

Pre-Survey Primer

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Prepared for MSc Environmental Design and Engineering, UCL, Thursday 4 February, 2016 by Skype

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This is ...

- **A primer on aspects of survey methods for post-occupancy studies of buildings.**
- **An introduction to the BUS occupant survey questionnaire for researchers carrying out an occupant survey for the first time.**
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Rules of thumb for questionnaires

1. Questionnaires are the most effective way of collecting data from building occupants quickly and economically, but are not suitable for all circumstances. Other methods, e.g. face-to-face interviews or 'focus' groups, may be appropriate, but these too have their drawbacks.
2. Questionnaires should be as short as possible. Two A4 pages is plenty.
3. Questions should always be honestly answerable, relevant to the respondent, and not invite guesswork.
4. Avoid 'leading' questions which may lure a biased response.
5. Give plenty of opportunities for comments, but allow respondents space for just one sentence, otherwise you will get a thesis.
6. Don't ask about things to which you already know the answers.
7. If you need more detail, use separate face-to-face interviews.
8. The questionnaire must look clear on the page or screen.
9. Make sure the background questions are there, otherwise you will not understand the context.
10. Make sure you know how to analyse the data that you collect in advance, otherwise you are likely to waste your time and everyone else's.

www.usablebuildings.co.uk/13723



KEYS

- ['Slider'](#)
- [Percentile](#)
- [Indices](#)
- [Scale Types](#)

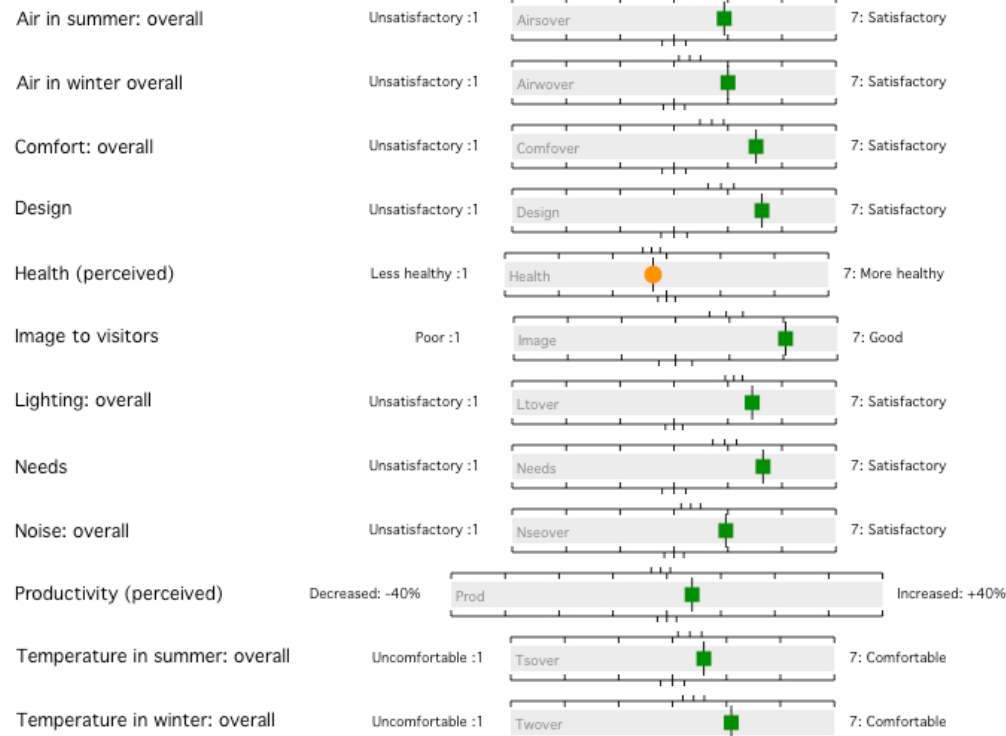
SUMMARY CHARTS

- [Overall](#)
- [Temperature](#)
- [Air](#)
- [Lighting](#)
- [Noise](#)
- [Control](#)
- [Design and needs](#)
- [Facilities management](#)

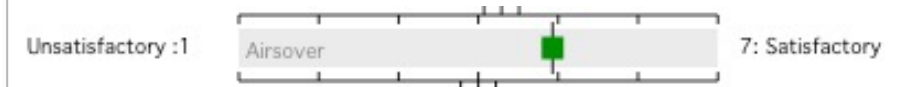
STUDY VARIABLES

- [Age](#)
- [Air in summer: dry/humid](#)
- [Air in summer: fresh/stuffy](#)
- [Air in summer: odourless/smelly](#)
- [Air in summer: overall](#)
- [Air in summer: still/draughty](#)

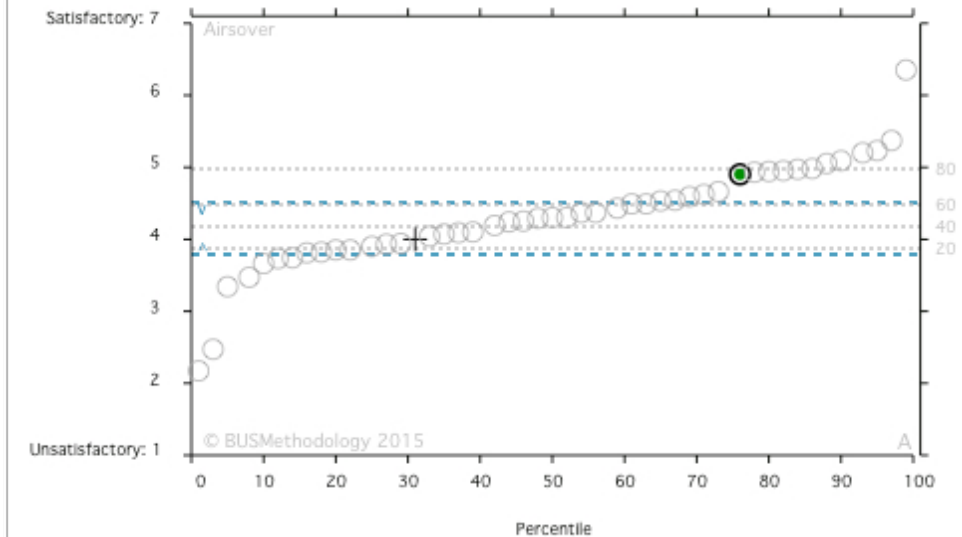
Summary (Overall variables)

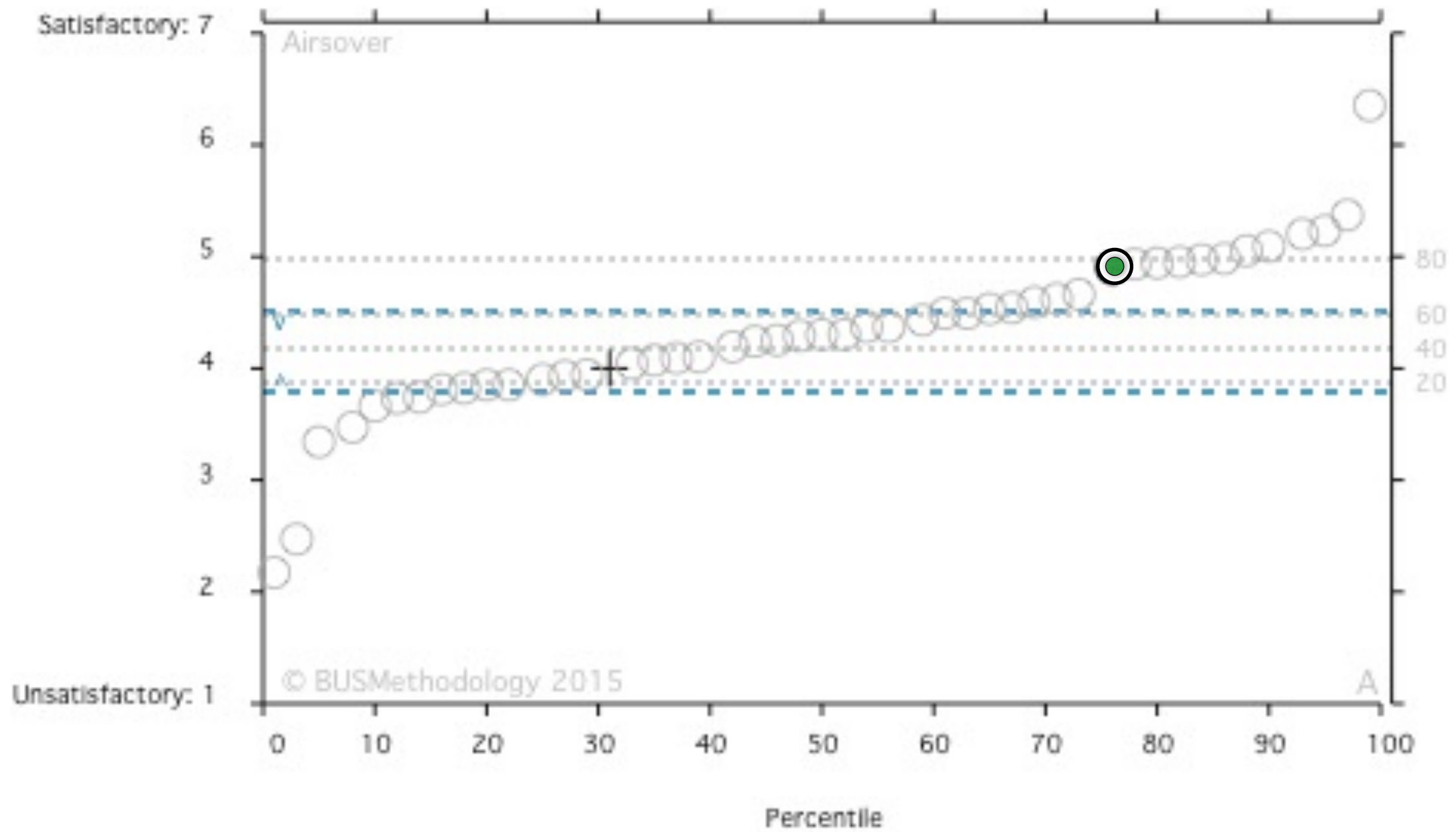


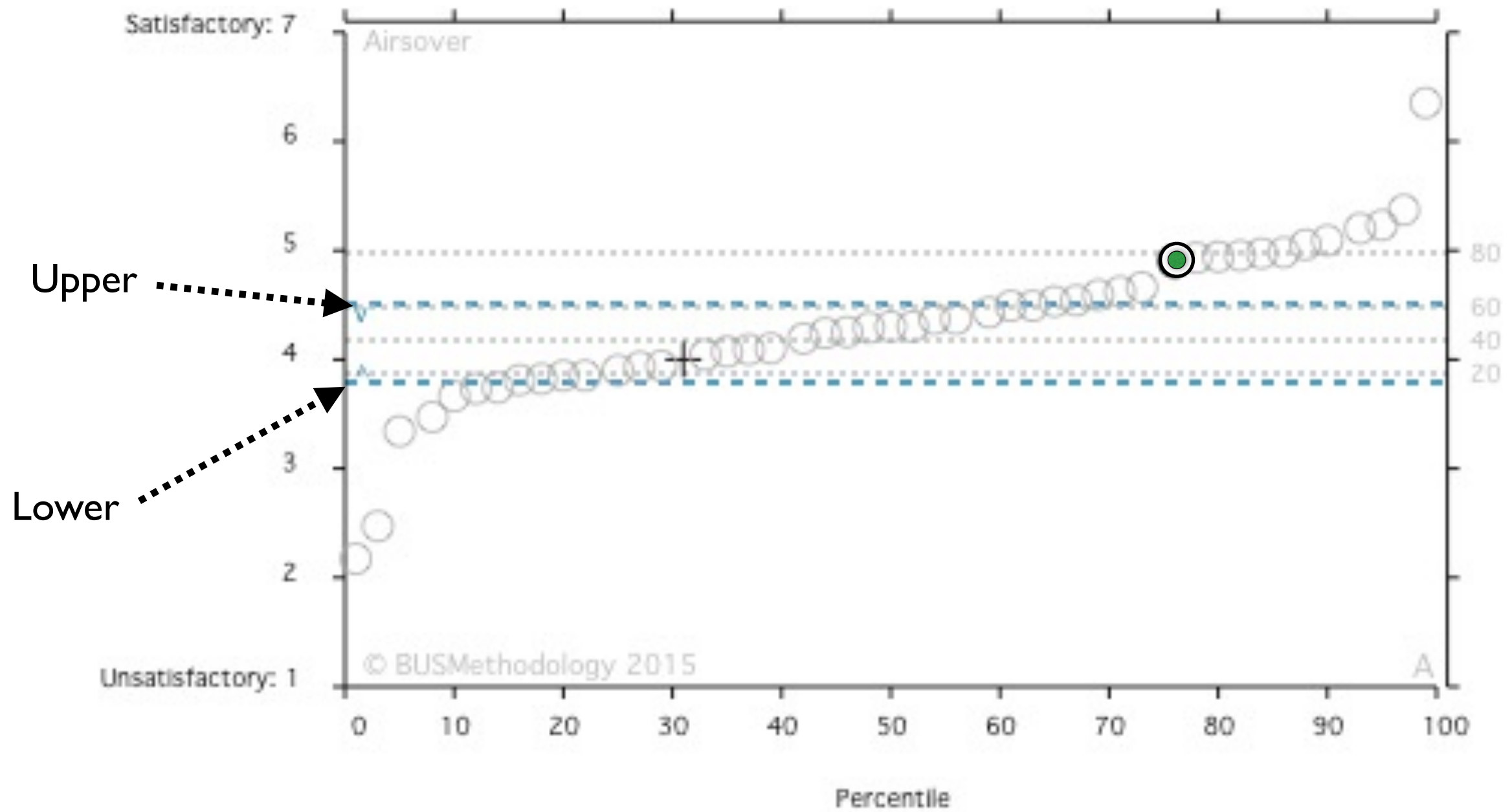
Air in summer: overall

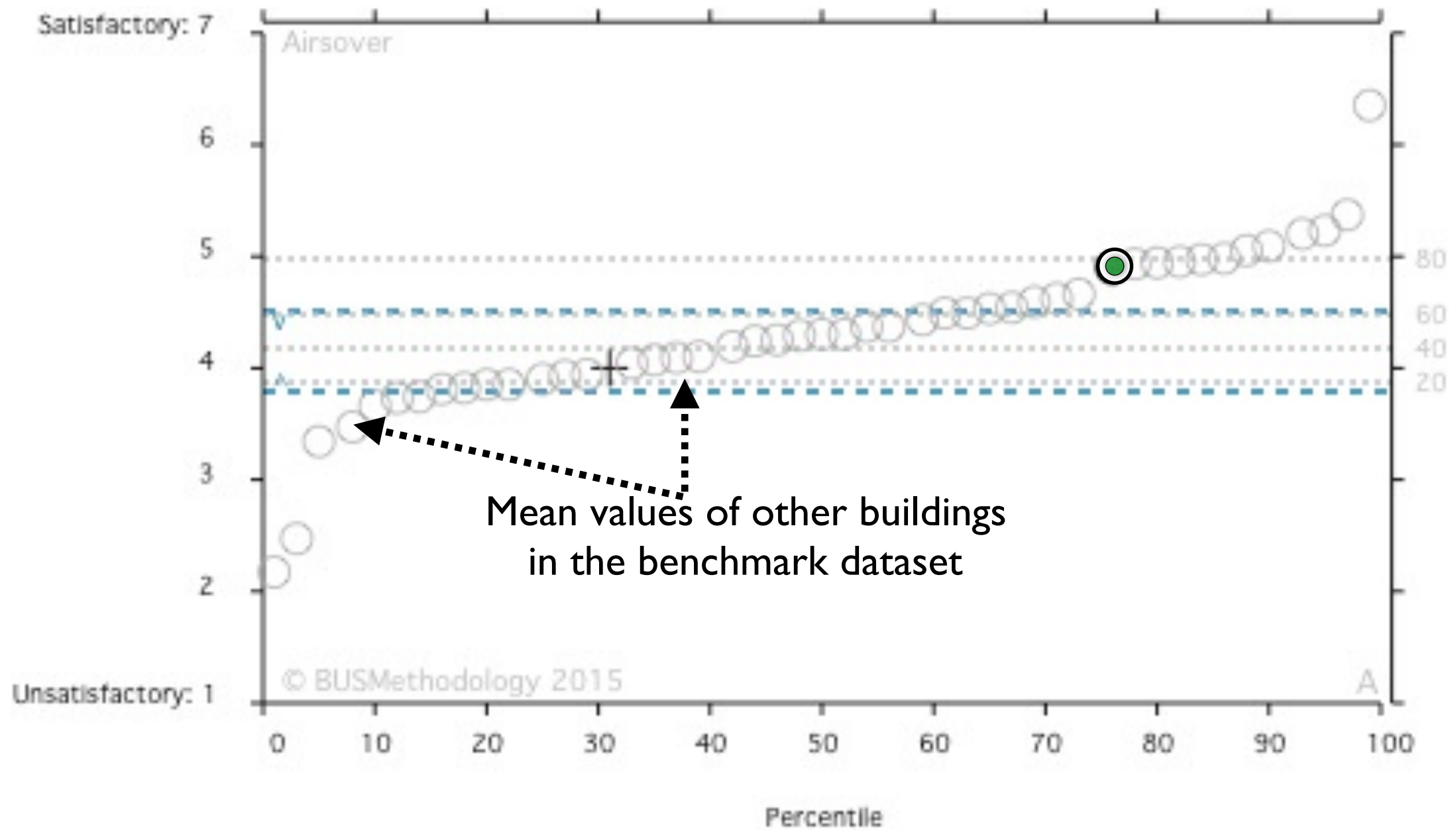


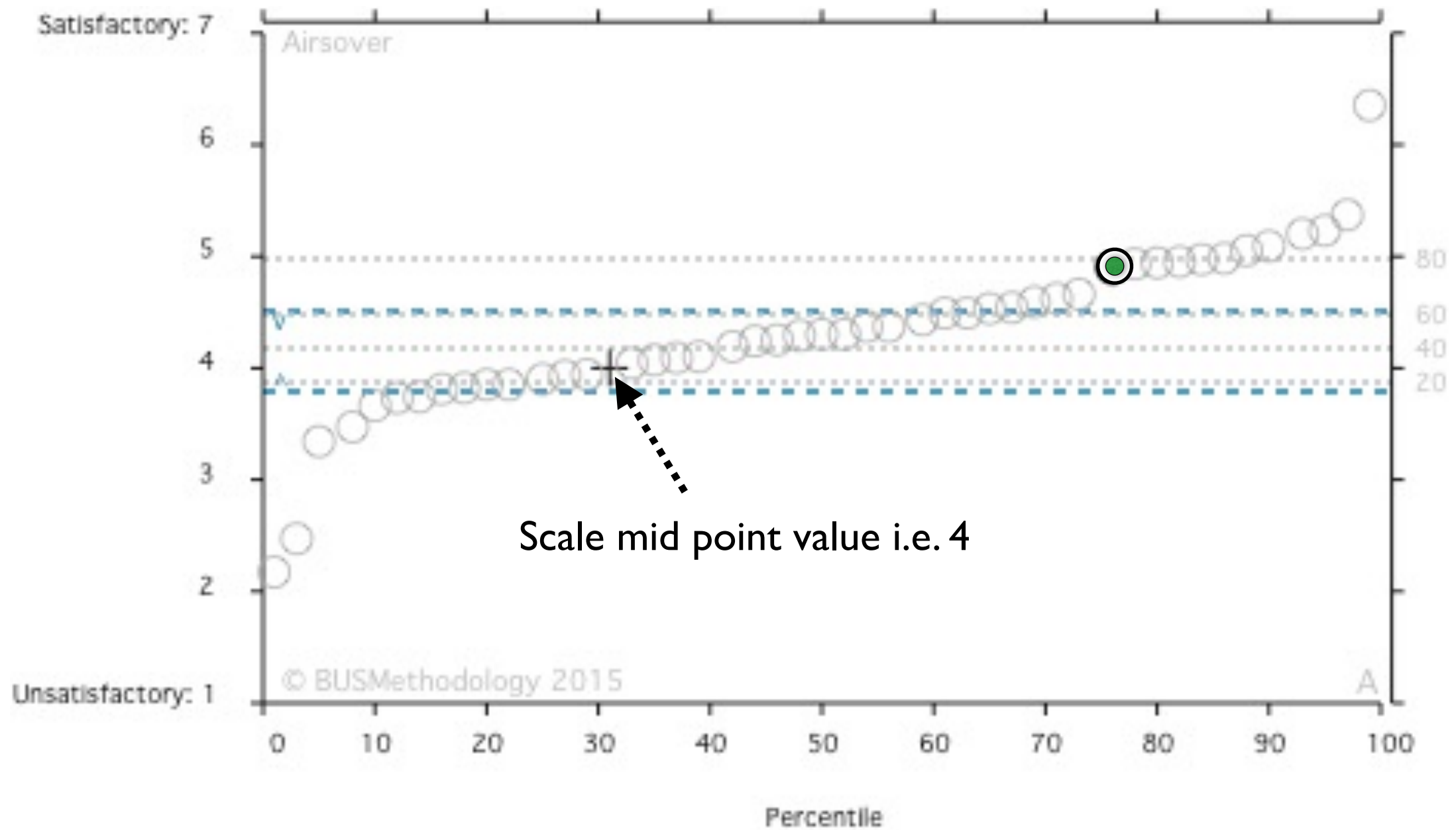
	Count	Per cent
Unsatisfactory :1	0	0
:2	2	5
:3	5	12
:4	7	16
:5	12	28
:6	14	33
Satisfactory :7	3	7

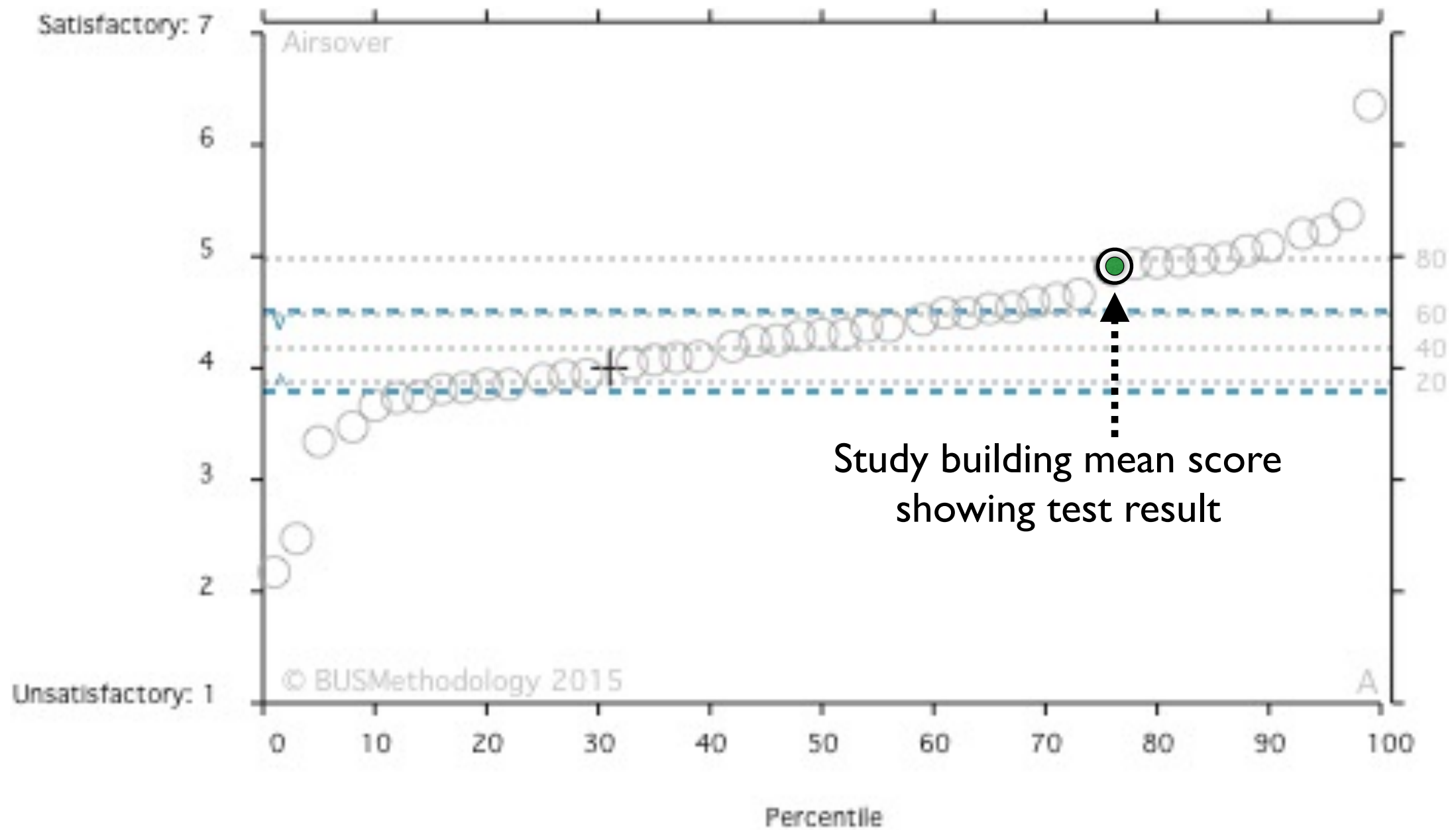


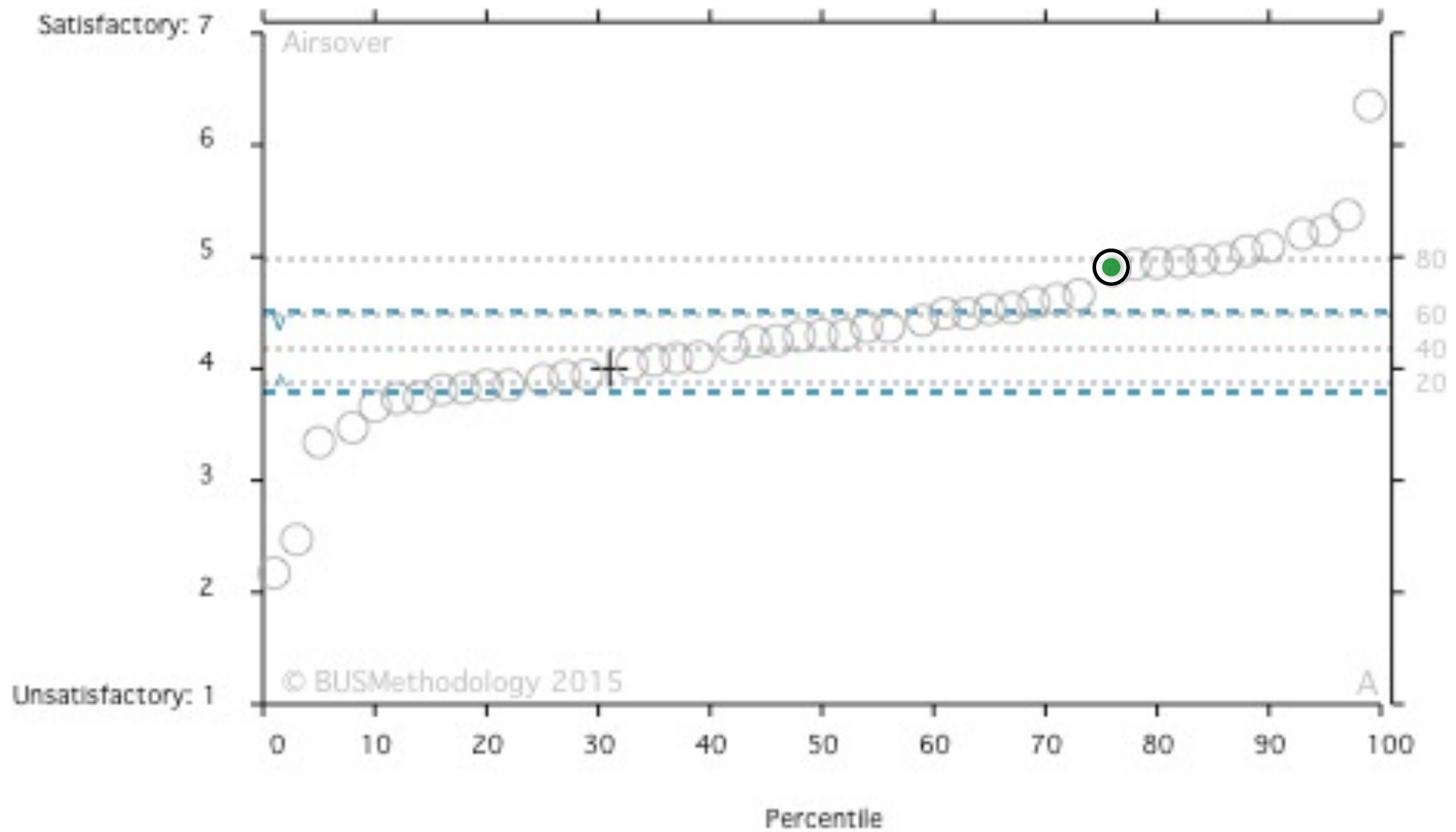


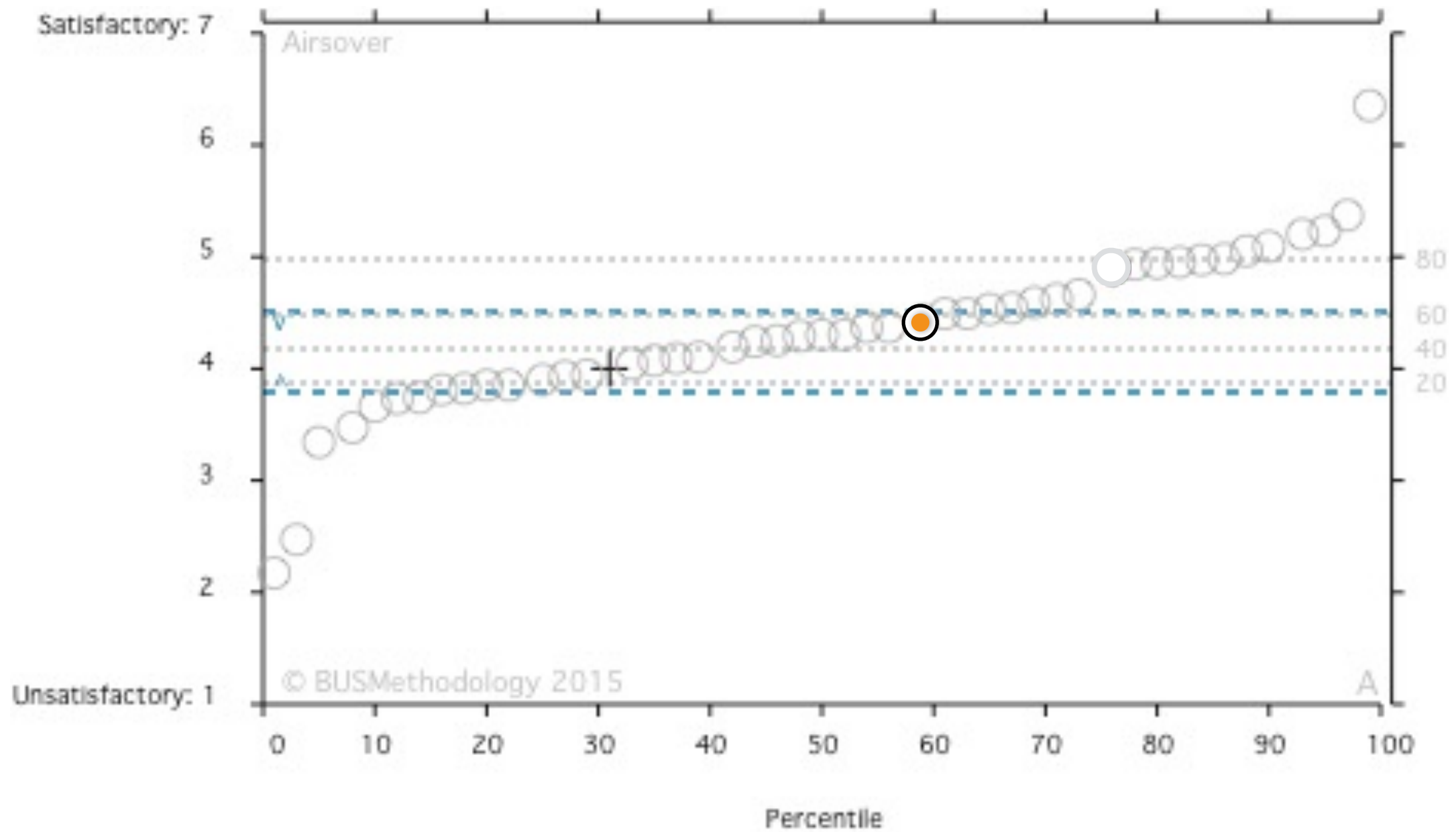


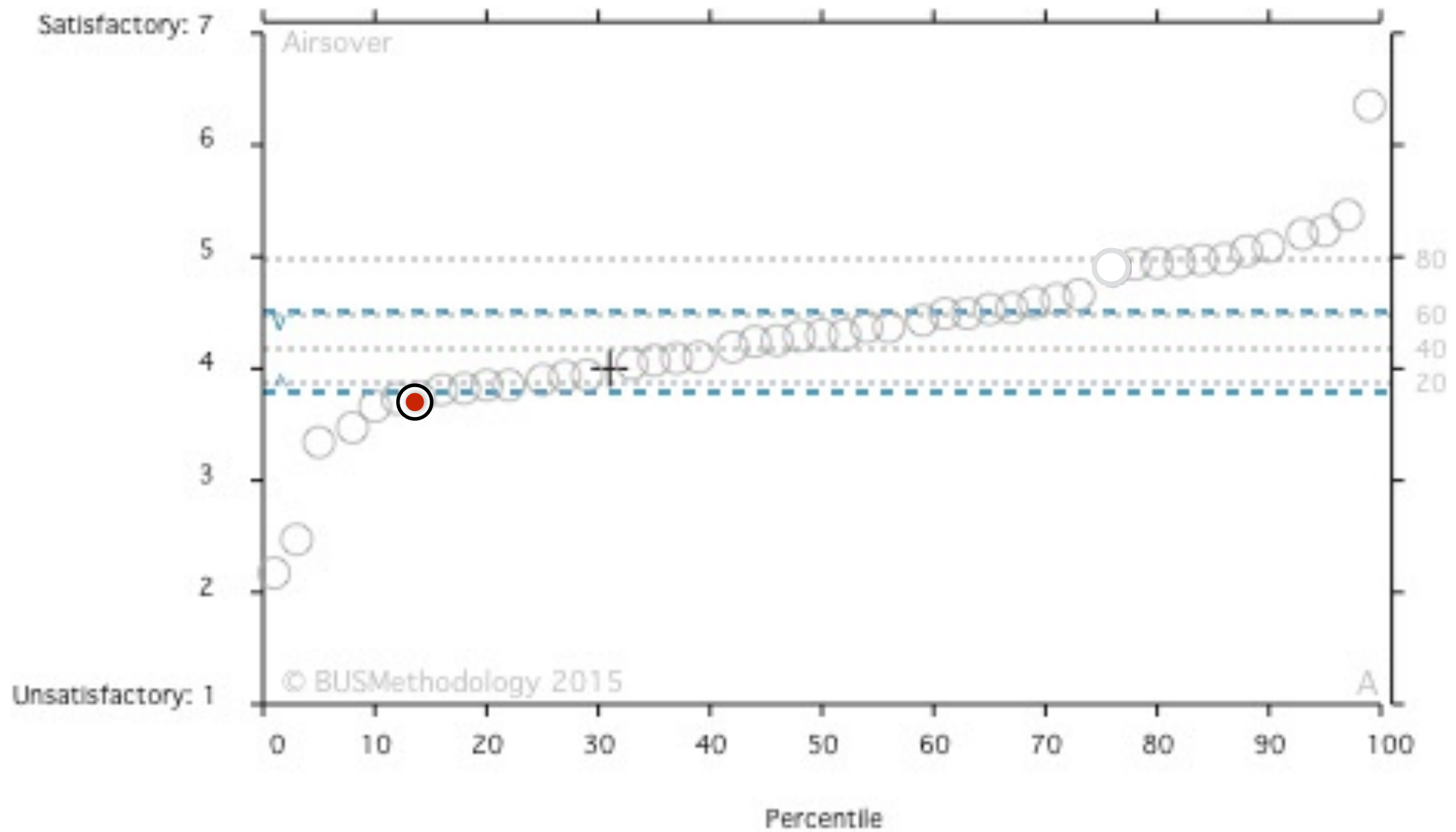


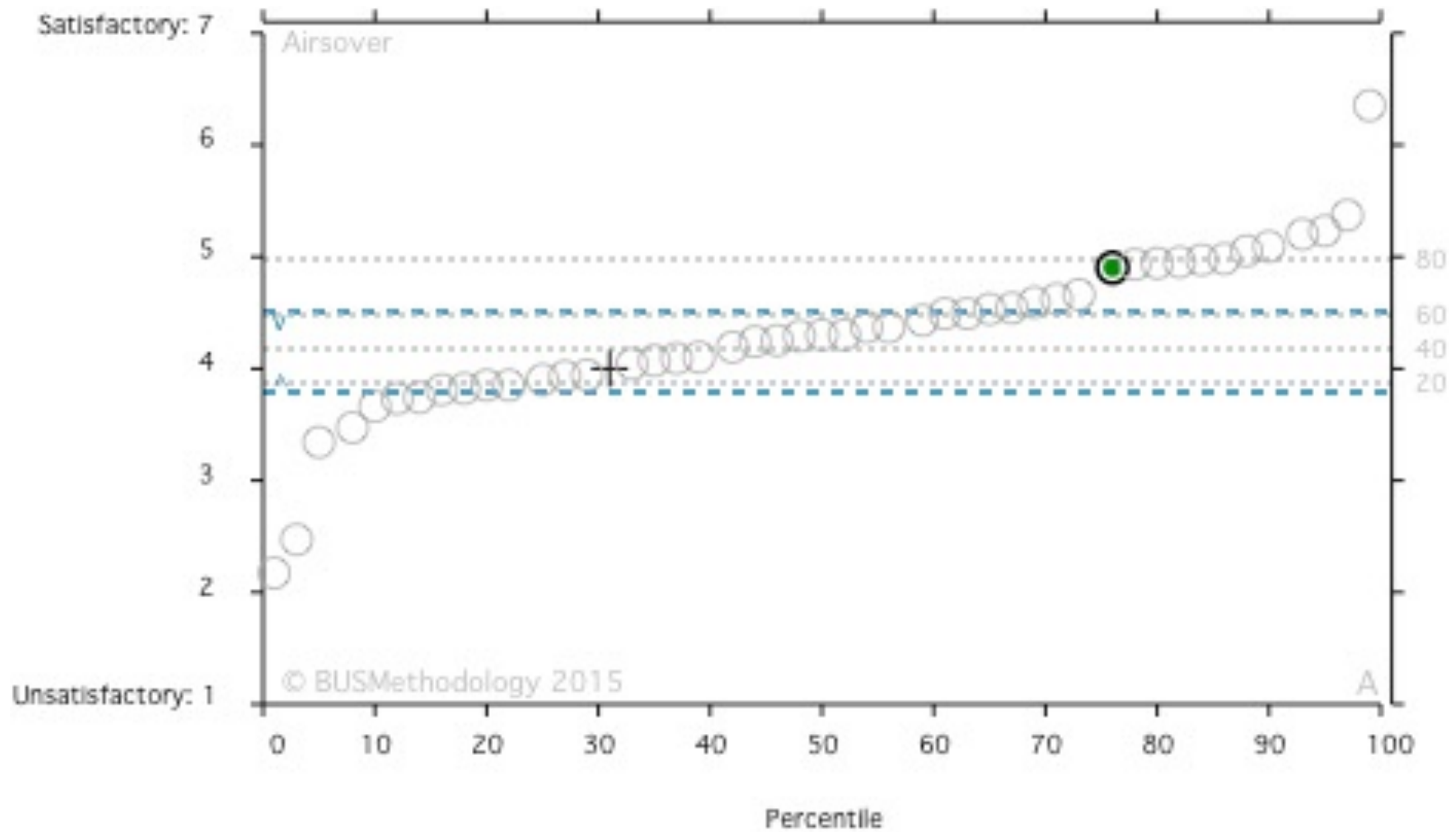




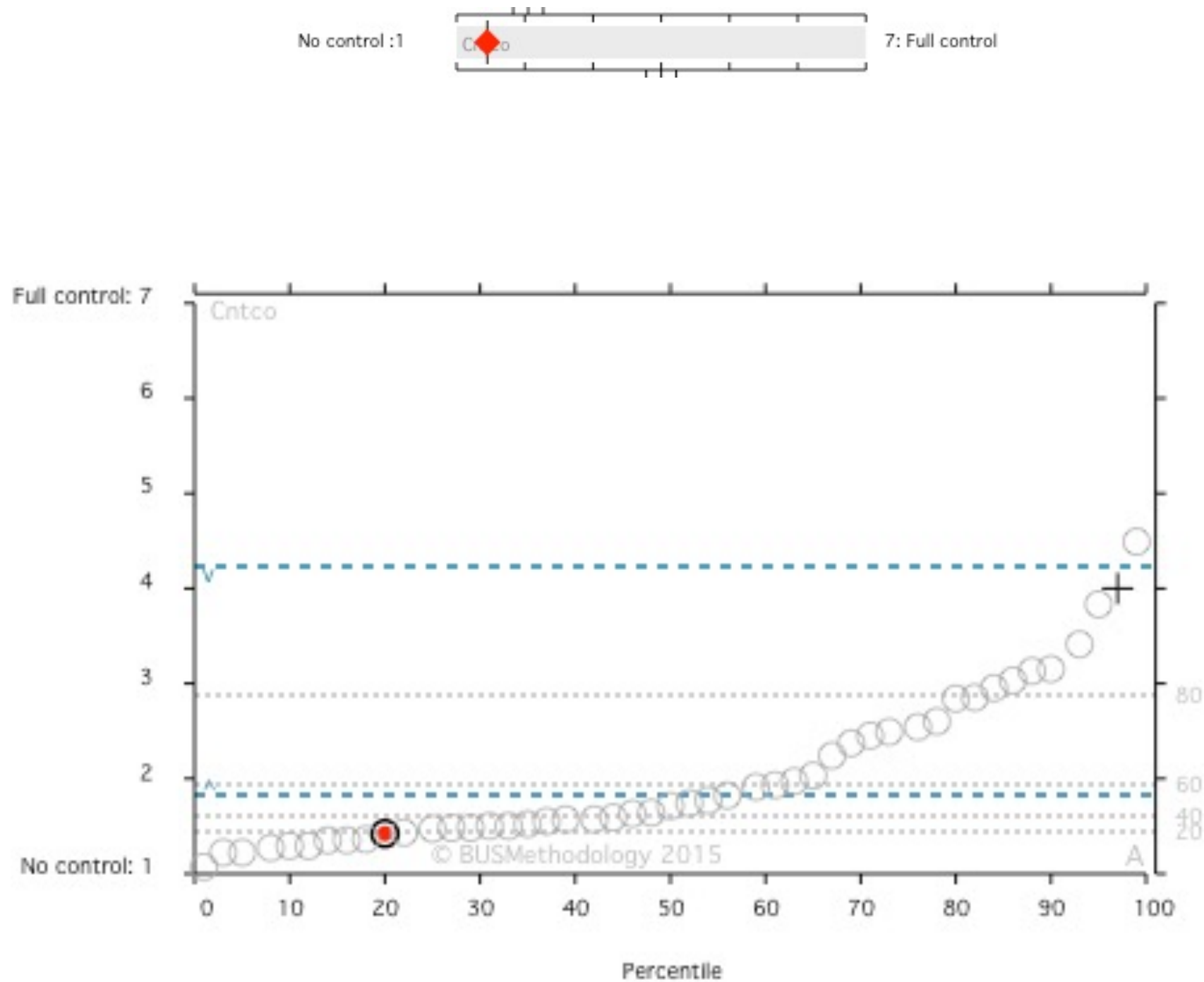


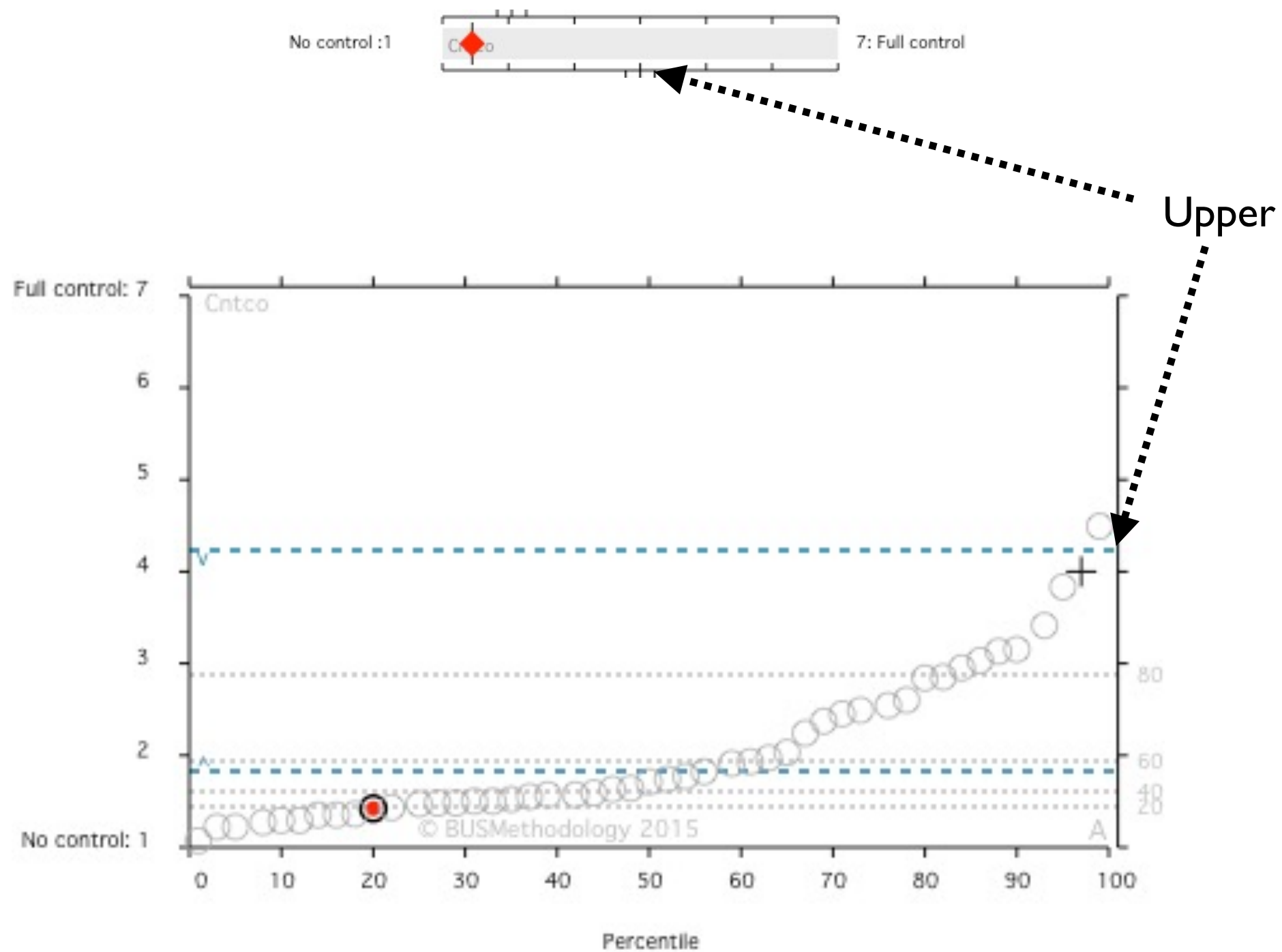






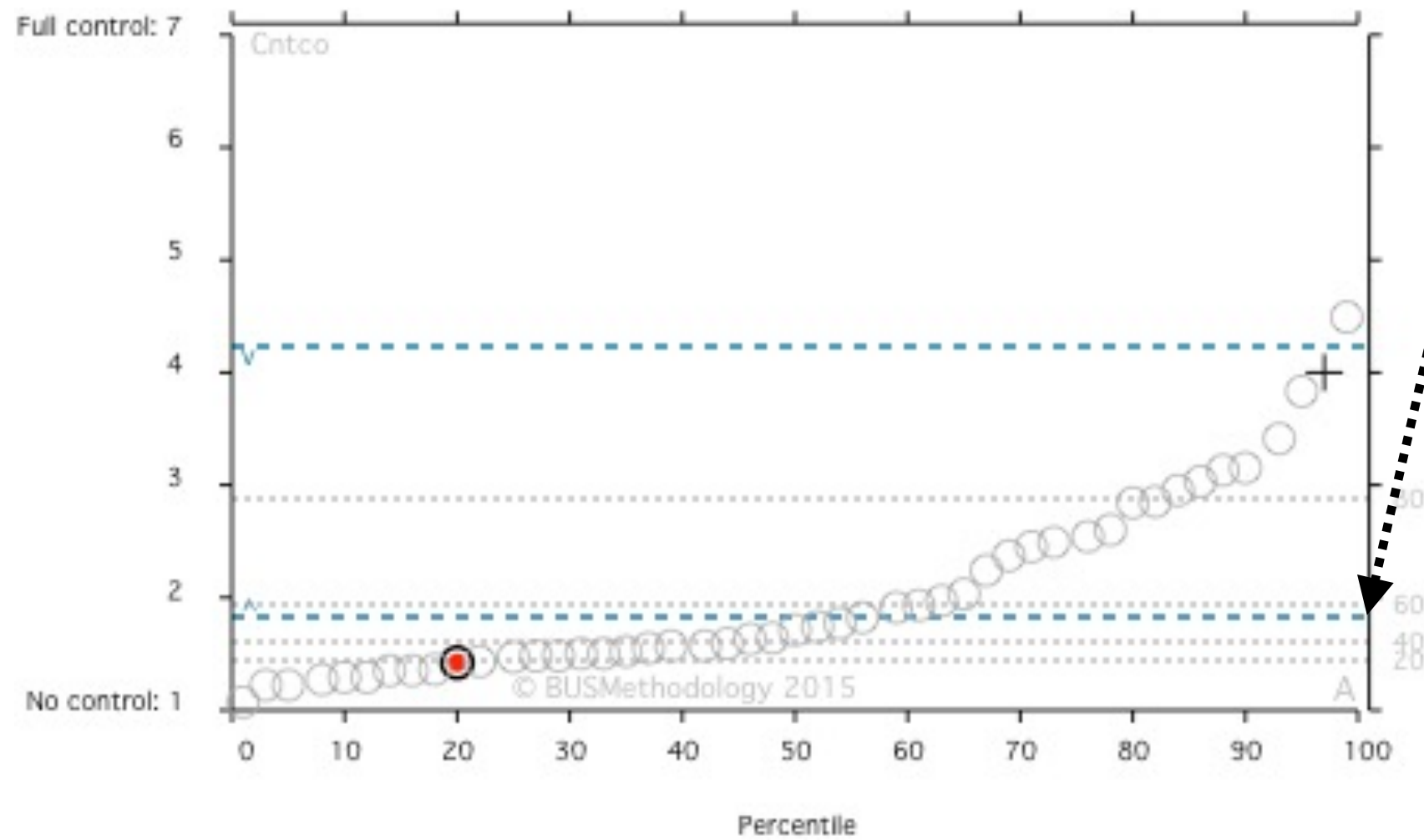
Perceived control over cooling

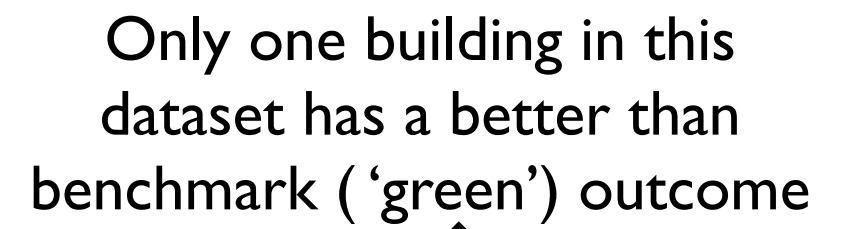




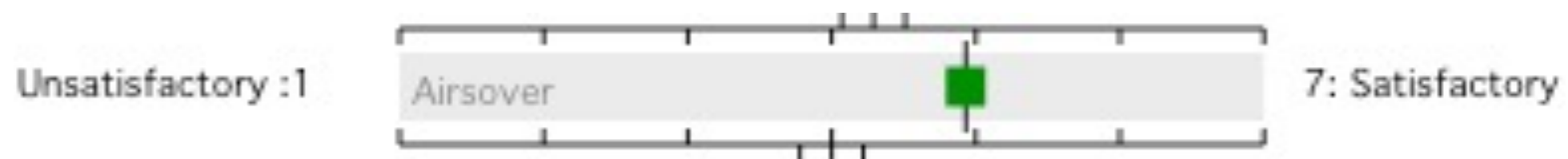


Lower

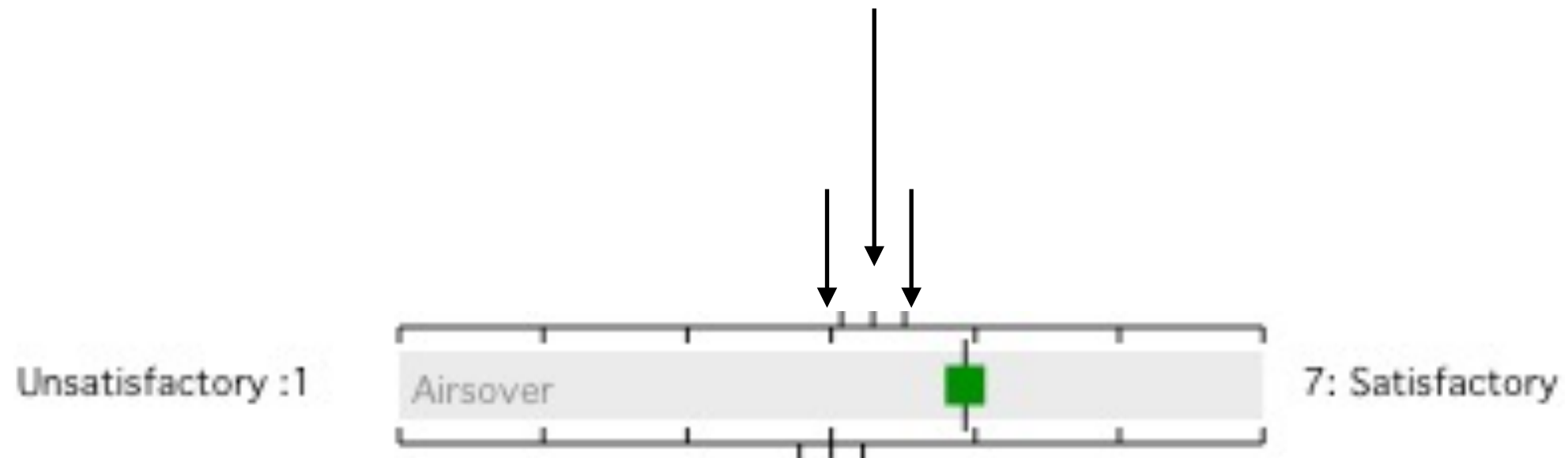


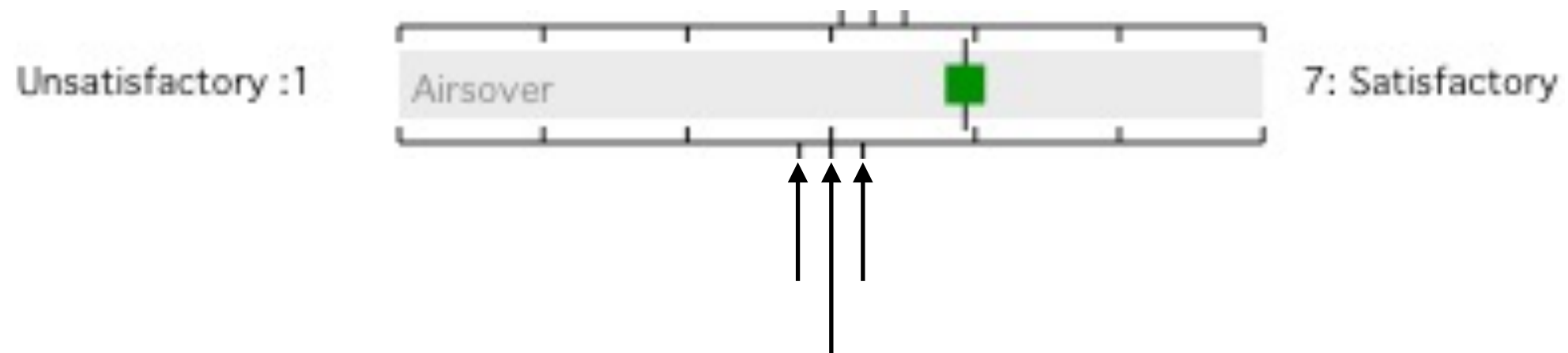




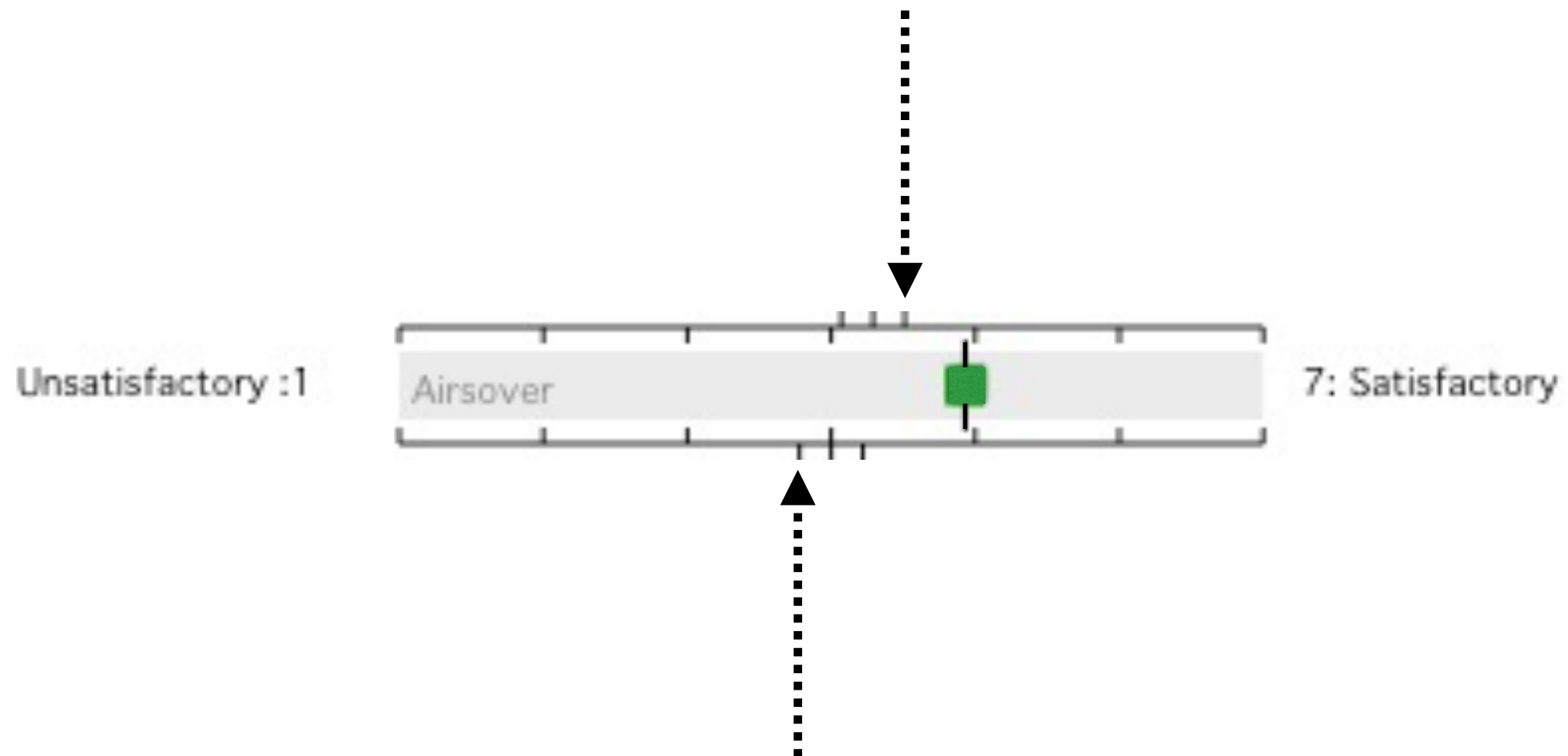


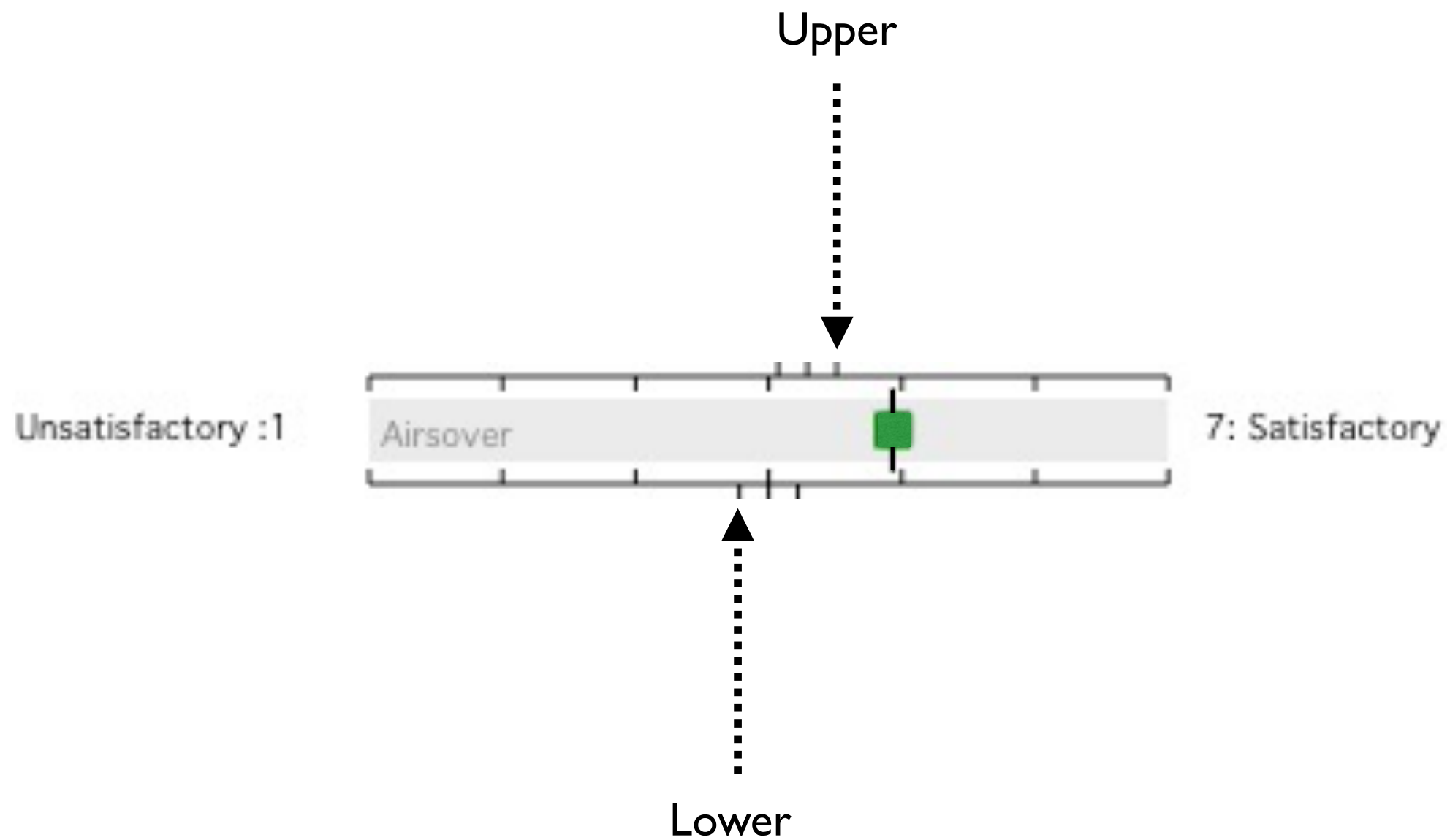
Benchmark with confidence interval

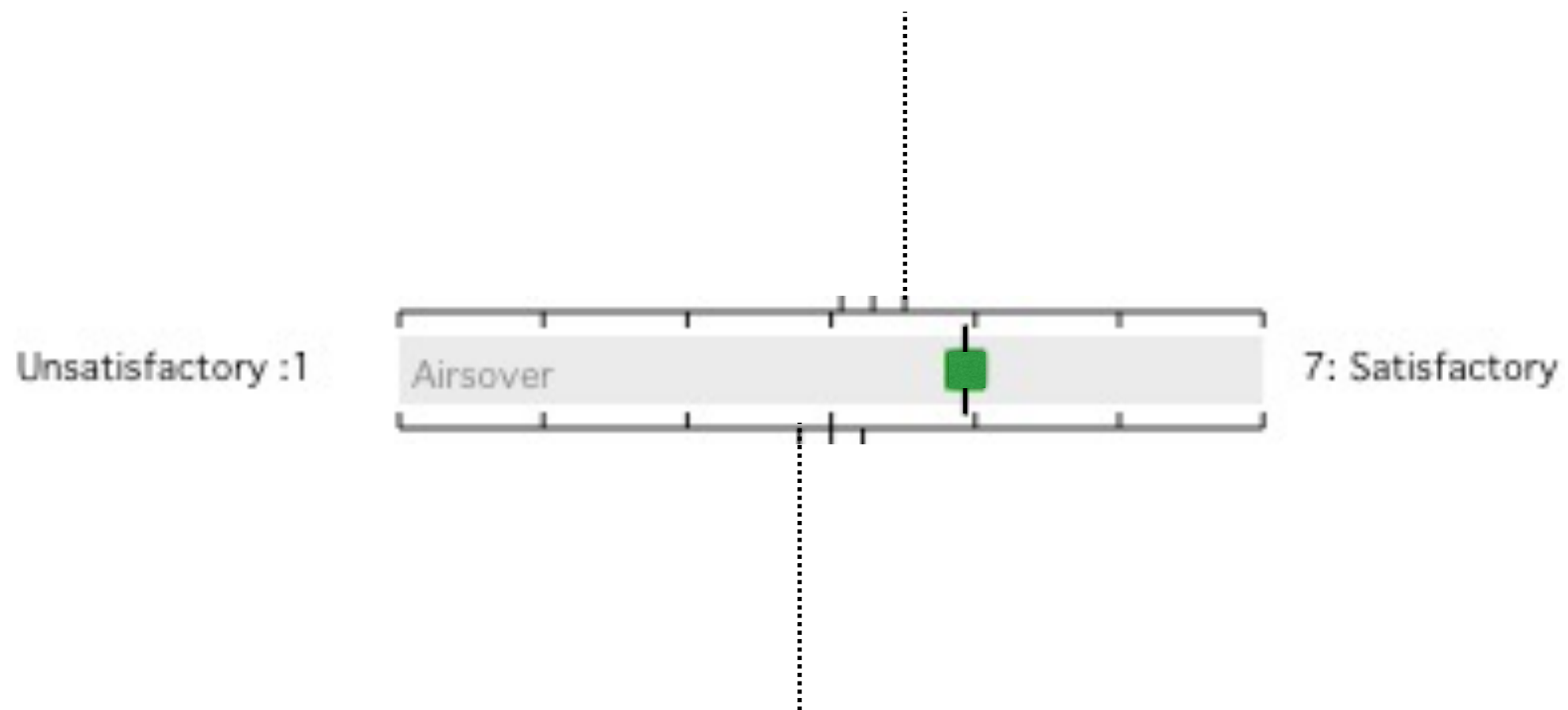


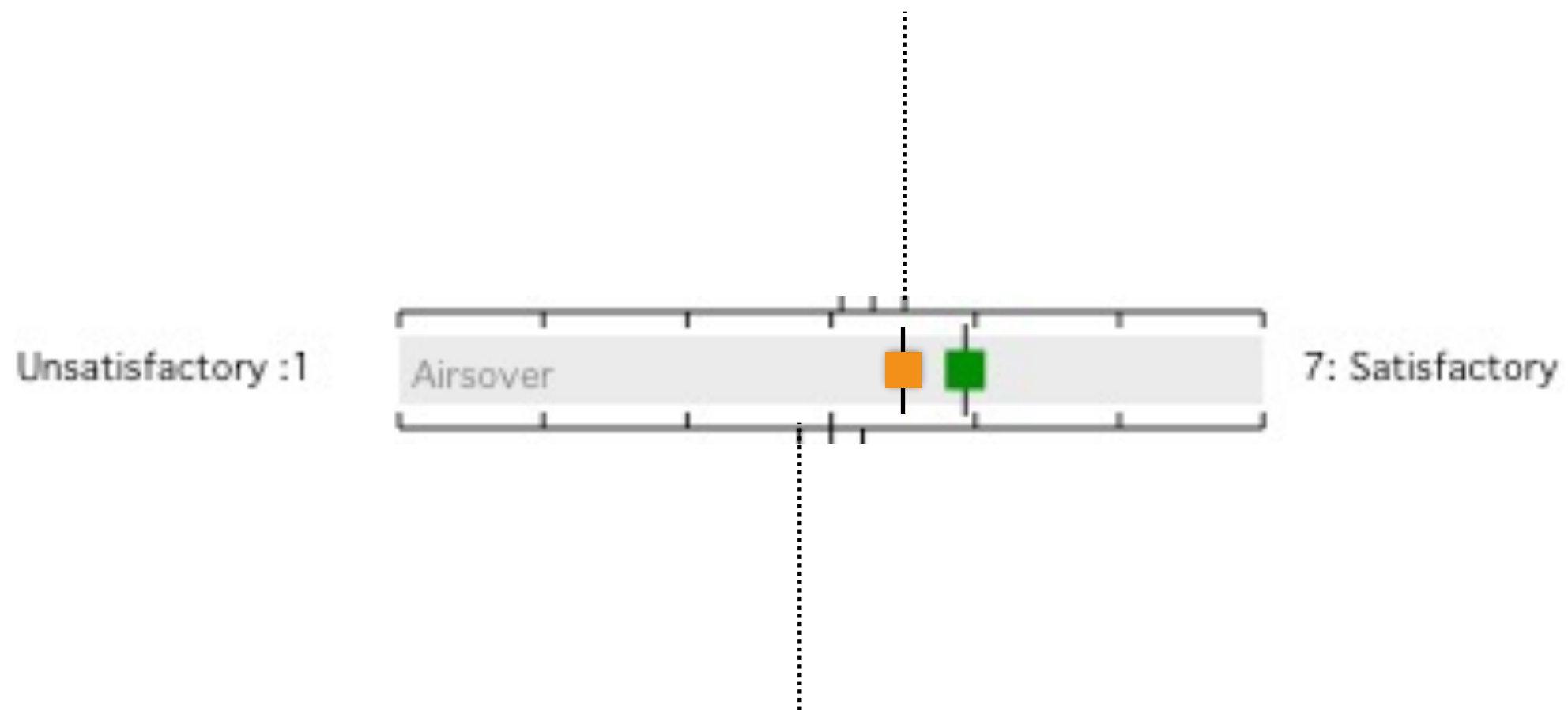


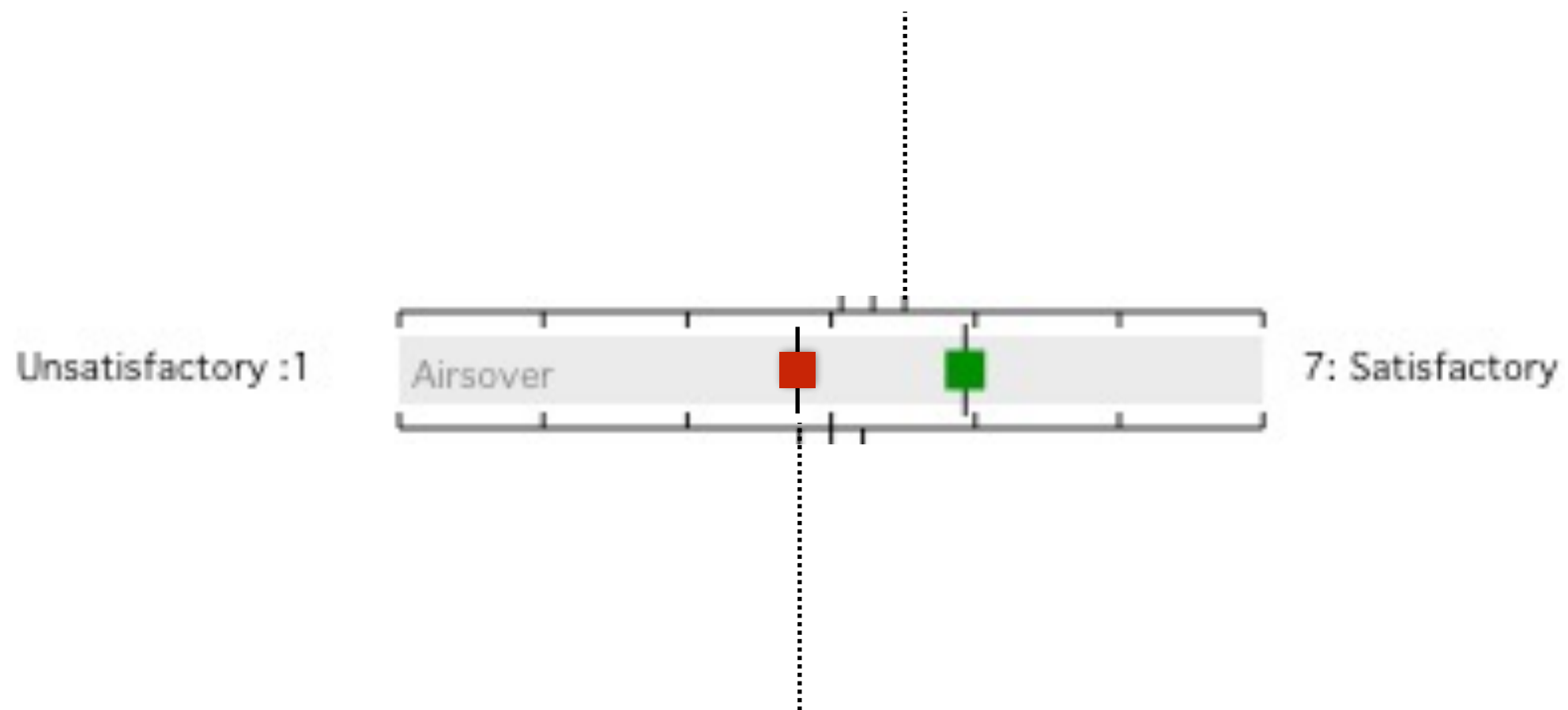
Scale midpoint with confidence interval

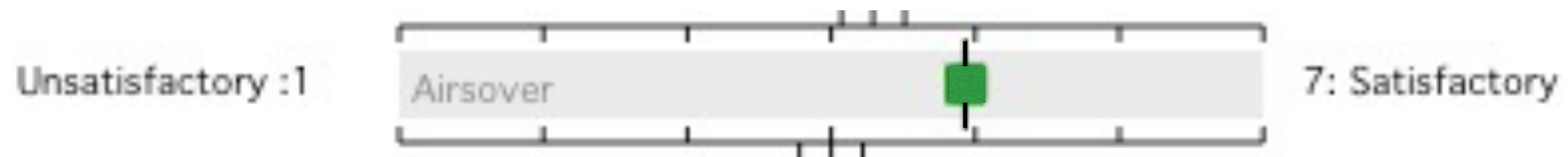


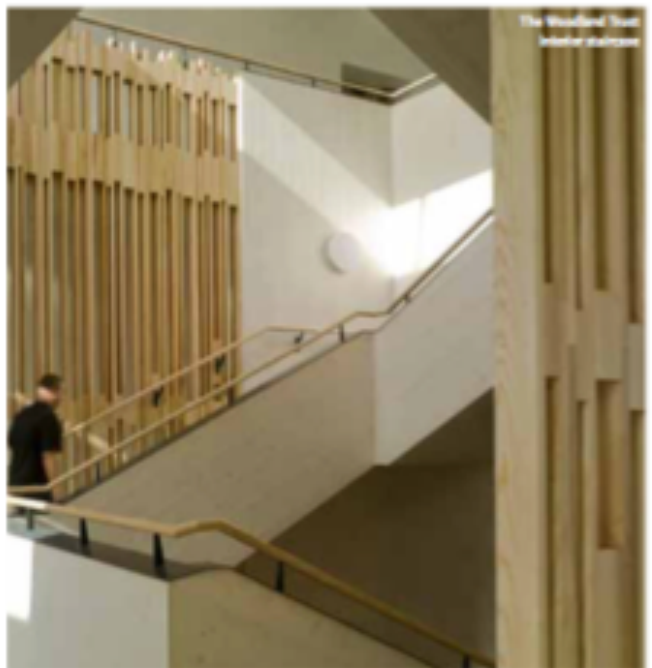












The Woodland Trust
headquarters



A LESSON FROM THE PAST

Experience gained from the post-occupancy evaluation of the National Trust's Heelis building have been fed into the design of The Woodland Trust's headquarters. The project team compares the in-use performance of both

By Bill Bordass, Pete Burgon,
Hester Brough, and Matt Vaudin

To maintain the 'golden thread' from design intent to reality when creating the 2,727m² head office for The Woodland Trust, Max Fordham – and architect Feilden Clegg Bradley Studios – used post-occupancy findings from the Heelis building, in Swindon. The outcomes have now been studied, thanks to funding from Innovate UK – formerly the Technology Strategy Board – and its Building Performance Evaluation programme.

In 2002-04, the environmental engineer and architect formed part of a research team investigating the potential for 'soft landings', and discovered the importance of maintaining

the 'golden thread' – starting with inception and briefing, then managing expectations throughout the procurement process, building on initial aftercare, post-occupancy evaluation, and closing the feedback loop.

Gathering data

At that time, Max Fordham and Feilden Clegg Bradley Studios were working together on Heelis, the National Trust's 7,805m² (gross) head office in Swindon. The project followed a strong sustainability agenda, though this was somewhat softened by the requirements of the developer, which procured the building after the scheme design had been agreed with the client.

As part of the reality checking advocated by soft landings, a matrix was developed by Feilden Clegg Bradley Studios and Max Fordham, to allow design ambitions for sustainability to be reviewed at project