



Project n°
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Acronym : **SARA**

Title : **Sustainable Architecture Applied to
 Replicable Public-Access Buildings**

Instrument : Integrated project

Thematic Priority : [6.1.3.2.1] [ECO-BUILDINGS]

D23: Intranet Questionnaire

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Organisation name of lead contractor for this deliverable:

Oxford Brookes University

Revision:

[V 1]

Project co-funded by the European Commission within the Sixth Framework Programme (2002-2006)		
Dissemination Level		
PU	Public	X
PP	Restricted to other programme participants (including the Commission Services)	
RE	Restricted to a group specified by the consortium (including the Commission Services)	
CO	Confidential, only for members of the consortium (including the Commission Services)	

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INTRODUCTION

The questionnaire for the survey of user satisfaction at the ASS Building, Southampton University, was developed according to previous research done by Oxford Brookes University (OBU) for the BRE and other European projects.

This questionnaire is divided in four main parts. The first one describes the scene at the office space. This information, together with the monitoring of the internal environment, will help the researcher to read the answers within a context.

The second part will show the user's perception about the amount of control he/she has over their own environment.

The third part is designed in order to help the user to describe his/her own environment. This section is also divided in four areas and will give the researcher an idea of the internal environment through the user's feelings about the temperature, the quality of the air, the quality of the natural and the artificial lighting and any acoustic problems.

The fourth part relates to productivity and, again, provides the user with choices that will give him/her the possibility to ponder about his/her own ability to work *vis a vis* their office environment.

All the environmental questions are in the form of semantic differentials, giving extremes of possible answers and asking users to give their reply as a tick in the appropriate box between those two extremes. There are seven possible boxes for each question. In addition users will be asked to give any comments they have on the subjects covered in the questionnaire.

The monitoring of the office space during the survey is extremely important; the researcher should read the finds from the questionnaire together with the data for: external and internal temperatures, air movement, use of artificial lights and all the controls for ventilation.

1 QUESTIONNAIRE

**Project SARA
European Commission – Framework VI**

**Oxford Brookes University
Survey at the ASSBuilding, December 2005
University of Southampton**

This survey concerns the environment in your office. As you might know Project SARA aims to construct sustainable, cost effective, highly energy efficient, public-access eco-buildings that are immediately replicable at large scale in many locations. The eco-buildings will be monitored and a survey of user satisfaction will be done to assess their performance. At present we are asking your help in monitoring the new addition to the ASSBuilding.

This questionnaire is concerned with the temperature, lighting, ventilation and overall comfort in your office. We would be grateful if you could answer all questions, but please do not feel that you need to take too much time to think about your answers. The questionnaire should take less than 10 minutes.

YOURS ANSWERS WILL BE TREATED IN THE STRICTEST CONFIDENCE, NO INDIVIDUAL RESULTS WILL BE AVAILABLE TO ANYONE AND NO ONE WILL BE REFERRED BY NAME IN THE REPORT.

YOU WILL BE GIVEN A NUMBER FOR PURPOSES OF DATA COLLECTING ONLY.

If you have any queries about this questionnaire, please e-mail Maria Rita (Maita) Kessler (mrbkessler@brookes.ac.uk) or call her on 07747 865 365.

THANK YOU FOR PARTICIPATING IN THIS SURVEY

**WINTER SURVEY
DESK NUMBER -**

(map of the floor)

1. Background:

- a) For how long have you been in this desk?
 b) Please tell us how many people share your office space:
 c) If you have just moved to this desk, could you tell us about your last office space?

d) How do you come to work: walking () bus () bicycle () car ()

e) Do you feel that you are: -by a window () -away from the window ()

f) Do you feel affected by the window? Yes () No ()

g) If "Yes" please say in what way:

NB – In the following questions please put a tick in the box, which best expresses, your judgement.

2. Control:

How much control do you feel that you have over the following aspects of your environment?

Temperature	None at all	1	2	3	4	5	6	7	A lot
Heating	None at all	1	2	3	4	5	6	7	A lot
Cooling	None at all	1	2	3	4	5	6	7	A lot
Ventilation	None at all	1	2	3	4	5	6	7	A lot
Natural light	None at all	1	2	3	4	5	6	7	A lot
Lighting	None at all	1	2	3	4	5	6	7	A lot
Noise	None at all	1	2	3	4	5	6	7	A lot

3. Your environment in the last month or two:

3.1 How frequently has the temperature been:

Too high	Never	1	2	3	4	5	6	7	Often
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Too low	Never	1	2	3	4	5	6	7	Often
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Changeable	Never	1	2	3	4	5	6	7	Often
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Cold in the morning	Never	1	2	3	4	5	6	7	Often
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3.2 How frequently have you found the air:

Draughty	Never	1	2	3	4	5	6	7	Often
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Stuffy	Never	1	2	3	4	5	6	7	Often
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Smelly	Never	1	2	3	4	5	6	7	Often
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Dusty	Never	1	2	3	4	5	6	7	Often
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3.3 About natural light - How often have you had problems from the following:

Too little daylight	Never	1	2	3	4	5	6	7	Often
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Too much daylight	Never	1	2	3	4	5	6	7	Often
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Reflections on screen	Never	1	2	3	4	5	6	7	Often
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Discomfort from the sun	Never	1	2	3	4	5	6	7	Often
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3.3 About artificial light - How often have you had problems from the following:

Too dark ambience	Never	1	2	3	4	5	6	7	Often
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Too dark to work	Never	1	2	3	4	5	6	7	Often
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Reflections on screen	Never	1	2	3	4	5	6	7	Often
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No control over the lighting	Never	1	2	3	4	5	6	7	Often
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3.4 How much of a nuisance is the noise from:

Outside	Never	1	2	3	4	5	6	7	Often
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Atria	Never	1	2	3	4	5	6	7	Often
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Other people	Never	1	2	3	4	5	6	7	Often
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Office equipment	Never	1	2	3	4	5	6	7	Often
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4. Your ability to work:

To what extent have the following affected your normal level of productivity in the last month or two:

Too hot in the morning	No effect	1	2	3	4	5	6	7	Badly affected
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Too hot in the afternoon	No effect	1	2	3	4	5	6	7	Badly affected
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Too cold in the morning	No effect	1	2	3	4	5	6	7	Badly affected
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Too cold in the afternoon	No effect	1	2	3	4	5	6	7	Badly affected
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Glare from window	No effect	1	2	3	4	5	6	7	Badly affected
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We are very interested to hear any comments that you may have concerning the issues raised in this questionnaire. Please use this space (and the back of the form if necessary) to make any comments you wish.

Thank you for your time.

2 IMPLEMENTING THE QUESTIONNAIRE

As part as the Sara project implementation, the questionnaire will be implemented in the Southampton building.

To this end, meetings were held with the building manager and the questionnaire was presented. The main agreement between SARA project and the University states that

1. The questionnaire will be implemented first in the adjacent/older part of the building during the next 12 months and then to do the same in the new part of the building.
2. The questionnaire will cover the winter and summer season
3. Permission will be granted to distribute the questionnaire and interview the personnel working in both buildings,

The aim is to implement the questionnaire in June 2006. At the present moment, the questionnaire is being review by the Ethic Committee of the Oxford Brookes University.