

Norsworthy Hall Renovation



Post Occupancy Evaluation

June 2016

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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.

Norsworthy Hall is a two-story residence hall built in 1930s that houses a mix of approximately 150 of freshman and sophomore students. This project included replacing the aging plumbing infrastructure; replacing all bathrooms fixtures, painting; new flooring; new lighting in dorm rooms; new furniture;; replacing the HVAC system serving the building lounge; three new accessible gender inclusive single user bathrooms; 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 Norsworthy 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 living on campus via email. We received 243 total responses, in the following demographics:

55	Students living in Norsworthy Hall
182	Students living in on-campus housing, other than Norsworthy Hall
5	Other

The response rate of students living in Norsworthy Hall is 35%. 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 Norsworthy Hall. This report provides a summary of the strengths and weaknesses identified by the survey responses; recommendations for Norsworthy 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, where at least 80% of respondents indicated dissatisfaction. Among the open-ended questions, respondents were asked what they liked least about the facilities and for any other comments.

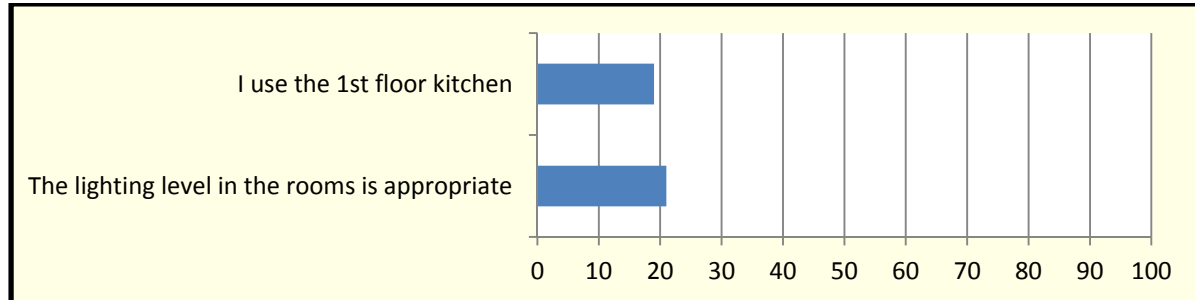


Table 1: Summary of Weaknesses about the residence hall from multiple choice questions – Students living in Norsworthy Hall

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

- The lighting in the dorm rooms is not bright enough (12 respondents)
- Rooms are too small (11 respondents)
- Communal Bathrooms (12 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.

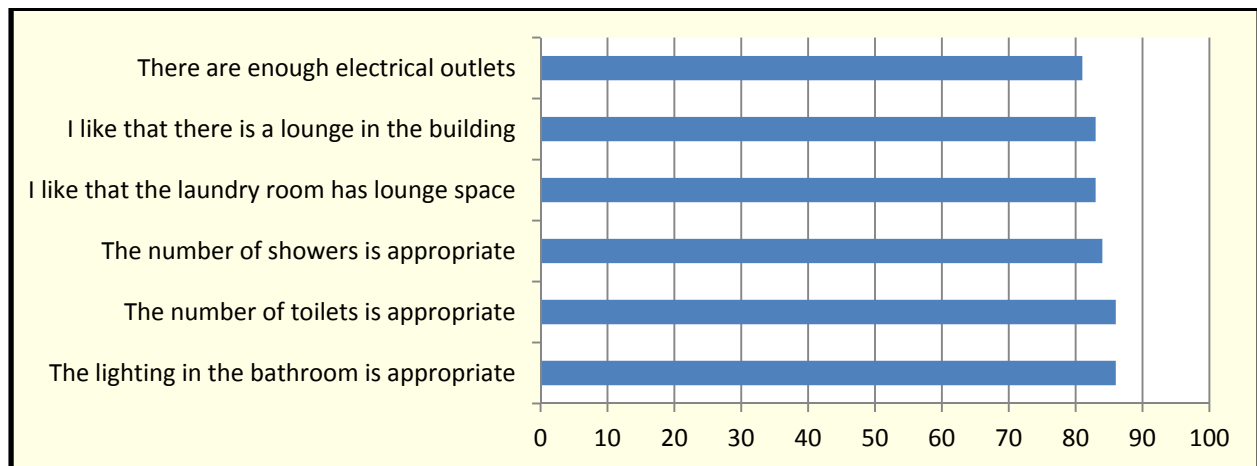


Table 2: Summary of Strengths about Residence Hall from Multiple Choice Questions – Students Living in Norsworthy Hall

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

- Rooms are spacious (17respondents)
- Cleanliness (12 respondents)
- Study Lounges (11 respondents)

Overall Satisfaction

My overall satisfaction with Norsworthy Hall is....

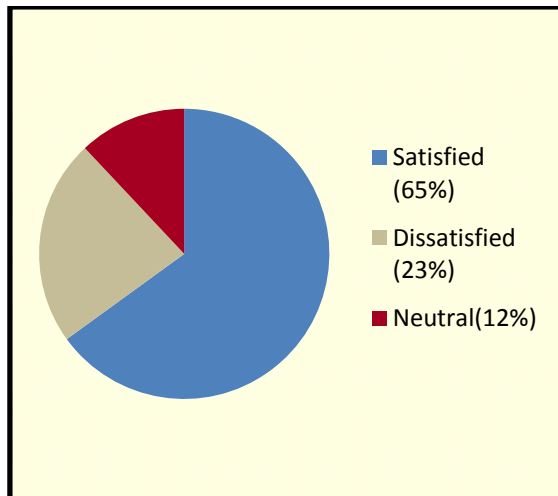


Table 3: Overall Satisfaction - Students living in Norsworthy Hall

How likely would you be to recommend Norsworthy Hall to other students?

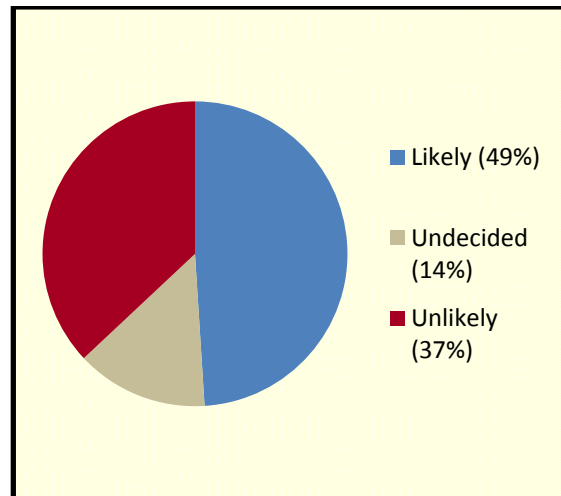


Table 4: Likely to Recommend Norsworthy Hall - Students living in Norsworthy Hall

Recommendations

Recommendations for the Norsworthy Hall:

- Due to the dissatisfaction with the light levels in the rooms, the light fixtures have been replaced with new light fixtures that provide more light

Recommendations for future renovation and/or new buildings:

- The ratio of students per shower and toilet are appropriate and should be considered for future buildings or renovations
- We should continue to provide lounges in the laundry rooms
- We should continue to provide lounges in new or renovated buildings
- 79% of respondents like that there is a kitchen in the building, but only 19% of respondents use the kitchen. Similarly, 67% of respondents like that there is a game room in the buildings, but only 37% of respondents use the game room. There should be continued student involvement during the planning process to ensure that the spaces provided are not just something that would be nice to have in the building, but will actually be used.

Photos



Bathroom Before



Bathroom After



Hallway Before



Hallway After



First Floor Lounge – Before



First Floor Lounge – After



Laundry Lounge – After



Lower Level Kitchen – After



Lower Level Lounge – After

END OF POST OCCUPANCY EVALUATION

