Norfolk State University
Building Scorecard - 11/22/2009

Center for the Built Environment
University of California, Berkeley

Satisfaction in Core Survey Categories

- General Satisfaction Building (96%)
- Thermal Comfort (58%)
- Acoustic Quality (69%)
- Office Layout (86%)
- Air Quality (73%)
- Office Furnishings (92%)
- Cleanliness and Maintenance (65%)
- Lighting (90%)
1.2 Category Mean vs. Benchmark
Performance of Norfolk State University in core survey categories

Acoustic Quality
95% Percentile

Air Quality
85% Percentile

Cleanliness and Maintenance
91% Percentile

Lighting
96% Percentile

1.27 Mean Response
69% Satisfied

1.38 Mean Response
73% Satisfied

2.08 Mean Response
95% Satisfied

2.17 Mean Response
90% Satisfied
Performance of Norfolk State University in core survey categories

**Office Furnishings**
- 95% Percentile
- 2.03 Mean Response
- 92% Satisfied

**Office Layout**
- 93% Percentile
- 1.93 Mean Response
- 85% Satisfied

**Thermal Comfort**
- 87% Percentile
- 0.73 Mean Response
- 58% Satisfied
Performance of Norfolk State University in additional survey categories

**General Satisfaction - Building**
- 97% Satisfied
- Percentile: 2.31
- Mean Response: 96%

**General Satisfaction - Workspace**
- 92% Satisfied
- Percentile: 1.96
- Mean Response: 92%
2.1 Acoustic Quality

How satisfied are you with the noise level in your workspace?

Overall, does the acoustic quality in your workspace enhance or interfere with your ability to get your job done?

How satisfied are you with the sound privacy in your workspace (ability to have conversations without your neighbors overhearing and vice versa)?

N=26

N=26

N=26
You have said you are dissatisfied with the acoustics in your workspace. Which of the following contribute to this problem? (check all that apply)
2.2 Air Quality

How satisfied are you with the air quality in your workspace (i.e. stuffy/stale air, cleanliness, odors)?

Overall, does the air quality in your workspace enhance or interfere with your ability to get your job done?

Air is stuffy/stale

Due to the limited number of responses to this question, its chart is not displayed

Air smells bad (odors)

Due to the limited number of responses to this question, its chart is not displayed

Air is not clean

Due to the limited number of responses to this question, its chart is not displayed
2.3 **Cleanliness and Maintenance**

How satisfied are you with general cleanliness of the overall building?

![Bar Chart](chart1.png)

How satisfied are you with cleaning service provided for your workspace?

![Bar Chart](chart2.png)

How satisfied are you with general maintenance of the building?

![Bar Chart](chart3.png)

Does the cleanliness and maintenance of this building enhance or interfere with your ability to get your job done?

![Bar Chart](chart4.png)
2.4 Lighting

How satisfied are you with the amount of light in your workspace?

How satisfied are you with the visual comfort of the lighting (e.g., glare, reflections, contrast)?

Overall, does the lighting quality enhance or interfere with your ability to get your job done?
Which of the following controls do you have over the lighting in your workspace? (check all that apply)

- Light switch: 9%
- Light dimmer: 4%
- Window blinds or shades: 5%
- Desk task light: 15%
- None of the above: 4%
- Other: 0%

You have said that you are dissatisfied with the lighting in your workspace. Which of the following contribute to your dissatisfaction? (check all that apply)

Due to the limited number of responses to this question, its chart is not displayed
2.5 **Office Furnishings**

How satisfied are you with the comfort of your office furnishings (chair, desk, computer, equipment, etc.)?

![Graph showing satisfaction levels with office furnishings comfort.](Image)

Mean 2.19

How satisfied are you with the ability to adjust your furniture to meet your needs?

![Graph showing satisfaction levels with ability to adjust furniture.](Image)

Mean 1.5

How satisfied are you with the colors and textures of flooring, furniture and surface finishes?

![Graph showing satisfaction levels with colors and textures.](Image)

Mean 2.38

Do your office furnishings enhance or interfere with your ability to get your job done?

![Graph showing satisfaction levels with ability to get job done.](Image)

Mean 2.04
2.6 **Office Layout**

How satisfied are you with the amount of space available for individual work and storage?

How satisfied are you with ease of interaction with co-workers?

How satisfied are you with the level of visual privacy?

Overall, does the office layout enhance or interfere with your ability to get your job done?
2.7 Thermal Comfort

How satisfied are you with the temperature in your workspace?

Overall, does your thermal comfort in your workspace enhance or interfere with your ability to get your job done?
Which of the following do you personally adjust or control in your workspace? (check all that apply)

- Window blinds or shades: 50%
- Operable window: 0%
- Thermostat: 0%
- Portable heater: 27%
- Permanent heater: 0%
- Room air-conditioning unit: 0%
- Portable fan: 15%
- Ceiling fan: 0%
- Adjustable air vent in wall or ceiling: 0%
- Adjustable floor air vent (not in use): 0%
- Door to interior space: 42%
- Door to exterior space: 12%
- None of the above: 15%
- Other: 4%

N=26

In cool/cold weather, the temperature in my workspace is: (check all that apply)

- Often too hot: 40%
- Often too cold: 80%

N=5

In warm/hot weather, the temperature in my workspace is: (check all that apply)

- Often too hot: 30%
- Often too cold: 40%

N=5

When is this most often a problem? (check all that apply)

- Morning (before 11am): 20%
- Midday (11am - 2pm): 20%
- Afternoon (3pm - 5pm): 20%
- Evening (after 5pm): 0%
- Weekends/holidays: 0%
- Monday mornings: 0%
- No particular time: 80%
- Other: 0%

N=5
How would you best describe the source of this discomfort? (check all that apply)

- Humidity too high (damp): 20%
- Humidity too low (dry): 20%
- Air movement too high: 20%
- Air movement too low: 20%
- Unreal sun: 20%
- Heat from surrounding surfaces (floor, ceiling, walls, or windows): 20%
- Heat from office equipment: 20%
- Drafts from windows: 20%
- Drafts from vents: 20%
- My area is hotter/colder than other areas: 60%
- Thermostat is too high/low: 60%
- Thermostat is adjusted by others: 60%
- Heating/cooling system does not respond quickly enough to the thermostat: 60%
- Clothing policy is not flexible: 60%
- Other: 0%

N=5
2.8 Building Features

Considering energy use, how efficiently is this building performing in your opinion?

- Low-flow bathroom sinks
  - Mean 0
  - N=23
  - Very Dissatisfied 30%, Neutral 26%, Very Satisfied 43%

- Recycling systems
  - Mean -0.15
  - N=13
  - Very Dissatisfied 31%, Neutral 38%, Very Satisfied 31%

- Access to public transportation
  - Mean 1.11
  - N=9
  - Very Dissatisfied 11%, Neutral 22%, Very Satisfied 67%
How well informed do you feel about using the above mentioned features in this building?

N=26
2.9 General Building Satisfaction

How satisfied are you with the building overall?

N=26
2.10 **General Comments**

All things considered, how satisfied are you with your personal workspace?

Please estimate how your productivity is increased or decreased by the environmental conditions in this building (e.g. thermal, lighting, acoustics, cleanliness):

N=26
2.11 **Personal Workspace Description**

Which of the following best describes your personal workspace?

- Enclosed office, private: 85%
- Enclosed office, shared with other people: 0%
- Cubicles with high partitions (about five or more feet high): 0%
- Cubicles with low partitions (below five feet high): 0%
- Workspaces in open office with no partitions: 15%
- Other: 0%

N=27
### 2.12 Personal Workspace Location

#### On which floor is your workspace located?

- 1st floor: 11%
- 2nd floor: 4%
- 3rd floor: 39%
- 4th floor: 43%

N=28

#### To which direction do the windows closest to your workspace face?

- North: 11%
- East: 25%
- South: 29%
- West: 0%
- No windows: 18%
- Don’t know: 7%

N=28

#### In which area of the building is your workspace located?

- North, facing Campus Ave: 24%
- East, facing Bowdoin Hall: 23%
- South, overlooking the parking lot: 29%
- West, facing Park Ave: 7%
- Core: 7%
- Don’t know: 4%

N=28

#### Are you near an exterior wall (within 15 feet)?

- No: 15%
- Yes: 85%

N=27
2.13 Please rate this survey

How would you rate the length of the survey?

How would you rate the survey questions’ effectiveness in assessing your satisfaction with your workspace?

N=26
3.1 Background

How many years have you worked in this building?

- Less than 1 year: 22%
- 1-2 years: 35%
- 3-6 years: 10%
- More than 6 years: 3%

N=31

How long have you been working at your present workspace?

- Less than 3 months: 4%
- 3-6 months: 4%
- 7-12 months: 7%
- More than 1 year: 85%

N=27

In a typical week, how many hours do you spend in your workspace?

- 10 or less: 4%
- 11-30: 20%
- More than 30: 70%

N=27

How would you describe the work you do?

- Other: 0%

N=15

What is your age?

- 30 or under: 12%
- 31-50: 38%
- Over 50: 50%

N=26

What is your gender?

- Female: 73%
- Male: 27%

N=26