



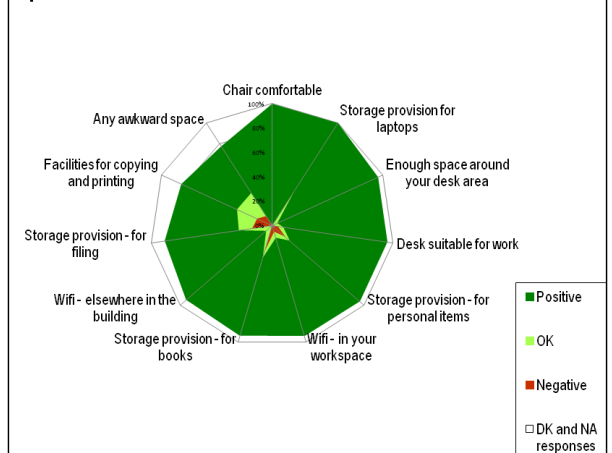
Appearance / 'look and feel'



Circulation and navigation



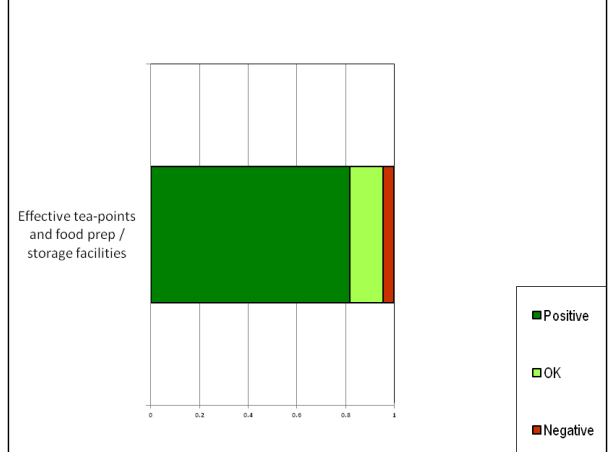
Space for individual work



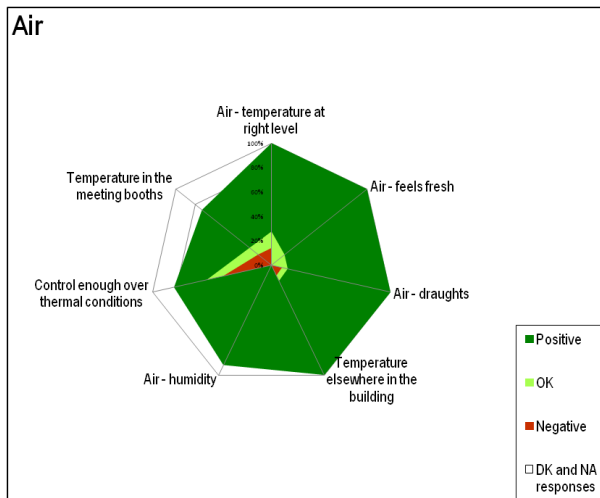
Space for collaborative work



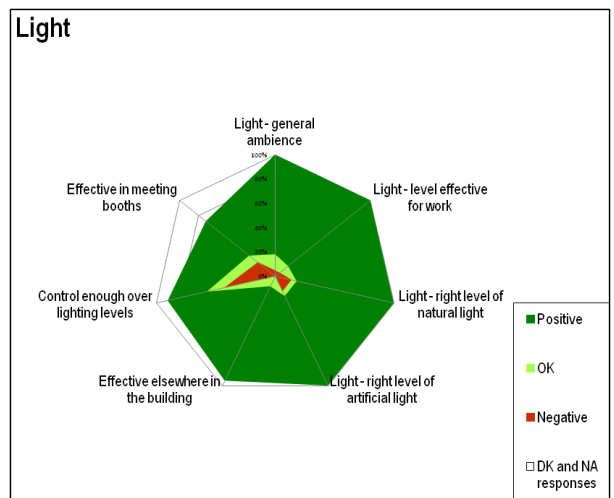
Drinks and refreshments



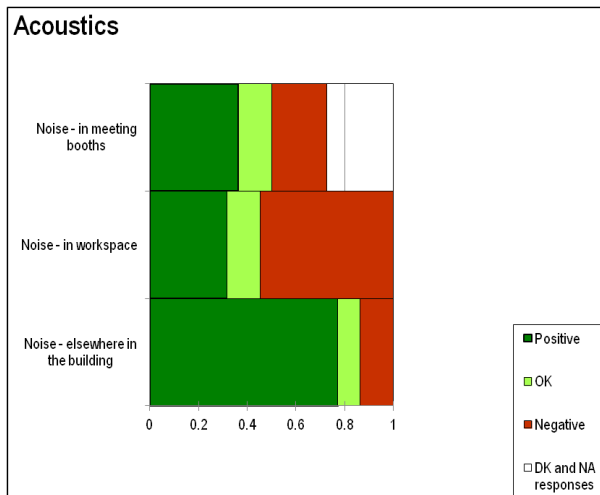
Air



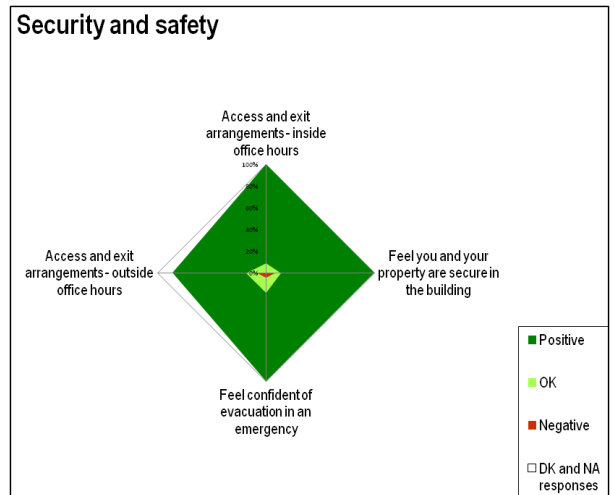
Light



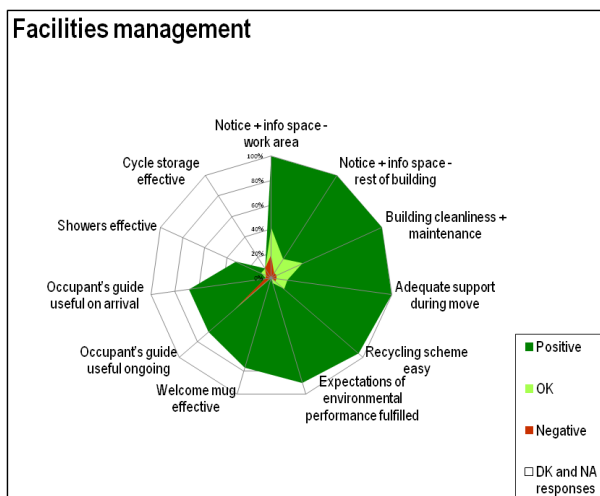
Acoustics



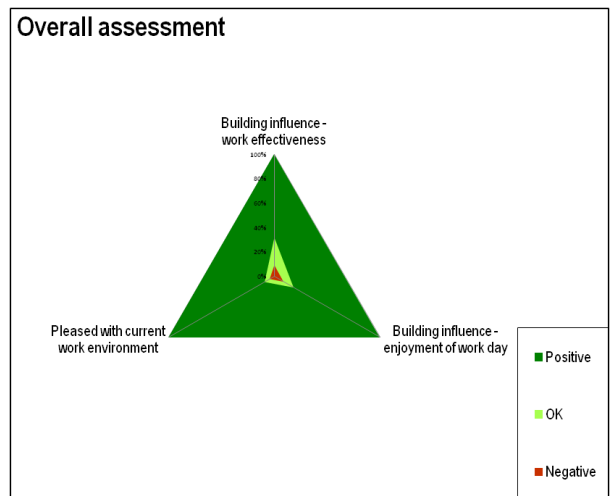
Security and safety



Facilities management



Overall assessment



5 FULL QUALITATIVE DATA SET: OFFICE USER COMMENTS

This section provides all the qualitative comments on the student centre as users' workspace. This includes numerous instructive points that users make that are not associated with metric ratings that identify aspects as **Issues**. The **Issues** are limited to aspects evaluated negatively by > 20% of the responding sample. The wider points provided here are valuable in informing future estates projects in the School.

This body of data provides instructive learning. Given the classification thresholds employed to differentiate **Major Successes**, **Successes** and **Issues**, the pool of negative comments (Sections 5 and 7) and suggestions for potential improvements (Section 8) relates to more aspects of the student centre than those identified as **Issues** alone. The granularity of the full data set presented in this section is relevant to inform LSE Estates' agenda.

5.1 Comparison with previous LSE workplace

Building appearance – on the outside

Better now

"This is better than the East Building." (Students' Union)

"I'd definitely say it's a lot better. People know what we're for and that this building is the Student Centre, whereas before we were tucked away in the East Building." (Students' Union)

"This is obviously better than Tower 2." (Residential Services)

"This building is more striking and more fitting as a Students' Union than the East Building; it's more in keeping with what Students' Union buildings should be like." (Media Centre)

"Much better than the East Building." (Media Centre)

"This is much better, the Towers are a monstrosity that should be pulled down." (Residential Services)

"East Building's shit, isn't it?" (ARC)

Building appearance – inside

Better now

"It's a lot cleaner looking than Tower 2." (Residential Services)

"It's nicer than Tower 2." (Residential Services)

"Definitely better than Tower 1." (Residential Services)

"It's clean and open. It's got tons of glass." (Media Centre)

"The East Building was dark and small. This is dramatically better." (Media Centre)

Your immediate working environment

Better now

"100 times better, the other room was really small. I had a coffee table with a laptop and a hard chair in a corner. This is luxurious by comparison." (Faith Centre)

"In the old office the finance team was separated in a little room. It's better being all together as one in a bigger space. It's better in terms of communication with other departments so we don't have to go to different offices – we deal with other departments all the time." (Students' Union)

"Overall better, there's more light." (Residential Services)

"It's a lot bigger than what we had before." (ARC)

"I like this office very much. It's light and spacious." (Residential Services)

"It's huge compared to the old one. We have double the computers and it's easier to get to the space. We feel more connected to the SU now too." (Media Centre)

"It's better. We have a nice view." (Media Centre)

"A lot better. I used to be in the basement." (Students' Union)

Worse now

"Because we're Advice and we listen to sensitive things on the phone or discuss cases between ourselves, sometimes students walk in and can hear us or see papers left out. Sometimes we have to use students' names when asking for help with a case. In the East Building we had our own office with a door that closed all the time. It's also distracting when students walk in. It's good to hear what projects other teams are working on though." (Students' Union)

"It's a hell of a lot colder and noisier." (ARC)

"The acoustics are worse. Everything in this building is hard surfaces. Plus you can hear weights dropping from the gym even though it's the floor below. You can hear toilet action on the other side if this wall in my office, plus people talking in the toilet. You can hear what they say, even the cleaners when they have a chat there. The floor in our office is really noisy. And also because of the way our space is set up next door – we have less consultation space because of the weird shape of the space." (Careers)

Other facilities and spaces in the building

Better now

“Overall better.” (Careers)

“Better, in our previous space we only had one small room and couldn’t host the activities we wanted to have.” (Faith Centre)

“A general improvement.” (Media Centre)

“The best thing is the tap in our office. It has instant boiling water, it’s great.” (Residential Services)

“It’s really good to have our own purpose-built building.” (ARC)

“Much better.” (ARC)

“It’s improved. There’s more stuff here and even the things that the old building used to have are more accessible here.” (Media Centre)

“They seem better generally and more interesting.” (Residential Services)

Better now, but...

“Better but there is no sort of Student Union shop inside the building.” (Media Centre)

“Better, especially from a student point of view because we’re more visible. But the worst thing is the door handle to our office. It’s really weird; there’s a pull handle on a push door so you can’t open it as easily. And they haven’t painted the ceilings.” (Residential Services)

“Better with the exception of the toilets.” (Careers)

“Better now with the exception of the bathrooms which are really disgusting.” (Careers)

“Overall better, but The Tuns is worse. They missed a huge opportunity there.” (Media Centre)

Same

“I suppose they are more or less the same.” (Residential Services)

WCs

Better now

“These are bigger and more private, and you never have to wait.” (Media Centre)

“There are more of them, and I like it that they’re gender neutral.” (Media Centre)

Worse now

"There aren't enough, and they smell horrible. The fact that they're shared with men leads them to be less clean, and I find it uncomfortable that we share with students. Because of my job, I interview people and I like to clean my teeth, but there's only hot water; you can't get cold water to drink. You also might have to get changed for events at the end of the day and they're not adequate for that. And there are no bins inside, which is annoying." (Careers)

"The toilets are weird because they're unisex." (Residential Services)

"They're unisex, so more people use them but they don't get cleaned as often. The overall quality is worse in this building. They were a lot nicer in Tower 3." (Careers)

"There's something with the sewage or drainage system so it always smells. And also, they're shared." (Careers)

"Absolutely worse. There's no air. They always smell and it just doesn't feel nice in there. They're not very big inside; you struggle to wash your hands and open the door." (Residential Services)

"There's no window so there's no external light, and there's no communal area with sinks or mirrors. They're unisex which is a bit odd. Though the smell seems to have been fixed this week." (Careers)

"They made them gender neutral, and men can't cope with gender neutral toilets." (Careers)

"I'm not big on the shared toilets, guys can be quite disgusting. I've only been here 1.5 weeks and I've seen things like pee on the seat. They're generally untidy." (Careers)

All aspects taken together

Better now

"Marginally better." (Careers)

"Really good." (Careers)

5.2 Appearance / 'look and feel'

'Look and feel' – on the outside

Positive

"It's quite quirky, I guess, yes." (Careers)

"I think it's quite nice. It's brick which is nice, because most new buildings are glass and prefab so I like this one." (Students' Union)

"It's quite unique." (Residential Services)

"It's a different kind of building. It's quite unique and has its own style." (Residential Services)

"I think so." (Media Centre)

"It's different, but it's quite good." (ARC)

OK

"I don't know if I like the wood / glass / brick combination. It feels a bit secluded from other parts of the school. It's not as integrated." (Media Centre)

"It's not my aesthetic taste." (Faith Centre)

"Just not my cup of tea." (Careers)

"It's not to my taste." (Careers)

"I don't really like modern buildings. I wish it was more in keeping with the NAB." (Students' Union)

Negative

"I know they had to comply with certain guidelines and it's a bold architectural choice, but it looks a bit corporate and 'Y2K'." (Media Centre)

'Look and feel' – the building entrance

Positive

"It's spacious." (ARC)

"It's a lot bigger and more open. It feels very connected to the facilities." (Media Centre)

Positive, but...

"The main entrance is absurd. The door opens very slowly so it's possible to be hit by it as you enter the building. It's awkward." (Careers)

"When the doors work properly, it's good. There's a nice feeling coming in. It's spacious and the staff always greets you. It's good." (Residential Services)

OK

"It's weird to turn left and then turn right as you come in." (Media Centre)

"When the doors don't work, you stand there wondering if they're going to open and if you have to push them they're very heavy. Sometimes it can also be quite messy there." (Students' Union)

"The reception feels too small scale for such a large building." (Media Centre)

"I think it doesn't feel all that accessible. The automatic doors are slow and open into you. Sometimes I have to push them to get out. You have to take two sharp turns to get in. But it looks nice with the glass and it's open." (Careers)

Negative

"I don't like the doors. They're really slow to open. If someone's coming out, I can't get in because it's so narrow; they have two doors but only one's open. I tried to open it, but they were closing on me automatically. The entrance is probably the worst thing about the building." (Residential Services)

"Looks a bit shabby still, looks a bit dark. Could look more professional. We serve students, employees, and alumni, so it's a bit studenty for what it holds. They could do it up a bit better." (Careers)

"There's too much poured concrete. It's too urban, everything is so hard." (Careers)

*'Look and feel' – circulation spaces and common parts**Positive*

"We've got so much extra room, it's good." (ARC)

"They're open, which is good and all you can ask for." (Media Centre)

"They're nice and open." (Residential Services)

Positive, but...

"Yes, with a caveat. I wonder if there's too much open space to usable space." (Careers)

"It looks fine. The stairs are a little narrow and can be awkward." (Careers)

OK

"There's a lot of distance to walk to get to a different floor, it's so wide." (Media Centre)

"I like the look, but the stairs get a bit narrow as you go up. They're a bit tight when people are going up and down." (Residential Services)

"Towards the Second Floor, the stairs become quite narrow. I never take the lift so sometimes walking up there's traffic on the stairs." (Residential Services)

Negative

"It's way too concrete-y." (Media Centre)

'Look and feel' – on your floor

Positive

"I quite like the brick, and you can see into The Pulse studio. It's more approachable." (Media Centre)

"It's a neutral looking space, it's hard to dislike." (Media Centre)

"I like it very much." (Careers)

Positive, but...

"It's quite good, but seems quite empty in the middle. No one knows what it's for, it's just some computers." (Residential Services)

"It's a bit boring, but it's nice, open and quiet." (Residential Services)

OK

"Yes, on this side [Main Careers Office]. But I often use the space on the other side [Careers Services], and it is very dark and one meeting room is almost unusable because of its shape." (Careers)

"For some reason the stairs don't pass through this floor. It's more cut off so people don't have to walk through the floor, so they might miss out more on what's going on, compared to other buildings." (Faith Centre)

"It's really quite dark, especially in the other room." (Careers)

5.3 Circulation and navigation

Easy to find your way – to the building

Positive

"No one coming to meetings has had problems." (Careers)

"It's a huge, big building on campus." (ARC)

"I think it's more obvious than the Towers really." (Residential Services)

"The building is a lot more distinct [than the East Building]. Everyone will know where it is. The design and location will help you find it." (Media Centre)

"I've never heard otherwise." (Careers)

"I've never had anyone have any difficulty." (Careers)

Negative

"They haven't updated the maps online yet, which we send out to people visiting us, like employers and external stakeholders." (Careers)

Easy to find your way – into the building

Positive, but...

"Yeah, except for our office. People have trouble with the door." (Residential Services)

"Coming in from the main street, you have to walk around and you expect the door to be there, but it's not. Maybe a sign to the main entrance would be useful." (Careers)

"Sometimes they struggle finding the lifts." (Careers)

"Yes, but The Tuns' disabled door is rubbish – you have to hit the button three or four times to open it." (Media Centre)

OK

"People can't work out where the door is." (Students' Union)

"The two doors are tricky. People sometimes end up going into the pub when they want to get into the main building." (Media Centre)

Easy to find the way – to the place people want to go inside**Positive**

"I come straight here, but I suppose everything seems quite well-labelled and there is staff at the front desk to provide information." (Residential Services)

"The layout is very simple I think. You'd be hard pressed to get lost." (Media Centre)

Positive, but...

"It's easy, but maybe students don't see the reception and just pass by to my desk." (Students' Union)

"Yes but people moan about the lifts." (Careers)

"I haven't heard anyone say they have trouble finding us. They just sometimes can't get in our door because the doorknob is so small and doesn't always seem to open it." (Residential Services)

"They can find us, but 9 out of 10 people can't open the door." (Residential Services)

OK

"It takes a long time to get up." (Media Centre)

"Perhaps not so much. For us in particular, we've got two separate places and a lot of students still come up here to the offices when they actually need the services at the ARC downstairs." (Students' Union)

Internal signage effective**Positive**

"It's clearly explained and the doors are marked." (Media Centre)

"There's a big sign on the Ground Floor." (Residential Services)

"I come up by the stairs, and each floor is clearly signed." (Careers)

Positive, but...

"I think we could have better signage upon leaving the lifts, because people miss the reception and just come in." (Careers)

OK

"Maybe if you're not using the lifts it's not always clear, like when you're on the stairs for instance." (Students' Union)

"They know to go to the Students' Union, but a lot of students get confused between the Students' Union and the ARC." (Students' Union)

"They've got one poster on the entrance, but I don't feel like that's enough. A lot of people come in and say 'I didn't know there was a gym or a café.' It could be better." (Media Centre)

Negative

"In reception, it says 'Reception' at the top near the ceiling. The sign needs to be eye-level and not so high up. I also had a student come for advice who wasn't from LSE and said she didn't see the signs. She missed it somehow." (Students' Union)

"Not enough of it. The minimal signage they do have is very student-focused and branded by Students' Union guidelines. We don't get enough signage." (Careers)

"There's hardly any and what is there is nearly all branded LSESU. I think that doesn't help to see what is actually available, and I don't think it's necessary. The signage would be better neutral." (Careers)

"It's not well sign-posted in the entry and on each level. The signage on the doors is too small and you can't tell what each office is." (Students' Union)

Use of stairs

"I don't use the stairs because they're an odd distance apart, and you can't just go down. It's like a department store – you have to go all the way round, so the distance feels like you need to go more than just five floors." (Careers)

Stairs – conveniently located

Positive

"They're quite central." (Residential Services)

Positive, but...

"They're a long way around, but it doesn't bother me." (ARC)

"I wish it went across the Second Floor though, rather than bypassing it and cutting it off." (Faith Centre)

"Yes, but I heard men looking around one day who couldn't find the stairs to go down. They thought there was only a lift." (Students' Union)

Stairs – entrance clear

Positive

"Yes, because you see them from the front door." (Residential Services)

"The staircase is immediately there so you know how to get to it." (Media Centre)

Stairs – 'Look and feel'

Positive

"They're beautiful actually. One of the best features of the building." (Careers)

"I didn't like it at first, but I do now." (Students' Union)

"They feel light and airy. And I like that people use the wall to put up posters – the wall space is nice." (Media Centre)

"I'm as happy as you can be with stairs." (Careers)

"I actually do. It's nice and open – I like that." (Residential Services)

Positive, but...

"I'd prefer chic marble but we're not going to get that. The stairs down to The Venue are rubbish. It's spiralled and when people are drunk they fall down and they bump into each other. Fights have actually broken out." (Media Centre)

"Yes, but it's too narrow at points." (Careers)

"Apart from them being quite narrow. At first the colours were quite shocking but I suppose it goes with the overall decoration. I'm used to them now." (Residential Services)

"It's a bit drab, it's just a bit concrete and blocky." (ARC)

OK

"I like the look and feel, but I feel as though I have to concentrate as I go down." (Careers)

"I'd say generally yes, but I find the Second Floor to be very narrow for traffic." (Students' Union)

"I do when it's wide and spacious, but not when it gets small – it's like Charlie and the Chocolate Factory." (Careers)

"It's concrete. I would decorate it more." (ARC)

"They're a bit grey." (Media Centre)

Negative

"I can't put my finger on it exactly, but I don't like the look of the stairs for some reason." (Media Centre)

Use of lifts

"I only use them from the Ground Floor." (ARC)

"I use the secret lift at the back." (Careers)

"If I'm at the top and coming down." (ARC)

"Occasionally, when I carry my bag." (Careers)

"I take the lift to go to the Sixth Floor." (Media Centre)

"I have used them a couple of times, but I try not to." (Faith Centre)

"Occasionally. It depends if I'm carrying stuff. I use the other lift through the back." (Residential Services)

"Not usually, and the lifts are often out of service anyway. The alternate lift always seems to be shut down too." (Residential Services)

"I've only used it once. I don't mind walking the stairs to keep fit. In the last few weeks the lifts broke down a lot, and I've heard they're slow, so it's quicker to walk." (Careers)

"I don't use them because people have been getting stuck in them recently." (Careers)

"I hear you have to wait so long and I've got no patience so I take the stairs." (Residential Services)

Lifts – reliability

Positive

"They've got more reliable now. I had issues at the start when I'd press up, and it would go down. Now they're fine." (Media Centre)

Negative

"No, but I'm led to believe they've got better." (Careers)

"Often one seems to be broken. They're really slow. There's only two, and they are often busy because they are frequently busy bringing people to the gym." (Residential Services)

"Often they're out of order." (Media Centre)

"They sometimes don't stop or go to the wrong floor, which is a problem." (Media Centre)

"The one in the back is out of order and of the other two, one tends to be out of order, and they often miss your floor." (Careers)

Lifts – capacity

Positive

"They're quite big." (Residential Services)

Negative

"I think there should be one more lift because of how long it takes for it to come back." (Media Centre)

"No, because often they're not both working." (Careers)

"They don't hold enough people." (Students' Union)

Lifts – travel time

OK

"It could be faster." (Residential Services)

Negative

"They're very slow. They take a long time to come and to get to where you're going." (Careers)

"They seem to take a long time." (Residential Services)

Lifts – waiting time

Positive, but...

"When there's only one working the waiting time increases which is a problem for students in wheelchairs who can't use the stairs instead." (Media Centre)

OK

"It's a bit long." (Students' Union)

"It's quite long." (Students' Union)

"It could be faster." (Residential Services)

"They sometimes take a while to come." (Careers)

Negative

"We quite often have students apologizing for being late for meetings because of the lift." (Careers)

"No, I often wait 3-4 minutes." (Media Centre)

"They've gone past without stopping." (Faith Centre)

"You often see people waiting quite a while." (Residential Services)

"Absolutely not. You get that annoying thing when people press the button and walk off because it took too long, and then it has to stop at every floor." (Media Centre)

"They're slow. That's why I don't use them." (ARC)

"No it's awful, because they randomly go past your floor or don't stop." (Media Centre)

"They take a while." (Residential Services)

"Too long." (Careers)

"They're really slow and sometimes they go past the floor you're waiting on." (Students' Union)

5.4 Space for individual work

Enough space at and around your desk

Positive

"Definitely yes." (Residential Services)

"There's lots." (Residential Services)

Positive, but...

"Yeah, it would be nice to have a few more Macs for the Beaver, and before deadlines we have too many people using the space, but the space is huge." (Media Centre)

Any awkward space

Some, but OK

"Apart from the pillar in the middle of the walkway, I can't really complain." (Media Centre)

"The gap with the columns – they're big enough to walk through but they're not made to be walkways." (Media Centre)

"The meeting booths are a bit awkward. There's one room that's meant to be divided but isn't, and there's one meeting room with a column in it. And some of the walls are sloped." (Careers)

"Some of the cupboards are kind of awkward, and the rooms are not of equal size. Some of the meeting booths are too small." (Careers)

Yes

"Yes, because of the column just behind my desk." (Careers)

"To do with the bookshelf – we don't like it at all. It doesn't make sense to have one that's so deep when we could have had a wider one. The size of this one means people who come to see us have to sit in the corner where I can't see them." (Faith Centre)

Desk suitable for work

Positive, but...

"It could be larger – I'd like a bit more work space." (Residential Services)

OK

"It's smaller than my previous one in Tower 3." (Careers)

Negative

"Not really, because it's an awkward shape, with an awkward angle because of the pillar. And it's too small, because I have nowhere else to put the printer except on the desk." (Careers)

Chair comfortable*Positive*

"Really nice." (Careers)

"Very comfortable." (Careers)

Storage provision – for books*Positive*

"Yes, we've got cabinets." (Students' Union)

Positive, but...

"We seem to have enough storage. The only thing is that the filing cabinet could be a bit more solid They seem quite fragile and they move. If you decide to close your drawer, the key gets in the way." (Residential Services)

Negative

"There's nothing for books – I have them laid flat within the drawers. It limits the amount of books I have here." (Careers)

"We had loads of books in our old office, but here there is nowhere to put them." (Students' Union)

"We don't have much actually, but we don't need many books." (Residential Services)

N/A

"We don't store books, but we have good storage for wires." (Media Centre)

Storage provision – for filing*Positive*

"Yes, we have a store room that we use." (Residential Services)

"We keep a copy of all the Beaver papers for the archives, but other papers generally get binned anyway." (Media Centre)

"Yes – we cleared out a lot before we moved." (Careers)

OK

"Most of our stuff is electronic so it's not a big problem." (Residential Services)

Negative

"What's there is fairly makeshift. I've put up with it but there's nothing for proper filing in the drawer." (Careers)

"We use the filing opposite us, but they're not immediately located so they're not convenient." (Students' Union)

"The filing cabinets aren't functional for filing." (Students' Union)

Storage provision – for personal items

Positive

"I cycle in so I've got a lot of stuff, and it works for me." (Residential Services)

"We've got a coat rack." (Media Centre)

Negative

"I've got a lot of things with nowhere to put them. I'd like something like a cupboard." (Faith Centre)

"We have no storage besides a cupboard that was recently put in after we requested it." (Students' Union)

Secure storage for laptops (rotational users)

Positive

"Our cabinets lock and we can lock the door." (Media Centre)

Positive, but...

"I use the gray filing cabinets with a lock, although they are on wheels so I don't know how secure they are." (Media Centre)

Negative

"I don't need to leave anything but I wouldn't want to because there's no secure place." (Residential Services)

Sufficient and well-distributed power sockets

Positive, but...

"Yes but they don't always work – one or two have stopped working." (Media Centre)

OK

"They're behind the computers so you have to go behind to use them." (Media Centre)

"There are sufficient sockets, but we can't have a wide bookshelf because it would block the ones in the corner." (Faith Centre)

"At my desk it's alright, but around the office it's limiting. They are only in the floor, so you can't move desks around." (Residential Services)

"The extension cables blow. For example, it was cold in here in winter and the electric heaters they gave us blew the power." (ARC)

"There are sufficient sockets, but they're not positioned as required, because you have to move your computer and flip them open to use them." (Media Centre)

Negative

"I've had some issues at my desk – the actual extension hasn't worked and has short-circuited. And getting to the actual plugs at my desk is inconvenient." (Students' Union)

"They're very inconvenient to get to. You have to delve down underneath the floorboards. But it's only when I need to plug in my laptop." (Residential Services)

"Not directly in the wall. Because it's so cold we bought three heaters and plugged them into the extensions and they blew the fuse." (ARC)

"I don't think there's enough. Say if you want to have two fans on the desks, there's not enough sockets. Or if you need to charge an extra laptop or something." (Residential Services)

"There's nothing in the corner for use on the meeting table, plus there're only two outlets – for my computer and printer, so there's no point for a phone charger or scanner." (Careers)

"The power sockets are a bit of a problem. They're quite hard to access and the power strips get overloaded easily. In the past the computers cut out, so we starting plugging them directly into the sockets under the floorboards rather than the strips, which are sensitive. We only use them for plugging in a computer and a printer, nothing excessive." (Careers)

Wifi – in your workspace

OK

“Sometimes it logs me off, but it comes back again.” (Students’ Union)

Negative

*“You either can’t get it, or you keep losing it because the connection drops in and out. Hopefully that’s just temporary.” (Careers)*Wifi – elsewhere in the building

Positive, but...

*“As far as I’m concerned, yes, but a lot of my colleagues have problems.” (Careers)**“The wifi is, but the phone service doesn’t work. The whole building feels like a dead space for phones.” (Residential Services)*Facilities for copying and printing

Positive

*“Yeah, we’ve got some printers and photocopiers in the office, so it’s fine.” (Residential Services)**“We have a copier in the resource room across the hall which is fine.” (Careers)*

Positive, but...

*“For photocopying I have to go to Careers, but I barely ever have to so it’s OK.” (Faith Centre)**“Yes, although the printer sometimes cuts out because of the plugs. The fuse blows but we can just move it and it works.” (Careers)*

OK

*“It’s OK – the quality of the printer’s not great.” (Careers)**“Sometimes our printers are a bit rubbish, but that’s not the building.” (Students’ Union)**“We run on a different printer to the School, and there’s only one printer for the whole office.” (Students’ Union)*

Negative

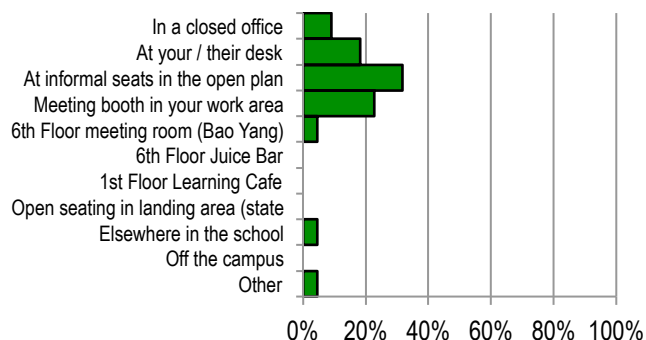
“Our printer doesn’t work. We brought it with us from the old office. It would be great if we could get ours to work, but for now we go down to the ARC which locks at 4.00 pm.” (Media Centre)

“There’s one printer in the building. All printers across the LSE have problems. They either don’t work, or they’ll charge you and won’t print, or they won’t recognize that you sent it something. And people disconnect the Learning Café printer to charge their phones or laptops.” (Media Centre)

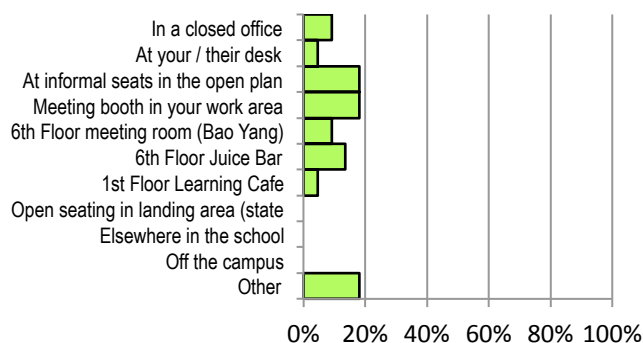
“I don’t know if there are any in the building. We have a giant one in our office that doesn’t work and the one in the Learning Café hasn’t worked for me.” (Media Centre)

5.5 Space for collaborative work

Space used most often for collaborative work



Space used 2nd most often for collaborative work



Availability of space

Positive

"We work at our desks or use the round table in the back and it's always been fine." (Media Centre)

"We have one meeting room, one upstairs and three one-to-one booths. The open plan one here is used less often as it's less private." (ARC)

"We've got a table." (ARC)

Positive, but...

"Yes, but we have to book the Sixth Floor meeting room, and if we can't we have staff meetings at our table in the open plan, which is OK – ideally we would have had our own meeting room as well." (Careers)

"It's been OK because it's quiet now in the holiday period, but I've been told when it's busy it does get difficult to get rooms." (Careers)

Negative

"Now we're in a quieter period, but we have a cyclical work structure and Michaelmas term is our busiest period. There's no way there would be enough meeting space for that term, but for this term it's been OK." (Careers)

"There's not enough for staff capacity for advisory work in busy terms like Michaelmas." (Careers)

"No, but that's partly the nature of the work, because we're constantly meeting with people." (Careers)

N/A

*"I haven't had a meeting in here. We have our meetings in the Towers. Our manager books them there."
(Residential Services)*

Allocation and booking system

Positive

"I control the booking, so I find it effective." (Faith Centre)

"The receptionist at the front desk handles our meeting areas." (Students' Union)

"We manage it ourselves." (Careers)

"I think there is a booking system but they seem to be free enough that we don't need to use it. I meet with students individually and in groups in the advice booth. I book the meeting with the students but not the booth." (Students' Union)

"I've never had a cross-over." (ARC)

"Yes, but it's not used too often." (ARC)

"We have our own system." (Careers)

Positive, but...

"Within Careers yes, but we also use the Sixth Floor, and that booking system is not effective. It's very complicated and there's a lot of double-booking." (Careers)

"Yes, but it can be difficult to get the meeting room upstairs because it's high in demand – it's nice there, and it's a bigger space." (Careers)

OK

"We have priority because it's for Advice, but sometimes I have to ask people to leave. People come off the street and use it to wait for phone calls or read books. I once had to ask a man [unaffiliated with LSE] to leave who was using the booth to take a phone call. They could put signs on the doors that say to ask reception if they want to use the space, or that they are only for staff. A code on the door could be OK. Sometimes other offices need to use them for meetings, but they could have the code as well." (Students' Union)

"Booking meeting rooms in the School is quite complex – we don't all have booking rights. I can't book a room on behalf of the SU because I don't have the rights. We work around it and we usually just meet in the open plan." (Media Centre)

"We don't have access to any others besides ours, except on the Sixth Floor, and to book those, you can't just see what's available online – you have to email and wait for an answer. It adds a layer and adds time." (Careers)

Negative

"The system is clunky. It's handled by our service; we have our own system within Careers for managing it. It's very slow and bizarrely set up. It doesn't show all the available rooms, so you have to check the availability of each room one at a time." (Careers)

N/A

"We use the G01 and G03 meeting rooms in the Towers, probably out of habit. Anyone can book them. We have met in this office at the round table, but less often as it's not confidential." (Residential Services)

"We just go in." (Students' Union)

Meeting booths / collaborative spaces – effectiveness

Effective

"I've done a meeting in the open plan meeting area and it was fine." (Residential Services)

Effective, but...

"Our meeting booths are a little bit small, but they're OK." (Careers)

"Because there is a huge gap in the ARC wall, you have to make sure your conversations aren't confidential. If something's private we go to the advice booths on the Third Floor." (ARC)

"The Careers CV zone doesn't work well – they are three meeting booths merged into one. Now you can hear between the partition boards and it's too echoey. Plus the light sensors are screwed up and can go on and off in one room." (Careers)

"Our meeting booths are effective, though one has a pillar in the middle. And in the Sixth Floor meeting room, the top is open without glazing to the ceiling, so you can't have a confidential conversation there." (Careers)

OK

"Our meeting booths are OK. On the plus side, they're well sound-proofed for confidential discussions. On the negative, the consultation rooms on the other side feel like prison cells. The lights are harsh and the windows come down automatically, and the arc of the window coming down is larger than the room allows. You can't keep stuff on the windowsill. And the brick latticework on the windows makes it a bit dark, which students often comment on." (Careers)

"I don't think the meeting booths for counselling are private enough. They put the frosted strip on the glass but you can still see in." (Students' Union)



Negative

"The lighting in the Careers meeting booths is either glaring, or I've had meetings in the dark because the lights wouldn't come on. The tables are too small and don't have enough space to look through students' CVs and applications. With more space we could have brochures displayed in here like the ones we have in the main area. Also, there's a room that has slats on the back wall and when you look at it you feel sick because of the visual effect. And in the Careers Services there's a 'CV Zone,' which was supposed to be used as three different spaces with moveable screens, but they don't work at all. We can't separate them into three spaces, only two, and even then it's inadequate. The space is supposed to be for confidential meetings but the screens don't allow for that. And once in the CV Zone I was sitting in the middle room near the window, and the window opened on its own and kept opening. If I hadn't moved out of the way it would have hit me on the head." (Careers)

"Because the counselling rooms are on the main floor, we've had students feel uncomfortable to be advised out there. Even though the glass is frosted, they don't feel comfortable." (Students' Union)

Meeting booths / collaborative spaces comfortable

*Positive, but...**"Some meeting rooms are better than others. Some don't have external light." (Careers)**"I know my colleague has an issue with the gym, you can hear weights being dropped and it startles the students." (Students' Union)**"Apart from the CV zone." (Careers)**OK**"Apart from the lighting." (Careers)**Sufficient and well-distributed power sockets**Positive**"I have never needed them but I think they're fine." (Students' Union)**"Yes they're under the floorboards." (Media Centre)**Positive, but...**"Apart from the CV zone." (Careers)***5.6 Drinks and refreshments***Tea-points / food prep facilities – effectiveness**Effective**"Very effective. Our dishwasher didn't work at first but now it seems fine. Now we have everything we need, like cabinets." (Students' Union)**"In our area it's fine." (Students' Union)**"Really good." (Careers)**"I bring my own food and come up to the Third Floor to heat it up. I go back down and eat it because it's busy in the ARC and I need to be available." (ARC)**"It's good. There's a fridge and good filtered water and space for people to eat lunch." (Residential Services)*

"We LOVE the tea points. The zip taps for hot water are our favourite." (Careers)

"All really good." (Careers)

Effective, but...

"I'm dubious if the hot water tap is really more efficient because it's got to keep the water hot all the time, even overnight." (Residential Services)

"We have a fridge from the East Building but we're told we can't use it because it's not environmentally friendly. Sometimes we use the Faith Centre microwaves and that's quite good." (Media Centre)

"I think it's OK. We've got a fridge and a microwave. It'd be nice to have a toaster. The prices at the café are too expensive. I can bring my own stuff and heat it up." (Residential Services)

Partially effective

"Students use ours and they can be messy. But students are always going to make a mess. We've got three microwaves, one each for Vegetarian, Halal and Kosher meals, but there's no space for the third and we've asked repeatedly for space but haven't got it." (Faith Centre)

"I'd like to have the SU shop moved over. The hot food situation here is good but a shop like the SU one would be really good. I still go there to get food because it's cheaper. The café upstairs is a nice touch though." (Media Centre)

"There's no external light in the kitchen and it gets quite hot." (Careers)

Not effective

"We've been told off for having a fridge in here. The cafés are fine." (Media Centre)

5.7 Internal environment – Air

Air – temperature at right level in work area

Positive

"It's self-regulating." (Residential Services)

Positive, but...

"It depends on which side of the floor. In the main Careers office, yes. The Careers Services is too cold." (Careers)

"Yes, but sometimes it's really cold." (Students' Union)

"Now yes, but not when we moved in." (Residential Services)

"Yes, except for the radio studio. It's either always freezing or really, really hot." (Media Centre)

"It's fine now. When we first came in it was very cold." (Residential Services)

"It's hard to tell. The heating wasn't working before and it was cold. Now it's warmer outside and also in." (Careers)

"Now it's OK. It used to be freezing." (Careers)

OK

"Today it's a bit chilly." (Students' Union)

"It can go very, very cold or warm. Mostly it's fine, but it can change moment to moment." (Careers)

Negative

"It's generally too warm, so I open the window." (Students' Union)

"It's bloody freezing all the time. That window has been jammed open since Christmas. We've complained and complained but nothing has happened." (ARC)

"I haven't taken my coat off for 12 weeks. One girl wears gloves the whole day." (ARC)

"I'm always cold. It's too cold, and it doesn't help that I sit next to a window." (Careers)

Have an openable a window you can open

Yes

"I have opened mine once or twice." (Students' Union)

"They're automated, but we can open and close them manually." (Residential Services)

"In our main office, yes. In the radio studio, no." (Media Centre)

"The one next to me probably does open – and one at the front end of the floor opens like a normal window." (Careers)

"We can open the windows by the entrance." (Residential Services)

Yes, but...

"Yes, but they take a nightmarishly long time to open. They're powered by a button." (Media Centre)

"I have a hatch!" (Careers)

"Yes, but it only opens a couple of inches." (Media Centre)

"We'd love to close it, in fact, but it won't." (ARC)

No

"No, because my desk is near the office entrance and away from the windows." (Careers)

I don't know

"I've never tried." (Students' Union)

"I don't know. It's automated." (Careers)

Air – feels fresh

Positive

"Yes, and we haven't really had the windows open." (Residential Services)

Positive, but...

"Oh, yes! Too fresh. [from the constantly open window]" (ARC)

OK

"Not always." (Faith Centre)

Air – draughts

No, but...

"There were at the start from the open windows." (Careers)

"There was when we moved in." (Residential Services)

"The windows open on their own sometimes, but when they're closed it's fine." (Residential Services)

"Only if we open the windows." (Media Centre)

A few

"Some from the window." (Careers)

Air – humidity

Too dry

"I often find my eyes are really dry." (Faith Centre)

"Definitely too dry. I've had an almost permanent cough since we moved in." (Careers)

Control over thermal conditions

Enough

"In so far in that I can make it warmer." (Faith Centre)

"We haven't had to do anything about it, so I guess it's fine." (Careers)

Partial

"Not for heating. We have no control, so in winter when it's cold, it's cold. I think in summer it'll be fine though." (Residential Services)

"I'd rather have more." (Careers)

Not enough

"If it's too cold I'd like to influence it. We'd like more control. I don't even know if the windows open." (Students' Union)

"In terms of warming the room, there's not much control." (Students' Union)

"Probably not." (Media Centre)

"I don't think I have any control." (Careers)

"If you open one window, the other ones all open as well, which is annoying." (Residential Services)

"Not at all." (ARC)

"We want to be able to turn the heating up and down. We have no control." (Careers)

"It's an automated window. It would be nice if we could just do it manually." (Careers)

Temperature in meeting booths / collaborative space*Positive, but...*

"Sometimes it's hot, but we have control over it." (Students' Union)

OK

"In the main Careers office, it's very warm, but on the other side in Careers Services, it's very cold. It depends where I am." (Careers)

Too cold

"It's often too cold [in the prayer spaces]." (Faith Centre)

"It depends. It's fine today, but it has been freezing." (Careers)

"It's actually really cold in the LSESU Third Floor meeting room, and the advice booths are too warm." (Students' Union)

Temperature elsewhere in the building*Positive, but...*

"The further you go up, the warmer it gets." (ARC)

"It's fine from the Third Floor up." (ARC)

"The temperature in the building is generally fine, but The Venue can be too hot." (Media Centre)

OK

"Sometimes it's cold, like in the ARC where I work sometimes. But it's better now." (Students' Union)

Too cold

"In Careers Services, it's so cold that I need a coat." (Careers)

"In the First Floor office, the ARC, the window's been broken since we moved in." (Students' Union)

Too hot

"The gym is too hot." (Students' Union)

5.8 Internal environment – Light

Have a view to the outside from work area

Yes

"We have a great view." (Media Centre)

"It's lovely. Fantastic. That's what makes this office so welcoming." (Residential Services)

"Yes it's lovely." (Media Centre)

Partial

"Our view is obscured by some bricks." (ARC)

No

"My window's bricked up and I hate that." (Students' Union)

"You can't really see anything through the little squares between the bricks." (Students' Union)

Light – general ambience

Positive

"I love the lighting here." (Residential Services)

"It's not hospital bright, which is good." (Media Centre)

"It's so bright all the time." (ARC)

I know other people find it very bright, but for me it's good." (Careers)

Positive, but...

"It's good, though sometimes it flickers and fades randomly, but I've learned to live with it." (Media Centre)

"Sometimes it goes off every now and again." (ARC)

OK

"It's quite bright and I don't know that we have control over it. It bounces off your keyboard." (Careers)

Too bright

"The lights above our desks sometimes shine too brightly and glare on our screen." (Careers)

Light – right level for work

Effective

"It's fine when it stays on." (ARC)

Partially effective

"Sometimes the light switches off on a sensor. When it's light outside it switches off, but sometimes the light from outside isn't enough and it gets too dark." (Residential Services)

Too dim

"The sensors keep playing up and turning off the lights, which makes it too dim." (Careers)

Light – right level of natural light

Positive

"We face southwest, so it's quite nice." (Residential Services)

"It's never been too bright." (Media Centre)

"We get good light here." (Residential Services)

"It's good because I'm right next to a window." (Careers)

Positive, but...

"On this side of the building [in the main Careers office] it's nice, but not on the other side [in Careers Services]." (Careers)

"If it's too bright the lights turn themselves off." (ARC)

"It seems to have a mind of its own. It goes up and down." (Residential Services)

"The glass adds a lot more natural light than there was in the East Building." (Media Centre)

"At my desk it's fine, but the natural light's probably not great at the desks near the bricked-up windows." (Media Centre)

Too dim

"No, my window's bricked up." (Student's Union)

Light – right level of artificial light

Positive

"It's never too bright." (Media Centre)

Positive, but...

"When it works right and the sensors don't turn them off at inappropriate times, it seems better than most offices." (Residential Services)

Control enough over lighting levels

Enough

"I don't need any control, so I guess it's enough." (Careers)

Enough, but...

"We've got blinds that have been used a couple times, but no small, individual lights." (Students' Union)

OK

"They tend to have a mind of their own. They sort of dim – it's very random. I don't quite know why. It's not problematic – just unusual, and it affects your vision." (Students' Union)

"I don't think I have control over the switches, but we've got blinds." (Careers)

"There are no dimmers or blinds, but I can turn the lights off." (Residential Services)

Not enough

"The whole room is either on or off; you can't selectively dim an area." (Media Centre)

"We don't have any control beyond turning it on and off, but we have a curtain we can pull over the windows if it's too bright." (Residential Services)

"It self-regulates, so the building decides when there's enough natural light and switches off the lights. Then we go switch them on again and it shuts them off again. Also, the light switches are really un-user-friendly. You don't know which way is on or off, and you have to press really hard." (Careers)

"The lighting is really problematic, all of the lighting in the rooms are on one switch and often events require different lighting conditions. In the cave space, there's just one bright spotlight that's sensor-activated and can't be turned off." (Faith Centre)

I don't know

"I don't know. Sometimes they just switch off and I don't know if we can override that." (Residential Services)

Lighting in meeting booths / collaborative space

Partially effective

"[In the radio studio] it's adequate, but not the best. The light has gone out several times in the second studio." (Media Centre)

"There's one meeting room [on the corner] where the light doesn't work properly. It just won't turn on sometimes." (Careers)

Too bright

"There's a glare coming from the lights." (Careers)

"We were talking about getting filters to soften it a bit." (Careers)

Lighting elsewhere in the building

Effective, but...

"We have mini desk lights in the ARC, but I don't know how much use they get." (Students' Union)

Partially effective

"I think it can be too dim in some spaces." (Residential Services)

5.9 Internal environment – Acoustics

Noise disturbance – in your workspace

No, but...

“Sometimes from the building work, but that’s out of their control.” (Students’ Union)

“Sound travels quite easily here, and it can be a bit distracting, but I just kind of zone it out” (Students’ Union)

“We did have a week and a half of the fire alarm going off all the time, but it’s fine now.” (Media Centre)

“No, apart from the usual open plan office noise of people talking.” (Careers)

Some, but OK

Source – students

“Students are quite noisy in the Faith Centre common space.” (Faith Centre)

Source – lifts

“I can always hear the lift going. Also we’re open plan and sometimes when I’m talking to an upset student I can’t hear them because of other office noise. Within the office, we haven’t had a team meeting to discuss managing the noise level in a way that’s beneficial to everybody using the space.” (Students’ Union)

Source – gym

“Sometimes there’s a loud thumping noise that sort of shakes through the office. I assume it’s the gym.” (Media Centre)

Yes

Source – gym

“From time to time there’s noise disturbance from the gym, and occasionally when students congregate in the area outside the office.” (Careers)

“From the gym. It’s disturbing. It gets really loud to be honest, but you kind of get used to it. They put extra padding in, but it hasn’t seemed to work.” (Residential Services)

“From the gym, when people drop weights the whole building shakes. It’s a bit weird actually, it’s like Jurassic Park.” (Residential Services)

“From the gym when they do the weights. It’s only thing that really disturbs us. It’s incredible it’s like the whole ceiling is going to come down.” (Residential Services)

"Oh yes. We are directly below the free weights in the gym. In the afternoon people always start lifting and you get a lot of noise and vibration – it's really annoying. I don't know why the gym's on the Fourth Floor, it should be in the basement." (Residential Services)

"From the weights in the gym." (Careers)

"From the gym. My desk's right under the treadmills so I can hear people running." (Students' Union)

"From the gym and the toilets and the floor. The acoustics in my office are a shame, because the meeting booths in our area are really well sound-proofed, but I wouldn't have a confidential conversation here." (Careers)

"The gym is really bad. It's really loud; when they drop the weights it shakes the whole building which is really distracting when you've got a one to one meeting. And there's a lot of passing noise outside the office going to the café. We had the idea to get Secret Santa slippers for everyone but it never happened unfortunately!" (Careers)

Source – radio

"Yes, from the radio. It's a radio so it has to play loud music but it should be properly sound proof." (Media Centre)

Issues due to acoustics

"We work in a cage. For some reason they haven't put acoustic panels here, and the walls are not sealed to the ceiling, so you can hear all the noise from the café. If there's an event, it's impossible to concentrate." (ARC)

"It's ridiculously noisy because it's just got netting at the top. We can hear anyone outside. And when they're doing work outside, because the window won't shut, we have noise from all directions." (ARC)



Lack of solid partitioning relating to noise disturbance reported for the Activities Resources Centre, AKA "cage"

Noise – in the meeting booths / collaborative space

Some, but OK

Source – students

“The Faith Centre can be problematic because of noise that students make. In the big prayer room, there’s a partition that is amazingly sound proof for what it is, but you can hear people walking to prayers on the wood floors and it’s very noisy, even if the doors are closed. And there’s no door to the cave area, so when students are in the common area the cave is kind of unusable. The layout of the Faith Centre doesn’t work well because when students hang out in the common area, it disrupts others’ prayer time.” (Faith Centre)

Source – gym

“There’s some from the gym, but I’m not in the meeting booths that often.” (Students’ Union)

“In a couple areas on the floor you can hear the music from the gym, especially in the meeting rooms in the resource centre.” (Careers)

Yes

Source – gym

“You can hear people walking past and weights from the gym. It’s not sound proof at all.” (Students’ Union)

“You can hear the weights from the gym across the entire floor.” (Careers)

“You can hear people dropping the weights from the counselling booths.” (Students’ Union)

Source – toilets

“When you meet in the Director’s office, you can hear the toilets. It’s not nice.” (Careers)

Issues due to acoustics

“In the CV zone area because the screens don’t adequately separate the 3 rooms.” (Careers)

“In the Third Floor meeting room, you can hear almost every conversation in the Faith Centre.” (Students’ Union)

Noise – elsewhere in the building

No, but...

“It gets quite loud in the circulation space, sometimes you hear the gym or music from the Media Centre out there, but it’s supposed to be a social space and it doesn’t bother me at all.” (Residential Services)

Some, but OK

Source – gym

“Just the music when you’re on the gym floor.” (Careers)

Source – radio

“When we have events elsewhere on campus in the evenings (around 6:30) or we work periodic late hours (until 8 or 9), we stay in the office later and occasionally there’s music from downstairs. It hasn’t been too irritating but it could be eventually.” (Careers)

Yes

Source – radio

“Sometimes the radio station chooses to play music in the corridors.” (Careers)

Source – gym

“The weights dropping. You can hear clearly in the Director’s office and the resource area. They really shake the building.” (Careers)

“You can hear the gym from anywhere in the building.” (Careers)

Source – Faith Centre

“When they’re singing in the Faith Centre you can hear it in the meeting room above. Though that can be rather nice, but it can also be disruptive.” (Careers)

Issues due to acoustics

“The First Floor ARC – it’s just very loud from the café.” (Students’ Union)

Other issues

“The music is deafening in The Tuns.” (Media Centre)

5.10 Security and safety

Access and exit arrangements – inside office hours

OK

"I know it's an issue of balance between openness and security, but our doors don't lock and the other day there was a bunch of school kids visiting and suddenly they just came into our office. We would have been happy to have them, but we weren't told they were coming." (Careers)

"It comes down to the doors not working. Only one door opened during the fire alarm the other day. One of the double doors was jammed shut." (Students' Union)

Access and exit arrangements – outside office hours

Positive

"When we come on weekends they ask us for our ID cards, which seems fair enough." (Media Centre)

"We're always here on weekends which has never been a problem." (Media Centre)

"When our fobs work. It would be nice to know when they update them so you don't get stuck." (Careers)

Negative

"My fob never works. I've been to speak to security but they never fix it. I've given up for the moment, but will try again." (Students' Union)

"The security is deeply frustrating at points. In the East Building we could stay until midnight, but here we have to leave at 10. Security kicks us out, but we would like to have shows past 10.00 pm." (Media Centre)

N/A

"I haven't got a fob yet, so I can't get in or out outside 9-6." (Careers)

Feel you and your property are secure in the building

Yes

"Yes, there's always someone in the office." (Careers)

"In this room I do." (Residential Services)

"If there's no one else in here I'll move my things upstairs, but that's fine." (ARC)

"Obviously there's the inherent issue that anyone can walk around the building Monday through Friday, but what do you expect?" (Media Centre)

"If I was to bring in my laptop, the fact that anybody can walk in off the street makes me wary. But I wouldn't want any security in here like in the Towers." (Residential Services)

Sort of

"The Career Service is secure, but I don't think the building as a whole is secure. People can just walk in, and they do. We've had lots coming in recently just to look at the architecture, which is fine, but it feels like an open access building." (Careers)

"Once the radio studio was completely trashed with mud everywhere and CDs smashed." (Residential Services)

No

"I haven't been here after hours properly, but people seem to be able to walk in whenever they want and we have really expensive equipment. I'm concerned even though the doors lock automatically. We had so many break-ins in Tower 3." (Careers)

Feel confident of evacuation in an emergency

Yes

"Yes, we've got the stairs right here." (Media Centre)

"We've sent an email round with the protocol." (Careers)

Sort of

"Not completely. The only way down we've used is the main staircase, and we don't know an alternative. If there were an issue on the stairs, we don't know which way to go." (Careers)

"Based on the last fire drill, not really. The fire exit locked itself when the alarm went off, but I assume that's a glitch." (Careers)

"There were so many problems with the fire alarm not working before that we don't know if alarms are real or not." (Students' Union)

5.11 Facilities management

Space for notices and information in workspace

Positive

"We use the board in here." (Students' Union)

"There's a board at the front of our office." (Residential Services)

Positive, but...

"We would have liked plasma screens rather than pinboards." (Careers)

OK

"We have that board which is great, but when we put up signs in other places we were told by Estates to take them down. But sometimes they're necessary, like the signs telling students not to leave shoes out." (Faith Centre)

"When you come in there's a board. That's it really. We could do with a little more space or another board." (Residential Services)

"We can't use the space on the walls in the back because they are actually doors." (Media Centre)

"It would be good to have a corkboard. There's a lot of sheet glass and not enough wall space. Although we might not utilize it that effectively even if we had more." (Media Centre)

Negative

"If we want to put things up about housing, we only have one wall, but there's nowhere else to put it because of the windows. We have a table for pamphlets and things." (Residential Services)

"The trouble is that we have wall space, but it's taken up by a door." (Media Centre)

"That's the one problem with the room. It's great to have all the windows but there's nowhere to put posters. We have all these posters just lying around." (Media Centre)

Space for notices and information elsewhere in the building

Positive

"You can see lots of posters all around the staircase and everywhere." (Residential Services)

"Yeah lots of space." (Residential Services)

Positive, but...

"It's positive, but it would be good to have an official board downstairs to be less confusing. Like the board outside the Faith Centre, which is really effective." (Media Centre)

"I think on the stairwell there's lots of space to put stuff up. But the problem is you get people stopping to read it, and when the stairs get narrow, that's annoying." (Residential Services)

"Possibly too much." (Careers)

"There's lots of space, but I think it would be better if students could put posters on all surfaces and not just on the elevator shaft. It could be better." (ARC)

OK

"People put posters up in the stairwell and it looks a little scrappy." (Careers)

Negative

"There aren't many notice boards. There's one in the Learning Café by the sugar." (Media Centre)

Cycle storage

"I haven't used it yet but I'm going to start. It always seems to have space." (Careers)

Not effective

"I still use Tower 3 storage. It's secure and this one isn't." (Careers)

"I use the storage in the NAB because this building only has outdoor storage. I won't use the outdoor one because there are bike thefts around here and my bike's reasonably expensive. Security actually told us not to use it if we could find indoor storage because it's a high theft area." (Residential Services)

Showers

Effective, but...

"The changing room's a bit small. If you time it wrong, it's too busy." (male staff member, Residential Services)

Partially effective

"There are no doors and it's badly ventilated in the gym changing room. It gets really humid." (female, Students' Union)

Not effective

"There aren't many of them and they don't have curtains. It seems a bit odd to shower in front of students or colleagues." (female staff member, Careers)

Cleanliness and maintenance

Positive

"Very clean." (Residential Services)

"It's fairly clean." (Careers)

"The building is very clean." (Students' Union)

Positive, but...

"Cleanliness is fine and the space seems easy to clean, but the lifts break down a lot." (Media Centre)

"It's clean, but the ARC has only been cleaned properly twice since moving in. They do the rubbish though." (ARC)

"Fine, although there's been some flooding in the Learning Café." (Media Centre)

OK

"The desk cleaning could be better and the microwave and fridge in the kitchen could be better." (Careers)

"For whatever reason, this room barely gets cleaned." (ARC)

"Well sometimes the toilets aren't clean. I wouldn't say the building is spotless. The windows could be cleaned, they are really dirty." (Residential Services)

Negative

"Our office doesn't seem to be cleaned often, and the male washroom smells because water sits there stagnant and some Muslim students have complained that the prayer rooms aren't clean." (Faith Centre)

Recycling scheme

Positive

"It's just the bins, so it's easy to use." (Residential Services)

OK

"Sometimes the gap to put rubbish in is too small, so I have to open the bin to put bigger things in." (Media Centre)

"There are plenty of bins around, but they aren't big enough. If it's a busy bin, by 4.00 pm you won't be able to put stuff in. If they were bigger, more people might recycle." (Media Centre)

Building fulfils user expectations of environmental performance

Positive

"Yes, they said they wanted to make it environmentally friendly. Like the windows open themselves when it's too warm." (Students' Union)

"It's not something I've given much thought to, but yes." (Media Centre)

Positive, but...

"Yes, although the lights turning on and off automatically means they get left on, and the screens that report energy efficiency are often left on not displaying anything – that seems like a waste of energy." (Careers)

OK

"Having the lights on one switch means you can't turn certain lights off when you don't need them. Also, there's a screen that's meant to tell you about energy usage, but it's in a space that no one can see and it's always displaying an error message which seems wasteful." (Faith Centre)

I don't know

"I don't know. I'm not sure I had any expectations." (Careers)

Occupants' guide – moving in*Useful*

"Definitely useful." (Students' Union)

"It was really useful and I still use it." (Careers)

"Yes, and I'd been given a tour as well." (Media Centre)

Not useful

"I don't find guides useful. I like to play around. I'm sure to other people it was useful though." (Media Centre)

N/A

"I didn't read it." (Careers)

Occupant's guide – ongoing use*Useful*

"We give it to new people who start." (Careers)

"It's useful for things like contacting reception, visitors, and day to day things." (Careers)

Useful, but...

"It would be more useful if it had a phone directory." (ARC)

Somewhat useful

"Only for remembering what the building's called and how to spell it." (Residential Services)

Not useful

"I don't still refer to it." (Students' Union)

"I don't use it." (ARC)

"The building's fairly self-explanatory." (Media Centre)

"I don't need it anymore." (Media Centre)

Welcome mug*Effective*

"Yes, that was a nice touch!" (Media Centre)

"I was delighted." (Media Centre)

"Very much – nice treat!" (Careers)

"Yes, we still use them." (Careers)

"I like my mug." (Careers)

"I like my mug – look, I'm using it." (Careers)

"I was delighted." (Careers)

"We have a whole load of mugs that we share." (Careers)

"It was great. Who doesn't love a free mug?" (ARC)

"Great!" (ARC)

"Yes it's brilliant. I've always wanted a mug." (Residential Services)

"Yes, it's been useful." (Residential Services)

But...

"Didn't get one sadly." (Residential Services)

Support during the move*Positive*

"We were well-assisted. Someone moved our packed boxes for us." (Media Centre)

"They seem to do the job. None of our Macs broke and everything turned up fine." (Media Centre)

"People were very helpful." (Residential Services)

"Very much so. Francesca was amazing." (Careers)

"Oh yeah, definitely." (Careers)

Positive, but...

"There are things that we didn't know how to use and we still don't know." (Faith Centre)

OK

"The building wasn't ready. We moved in and things weren't usable yet, like the bar and the catering. And the construction made massive access issues on club nights." (Students' Union)

Negative

"I understand the Students' Union had a lot to do. However in terms of before the move, we knew little about the space at all. We weren't consulted about the design or even what it would look like when we moved in. I feel like the Students' Union could have been more supportive." (Media Centre)

5.12 Overall assessment of the workspace

Building influence on work effectiveness

Positive

"Definitely better here." (Faith Centre)

"I have more space here." (Residential Services)

"The new office is a lot nicer to work in and it's much bigger." (Media Centre)

"It's a nicer space." (Residential Services)

"It makes it more effective. It's a nice place." (Careers)

Has no influence

"We basically sat in a cupboard before in East Building, so the negative issues I have with the new workspace weigh themselves out in comparison." (Students' Union)

Negative

"We've been incredibly unimpressed and have resented anyone working on the Third Floor [laughs]. I think because of the time it's taken for anyone to sort it out or even look at the issue." (ARC)

"It's negative because it's loud in this office, and because of the mix of usage. Though I think the building probably works well for students as a student centre, but I don't think it works well to have a function like ours with permanent staff in the same building." (Careers)

Building influence on enjoyment of working day**Positive**

"Better, apart from the temperature." (ARC)

"It's a lot more collaborative and accessible, so people feel free to come in and talk to us." (Media Centre)

"A little bit better because it's such an attractive space." (Residential Services)

"Before I worked in a basement separate from the rest of the staff. This is more open." (Students' Union)

"Maybe a little bit better." (Residential Services)

"It's not the key factor, but it's a nice place." (Careers)

Negative

"It's worse. There's a lot of distraction for what I do." (Students' Union)

Pleased with building as work environment**Yes**

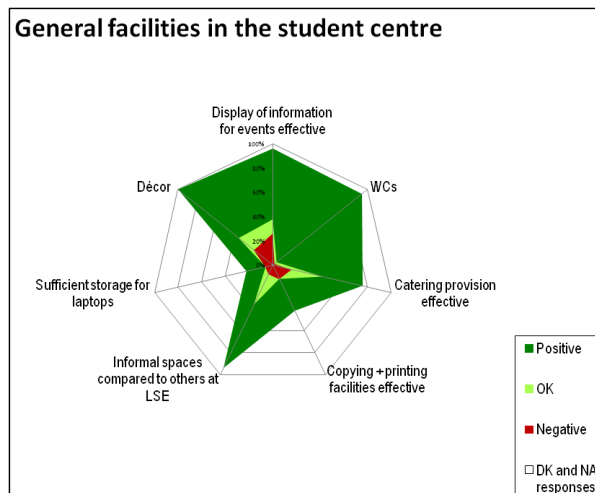
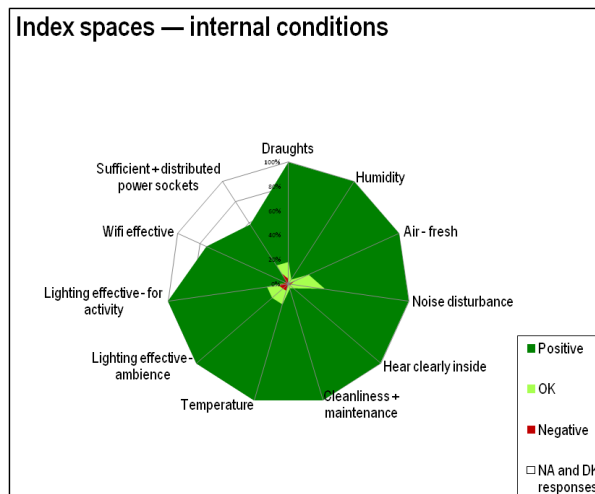
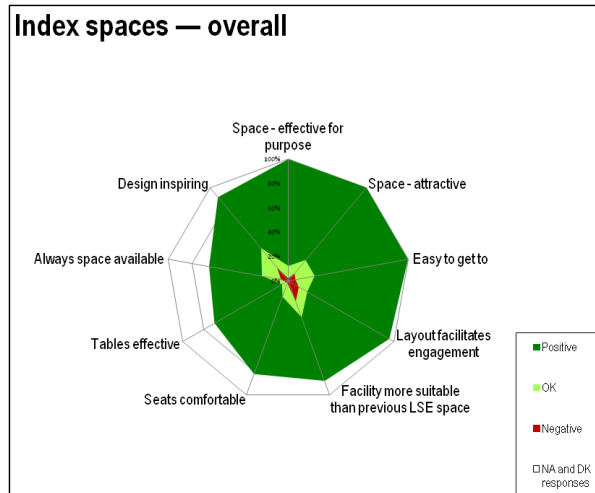
"It's better than a lot of offices." (Residential Services)

No, but...

"I'm not pleased with the ARC, but when I work on the Third Floor, it's fine." (ARC)

6 METRIC OVERVIEW OF SAW SWEE HOCK'S NON-OFFICE SPACES

The following overview of quantitative evaluation of SAW's non-office spaces is based on the interviews with the student sampled in relation to use of the key index spaces in the building: Learning Café, Juice Bar, Gym, Faith Centre, The Three Tuns pub, Dance studio, The Venue, Careers Services and Residential Services.



7 FULL QUALITATIVE DATA SET: SPECIALIST SPACES

This section provides interviewees' qualitative comments relating to the SAW's non-office spaces. Most of the data is from students sampled for their use of the building's specialist spaces. The users of both Residential Services and Careers Services are student clients. The data is arranged according to the questions asked regarding all the specialists spaces. It is presented in relation to the respective spaces involved. Wherever relevant, the qualitative comments are also presented under the coding the interviewees gave to the quantitative evaluations. Also included here are qualitative comments made by the office user sample regarding the SAW's non-office spaces (Section 7.2).

This body of data provides instructive learning. Given the classification thresholds employed to differentiate **Major Successes**, **Successes** and **Issues**, the pool of negative comments (Sections 5 and 7) and suggestions for potential improvements (Section 8) relates to more aspects of the student centre than those identified as **Issues** alone. The granularity of the full data set presented in this section is relevant to inform LSE Estates' agenda.

7.1 Respective index spaces

7.1.1 Space – effective for purpose

Learning café

Effective

"It's really good communal space where you can work and socialize. It's welcoming, and it's better than the library."

"It depends on the time of day. When it's full and loud it's not good for studying, but it is when it's calm. The light is nice, the seats are comfortable and the tables are at the right height."

"Yes, it's one of my favourite places. I like the facilities, the charging points, and the lighting. I need lots of space and the tables are broad."

"Relatively."

"It's effective if you want to study but don't mind being disturbed by people chatting."

"Yes, I use my computer. I can find lots of sockets and chargers here so I can work effectively."

Partially effective

"I came here because it's easier to get a computer than the library and it's near the gym where I've just come from. I wouldn't do work here."

Juice Bar

Effective

"This is the first time I've written here, and it's been great. It has easy access to coffee and it's nice and bright."

"It's pretty quiet."

Residential Services*Effective, but...*

"The door was annoying. It's got a weird door knob, it doesn't have an actual handle and you can't tell if it's locked or closed or if they have to open it from inside."

Gym*Effective*

"It's so much better than the previous gym."

"I think it's great."

"It's really nice."

Effective, but...

"There is certain equipment which isn't there for my purposes. I play cricket."

"The gym is perfect but it's in the wrong location. It should be in the basement. When weights drop it causes disturbance upstairs and downstairs."

OK

"There's not enough space for stretching and pilates and stuff, so people are piled back to back. And because of where the mats are placed, everyone's looking at you, and a lot of women prefer not to do certain stretching exercises in such a visible place. But the machines are amazing with Windows OS on them, so you can listen to lectures while working out."

Faith Centre*Effective*

"Definitely, based on convenience."

“Yes, because for mass it’s a closed, private area. And it works for our meetings because they are really casual – we have it in the social area, which works well. It’s a time that many students aren’t around [Monday 2-3pm] so we don’t distract anyone and they don’t distract us.”

The Three Tuns

Yes

“It’s great.”

OK

“Some space could be used a bit better.”

“Yes in some respects, but my only gripe is how spaced out the seating is. And the seating is uncomfortable. They need bean bag chairs. Also the music is too loud.”

No

“It’s too clean and too rectangular. I prefer the old one.”

Dance studio

Yes, but...

“If the back wall were straight and white we could have had a proper presentation. Also, the clear windows are to the inside of the building, but the windows to the outside are bricked up. It’s very ‘prison style.’ (Using space for reception)

“So far. We’ve got what we need like plugs and tables. If it gets crowded there won’t be enough though.” (Using space for studying)

OK

“It’s good for group work, but not for reading. It gets hot.”

7.1.2 Space – attractive

Learning café

Yes, but...

“The light is nice, and the big bay windows let in natural light. It’s airy and open. I don’t agree with the design, but that’s a personal aesthetic issue.”

“I guess so – on the inside.”

OK

"It's alright – I can imagine in 5 or 6 years the colour scheme will look really tacky."

Juice Bar

Yes

"I like it because the sun is out and it has big windows."

Residential Services

OK

"It was a bit sparse and confusing in that it looks like a small, narrow office and then as you go back the space suddenly opens up."

Careers Services

Yes

"Absolutely."

Gym

Yes

"It's good-looking."

"I'll miss the gym when I leave, it's perfect."

"Definitely."

Yes, but...

"It's a little bit crowded. Now it's better because of break but during term time it's crowded."

Faith Centre

Yes

"Yes, compared to the other space, which was in the basement of a building near Lincoln's Inn Field."

"A lot more than the previous space."

The Venue

OK

*"It's functional."*The Three Tuns

Yes

"I like the red brick."

No

*"Not especially for a pub. I don't like the stone floor."*Dance studio

OK

*"The floor is nice and the ceiling is high."**"It's the same as the rest of the building. I like it but I'm not that keen on it."***7.1.3 Took up activity because of new facility**Learning café

Sort of

"I just went to the library before this building opened."

No

*"No, I work in the Shaw Library, Sullivan Library, the Main Library, and in the cafeteria. I like to mix it up."**"No, I used to work in the Library, Café 51, 32 L, and the NAB café."**"No, I used to go to the computer room above the old Student's Union."**"No, I also use the library."**"No, I also use the St Clements basement or the Library."*

"No, I studied in the Old Building basement before."

"No, I just used the library more often."

Juice Bar

No

"I'd usually use the library or the Anthropology PhD room. Today a friend is coming in to write and study together and it makes more sense to be in a place where we can talk."

"No, I used the Anthropology postgraduate room in King's Chamber."

"I used to work at the library."

Careers Services

No

"I went once to the old offices in Tower 3."

Gym

Yes

"It's exactly what I needed. Now I don't have any excuse not to workout. It's right on campus and it's modern."

Sort of

"I joined the old gym but the equipment wasn't very good, so I stopped going and waited for the new space to open."

No

"I used the old gym."

"I used to use a gym near my home, but then I switched."

"I used the gym in the East Building."

Faith Centre

No

"I used the space at Lincoln's Chamber."

"We used the faith centre on Kingsway."

"We had mass in a classroom in another building."

The Venue

No

"Definitely not."

"We used to have these events in the Quad."

"I've been to events like this in the Quad and in the Sixth Floor Dance studio."

Dance studio

No

"I use the library, the reading rooms in the NAB, and the Old Building seminar rooms." (Using dance studio for studying)

"I use the library or the First Floor café." (Using dance studio for studying)

"I use the library too." (Using dance studio for studying)

7.1.4 Facility more suitable than previous LSE space used for same purposeLearning café

Yes

"It's more welcoming than the library and better than Garrick because it has power sockets and you can sit without buying anything."

"Yes, but it was nicer before so many people realised that study space was available."

"There are more available seats and I like the facilities — tables and charging ports."

"Yes, the chairs are more comfortable."

"There are less people, there's food, and you have a small printer that not many people use. And there's a gym upstairs which is good."

OK

"It's equally suitable."

"It depends. There's more white noise. I prefer the library but I come here to break it up."

"The reason I use the St Clements basement is because of a computer program I need to use, but since I'm just reading I wanted somewhere with light."

"There are more printers at the library but they are usually broken, so it's equally suitable."

"I suppose they are more or less the same." (Residential Services)

Juice Bar

Yes

"For collaborative work, it's more suitable than the library."

"There's more light and it's more comfortable and airy."

Residential Services

No

"It's not more suitable, it's just a different space."

Careers Services

Yes

"It's more modern."

"It's easier to access the Careers office now – the old space was more confusing."

Gym

Yes

"There's a lot more space and more equipment. The previous one was like a classroom it was so tiny."

"Yeah, definitely. The equipment is new and it's really clean."

Faith Centre

Yes

"The location is just as suitable, but this building is better because here you can sit and have lunch and it's not out of the way. In the other building, it was just offices and classrooms, so you couldn't do both."

"This is less dingy. The old one was secluded without natural light. This is newer and feels cleaner. The washroom is less dingy too."

"Certainly. It's much bigger and more spacious, and the feel of the place is nice for socializing. The old one was small and uncomfortable so people always left after mass. However the cave area is not conducive for prayers – we were going to use it for rosaries, but it has to be in the back room now. The cave is not quiet enough."

"It's far more effective than our previous space, which was a converted office."

The Venue

Yes

"It's a million times better than the Quad for receptions and ceremonies."

"It's a lot bigger than the Quad."

OK

"It's just OK – the bar makes it a little better because you don't have to move somewhere else after a lecture."

No

"The Sheikh Zayed Theatre is better for lectures."

"I like the Sheikh Zayed Theatre in the NAB better for lectures. This space is more associated with Saucy club nights and sticky floors."

The Three Tuns

OK

"When I'm tired of studying in the library I need a change of scene."

"This pub and the previous one both have their pros and cons, so it's the same."

No

"I prefer the old Tuns."

"It's not as cozy as the old place."

Dance studio

Yes

"It's quiet."

"There's not much meeting space on campus, and the library is difficult to book, so we just trespassed on this space."

No

"The other spaces have white boards you can write on. They are designed for studying."

7.1.5 Easy to get to space from the building entrance

Learning café

Positive

"It's easy because I don't have to rely on the slow lifts."

OK

"The elevators are often out. I use them when I go to the gym and come back down here."

Juice Bar

OK

"You don't know about it unless someone tells you."

Negative

"It's confusing and the elevators are extremely slow."

"No, I hate getting up here. I don't come here often because of the lifts."

Residential Services

Positive, but...

"It's perfectly easy, but the staircase is a bit laborious. I'm not a fan of the constant twisting and turning."

Careers Services*Positive*

“The layout is more logical. The whole floor is Careers, and it makes more sense.”

Gym*Positive, but...*

“I guess so. I force myself to walk up all four flights of stairs because it seems silly to take the elevator to go to the gym.”

OK

“The building is quite hard to navigate around.”

The Venue*OK*

“There had to be two people directing us to the entrance.”

“When I tried, I had to go round the back because they blocked off the entrance from the lift. It’s easy when you know the alternate entrances but if not, it’s confusing.”

Dance studio*Positive, but...*

“Yes but the stairs are not continuous, which is weird. You have to walk through each floor.”

7.1.6 Layout and design of the space facilitate effective activity and engagement with the instructor / counsellor / leader / equipment / other students

Learning café*Positive*

“There’s a mixture – you can sit at the round tables for discussion groups or sit by yourself at the longer tables. It’s multifaceted. I usually work alone. Sometimes I talk to friends next to me at the table, but I try not to because it’s inconsiderate.”

“I would prefer to come here for group meetings over the library.”

"It's kind of small and good for discussion."

"I've come here before for small society meetings."

"Sometimes, yeah."

Positive, but...

"I only want to engage with others if I know them."

"I mostly study here by myself, only sometimes with other people."

Juice Bar

Positive, but...

"My only issue is that they could have a lot more tables. At lunch time it gets more crowded and they could use the space more effectively."

Residential Services

Negative

"The person I was speaking with seemed quite low down at his desk. The reception desk should be a bar, and a bit higher up."

Careers Services

Positive

"It's pleasant, it's nice."

Gym

Positive

"It's efficiently spread out so it's not too crowded."

"I usually work out with a group of friends, after a while you know everyone."

Positive, but...

"Generally yes, but if I were trying to use the stretching area with a friend, it would get really cramped."

Negative

"Not really. There's not enough space."

Faith Centre

Positive

"Definitely compared to the other space at Lincoln's Chambers. It was more closed off. Here there are more people from other faiths so there's a lot of interaction. You meet people you might not otherwise meet in this space. There are a lot of different meetings going on, and they overlap so you can see what else is happening. I'm here in the afternoons so I engage when I can, but not all the time."

"The back room is a nice closed area if you want to be just with Catholic students, and in the social area you can be with other faith societies."

"It does because we have the table there and we have students coming from mass and from the prayer rooms. We get together in the middle and talk there."

"It does because where we have the mass we have to walk through an interfaith section, so you're bound to interact."

Positive, but...

"There's a large social space, but none of the rooms are soundproof. It's a bit of a paradox because you can socialise but you have to be quiet. In fact a lot of people are quite noisy."

The Venue

Positive, but...

"There wasn't any room to get up to the front during the awards event."

OK

"I suppose it's not that great. It's not that easy to manoeuvre around the seating and talk to people."

Negative

"Not for a lecture-type event."

The Three Tuns

OK

*"It depends if you're able to get a seat. If not, you're stuck by the front."*Dance studio

Negative

*"The room divides the café space from the study space. It separates us from the people in the café."***7.1.7 Space available**Learning Café

Always, but...

"I don't come often but if I do I find space."

Mostly

*"Sometimes I need to use the computers or the tables with power blocks."**"Except at lunch hours sometimes."**"Maybe around 3.00 or 4.00 pm during term time it's OK. Otherwise it's busy."*

Often not

*"Not in the middle of the day when I want a computer."**"It gets quite crowded at certain times – around 11.00-3.00"*Juice Bar

Mostly

"Usually, unless I come at lunchtime."

Gym*Always*

"I've never waited to use anything."

"Yes, but I deliberately go in the afternoon so it's not busy. After six you might have to queue. I prefer it quieter."

Mostly

"Only when you come at certain hours. Before 3 pm is good but between 3 and 6 is bad."

"Not on the stretching mats, but there's always an elliptical available and weight machines too."

Often not

"Not really. I learned to come in the morning or late at night."

Faith Centre*Always*

"Our [Christian] events are booked in advance."

"It's been full at the right times, like for events. But when you need room to pray you find it."

Always, but...

"The window for prayer time is small so it's always busy but I can get space when I want, I just wait for a bit."

The Three Tuns*Mostly*

"In the day, there's always space, but not so much in the afternoon."

7.1.8 Seats comfortableLearning Café*Positive, but...*

"Yes, not the black chairs though."

OK

"They could get pads for the seats."

Juice Bar

OK

"They could be more comfortable."

Careers Services

Positive

"They're lovely. They're like rip-off Danish."

Faith Centre

Positive

"The cushions are comfortable too."

"Especially in the back of the Faith Centre because the seats have back support and a place to put your coffee and have a read."

"The wooden ones are comfortable."

The Three Tuns

OK

"They could be more comfortable."

"The booths and couches are good, but the hard seats and bar stools are awful. And they should have more seat instead of the pool table."

7.1.9 Table surfaces – effective

Learning Café

Positive

"Yes, and I always choose the long tables."

Careers Services

Positive, but...

"The table could be larger; it has a phone on it."

OK

"The room I was in was quite small [Room 1], so my chair pressed against the wall and the table was in my way. It was really difficult to make certain gestures during my practice interview."

Faith Centre

Positive

"When it's quiet you can have a meal on the main table."

Positive, but...

"Yeah, but sometimes the table becomes a focal point in the common area and there's not enough space, especially when there's a function."

7.1.10 Temperature at right level now

Learning Café

Positive

"Yes, I don't do well in cold weather."

"I prefer here over the library because it's too hot in there."

Positive, but...

"It's a little cold but not unpleasant. If anything I like it a little cold."

"It can be cold with the door opening and closing."

OK

"Now it's OK, but it gets quite chilly when they keep the windows open."

"It can get quite cold sometimes."

Gym

Positive

"There's AC, so they can adjust the temperature if need be."

Positive, but...

"The building is too warm generally."

"It's fine. I usually pick a place close to a window so it doesn't get too hot."

Faith Centre

Positive

"We have windows so if it gets too hot and stuffy we can just open the windows."

Positive, but...

"In the prayer rooms it can get kind of cold because it's self-regulating."

"Kind of – the men's prayer hall is slightly colder than the rest of the space."

The Venue

Too cold

"It's a bit chilly."

"The AC is too high."

The Three Tuns

OK

"It gets cold sometimes."

Too cold

"It should be warmer."

Dance studio

OK

*"If you have more students in, it could get hot."***7.1.11 Air – draughts**Learning Café

No, but...

"Not now, but a few weeks ago near the windows."

A few

*"If you sit closer to the windows, which is why I'm not."**"During winter."*

Yes

*"By the ventilation above the food service."*Gym

A few

*"Sometimes when they open the windows but when it's cold they close them."**"A few but it's ok. Sometimes they have the windows open but I prefer that so it's not stuffy."*Faith Centre

A few

*"Sometimes in the prayer room when the windows are open."*The Venue

A few

"From the AC."

7.1.12 Air – humidity

Gym

Positive, but...

“Yes, but it depends on how many people there are since we’re all working out – it makes the air more humid.”

Faith Centre

OK

“It’s OK apart from the men’s washroom, which has no ventilation and smells damp. The water doesn’t drain out.”

7.1.13 Air – feels fresh

Learning Café

OK

“Not today, I can smell the wood from the construction. On other days it’s OK – it depends on the external conditions.”

“It’s not that fresh. There’s not proper ventilation.”

Juice Bar

No

“I think it’s a bit stuffy.”

Residential Services

Positive

“As fresh as it can be in central London.”

Careers Services

No

“It was a bit smelly actually – could do with better ventilation.”

Gym

Positive

“Especially with the windows open.”

Faith Centre

Positive

“Especially when you open the windows.”

Positive, but...

“Yes, but not in the men’s washroom.”

The Venue

No

“There’s not much circulation.”

7.1.14 Light – general ambienceLearning Café

OK

“It could be brighter, and some lights don’t work sometimes.”

Juice Bar

Positive

“I prefer this space to any other. That’s why I’m working here and not in the library.”

OK

“At some tables it’s a bit dark, but most of the time I’m here I’m outside. That’s why I come here.”

Residential Services

OK

*"The lighting was OK in an artificial way. Not much light gets through even with all the windows."*Gym

OK

*"The areas with bricks in the windows block the sunlight."*Faith Centre

Positive

*"It's perfect."**"When they changed the stained glass it became darker, but the lights on the pillars are quite strong."**"It's a lot more effective than in our previous space. The ceilings are higher and it generally feels more airy and more light."*

OK

*"Sometimes the meditating room is too bright, but the general common area can be too dark as well. There's no way to adjust the lights, they just turn on and off."*The Three Tuns

OK

*"It could be lighter in here."**Too bright**"It's way too bright."***7.1.15 Light – right level for activity**Learning Café

Effective

"It's good for studying."

Juice Bar

Too dim

"There could be more artificial light. I'm sitting away from the window so I can plug in my laptop."

Faith Centre

Positive

"You can adjust the light for your needs."

The Venue

Too dim

"It didn't need to be that dark for an awards ceremony. When it's fully lit it's nice."

Dance studio

Positive, but...

"The area where we are sitting has more light, so it's fine. The whole room might not be as well-lit for studying."

OK

"It's a bit dark, but it's not a big issue."

Too dim

"There's not enough light for studying."

7.1.16 Noise disturbanceLearning Café

No, but...

"I don't work here, I only do trivial stuff so when it's loud it doesn't matter."

Some, but OK

Source – other people talking

“Around lunchtime while people are socializing.”

“From people, when it’s busy.”

“From other people.”

“Some, but it’s not a silent zone and I don’t really mind.”

“Sometimes it gets quite noisy, but it’s not meant to be a silent area. Though I think there should be a quiet area in the building.”

Source – construction work

“From the construction outside.”

“From the building work.”

Juice Bar

No

“It’s a café, so obviously people talk.”

“There was some continuous beeping noise from inside the wall cabinet the other day.”

Some, but OK

“From other people talking.”

Gym

No

“Not at all. Having the whole floor for just the gym is nice. There are no other distractions.”

Faith Centre

No

“The male prayer area is quite soundproof.”

“Especially when we’re there because there aren’t many other people using it.”

Some, but OK

“There can be noise from the foyer when people are passing through. It gets a bit noisy.”

"If you close the door it's OK, but if you're in the cave you can hear the radio show from the Media Centre."

The Venue

Some, but OK

"When it's really quiet, like when you're listening to someone speaking, if someone opens the door you can hear every conversation happening outside the doorway."

7.1.17 Can hear clearly inside the space

Learning Café

Yes

"Generally, yes."

Faith Centre

Yes, but...

"Yes, unless there is a large group so you have to shout to override everybody else."

The Venue

Some, but OK

"The mics were too low in The Venue. And in the Mezzanine it's difficult to hear others."

The Three Tuns

OK

"Occasionally not."

"Sometimes it's too loud."

No

"The music is too loud so everyone shouts."

7.1.18 Sufficient and effectively distributed power sockets

Learning Café

OK

"There aren't any at the round tables, but having sockets at the long tables is really useful. I choose those work tables because of the sockets, so to get a seat there I don't come at lunchtime when it's busy."

"50%. At the busiest periods it's quite hard to find a socket, but if you absolutely need one you can go upstairs."

"Yes, but of course if there were more it would be better."

"There could be more. For example, there's eight at this table, but if people want to spread out and sit at a different table, like the round ones, it's hard to access."

No

"No there aren't enough and they're not effectively distributed."

"There's not enough and one of the main power strips on the middle tables isn't working."

Juice Bar

Yes, but...

"Yes, but there are only sockets near the tables by the stairs. I haven't had a problem accessing them though."

No

"Only near the stairs at one table."

Gym

Yes

"I use them to charge my phone."

N/A

"I haven't seen them but I haven't looked for them. You can charge your iPod or phone on the machines with the USB ports though."

Faith Centre

Yes

"Some people might charge their phones and there's one socket in the corner, but you don't get enough reception in this space or in the prayer space."

"I don't use them, but friends do like to charge their phone."

"The ones in the back room."

"There are some near the couches at the back wall."

The Three Tuns

Yes, but...

"It would be useful if there were more."

No

"I had to ask the bartender to charge my phone."

Dance studio

Yes

"It's good enough for us – there are five sockets."

Yes, but...

"There are enough, but there could be some on the other walls. We had to move the table to the area with sockets."

OK

"There could be more."

7.1.19 Wifi effective

Gym

Yes, but...

"Yes but it's really ineffective in the changing rooms."

Faith Centre

Yes, but...

"Yes but there's not usually cell reception."

No

"My reception is terrible on this floor. I don't receive emails or 'What's App' messages when I'm in the space."

The Venue

Yes, but...

"Yes, but I have no 3G signal."

7.1.20 Cleanliness and maintenance

Learning Café

Positive

"The staff do a good job cleaning up."

Positive, but...

"A few times I've seen a puddle of water near the window, maybe it's from the AC."

Juice Bar

Positive

"Really good."

"It's clean."

Careers Services

Positive

"Very highly."

"It's very clean and well-maintained."

"Very good."

Gym

Positive

"There are always people maintaining the facility and checking out the space."

"It's much better than other facilities on campus."

"It's above average."

"People don't wipe down the equipment."

Faith Centre

Positive

"It's well-maintained."

"I haven't seen much rubbish around."

"Very good."

Positive, but...

"Positive, except the men's washroom."

The Three Tuns

Positive, but...

"It's too clean."

7.1.21 Design of facility inspiring

Learning Café

Positive

"Yes, it's different from the usual study areas."

"I guess so."

Positive, but...

"Very inspiring. The fact that they could fit such a building into such a small space makes you feel like anything is possible. When it was new I did think there would be more space inside, but it's not bad."

OK

"I like it a lot better on the inside than the outside. I don't know if it inspires me but it facilitates more work somehow."

"I'm not writing poems about it, but it's alright."

Negative

"No, it's stark, very industrial and doesn't evoke much. It's crowded and there's a lot going on – I guess that could just be how London is in general. With that in mind, the combination of the crowded design and lots of people is not a good idea. The support columns are necessary but these ones don't give you an expansive feel."

"The Learning Café is a bit darker than the Juice Bar, and the coffee in the Juice Bar is better." (Used index space, Juice Bar)

Juice Bar

Positive, but...

"I wouldn't go so far as to say 'inspiring,' but I like it."

OK

"The architecture is weird, but it's OK. In general it seems they traded functionality for design. For example the bricks in front of the windows look nice, but from a functional perspective it's an odd thing to do. That's why it's dark sometimes."

Careers Services*Positive*

"I suppose it inspires confidence that it's a good service. It looks professional and clean."

Gym*Positive*

"Especially with all the windows – it's quite cool to look out."

Faith Centre*Positive*

"The whole building is inspiring."

"It's inspiring enough. I like the stained glass and the pictures of the different faith locations around the world."

"There's going to be a launch soon for the new stained glass window. The window was painted by community effort with children, which is inspiring."

OK

"It's cute and warm. Though it's missing a rug in the middle of the social space."

The Venue*Positive*

"Yeah, I guess its multi-functionality is inspiring. It's easy to see it as a club, or anything. I like that. They did a good job coming up with a multi-purpose space."

Positive, but...

"Yes, but I'm not sure about the concrete. I guess it's trying to be modern."

Dance studio*OK*

"I'm too busy to be inspired, but I like it."

Negative

"The bricks on the windows are really uninspiring."

7.1.22 Favourite thing about this space

Learning café

<i>Favourite things</i>	<i>Number of respondents</i>
Facilities for studying / computers available	4
Mix of café + study area	3
Light	3
Alternative space to library	1
Food	1

"It's a different work environment to other areas on campus. It's a mixture of a café and a study area, you can come here for multiple purposes."

"The natural light."

"The facilities and the food."

"There are free computers here I can use."

"The fact that you have an alternative computer spot because the computers in the library are always busy."

"The lighting. Being in broad daylight is better than being in a basement."

"The light I'd say."

"The fact that at the right times it's usually quite empty (except from 11-3). It's emptier than the library anyway and over the holidays, which is perfect."

"The tables and the people sat around. It's not too noisy but there's a nice level of noise for doing work."

"It's pretty well-equipped. There's computers, a printer and a good amount of tables."

Juice Bar

<i>Favourite things</i>	Number of respondents
Access to terrace for break / studying	2
Windows	1
Light	1
Design / aesthetics	1
Calm space	1

"The windows."

"I like the terrace and the fact that you can go out for a break. And I like the café as well."

"The light."

"That I can sit outside and it's not too loud. Within the rest of the campus there aren't many other places where you can sit outside and work."

"The architecture. It's brilliant."

"I like that not many people come here because it's on the 6th floor."

Residential Services

<i>Favourite things</i>	Number of respondents
Newness	1

"Its freshness and its newness."

Careers Services

<i>Favourite things</i>	Number of respondents
Newness	1
Privacy	1

"I like that it has a modern feel compared to the previous office."

"It functions well as a meeting room [room 2] – it's separate and private."

Gym

<i>Favourite things</i>	<i>Number of respondents</i>
Equipment	3
Spaciousness	2
Newness	1
Accessibility from campus	1

"The amount of space. Relative to the last one, it's much more spread out."

"How easy it is to access and that it's so modern and nice."

"The equipment because it's so new. You can watch YouTube on the treadmill."

"The stretching area. Lots of gyms don't have one and they've done a really great job."

"The lifting platforms. You can do Olympic lifting."

"I like the new machines, they work really well."

Faith Centre

<i>Favourite things</i>	<i>Number of respondents</i>
Mix with other faiths	3
Newness	2
Spaciousness	2
Light	1
Peacefulness	1
Multi-functionality	1

"The lighting in the prayer rooms – there's natural lighting from the windows and the bricks outside, as well as an inside light which is nice too."

"It's got a contemporary feel and it's accessible for everybody. In universities, the multi-faith areas are generally dominated by Muslims and it's difficult for other societies to use it regularly. This one is accessible and encourages interaction between all faiths. The space meets everybody's needs."

"I like the cave. It's nice in the sense that it's the only space at LSE that is very peaceful. The bricks do work wonders. It's quiet and it gives you a place for your thoughts. Sometimes you need a place to take a break. I used to go to Lincoln's Inn Field or to the river but now I come here."

"The fact that it's spacious and the ambience added by the stained glass. Everything is quite new and the common space is very conducive for hanging out and socializing. We want people to stay after mass. I also find it very comfortable to share the space with other faiths."

"I like that it's big and it's multi-purpose. You can move the chairs around. And everyone can use it for what they need. It's very versatile."

"It's a lot more spacious, feels more organised and less cramped. We can get to see other groups from different faiths – I frequently see my Muslim friends here."

The Venue

<i>Favourite things</i>	<i>Number of respondents</i>
Versatility	3
Bar	1
Acoustics	1
Spaciousness	1

"That it can be used for anything."

"I like the bar."

"It has quite good sound."

"How multi-purpose it is. You can do anything in that space."

"It's bigger than the Quad."

"It's quite versatile. You can put on lots of different events."

The Three Tuns

<i>Favourite things</i>	<i>Number of respondents</i>
Convenient meeting spot	3
Light	1
Price	1

"It's a nice area to meet friends because it's convenient."

"It's proximity to the rest of campus."

"The lighting is complementary."

"It's just here. It's the cheapest place around."

"It's just £2 per pint for students."

Dance studio

<i>Favourite things</i>	Number of respondents
Quiet for studying	2
Spaciousness	1
Light	1
High ceiling	1

“There’s space available for meeting.”

“It’s quiet.”

“The height of the ceiling.”

“The lighting.”

“It’s quieter than the café.”

7.1.23 Least favourite thing about this spaceLearning Café

<i>Least favourite thing</i>	Number of respondents
Can’t bring in other bought food	1
Design / aesthetics	1
Temperature – too cold	1
Limited opening hours	1
Circulation space – dead space	1

“You can’t bring your own food in. They used to allow it but now they don’t. It’s hard to know where to eat with your own food on campus.”

“The support columns / posts. The industrial design looks like it’s trying to be an organic leaf structure. The space also lacks a water fountain. You have to go up two floors, and the fountains don’t have taps for filling water bottles. I like to carry a bottle around with me.”

“The temperature — it’s cold.”

“The desks are too close together.”

“How much room is occupied by nothing. That’s the widest staircase I’ve seen in my life. The corridors and stairs take up so much room on every level.”

"The opening hours. After 9, the entire building closes and security kicks you out. I think it could be slightly extended to like 11 or 12, because I'd like to stay in this space for studying later."

Juice Bar

<i>Least favourite thing</i>	<i>Number of respondents</i>
Chairs – uncomfortable	2
Inconvenient to access from entrance	2
Too small	1

"The chairs might be a little uncomfortable."

"The chairs are a bit uncomfortable after a while, the back kind of digs into you."

"It's awkward to get here."

"The stairs are hard to navigate and a bit weird."

"I wish it was a bit bigger."

Residential Services

<i>Least favourite thing</i>	<i>Number of respondents</i>
Awkward reception area	1

"Probably the low reception desk and having to talk down to the guy."

Careers Services

<i>Least favourite thing</i>	<i>Number of respondents</i>
Small meeting rooms	1
Bad smell	1

"Room 1 in Careers is quite small. The size of Room 3 is better for practice interviews."

"The whiffs."

Gym

Least favourite thing	Number of respondents
Too crowded	2
Ineffective equipment layout	1
Machines not cleaned regularly	1

“Probably the crowds at rush hour.”

“They have pull-up bars and squat machines in the same area. You need to use them in isolation.”

“Just that people don’t wipe down the machines.”

“It feels cramped. But it’s less cramped than the old one.”

Faith Centre

Least favourite thing	Number of respondents
Prayer rooms – small	1
Male washroom – dirty	1
Bins not emptied	1
Common area – small	1
Kitchen area – crowded	1

“The prayer space is a bit on the smaller side.”

“Because the kitchen area is at the entrance, it seems crowded inside and looks busy while near the back it’s fairly empty. It makes it deceptively crowded which could be potentially off-putting to people passing by.”

“The men’s washroom.”

“The rubbish bins fill up quite quickly. I bring in sandwiches for Wednesday mass and the bins are too small and not emptied often enough.”

“I would like it to have a clear meeting area for all the different faiths to come together. The common area is a bit too small.”

The Venue

Least favourite thing	Number of respondents
Stairs to entrance – dangerous	2
Design / aesthetics	2
Awkward seating layout	1

“The metal stairs – this place is usually used as a club, and when people are drunk it's not a good idea to have metal or spiral stairs.”

“The stairs. I had to run up and down them a lot. They seem dangerous, especially after a couple of drinks.”

“It's not very attractive.”

“The floor is not as attractive as the rest of the space.”

“The cushioned benches are in randomly allocated places and there aren't very many, so it's awkward to sit there, especially on club nights.”

The Three Tuns

Least favourite thing	Number of respondents
Not enough seating	2
Design / aesthetics	1

“The lack of comfortable seating. We do a lot of socialising here. I do prefer the bar itself to the other one though – it's bigger so you get served more quickly.”

“The lack of seating.”

“It's too modern.”

Dance studio

Least favourite thing	Number of respondents
No flat wall for projection	1
Design / aesthetics	1
Bricked windows	1
Draughts	1
Unclear booking system	1

"The slanted wall is too concrete."

"The lack of a defined wall for projection."

"The view of the London skyline is obstructed. Also, if this is to be used as an exercise room, it's weird that people can watch you from the café."

"The draughts."

"I don't know how to book it."

7.1.24 Changes or additions that would be beneficial for this space

Learning café

"I'd like there to be some control over being able to close the windows, and more power sockets near the round tables. We should also be able to bring food in."

"The windows could be easier to operate, it gets cold and it could be solved by closing the windows but we don't know how to. And the light in the corner could be repaired."

"A water fountain and more power outlets."

"More power sockets."

"More sockets and perhaps the lighting levels could be higher at night."

Juice Bar

"They could have a couple more tables."

"Not really, although during term time there might not be much room."

"It would be good to have trash cans on the Juice Bar terrace."

Residential Services

"No, but it did seem like a lot of space given to very few people."

Careers Services

"Maybe a coat rack or hook for visitors. I had to put my coat over the back of a chair."

Gym

"I'd suggest earlier opening times. On Saturdays and Sundays it's only open from 10-6."

“At first I thought they should have more showers with doors, but I don’t really mind it anymore.”

“The weight space is kind of small for the number of people, and it’s usually all guys and really crowded. Most people who join the gym are guys, and guys usually use the weight section, so we need more benches and weights. There are only three benches and one set of weights. I would also love later hours, or even for it to be open 24 hours.”

“Not really. The floor should have been concrete or it should have been in the basement. But it’s too late now right?”

“In the old gym, there was a women’s only hour. I have a friend who wears hijab, and if it’s ‘women’s only,’ she doesn’t have to wear it while she’s working out, which is more comfortable. And I would also feel more comfortable working out on the mats if it were ‘women’s only’. Also, some of the music has aggressive lyrics that are degrading to women, and the music is unedited – I don’t really appreciate having to hear the N-word all the time while I’m working out. But we have complained about the music and they were very apologetic so that’s OK.”

“No, they’ve used the space they have well.”

Faith Centre

“There are only two rows of carpets in the female prayer room. If there were carpets laid out over the whole space it might be better, but it’s not a huge problem.”

“I’d like to see some way of making water flow to the drain. Perhaps the entrance could have a slightly raised platform to keep the water inside and from touching the wood. If there were a squeegee we could push the water toward the drain.”

“More tea!”

The Venue

“A soft floor.”

“I don’t like how long it is. It would be nicer if it were wider or rounder.”

“It would be good if the Mezzanine was used as a non-drinking space, like a separate safe space.”

“Sometimes they put furniture in the Mezzanine, and it would be good to have it there all the time.”

“Just the seating could be better.”

The Three Tuns

“More sofas.”

“More plugs and more sofas.”

“Make it more like the old atmosphere with the floor, lighting, and furniture.”

“Adding more kinds of beer.”

Dance studio

“If they want it to be useable as a study and reading space, they could put in more lighting.”

“Sockets on the other walls.”

“A pull-down screen.”

“More sockets and a screen for the projector.”

“If you want to use it for studying, you’d need to change it. But for an exercise studio it’s probably ok.”

7.2 Additional feedback on the specialist settings: evaluation by users sampled for use of other settings

This section provides qualitative comments on an expanded range of settings in the student centre — the eight index specialist settings, plus The Venue ticket office, the LSESU Meeting Room, the ARC, the Media Centre, LSESU Advice and Counselling, the showers and changing facilities, the Bao Yang Meeting Room (Rooms 6.01 – 6.03), and the Green Room. This data draws on the experience of users who were sampled as office users, and those sampled for their use of other specialist settings than those they are describing here.

Learning Café:

Positive

“I like the integration of the Learning Café as both a café and study area. Eating and studying is a good combination.” (Specialist space user, Gym)

“If you’re doing group work, the tables and sockets in the Learning Café are set up so it’s really easy to do so. You can bring in food from outside and eat it there; there’s a sign saying you can bring in home-cooked food. I heat it in the Faith Space microwave and take it downstairs.” (Specialist space user, Faith Centre)

“I especially like the First Floor area to study because it’s quite open.” (Specialist space user, Faith Centre)

“I like the First Floor café – there’s quite a lot of space.” (Specialist space user, The Three Tuns)

“The café is a good space.” (Office user, Students’ Union)

Positive, but...

"I love the pies in the Learning Café, but the food options are kind of limited; it would be nice to have something more like the Old Academic Building Sixth Floor café. It also closes kind of early at 5pm." (Office user, Media Centre)

"I have no problems with the Learning Café but the catering is overpriced." (Office user, Students' Union)

"On the First Floor it gets too cold. It's a good space and I'd like to work there [Learning Café] but the temperature makes it uncomfortable to study in." (Specialist space user, Faith Centre)

"Sometimes I have difficulty finding space for studying." (Specialist space user, Dance studio)

Negative

"You're not allowed to take outside food into the café, and it's quite expensive so I can't afford to eat there." (Office user, Students' Union)

"Everything in the Learning Café is really expensive." (Office user, Careers)

"A lot of people don't like the First Floor because of the rule about not bringing in other food. Now you can bring in a packed lunch, but people think 'this is our Union, we should be able to bring in what we want.' There aren't a lot of places to bring in food on campus, and people feel the food set up is monopolized by the catering companies." (Specialist space user, The Venue)

"The tables at the Learning Café are too big. You don't want to share with one person you don't know if they're already sitting there and you come with some friends. So it's just one person using the table alone." (Specialist space user, Careers Services)

"The lighting in the First Floor café flickers and self-adjusts and it gets dark around late afternoon if the sun isn't bright." (Specialist space user, Faith Centre)

"The First Floor is weird. Is it for lunch or studying? There should be a whole floor just for studying." (Specialist space user, Dance studio)

The Venue:

Positive

"The Venue is good. We covered elections over the radio down there. We had a housing event there too." (Office user, Residential Services)

"The Venue was great for the Anthropology gig I went to." (Specialist space user, Juice Bar)

"The Mezzanine and Venue are nice for congregational Friday prayer because you can be together in a larger space and it's convenient to the Faith Centre, so you don't have to bring the mats very far." (Specialist space user, Faith Centre)

Positive, but...

"I've held Athletics Union events in The Venue. It's perfectly fine and does its job. It's a significant improvement over the Quad, and much bigger. But the staircase going down to The Venue is pretty lethal." (Office user, Media Centre)

"I really liked that there was a lot more room in The Venue. It looked very professional, like it could be a real club. The spiral staircase was a bit difficult though – there are bouncers on the stairs and you constantly have to go up and down between the main area and The Mezzanine while getting around the bouncers." (Specialist space user, Faith Centre)

"The Venue is pretty good, but it's got a narrow spiral staircase which is terrible for an entrance to a venue, especially when it's busy." (Specialist space user, Dance studio)

"I've been to The Venue for Athletics Union nights, Saucy, and public lectures. It's mostly good – it's a good venue for concerts but not so much as a night club. For lectures, the seating is quite well done but if it's not full it would look quite sparse. The AC is stuck on because they need air for the night club, but for lectures it's too cold. I also went to a fashion show there and they set up a catwalk which was great." (Office user, Media Centre)

"I went to The Venue for a lecture and they didn't seem to be able to get the projector working." (Specialist space user, Residential Services)

"The venue is too big for the number of people that come to the events. They should get more people in." (Specialist space user, Gym)

Negative

"There were problems at Saucy with the queuing system. The security completely mis-organized it – instead of being a straight line, people were swarming. We could see that the event wasn't very full but they let us in really slowly and it was like that for a half hour to an hour. Then they rearranged the queue so we had to wait all over again, even though The Venue was actually pretty empty." (Office user, Media Centre)

"The Venue has really bad entry and exit facilities for a place with 1,000 person capacity. It's got a really bad bar – it's too thin and staff can't move around each other. The tech equipment is too high spec, so we have to pay to have someone come operate it anytime we want to use it. The seating booths aren't very practical because they don't function as a private space or as informal seating – it's like halfway between two services. And there isn't enough provision for furniture." (Office user, Students' Union)

"We had a Zumba event in The Venue, and they hadn't figured out the air. There were about 80 people and the heat and smell were horrible." (Office user, ARC)

"We use The Venue for fairs. I'm not keen on it. The lighting makes me feel like it's an artificial environment. It feels quite enclosed and not like a natural space. It also gets quite hot with a lot of people in." (Office user, Careers)

"The Venue is non-functional if there is no event on. It could be more multi-purpose so that people could use it to read or hold meetings." (Specialist space user, Dance studio)

Dance studio:

Positive

"We've had evening seminars in the Dance studio – it's nice." (Office user, Careers)

Positive, but...

"We have run seminars in the Dance studio, but there aren't sufficient power sockets. It's stopped us using it." (Office user, Careers)

"We use the Dance studio for big seminars with students, but the power sockets aren't in the right places for presentations and we don't have access to the projector." (Office user, Careers)

Negative

"The dance and exercise studio is the worst space in the entire building. I've used it for a concert and for election events. There's no storage space for sports clubs, so we can't do classes that require weights or mats because there's nowhere to put them. There are no mirrors or bars for dance classes. The ceiling isn't flat which means the Pole Fitness Society can't use it because there's nowhere to put the poles. The ventilation is really bad in there and we can't locate the switch for the windows. They're automated, but don't kick in. It has the nicest view to the outside, but it's all bricked up." (Office user, Students' Union)

Faith Centre:

Positive

"I love the Faith Centre, I think it's great. They run meditation at lunch time." (Office user, Careers)

"The Faith Centre is lovely; I've been there to meetings with the chaplain." (Office user, Careers)

"The Faith Centre's really nice, I've just gone for events like the pancakes or the JSOC lunches with my friend." (Office user, Students' Union)

"I went to the Faith Centre for a Bible Study. I really liked the fact that the last room is sound proof and quiet." (Specialist space user, Learning Café)

"I'm in the Faith Centre a lot to pray. I like the facilities there like the fridge and microwave." (Specialist space user, Juice Bar)

Positive, but...

"I feel like we're being intrusive in the Faith Centre. I'd like someplace similar for non-faith students to hang out and use the microwaves." (Office user, Media Centre)

"I don't think the cave is the proper room for meditation. The chairs are uncomfortable. They could have mats or something on the floor." (Office user, Residential Services)

Negative

"The faith centre is unfortunate because the chaplain's office is in the centre of the space. So at the end of prayers we gather to chat and then he comes out to ask us to be quiet. I understand it's his office but it's also a social space. It's a problem with the format." (Specialist space user, Juice Bar)

The Three Tuns Pub:

Positive, but...

"The Tuns could have more temporary seating to use – like fold-out chairs." (Office user, Residential Services)

"The Tuns is a bit too dark and dim, but the beer is cheap at least." (Office user, Residential Services)

"The Tuns is a bit dark and too small." (Office user, Media Centre)

OK

"The pub lacks seating and is a lot smaller than the old one. The floor looks difficult to clean as well. The bar is made of stone, so it looks like people could smash their drinks on it. The bar isn't great for large groups but it has a dark vibe, which I like." (Specialist space user, Careers Services)

"The Tuns could have more furniture." (Specialist space user, The Venue)

Negative

"The Three Tuns is too small and has a lack of adequate seating." (Office user, Media Centre)

"They made The Tuns smaller. This is the only building I've ever seen where they've reduced the square footage of the pub. The furniture is a bit unfit – they have six or so large wooden benches that can seat up to ten people each, but on a typical night you're in smaller groups of two or three, which makes seating awkward. The furniture is quite rocky as well. The pool table could be scrapped. It takes up a lot of space and no one uses it, and on Wednesday nights when it's crowded for Athletics Union events, people put stuff on it and sit on it. Even if The Tuns is only slightly busy, you'll find nowhere to sit. It's not how it used to be." (Office user, Media Centre)

"In The Tuns, from a user perspective, there aren't enough seats and it's uncomfortable. The lighting and acoustics are OK, but behind the bar is not functional. I've worked there in the past and my friends work there. The benches are incredibly heavy – and they've got to be moved for events. The doors to the smoking area

don't work properly. They don't really open from inside and the button doesn't work from the outside." (Office user, Students' Union)

"The one time that we went to the Tuns, it was because I couldn't find a place to sit here in the Juice Bar. They were blasting appalling music." (Specialist space user, Juice Bar)

"The Tuns is not useful. It's very uncomfortable and the seating is completely rubbish. Why do we have to go around from reception to enter instead of going straight in? And the ticket venue office is too close to the door from the Tuns." (Specialist space user, Careers Services)

"The Tuns – it doesn't have much of a friendly feel compared to the old one. It feels sharp and hard. It's quite small and it's not welcoming." (Specialist space user, Gym)

"I don't really like the Tuns. The old one was bigger and better arranged. I used to go to the old one once a week for an open mic night, but now I don't go that often." (Specialist space user, Faith Centre)

"The entrance to The Tuns is confusing." (Specialist space user, The Venue)

Careers Services:

Positive

"I went to Careers to get some information about volunteering – it was useful." (Specialist space user, Learning Café)

Juice Bar:

Positive

"I quite like the Sixth Floor café. It's nice because it's kind of an informal place to have meetings and socialize. I meet with employers, so it's nice to have a place to take them up for a coffee." (Office user, Careers)

"The Juice Bar is nice for a bit more informal collaboration." (Office user, Careers)

Positive, but...

"The Juice Bar is cool, but a bit small." (Office user, Residential Services)

"The Juice Bar is a bit small, but it's been fine." (Office user, Residential Services)

Negative

“The Sixth Floor café closes too early. Once we rented the Sixth Floor for an event and we had to close it and leave way too early.” (Specialist space user, The Three Tuns)

“The Sixth Floor doesn’t have toilets, so you have to go downstairs. If they have events with drinking, people will have to go up and down a lot to use the toilets.” (Specialist space user, Dance studio)

“The chairs in the Sixth Floor café are really uncomfortable.” (Specialist space user, Dance studio)

Roof terrace:

Positive

“I really like the roof terrace, it’s lovely.” (Office user, Careers)

“The terrace is as good as the NAB.” (Office user, Residential Services)

“The terrace is really nice.” (Office user, Residential Services)

“I like the Sixth Floor terrace when it’s sunny to do some work. I don’t like working in the library because it’s too quiet. The terrace is nice for that.” (Specialist space user, Faith Centre)

Positive, but...

“The roof terrace could have more tables – it seems like quite a lot of space with not many tables.” (Office user, Residential Services)

“I went once to the top floor and it’s nice with the roof terrace. But when I was up there no one seemed to know which door to use to access it. Maybe a sign would help.” (Specialist space user, Learning Café)

“The Sixth Floor Café could get better advertised because it’s got that nice terrace – but maybe that would ruin it for me.” (Specialist space user, Learning Café)

“I’ve not really used the other areas much, but I saw some rubbish on the roof terrace.” (Specialist space user, Learning Café)

“The roof terrace is north-facing, so it doesn’t get the sun. Finding the Eighth Floor space at the NAB was a revelation because of the sunlight, so it’s disappointing when in the new space the windows and terrace are northern-oriented so you don’t get the sun when it’s out.” (Specialist space user, Residential Services)

Gym:*Positive*

"The gym's a good space. It's a lot better than the previous one." (Office user, Students' Union)

Positive, but...

"The gym was too hot, though I only went right at the beginning. Now that the weather's got better, I run outside instead." (Office user, Careers)

"We could definitely do with AC in the gym." (Office user, ARC)

"The gym is too warm and not well-ventilated." (Office user, Students' Union)

"I guess the ventilation in the gym changing area could be better. It's the only place where there's humidity because of the showers, but it's OK." (Specialist space user, Learning Café)

"The gym could do with more running machines and the changing rooms are too small." (Specialist space user, Residential Services)

"The gym is good and the showers are very nice, but the changing rooms are too small." (Specialist space user, Careers Services)

"The showers in the gym locker room could do with a water fountain and shelves, or a place to put things while you're getting ready. The mirrors aren't proper mirrors – I think they're safety mirrors, so you can't see. They have lots more lockers than spaces to change." (Specialist space user, Careers Services)

OK

"The gym's alright, it's not fantastic. I suppose it's as big as it could be." (Specialist space user, Learning Café)

Bao Yang Meeting Room (Sixth Floor):*Positive, but...*

"My big thing is the lack of sound proofing on the Sixth Floor meeting room, because they didn't seal the partitions up to the ceiling." (Office user, Careers)

"As far as meeting rooms go, the Sixth Floor meeting room is OK, not brilliant. It's got a sliding partition that doesn't meet the top, so you can't discuss anything confidential without the people in the café hearing." (Office user, Careers)

"We use the Bao Yang Room for team meetings, but the wall doesn't go up all the way so it's not confidential. And the lighting is way too bright with the spot lights facing outward and in your eyes." (Office user, Careers)

OK

"The meeting rooms aren't promoted enough so people don't use them." (Specialist space user, The Venue)

Media Centre:

Positive, but...

"I use the Media Centre a lot for my radio show. I miss the old one because here it's weird having people watching you all the time through the glass wall. It seems like it'd be cool, but it's off-putting." (Office user, Residential Services)

LSESU Offices / Meeting room:

Positive

"I'm jealous of the LSESU meeting room!" (Office user, Careers)

Negative

"In the Third Floor LSESU office, the student representatives are at the back away from everyone, which is not very accessible." (Office user, Media Centre)

LSESU counselling booths:

Negative

"There's a problem with the doors on the LSESU advice and counselling rooms. They're hard to open – I'm not sure they're DDA-compliant." (Office user, Careers)

ARC:

Negative

"The ARC is too cold and noisy and the opening times are not adequate – the door locks at 4.00 pm and students often get locked in." (Office user, Student's Union)

7.3 General facilities in the student centre

This section presents data from the specialist settings sample, on their evaluation of aspects of the student centre other than the respective index settings that formed the focus of their interviews.

7.3.1 Informal spaces compared to others at LSE

Better

"There are more seats, so it's more accessible." (Specialist space user, Learning Café)

"It's quite nice here. It's a common place to come, so you bump into other people and it has lots of space." (Specialist space user, Learning Café)

"Better because the design of this building is better than the others." (Specialist space user, Learning Café)

"It's more relaxed and it feels more like a student space." (Specialist space user, Learning Café)

"It feels less sterile." (Specialist space user, Juice Bar)

"There's clearly been a lot of thought put into the spacing in the building. You can tell by the layout that they've tried to efficiently spread out space to sustain larger numbers of people." (Specialist space user, Gym)

"It's a bit more modern and has good views from the window and the roof top is nice. It's nice to have a space where you can eat without having to buy something." (Specialist space user, Gym)

"I choose the informal spaces in this building because fewer people come." (Specialist space user, Gym)

"The building has a chilled atmosphere. It has more of a campus feel than other spaces." (Specialist space user, Gym)

"These spaces are more modern and feel more updated." (Specialist space user, Gym)

"The informal spaces are similar to the cafés in NAB and Old Building. This one has more sockets so it's more effective as a workspace." (Specialist space user, Faith Centre)

"These are better because there's more space and it doesn't get as saturated as quickly." (Specialist space user, Faith Centre)

"Much better. The Old Building doesn't feel as inspiring. The NAB is too open, but the Learning Café is far enough inside the First Floor of the building that it doesn't feel too open." (Specialist space user, Faith Centre)

"They're more informal – they do what they should do in that sense. The Student Centre seems like a social space and people seem relaxed. The East Building didn't really seem to work – it was out of the way. The new one is more conducive to hanging out." (Specialist space user, Faith Centre)

"A lot better. I'm more likely to have an informal meeting here than in the NAB, for example." (Specialist space user, The Venue)

"It's more open plan, so you feel like it's OK to speak, and it feels less regimented." (Specialist space user, The Venue)

"I tend to come here more than other places." (Specialist space user, The Three Tuns)

"Most other informal spaces on campus unofficially serve as silent reading rooms. Here, you don't have to worry about making noise." (Specialist space user, Dance studio)

"They are cleaner and more accessible because the furniture is mobile." (Specialist space user, Dance studio)

Better, but...

"It's hard to compare out of term time. In NAB they don't have many tables and it's really drafty, so it's better than the NAB." (Specialist space user, Learning Café)

"They are newer and nice, but LSE isn't really great for informal spaces generally." (Specialist space user, Juice Bar)

"They are generally better, but some other specific places are better, like the Old Building's Fourth Floor café." (Specialist space user, Faith Centre)

Same

"Everywhere you go it's students anyway. It's always going to be crowded and small." (Specialist space user, Learning Café)

"It's quasi-social space. Equally good and generically boring." (Specialist space user, Learning Café)

"Overall the building lacks places just to sit. There isn't a place to eat your own sandwich, or more informal areas that aren't cafés or computer spaces." (Specialist space user, Careers Services)

"Same, but the new Tuns doesn't have enough seats." (Specialist space user, The Venue)

"This building is supposed to offer more casual spaces but I haven't used it much. Even more might be needed." (Specialist space user, Dance studio)

Worse

"I prefer the outside and the inside of the NAB and the area outside the library. I prefer bigger open spaces." (Specialist space user, Gym)

"It's not as cozy. Everything's too modern and perfect. The NAB is more comfortable." (Specialist space user, The Three Tuns)

"It's cosier at the LIF." (Specialist space user, The Three Tuns)

7.3.2 Catering provision / food setup

Effective

"It's very good. I like the price and duration of availability. It's open quite late, until 5 pm, and the other places on campus shut earlier." (Specialist space user, Learning Café)

"I do like that they allow homemade food now. There's a sign that says 'no outside food, homemade allowed'."
(Specialist space user, Learning Café)

"The café on the First Floor is a proper café." (Specialist space user, Gym)

Effective, but...

"I've never bought food but I bring my own food that I've made from home." (Specialist space user, Gym)

"It's fine but I don't really get food here." (Specialist space user, The Three Tuns)

"If I'm going to eat I'm going to bring my own food." (Specialist space user, Learning Café)

"I only really have the coffee. I bring food in and I haven't been told not to eat it. If they had more food options I might consider buying food." (Specialist space user, Juice Bar)

OK

"What they provide is nice, but the food setup would be improved by being able to bring food in." (Specialist space user, Learning Café)

"I bring all my food from home, but sometimes I buy a snack here. I usually eat at King's Chambers student lounge because they have a microwave. I'd eat here if they had a microwave." (Specialist space user, Learning Café)

"I only use the Old Building cafeteria. Here they only have snacks and casual meals, I've never eaten here." (Specialist space user, Gym)

"I don't have complaints but for me it's more convenient to get something from Sainsbury and eat it somewhere else. It's more overpriced here – other places have the same thing for less money." (Specialist space user, Faith Centre)

"I think it's nice that they have a variety of food, but I don't understand why we can't use our loyalty or credit cards. But it's good that they allow us to bring our own food in." (Specialist space user, Faith Centre)

"For a snack it's OK, but I'd rather have my own lunch and eat it in the student salon. They have a microwave in there." (Specialist space user, Faith Centre)

"It's expensive." (Specialist space user, The Venue)

"In a perfect world it would be a bit cheaper." (Specialist space user, The Venue)

"The food's good, but it's overpriced." (Specialist space user, The Venue)

"I don't use it much, but it's OK. It's getting better but at first they had fewer options." (Specialist space user, Dance studio)

Not effective, but...

"It's too expensive and I don't know why, but the microwaves the in Faith Centre are great." (Specialist space user, Faith Centre)

Not effective

"Right's Bar [nearby deli] is better and much cheaper." (Specialist space user, Learning Café)

"It's a bit pricey so I bring my own food." (Specialist space user, Learning Café)

"They should accept loyalty cards and they should allow us to bring in food we bought elsewhere. It's a student place, so it should be more open." (Specialist space user, Learning Café)

"The food isn't very good compared to the rest of campus due to the expense, lack of choice, and not being able to use loyalty cards. They've got a private company in rather than the typical LSE catering." (Specialist space user, Residential Services)

"The food choices aren't very varied or appealing so you have the incentive to leave the building to eat. The prices aren't good for what you're getting." (Specialist space user, Faith Centre)

"I've only eaten once at the Learning Café. I know you're not allowed to bring other food there – there should be spaces for people to bring in other food." (Specialist space user, Faith Centre)

"It's expensive. I don't use it." (Specialist space user, The Venue)

N/A

"I don't eat here." (Specialist space user, Careers Services)

"I've never bought anything here but I will do after this interview. I did come for a coffee once but they'd already shut." (Specialist space user, Careers Services)

"I don't eat the food here, I go to Right's Bar." (Specialist space user, The Three Tuns)

7.3.3 Building décor

Positive

"It's warmer than other places on campus." (Specialist space user, Learning Café)

"The pillars remind me of trees. It's got a nice aesthetic feeling." (Specialist space user, Learning Café)

"It's kind of fun and modern." (Specialist space user, Learning Café)

"It's cool." (Specialist space user, Learning Café)

"I don't mind it." (Specialist space user, Juice Bar)

"It's better than anywhere else." (Specialist space user, Juice Bar)

"It's bright and has a lot of colour. It gives some life to LSE." (Specialist space user, Gym)

"It's fine." (Specialist space user, Gym)

"It's refreshing." (Specialist space user, Dance studio)

Positive, but...

"I like the red and I like the concrete. I think the staircase is wonderful. I'm less a fan of the plastic – the colours are weird. The red and grey are really strong, it's a shame they bricked up the windows. I like that things are tucked around the edges." (Specialist space user, Careers Services)

"Some of it's a bit random, but in generally it's totally fine." (Specialist space user, Gym)

"Upon first look I found the colours quite dull, but it is neutral and doesn't prioritize any particular style." (Specialist space user, Faith Centre)

"I'm not thrilled about it, but it's nice and lets in a lot of natural light, especially with all the glass on the stairs. It feels like an equal distribution of light and it feels like a happier work environment. I'd prefer if the walls were more minimalist – people are always bombarding them with notices." (Specialist space user, Faith Centre)

OK

"It's quite modern." (Specialist space user, Careers Services)

"It's like a communist building." (Specialist space user, Gym)

"I feel like the stairs are weird. Sometimes they're too wide, other times they're too narrow. It doesn't seem very functional." (Specialist space user, Faith Centre)

Negative

"It doesn't fit in with the surroundings. The space design is crowded and the energy efficiency does not seem fantastic with all the concrete and little insulation. If you make a modern building, at least make it efficient."
(Specialist space user, Learning Café)

"I'm not a big fan. It's just an eclectic bunch of nothing. It's like they had three different architects who didn't know how to work together, what with the brick, the tacky colours and the random wood." (Specialist space user, Learning Café)

"It's nothing special." (Specialist space user, Residential Services)

"It feels like a school gym. The exterior feels extremely nice but it feels like I'm in an 80s school building."
(Specialist space user, Gym)

"I don't like how they've bricked up the windows." (Specialist space user, The Venue)

"It's too modern." (Specialist space user, The Three Tuns)

7.3.4 Display of information for events

Effective

"The main stairwell and brochure table at the entrance are OK. I look when I come in."
(Specialist space user, Learning Café)

"I've seen a couple of posters around here." (Specialist space user, Juice Bar)

"Actually yes, it's quite effective how they display it." (Specialist space user, Careers Services)

"That's the good thing about the core – people stick things all the way up, it's like a totem in the middle."
(Specialist space user, Residential Services)

"They have a lot of posters everywhere weeks before the events themselves so it gives you time to plan for it. There are always online announcements as well through the Students Union site."
(Specialist space user, Gym)

"I think it's informative. They go out of the way to display information." (Specialist space user, Gym)

"The bulletin boards are fine." (Specialist space user, Gym)

"There're posters everywhere on your way up the stairs and at the entrance."
(Specialist space user, Faith Centre)

"Kind of – the only display is the posters. I found out what's happening while walking up the stairs. We should just call the stairs 'The Noticeboard'." (Specialist space user, Faith Centre)

"They're everywhere." (Specialist space user, Faith Centre)

"The posters attract my attention when I go up the stairs." (Specialist space user, The Three Tuns)

Effective, but...

*"I advertise events here. It's good that we've got space going up the staircase to put things up. Much like everywhere on campus, it's quite acceptable for us to do here. The only issue was during elections -the entire wall was covered with campaign material and other people didn't have much room to put things up."
(Specialist space user, Learning Café)*

"It's meant to be a bit messy, but information displays should be built a bit more into the design in the spaces like Careers." (Specialist space user, Careers Services)

*"It would be better if the posters were taken down after events finished. This building is the one place where they never get taken down. In general it's a good space to advertise events though."
(Specialist space user, The Venue)*

Partially effective

"There's a lack of signage for getting to The Venue." (Specialist space user, Learning Café)

"There's space on the wall, and I pick up information walking up the stairs but it could be better." (Specialist space user, Learning Café)

"It could be more obvious. Many students don't look while they're walking. They could use the walls and pillars in the Learning Café." (Specialist space user, Learning Café)

*"They have the blackboards which are OK. They should advertise the events elsewhere on campus so we know to come here for them. Students don't always come here to see what's on."
(Specialist space user, Dance studio)*

Not effective, but...

"I haven't noticed any information." (Specialist space user, Juice Bar)

*"I haven't seen any, but it could be because I only come here during the vacations."
(Specialist space user, Juice Bar)*

Not effective

"They should have things popping up at every point. Like on the pillars in the Learning Café, not just on the stairs." (Specialist space user, Learning Café)

"I've never been to The Venue but I'd love to go. I never hear about the events. Even the last grad night was only advertised a few days before and it was embedded in a long email. They could do a lot more." (Specialist space user, Learning Café)

*"The notices are too far away because the walls are too wide."
(Specialist space user, Careers Services)*

"No, especially during elections when there were so many things up that you couldn't see other events. Most people don't stop to look at them." (Specialist space user, Faith Centre)

"There are too many things, it's crap." (Specialist space user, The Venue)

"It's more just like posters people stick up, you don't really look up at them. TV screens would be more useful for promotion, like the ones they have in the library. More people would look at them. During elections there were so many posters up that people tuned out." (Specialist space user, The Venue)

*"I just get it on Facebook, so I guess not. The events at night are never advertised."
(Specialist space user, The Three Tuns)*

"The information is scattered. There's no central place to show all the information, so you have to read each item on each floor." (Specialist space user, Dance studio)

7.3.5 WCs**Positive**

"Extremely positive. They are the nicest communal bathrooms I've seen in any facilities. They are really modern and new and you get your own cubicle." (Specialist space user, Learning Café)

"Cleaner than other LSE toilets." (Specialist space user, Learning Café)

"I like that they're gender-neutral." (Specialist space user, Learning Café)

"Very clean." (Specialist space user, Learning Café)

“Very good.” (Specialist space user, Careers Services)

“Really clean and efficient. They try to save water by using the sensors.” (Specialist space user, Gym)

“Better than elsewhere at LSE.” (Specialist space user, Gym)

“I like that they’re gender neutral.” (Specialist space user, Gym)

*“I quite like the idea of having everything, like the toilet, sink and drier in one cubicle.”
(Specialist space user, Faith Centre)*

“I really like the toilets.” (Specialist space user, Faith Centre)

“The WCs are really nice actually.” (Specialist space user, The Venue)

“Very nice, I really like them.” (Specialist space user, The Venue)

“The WCs are really nice actually.” (Specialist space user, Dance studio)

“Very nice, I really like them.” (Specialist space user, Dance studio)

Positive, but...

“Having individual stations / stalls works well, but the design is poor where you have the hand drier above the soap dispenser even though there is plenty of space on the walls. There’s not enough access for your hands and you drip on the soap dispenser.” (Specialist space user, Learning Café)

*“Very clean. The ones on this floor are a bit dirtier because there are more people.”
(Specialist space user, Learning Café)*

“Nice, but more modern than necessary. They’re not well-designed, and the auto sensors are not well-placed. The toilet will flush multiple times while you’re using it.” (Specialist space user, Learning Café)

“They’re fine. I guess it’s kind of weird that they’re gender neutral.” (Specialist space user, Juice Bar)

“They’re quite clean, although the showers can be quite dirty by mid-day.” (Specialist space user, Gym)

“Really nice, but the mirror is a bit weird in the Tuns’ toilet.” (Specialist space user, The Three Tuns)

OK

“Sometimes they are a bit dirty.” (Specialist space user, The Venue)

Negative

"The locker rooms have been closed so I have to use the Old Building showers. But the showers in this building are so advanced that they become ineffective. They are on sensors and turn on only for a second when you are directly under them. You can't adjust the temperature, and when the cleaners are cleaning them they activate the sensor and the water turns on over them." (Specialist space user, Gym)

7.3.6 Storage provision for laptops

Effective

"I use the gym lockers. I like that you don't have to pay." (Specialist space user, Learning Café)

"There's some at the gym." (Specialist space user, Juice Bar)

"I use the lockers while training, but never for over an hour. It works well; you put a pound inside to lock it and take it back when you leave." (Specialist space user, Gym)

"I use the gym lockers." (Specialist space user, Gym)

"There's a locker room." (Specialist space user, Gym)

"I use the gym lockers. They are much better now after the renovation."
(Specialist space user, The Three Tuns)

Not effective

"I don't find it effective so I carry mine around with me." (Specialist space user, Learning Café)

"I've tried several times to get a locker and it was communicated very poorly as to when they will become available. I would have liked to have used it." (Specialist space user, Careers Services)

"I can't get a locker in the building [outside the locker room], and that's annoying. They said they had some but couldn't give them away. I can get one at the library but I come to the gym 3-4 times a week and it would be useful to leave things overnight." (Specialist space user, Gym)

"I though they only had storage in the Old Building." (Specialist space user, Faith Centre)

I don't know

"It's probably not very well promoted. If I knew how I would use it."
(Specialist space user, Learning Café)

"I leave stuff in the prayer room but that's at my own risk – it's not official storage space."
(Specialist space user, Faith Centre)

7.3.7 Facilities for printing and copying

Effective

"Yes, there's one nearby, just around the corner." (Specialist space user, Learning Café)

Not effective

"There's a printer on the First Floor which hardly works, and on the Third Floor there are computers but no printer, so the printing situation in this building is not that good." (Specialist space user, Faith Centre)

"I've tried to use the printer but didn't know where it was being sent to, so I don't really know how it works." (Specialist space user, Faith Centre)

"There should be two in the Learning Café and one on the Third Floor in the computer space where we work." (Specialist space user, Faith Centre)

"I've tried to print once but it didn't work. There's only one printer. The distribution of computers is effective though." (Specialist space user, Faith Centre)

"I tried once and the printer didn't work." (Specialist space user, Dance studio)

I don't know

"I haven't used them, but I've understood that people don't know how to print from these computers. Apparently it's hard to use." (Specialist space user, Learning Café)

"I didn't know you could." (Specialist space user, Faith Centre)

"I haven't tried here, but I don't want to try because I only understand how to use the library printer, so I just go to the library first. It would be good to put clear instructions for printing so there's less frustration." (Specialist space user, Dance studio)

N/A

"I go to the library for that because there's only one here." (Specialist space user, Gym)

8 FURTHER POSSIBILITIES AT THE STUDENT CENTRE: USER SUGGESTIONS

This section presents suggestions for changes and additions to the SAW building that interviewees from both samples propose as beneficial.

This body of data provides instructive learning. Given the classification thresholds employed to differentiate **Major Successes**, **Successes** and **Issues**, the pool of negative comments (Sections 5 and 7) and suggestions for potential improvements (Section 8) relates to more aspects of the student centre than those identified as **Issues** alone. The granularity of the full data set presented in this section is relevant to inform LSE Estates' agenda.

8.1 Changes or additions that would be beneficial for the building

Space:

"That we had more available space. We'd love access to the Sixth Floor, it's a very exclusive space and we could make good use of it." (Office user, Careers)

"I think the entrance sequence is a bit awkward the way you have to walk in and around to the lifts. It seems like there's quite a bit of dead space in the foyer." (Specialist space user, Careers Services)

Showers:

"I don't feel very strongly about it but maybe curtains in the showers." (Office user, Students' Union)

Lifts:

"Make sure the lifts work at all times." (Office user, Media Centre)

"Lifts that work." (Office user, Media Centre)

"Fix the lifts. It's like there are trolls in the lifts pressing all the buttons and making it slower. And one is always broken." (Specialist space user, Gym)

Faith Centre:

"A door in the cave." (Office user, Faith Centre)

"Just the format in the faith centre with the chaplain's office. I don't know how he gets work done he must be disturbed all the time." (Specialist space user, Juice Bar)

Signage:

"On our floor, the reception sign should be at eye-level and our meeting rooms should have a sign so people don't sit in them and leave a mess." (Office user, Students' Union)

WCs:

"Maybe non-unisex toilets. I can imagine some students might not like it. It seems a bit wasteful – you could save space if you just had more urinals inside a men's toilet." (Office user, Residential Services)

"Sort out the toilets. Make them gendered and clean them more. The way the building's been built, there's a lot of space that hasn't been used that could be used, which is annoying when you're trying to keep up with student demand." (Office user, Careers)

Meeting space:

"More tables and chairs." (Office user, Residential Services)

Partitioning:

"Consideration about 'the cage' to give the ARC a real office feel as opposed to a cage." (Office user, ARC)

Thermal:

"Air con in the gym and heat in the ARC." (Office user, ARC)

Furniture:

"The main issue is that The Tuns could have been better, but they can't fix it now short of getting more furniture." (Office user, Media Centre)

Café:

"I wish they took our credit cards in the café. Other than that I feel like I get what I need from the space." (Office user, Careers)

Finishes:

"The gym. If they could do something about the weights being dropped." (Office user, Careers)

"Introduce some soft surfaces." (Office user, Careers)

"Painting the inside of the brick latticework white or something reflective so light can carry into the building better. It's a cheap, simple way to get more light." (Specialist space user, Residential Services)

Views / light:

"The main thing would be to remove the brick latticework on the windows. It's beautiful from the outside, but from the inside it makes rooms dark and unwelcoming." (Office user, Careers)

"The outside design, but there's nothing to be done now. The boarded-up windows are a bit 'prison' to me. It doesn't add anything to the design." (Specialist space user, Learning Café)

Storage:

"More storage in general." (Office user, Students' Union)

Water fountains:

"Water taps for bottles." (Specialist space user, Learning Café)

Gym:

"The gym is not well-designed or set up well in terms of distribution of equipment. There's not enough space. In the lifting room, the angles of the walls and the benches make it hard to get to and from the weights." (Specialist space user, Learning Café)

Study space:

"The Third Floor could have more computers and more space for studying." (Specialist space user, Learning Café)

Animation:

"I'd like to see more effort to get people using the facilities. I always felt there was something missing in terms of socialising space before this building was finished – it gives the school more life." (Specialist space user, Gym)

Stairs:

"The staircase is kind of weird. It starts wide and get narrower and narrower. And sometimes, like from the first to the second floor, you have to go all the way around, which is annoying. I'd rather take the elevator." (Specialist space user, Gym)

Artwork:

"I'm doing a project about fine art in buildings. Some prints or installations might make it more inspiring. Some fine art or posters would give it some more character." (Specialist space user, Gym)

8.2 Additional comments

Positive

"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." (Specialist space user, Juice Bar)

"I think the Student Centre is a nice addition to the campus. It's modern and enhances the brand of LSE." (Specialist space user, Careers Services)

"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." (Specialist space user, The Venue)

Negative

Social space:

"It would be nice if The Venue space could be used by students to sit in the daytime when there's no event on – a socialising space, like on the First Floor, but without a café." (Office user, Students' Union)

"Maybe they could consider more student activities outside the building. Some seating, some shade, a small café. Something that would make students hang around outside." (Specialist space user, Learning Café)

Gym:

"I'm not sure how you can address the weights issues with the gym. It's pretty loud and it shakes everything. Won't it affect the construction of the building over time? Maybe there could be more padding." (Office user, Residential Services)

Catering:

"The food could be a lot more affordable. The quality is really good but it's a bit expensive." (Specialist space user, Learning Café)

Pub:

"I don't think the new Three Tuns is an improvement over the other one. It's a less comfortable space. The old one was a comfy place to go with lots of sofas, and the new one has hard seating and is not as welcoming as the old one." (Specialist space user, Learning Café)

Space:

"I'm under the impression they wasted some space in the design of the building." (Specialist space user, Juice Bar)

"Because of the building's design, many of the rooms have an awkward shape with lots of dead space that can't be used. The stairs also take up a huge amount of space that could have been used more efficiently. And the worst thing of all is the windows that have bricks in front of them, which makes the rooms dark and means the automatic lights will stay on." (Specialist space user, The Venue)

Study space:

"There's no study space. I thought it was meant to make more study space for students." (Specialist space user, Careers Services)

Lockers:

"I can't get a locker in the building, and that's annoying. They said they had some but couldn't give them away. I can get one at the library but I come to the gym 3-4 times a week and it would be useful to leave things overnight." (Specialist space user, Gym)

Thermal:

"The insulation isn't great – it was too cold in winter." (Specialist space user, Gym)

Water fountains:

"The water fountains are crap, too – it's just a dribble. Although it's better in the gym." (Specialist space user, Gym)

Faith Centre:

"The prayer facilities are a nice addition to the building. It promotes interaction with more than one religion, which is nice." (Specialist space user, Gym)

Artwork:

"About the art. I'm applying to set up an art fund. Other unis have art collections. There should be a contemporary collection here on display." (Specialist space user, Gym)

Showers:

"There should be more showers with physical doors. I don't like communal showers." (Specialist space user, Faith Centre)

Doors:

"The door knobs are too small and the doors are too heavy." (Specialist space user, Faith Centre)

Relevance:

"It doesn't seem meant for the students, but for polishing LSE's world class reputation. It's not for student needs. I don't remember them asking students about what they wanted before." (Specialist space user, The Three Tuns)

"Students should feel free to come anytime and find a space to study, and right now we don't." (Specialist space user, Dance studio)

Views / light:

"I don't know why they've used so much brick and concrete. It's such a waste of money." (Specialist space user, Dance studio)

Finishes:

"More elevators would have been helpful, and more efficient, more direct staircases would be better. It doesn't need to be an experience every time you walk upstairs." (Specialist space user, Dance studio)

Lifts:

"I don't really like the toilets. It's like a weird cubicle style, and on some levels they are both male and female. It's weird for a new building. I expected better toilets." (Specialist space user, Dance studio)

WCs:

"I hope the next one they build is more representative of a modern university with more assembled glass and stainless steel. It should be more open, similar to the NAB. The NAB is brilliant – they fused traditional and modern really well. They should model all new buildings after that. The older buildings around here are Victorian or Edwardian, and the new ones should represent that." (Specialist space user, Dance studio)