

# Cromwell Hall



## Post Occupancy Evaluation

May 2014

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## Introduction

A Post Occupancy Evaluation (POE) provides an opportunity for building occupants to provide feedback, which can be used to assess the strengths and weaknesses of the facility. This information can be used to make improvements in the building being evaluated, as well to inform future decision making.

Cromwell Hall is a six-story residence hall built in 1960s that houses approximately 290 students. The façade was renovated in 1987. This project included replacing the aging plumbing infrastructure; replacing all bathroom fixtures, painting; new flooring; new lighting in dorm rooms; new furniture; new roof; new lobby desk; replacing the HVAC system serving the building lounge; a new accessible unisex bathroom in the first floor lobby; upgrades to the building lounge, including a kitchen, stage, and new finishes; upgrades to floor lounges; and upgrades to laundry rooms.

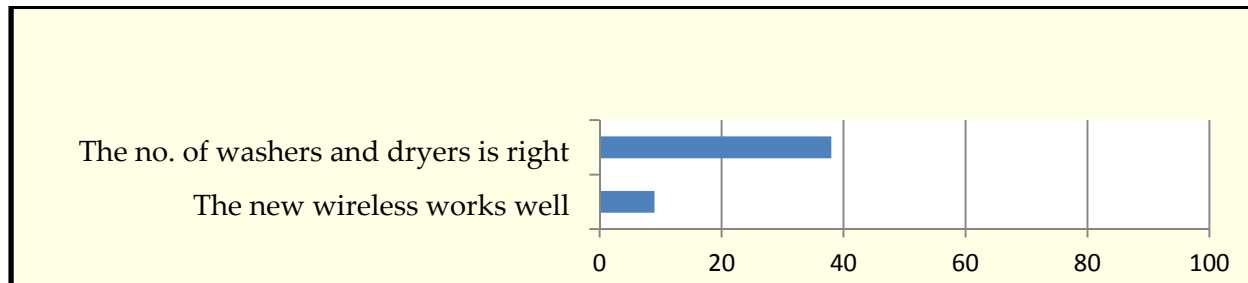
The College undertook a POE survey of Cromwell Hall approximately nine months after the building had been occupied. The survey contained multiple choice questions and open-ended questions, as well as demographic questions. The link to the survey was issued to students via email. We received 185 total responses, in the following demographics:

76	Students living in Cromwell Hall
89	Students living in on-campus housing, other than Cromwell Hall
16	Students living off-campus
4	Other

The response rate of students living in Cromwell Hall is 26%. The response rate for the other groups is below 5%, which is not a sufficient response to be statistically significant. Unless otherwise noted, this report provides data from the students living in Cromwell Hall. This report provides a summary of the strengths and weaknesses identified by the survey responses; recommendations for Cromwell Hall; and recommendations for future renovations and new construction.

## Summary of Weaknesses

The weaknesses documented here include those indicated from the multiple choice questions and the open-ended questions. Among the open-ended questions, respondents were asked what they like least about the facilities and for any other comments.



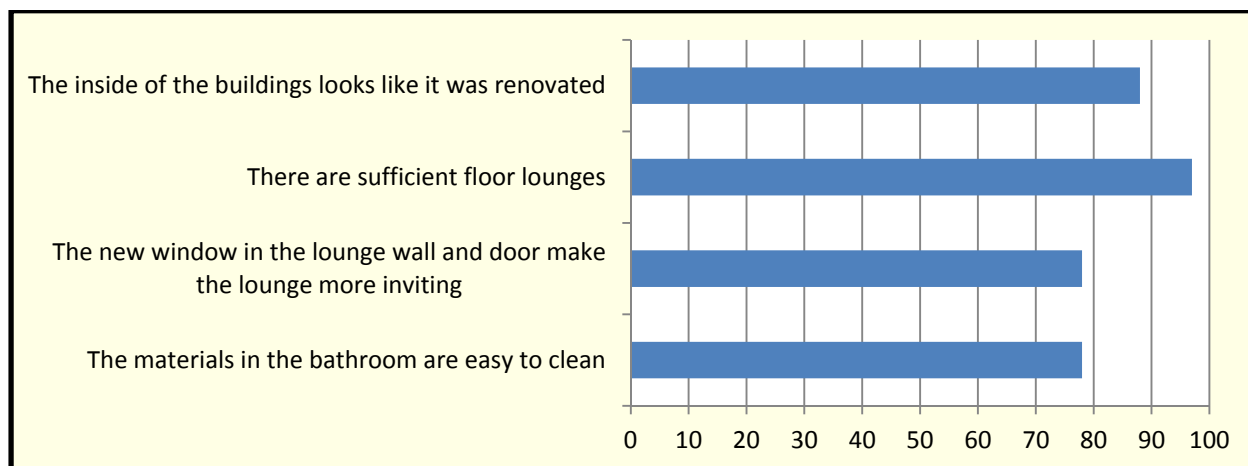
**Table 1: Summary of Weaknesses about the residence hall from multiple choice questions – Students living in Cromwell Hall**

In response to the open ended questions, students living in Cromwell Hall indicated the following weaknesses:

- Reliability of wireless access (30 respondents)
- Rooms are too small (16 respondents)
- Bathrooms are too small (10 respondents)
- Construction at the front entrance of the building (9 respondents)

## Summary of Strengths

The strengths documented here include those indicated from the multiple choice questions and the open-ended questions. Among the open-ended questions, respondents were asked what they like about the facility and for any other comments.



**Table 2: Summary of Strengths about Residence Hall from Multiple Choice Questions – Students Living in Cromwell Hall**



Hallway



Study Floor Lounge

In response to the open-ended questions, students living in Cromwell Hall indicated the following strengths:

- Floor lounges (22 respondents)
- Cleanliness (18 respondents)



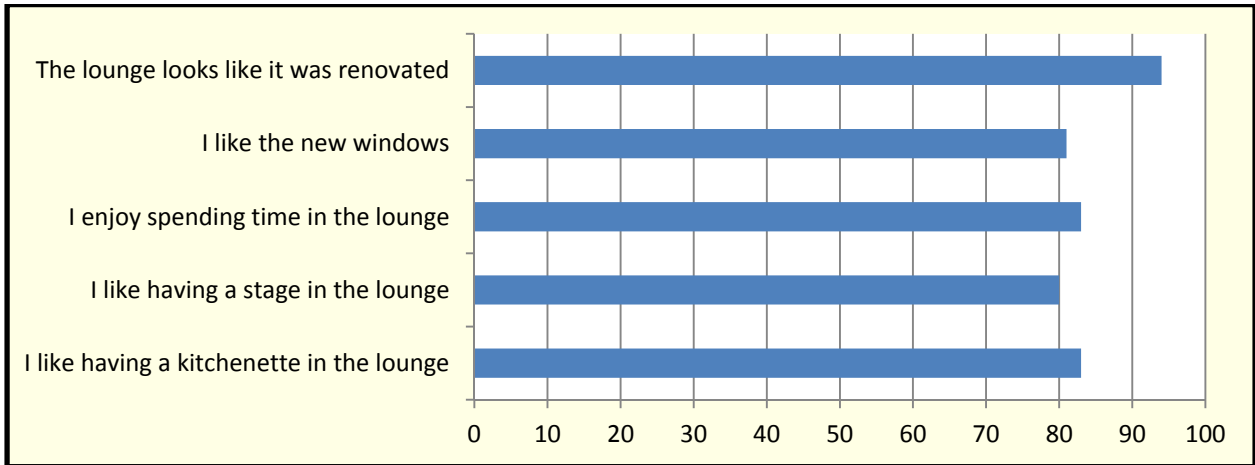
Typical Bathroom



Kitchen Floor Lounge



Hallway



**Table 3: Summary of Strengths about the First Floor Building Lounge Multiple Choice Questions – Students Not Living in Cromwell Hall**



Photos of First Floor Building Lounge

# Overall Satisfaction

My overall satisfaction with Cromwell Hall is....

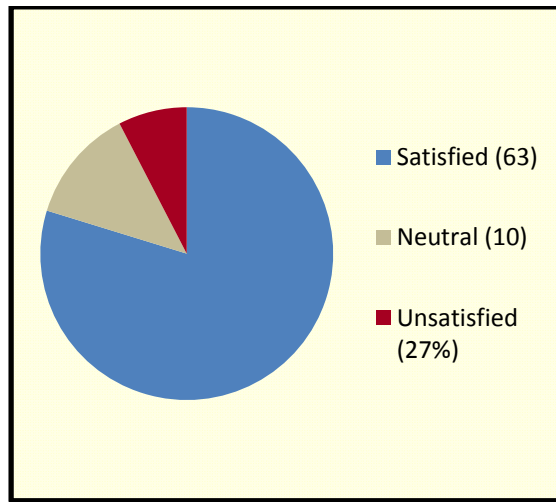


Table 4: Overall Satisfaction - Students living in Cromwell Hall

How likely would you be to recommend Cromwell Hall to other students:

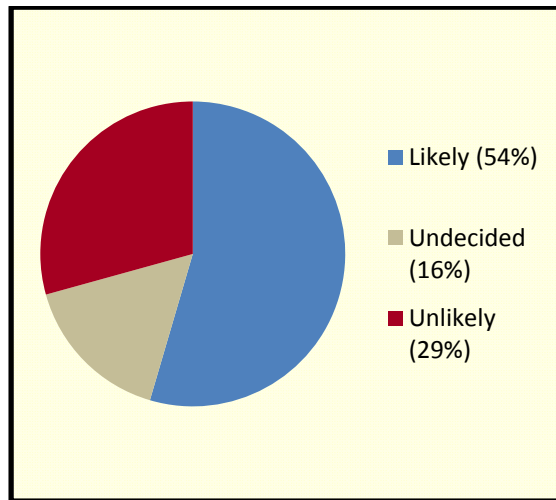


Table 5: Likely to Recommend Cromwell Hall - Students living in Cromwell Hal

## Recommendations for the Cromwell Hall:

- Consider modifying the ratio of washers to dryers
- Improve the reliability of the wireless access
- Address miscellaneous specific issues identified in survey responses

## Recommendations for future renovation and/or new buildings:

- Coordinate other construction activities, if possible, so that the construction doesn't negatively affect building occupants.
- For new buildings, ensure that room size is comparable to other residence halls on campus



Bar in Building Lounge