
Center for the Built Environment
University of California, Berkeley

Satisfaction in Core Survey Categories

- General Satisfaction Building (93%)
- Thermal Comfort (72%)
- Acoustic Quality (53%)
- Air Quality (87%)
- Office Layout (75%)
- Office Furnishings (89%)
- Cleanliness and Maintenance (80%)
- Lighting (90%)
1.1 **How to Use This Report**

This report contains a lot of detail about this building. You can use this report in different ways depending on the level of detail you need. The first section, the executive summary, is a high-level overview of the building’s performance. It contains basic metrics by category. Read this section if you need a general understanding of the building’s performance or its relationship to other buildings. This section answers ‘how.’ How is the building performing from the occupants’ perspective.

Section two contains information at the question level. Here you can get specific information about the drivers behind the building’s score in a particular category. You can also find information about occupant responses to a particular question. This section answers ‘what.’ What is contributing to this level of perceived performance?

Section three contains information from and about the occupants. This is where you look for demographic information and information about how occupants use the building. You can also find comments from occupants in this section. This section answers ‘who.’ Who is using the building?

One of the most powerful uses of this report is diagnostic. The survey report gives you information about what’s going right (or not so right) in your building. With this information you can make informed decisions about how to improve your buildings performance.
1.2 Building Scorecard
Performance of UCSF M6415 654 Minnesota CPFM TI in core survey categories

**Acoustic Quality**
- 72% Percentile
- 0.43 Mean Response
- 53% Satisfied

**Air Quality**
- 93% Percentile
- 1.78 Mean Response
- 87% Satisfied

**Cleanliness and Maintenance**
- 68% Percentile
- 1.56 Mean Response
- 80% Satisfied

**Lighting**
- 79% Percentile
- 1.59 Mean Response
- 80% Satisfied
Performance of UCSF M6415 654 Minnesota CPFM TI in core survey categories

**Office Furnishings**
- 93% Percentile
- 1.97 Mean Response
- 89% Satisfied

**Office Layout**
- 75% Percentile
- 1.44 Mean Response
- 75% Satisfied

**Thermal Comfort**
- 95% Percentile
- 1.17 Mean Response
- 72% Satisfied
Performance of UCSF M6415 654 Minnesota CPFM TI in additional survey categories

General Satisfaction - Building
93%
Percentile

2.11
Mean Response
93%
Satisfied

General Satisfaction - Workspace
91%
Percentile

1.94
Mean Response
89%
Satisfied
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)?
You have said you are dissatisfied with the acoustics in your workspace. Which of the following contribute to this problem? (check all that apply)

- People talking on the phone: 66%
- People talking in neighboring areas: 60%
- People overhearing my private conversations: 75%
- Office equipment noise: 10%
- Office lighting noise: 0%
- Telephones ringing: 41%
- Mechanical heating, cooling and ventilation systems noise: 3%
- Excessive echoing of voices or other sounds: 34%
- Outdoor traffic noise: 12%
- Other outdoor noise: 9%
- Other: 12%

N=32
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)

Air is not clean

Due to the limited number of responses to this question, its chart is not displayed
If there is an odor problem, which of the following contribute to this problem? (check all that apply)

- Tobacco smoke: 14%
- Perfume: 28%
- Cleaning products: 14%
- Other people: 14%

N=7
2.3 **Cleanliness and Maintenance**

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

How satisfied are you with general maintenance of the building?  

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

Does the cleanliness and maintenance of this building enhance or interfere with your ability to get your job done?
You have told us that you are dissatisfied with the cleaning service provided for your workspace. How often do you have significant problems?

Which of the following contribute to this dissatisfaction? (check all that apply)

- Surface dust on work surfaces close to you: 42%
- Surface dust on other surfaces you might touch: 33%
- Surface dust on surfaces difficult to reach: 25%
- Spills and debris: 17%
- Dirty floors: 8%
- Trash cans are not emptied overnight: 75%
- Trash cans get too full during the day: 8%
- Trash cans are a significant source of odor: 17%
- Other: 17%

N=11, N=12
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: 58%
- Light dimmer: 22%
- Window blinds or shades: 37%
- Desk task light: 68%
- None of the above: 7%
- Other: 0%

N=81

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)

- Too dark: 27%
- Too bright: 27%
- Not enough daylight: 27%
- Too much daylight: 18%
- Not enough electric lighting: 36%
- Too much electric lighting: 9%
- Electric lighting is an undesirable color: 9%
- Not task lighting: 27%
- Reflections in the computer screen: 18%
- Shadows on the workspace: 9%
- Other: 0%

N=11
2.5 Office Furnishings

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

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

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

N=82

N=81
2.6 **Office Layout**

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

How satisfied are you with the level of visual privacy?

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

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

N=82

N=82

N=82

N=82
You have said that you are dissatisfied with the amount of space available for individual work and storage. Which of the following contribute to your dissatisfaction? (check all that apply)

- Amount of work surface area: 62%
- Total area of work station: 25%
- Available filing and storage space: 38%
- Available space for personal items: 38%
- Space for meeting with other people: 12%
- Other: 0%

N=8

You have said that you are dissatisfied with the level of visual privacy. Which of the following contribute to your dissatisfaction? (check all that apply)

- High density-too little space separating people: 14%
- Partitions or walls are too low or transparent: 33%
- People can easily see in through interior windows: 5%
- Too many people walking in my work area: 36%
- Other: 8%

N=22

Due to the limited number of responses to this question, its chart is not displayed.
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: 35%
- Operable window: 23%
- Thermostat: 11%
- Portable heater: 4%
- Permanent heater: 0%
- Room air conditioning unit: 4%
- Portable fan: 12%
- Ceiling fan: 0%
- Adjustable air vent in wall or ceiling: 6%
- Adjustable floor air vent: 6%
- Door to interior space: 15%
- Door to exterior space: 4%
- None of the above: 2%
- Other: 35%

N=82

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

- Morning (before 11am): 27%
- Midday (11am - 2pm): 40%
- Afternoon (3pm - 6pm): 53%
- Evening (after 6pm): 7%
- Weekends/holidays: 0%
- Monday mornings: 7%
- No particular time: 27%
- Other: 7%

N=15

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

- Often too hot: 20%
- Often too cold: 67%

N=15

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

- Often too hot: 27%
- Often too cold: 67%

N=15
How would you best describe the source of this discomfort? (check all that apply)

- Humidity too high (damp) — 6%
- Humidity too low (dry) — 6%
- Air movement too high — 20%
- Air movement too low — 20%
- Incoming sun — 7%
- Hot/cool surrounding surfaces (floor, ceiling, walls or windows) — 13%
- Heat from office equipment — 6%
- Drafts from windows — 7%
- Drafts from vents — 27%
- My area is hotter/colder than other areas — 27%
- Thermostat is incorrect or broken — 20%
- Thermostat is adjusted by other people — 20%
- Heating/cooling system does not respond quickly enough to the thermostat — 7%
- Cleaning policy is not flexible — 6%

N=15
2.8 Building Features

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

Automatic daylight controls

How well informed do you feel about using the above mentioned features in this building?
2.9 Conference and Training Rooms

How satisfied are you with the availability of conference rooms when you need them?

How satisfied are you with the functionality of the conference and/or training rooms in the building?

N=81
2.11 **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):

How satisfied are you with the building overall?

N=81
Which of the following best describes your personal workspace?

- Enclosed office, private: 20%
- Enclosed office, shared with other people: 2%
- Cubicles with high partitions (about five or more feet high): 8%
- Cubicles with low partitions (lower than five feet high): 54%
- Workspace in open office with no partitions (just desks): 13%
- Other: 1%

N=82
2.13 **Personal Workspace Location**

On which floor is your workspace located?

- 1st floor: 22%
- 2nd floor: 77%

N=83

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

- North: 20%
- East: 12%
- South: 34%
- West: 16%
- No windows: 5%
- Don’t know: 5%

N=83

In which area of the building is your workspace located?

- North facing the parking lot: 18%
- East facing Minnesota Street: 12%
- South facing the park: 34%
- West facing the freeway: 14%
- Core: 19%
- Don’t know: 5%

N=83

Are you near a window (within 15 feet)?

- No: 42%
- Yes: 58%

N=82

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

- No: 42%
- Yes: 58%
3.1 Background

Which organization do you work for?

<table>
<thead>
<tr>
<th>Organization</th>
<th>% Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>ISU</td>
<td>22%</td>
</tr>
<tr>
<td>CPFM</td>
<td>71%</td>
</tr>
</tbody>
</table>

N=83

How long have you been working at your present workspace?

<table>
<thead>
<tr>
<th>Time Period</th>
<th>% Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 3 months</td>
<td>4%</td>
</tr>
<tr>
<td>4-6 months</td>
<td>21%</td>
</tr>
<tr>
<td>7-12 months</td>
<td>67%</td>
</tr>
<tr>
<td>More than 1 year</td>
<td>9%</td>
</tr>
</tbody>
</table>

N=82

How long have you worked in this building?

<table>
<thead>
<tr>
<th>Time Period</th>
<th>% Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-6 months</td>
<td>16%</td>
</tr>
<tr>
<td>More than 6 months</td>
<td>84%</td>
</tr>
</tbody>
</table>

N=82

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

<table>
<thead>
<tr>
<th>Hours</th>
<th>% Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 or less</td>
<td>10%</td>
</tr>
<tr>
<td>11-30</td>
<td>21%</td>
</tr>
<tr>
<td>More than 30</td>
<td>70%</td>
</tr>
</tbody>
</table>

N=82

What is your gender?

<table>
<thead>
<tr>
<th>Gender</th>
<th>% Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>57%</td>
</tr>
<tr>
<td>Male</td>
<td>43%</td>
</tr>
</tbody>
</table>

N=82

How would you describe the work you do?

<table>
<thead>
<tr>
<th>Category</th>
<th>% Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative support</td>
<td>22%</td>
</tr>
<tr>
<td>Technical</td>
<td>16%</td>
</tr>
<tr>
<td>Professional</td>
<td>33%</td>
</tr>
<tr>
<td>Manager/supervisor</td>
<td>27%</td>
</tr>
<tr>
<td>Other</td>
<td>2%</td>
</tr>
</tbody>
</table>

N=82

What is your age?

<table>
<thead>
<tr>
<th>Age Group</th>
<th>% Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>20 or under</td>
<td>6%</td>
</tr>
<tr>
<td>31-50</td>
<td>57%</td>
</tr>
<tr>
<td>Over 50</td>
<td>37%</td>
</tr>
</tbody>
</table>

N=82