



2007-2008 K-12 RESEARCH STUDY INFORMATION FOR PARTICIPATING SCHOOL CONTACTS

For more information or questions, please contact:

Lindsay Baker, Graduate Student Researcher

Center for the Built Environment

510-643-4984

Lindsay_baker@berkeley.edu

RUNNING THE SURVEY

A well-designed commercial building should provide a healthy, productive environment for its occupants and consume as few resources as possible. Occupants remain a largely untapped source of information for facility managers interested in improving the performance of their buildings. An appropriate web-based occupant survey offers opportunities to broadly include occupants in a building performance feedback loop.

CBE has developed a survey that can measure occupant satisfaction with indoor environments in a standardized manner while minimizing research costs and inconvenience to the survey participants. It has been applied in a variety of research scenarios including evaluating the effectiveness of a design intervention, informing the development of design guidelines for a new building, and benchmarking facility performance. The survey has been extensively tested and refined by the Survey Research Center at the University of California, Berkeley.

2. Set-Up Process

The survey set-up process begins with the “building contact” completing the sign-up form, which can be found at:

http://www.cbesurvey.org/survey/schools_signup

Once the form has been submitted, we will be in touch with you to set up your survey. At this time, you will also be asked to fill out an online **building characteristics form** (see Detailed Roles & Responsibilities below) for each building that you plan to survey.

3. Implementation Process

The survey implementation begins with an email informing building occupants of the survey web site address, start date and end date. After linking to the survey, occupants see a welcome screen informing them of the purpose of the survey, the amount of time it should take to complete the survey, and their rights as a research participant.

CENTER FOR THE BUILT ENVIRONMENT
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Welcome!

The Center for the Built Environment at the University of California at Berkeley and [redacted] invite you to participate in a project on workplace quality. The survey is designed to investigate how well your building and workplace environment are meeting your needs.

The information gained from this study will help us provide better buildings and workplaces for workers across the country. We greatly appreciate your time in helping us!

Check this box if you are using a screen reader for the visually impaired.

START THE SURVEY

System Requirements. You will need to use a version 4.0 or later edition of Netscape Navigator or Microsoft Internet Explorer. If you have an older version, click to download the current version of [Navigator](#) or [Internet Explorer](#).

Questions/Feedback. If you have questions about the study, or for help using the survey or this website, please [email](#) the Center for the Built Environment at the University of California, Berkeley. A research specialist will respond to your question promptly.

Your Rights. If you have questions about your rights as a participant in this research project, please [email](#) the University of California at Berkeley's Committee for Protection of Human Subjects (CPHS). Please do not contact CPHS regarding technical support issues.

Survey Details

Time. The survey usually takes 10-12 minutes to complete.

Confidentiality. Your answers are confidential. Survey responses will not be linked to an individual's identity.

Voluntary Participation. Your participation in this study is completely voluntary.


You are free to skip any questions that you don't want to answer and to end your participation in this survey at any time.

Your decision to fill out the survey or not will have no effect on your job or any benefits you receive now or in the future.


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Participation in the survey is voluntary and anonymous. Occupants are asked to evaluate their satisfaction with different aspects of their work environment. Satisfaction is rated on a 7-point scale ranging from "very satisfied" to "very dissatisfied". In most cases, respondents who indicate dissatisfaction (the lowest three points on the scale) with a particular aspect of their work environment are branched to a follow-up screen probing them for more information about the nature of their dissatisfaction. Respondents who indicate neutrality or satisfaction (the upper four points on the scale) move directly to the next survey topic. When applicable, respondents are also asked to assess the impact of the building or workplace on their effectiveness in getting their job done.

How satisfied are you with the temperature in your workspace?

Very Satisfied  Very Dissatisfied

Overall, does your thermal comfort in your workspace enhance or interfere with your ability to get your job done?

Enhances  Interferes

Examples of 7-point scale questions

Acoustic Quality (continued)

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
- People talking in neighboring areas
- People overhearing my private conversations
- Office equipment noise
- Office lighting noise
- Telephones ringing
- Mechanical (heating, cooling and ventilation systems) noise
- Excessive echoing of voices or other sounds
- Outdoor traffic noise
- Other outdoor noise
- Other:

Please describe any other issues related to acoustics that are important to you.

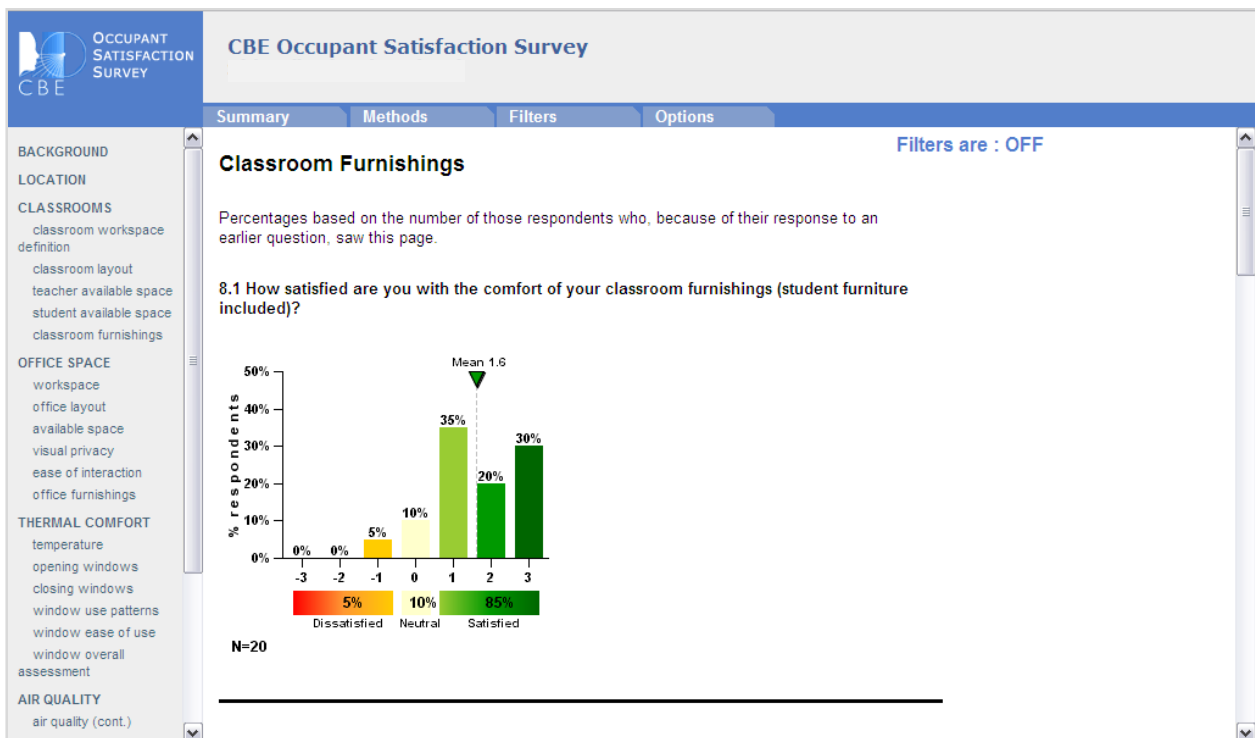
Example of a follow-up page

A complete demo version of the CBE Schools Survey can be found at:
http://www.cbesurvey.org/survey/demo_schools

4. Survey Report

Occupant responses are collected via the Internet and recorded to a secure SQL server database maintained by CBE (SQL server database resides on a server hosted by a third party provider). A survey typically stays open for approximately 2 weeks. The rate of participation is monitored; if it is going slowly, reminder emails may be sent. After the survey is closed, the data is cleaned. Responses of participants who answer less than a minimum number of questions are removed from the final data set. Typically, the minimum number is 15 questions; however, this number may increase or decrease depending upon the content of the survey. Of the buildings surveyed to date, the majority of response rates have been between 45%-65%.

Data is reported using a web-based reporting tool. Satisfaction ratings are tabulated for each point on the scale, and are also summarized into three bins: satisfied (top three points), neutral (middle point) and dissatisfied (bottom 3 points). This summary is particularly useful to managers that need to see a top-level overview of occupant feedback. Comments are also listed in totality for each question. To protect the confidentiality of participants, the online report contains only aggregated, anonymous results.



A full sample report can be found at:

<http://www.cbesurvey.org>

Click on "Demo the Building Scorecard" on the right sidebar

DETAILED ROLES & RESPONSIBILITIES

Providing building characteristics data. After the Sponsor has filled out the initial sign-up form, CBE will be in touch and will provide a username and password for the Sponsor. Then, the sponsor will fill out the building characteristics form (logging in with the provided username and password), before any surveys can begin. CBE will keep the information about each building confidential. The building characteristics form can be found at:

<http://www.cbesurvey.org/bldgchar>

Survey Activation. Upon notification that the **building characteristics form** has been completed, CBE will establish a web link for the survey, confirm proper survey functionality, and notify Sponsor of the survey web address. Sponsor will then schedule the survey posting and end dates.

Survey Announcement. CBE will provide a sample survey announcement to be sent out to occupants. Sponsor is responsible for sending out the announcement, and notifying CBE that it has been sent.

Maximizing Response Rate. Sponsor will be responsible for developing and coordinating any efforts (including incentives – see below) to encourage survey awareness and participation. CBE may help with this, as needed. Sponsor will be responsible for drafting and distributing participation reminder messages, and determining if a survey schedule needs to be extended to encourage additional participation.

To achieve a high response rate, Sponsor should establish a goal to achieve a minimum 50% response rate for each building surveyed. CBE will be available to consult on maximizing response rates, based upon our experience in implementing the CBE survey.

Sponsors can check the response rate(s) of open surveys here:

<http://www.cbesurvey.org/rr/Login.asp>

Participation Incentives (optional). If Sponsor chooses to employ a prize incentive to encourage survey participation, CBE will collect contest entries via the survey website. After the survey is closed, CBE will use a computer program to randomly select the contest winner(s) and will provide Sponsor with the winner's name and contact information. Sponsor will obtain approval from their client(s) and/or tenant organization(s) when using an incentive. Sponsor is responsible to supply and administer prizes to drawing winners.

Survey Results. All results will be available via the CBE online reporting tool. CBE will provide Sponsor with an ID and password to access results. Final results for each building will be available within 20 working days of the building's survey close date, provided that Sponsor has completed the building characteristics form.

ACCESS AND USE OF THE DATA

Data maintenance. CBE will be responsible for the long-term maintenance and administration of the survey database. This ensures consistency of data across organizations and allows for robust benchmarking analysis. Sponsor will have access to their own data via the CBE website.

Ongoing CBE research. The occupant responses from the Sponsor's survey will also be used to further populate CBE's post-occupancy survey database. This database advances CBE's research by facilitating analysis of a large set of building occupant survey results. The list of building characteristics will be provided by the Sponsor and will be stored confidentially in CBE's database. Information about each building will be used to construct sets of buildings for comparison, and the results of such comparisons will be presented in aggregate – building characteristics in specific buildings will not be made publicly available.

Confidentiality. Tiered security access allows Sponsor to review its own results in full, while keeping detailed comments and building identifier data confidential. Individual occupants or buildings are protected from identification because CBE publishes findings in aggregate or without identifying information. Any disclosure or publication of Sponsor's data by CBE shall be kept anonymous and shall not be attributed or associated with Sponsor's name or location without Sponsor's written consent.