

# Brower Student Center Renovation & Addition



## Post Occupancy Evaluation

July 2018

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**Before and After Photographs:  
Main Entrance from Campus Walk (Northeast corner)**



BEFORE



AFTER

**Northwest Corner**



**BEFORE**



**Traditions Restaurant**

**AFTER**

**Main Entrance from Parking Lots and South Facade**



**BEFORE**



**New Event Space**

**AFTER**

**Interior View Into Atrium**



**BEFORE**

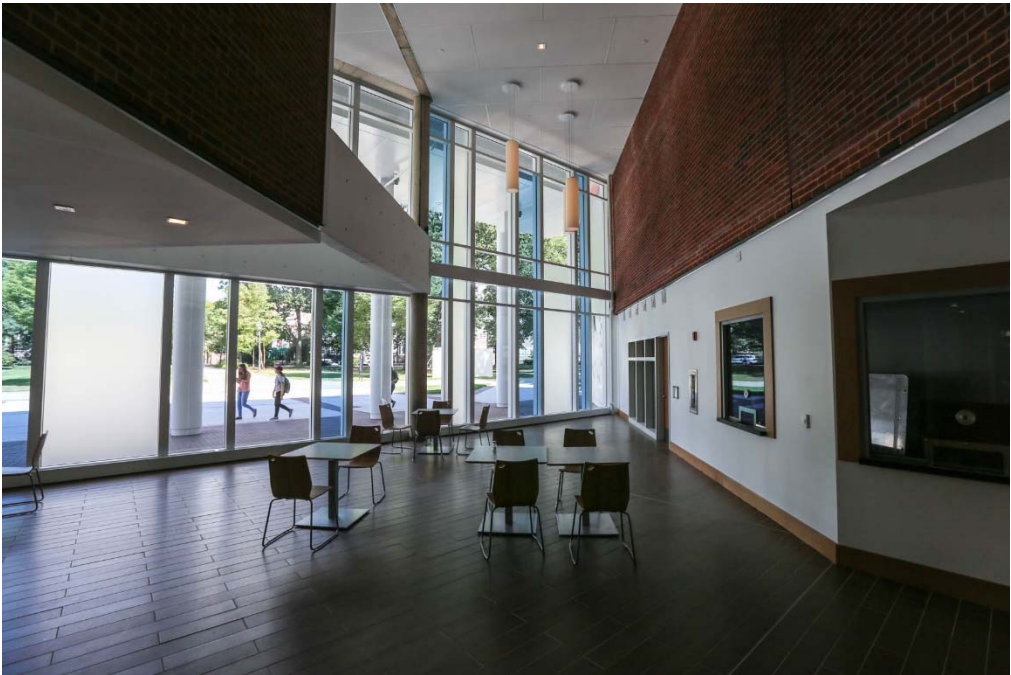


**AFTER**

**Exterior Becomes Interior (Northeast Corner)**



BEFORE



AFTER

## 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.

The 90,000 sq. ft. Brower Student Center opened in 1976 and was completely renovated in 2017. The event room and other additions increased the facility to 106,000 sq. ft. The new center provides meeting spaces, event spaces, areas for student organizations, collaborative study space, lounges, a game room, and fully renovated dining facilities for the whole campus community. It offers a variety of programs, activities, services, and facilities that, when taken together, represent a well-considered plan for the community life of the College.

The College undertook a POE survey of the Brower Student Center Renovation & Addition approximately nine months after the building had been substantially completed. The survey contained multiple choice questions and open-ended questions, as well as demographic questions. The link to the survey was issued to the campus community via email. We received 378 total responses, in the following demographics:

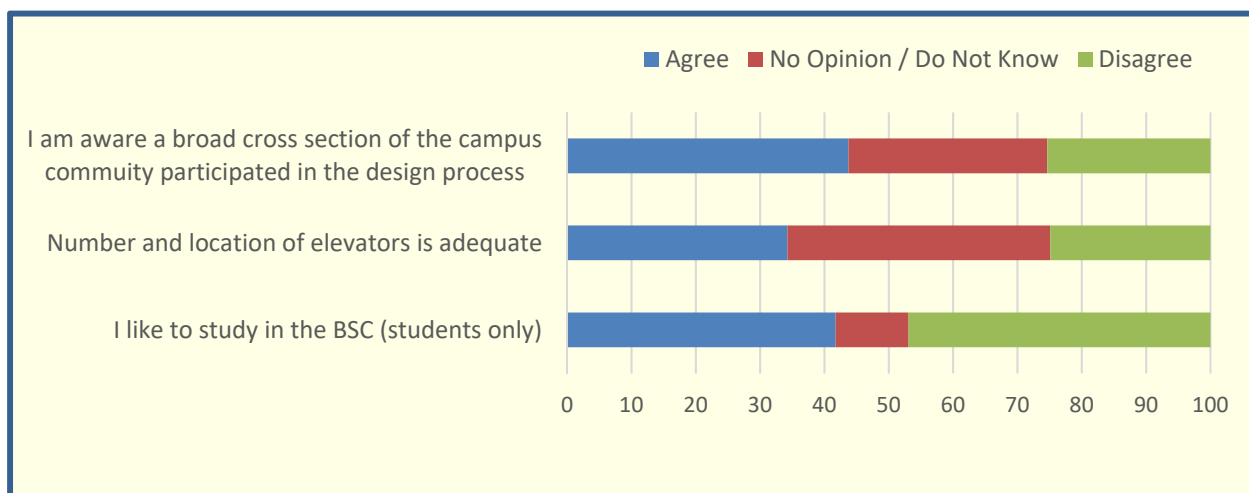
191	Students living on campus
77	Students living off campus
27	Faculty
8	Staff working in BSC
64	Staff, not working in BSC
6	Facilities & Administrative Services Staff
2	Alumni
3	Other

Approximately 4% of students, 3% of faculty, and 9% of staff responded to the survey. Since these response rates are not large enough to be statistically significant, the aggregate responses are reported unless otherwise noted. This report provides a summary of the strengths and weaknesses identified by the survey responses; recommendations for the Brower Student Center; 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 from Multiple Choice Questions**

In response to the open ended questions, respondents indicated the following weaknesses:

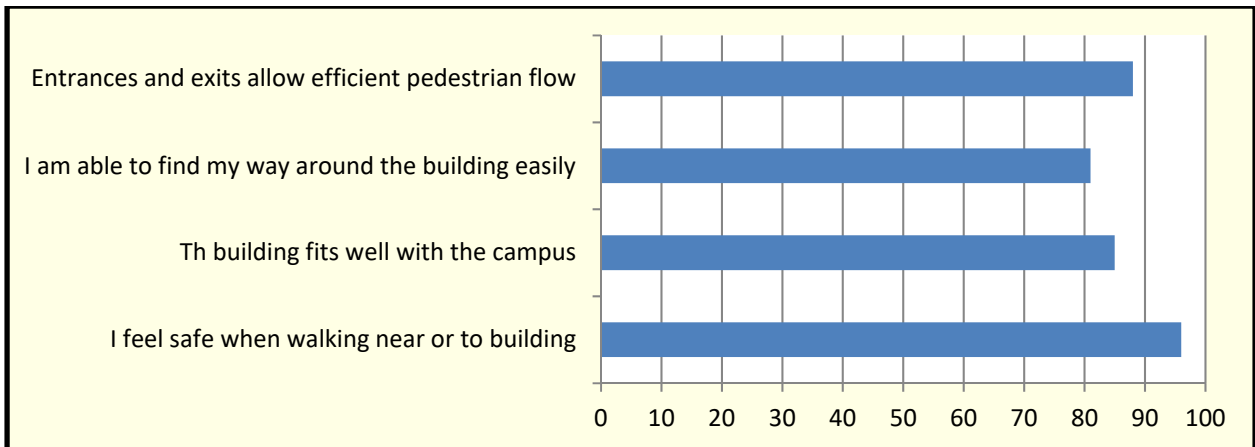
- Long lines and traffic flow issues at food service venues (63 respondents)
- The building feels more like a food court than a student center and/or lost some of its TCNJ uniqueness (25 respondents)
- Not enough electrical outlets for charging devices (16 respondents)

Selected comments from the open ended questions “What I like least about the Brower Student Center is” and “Other Comments”:

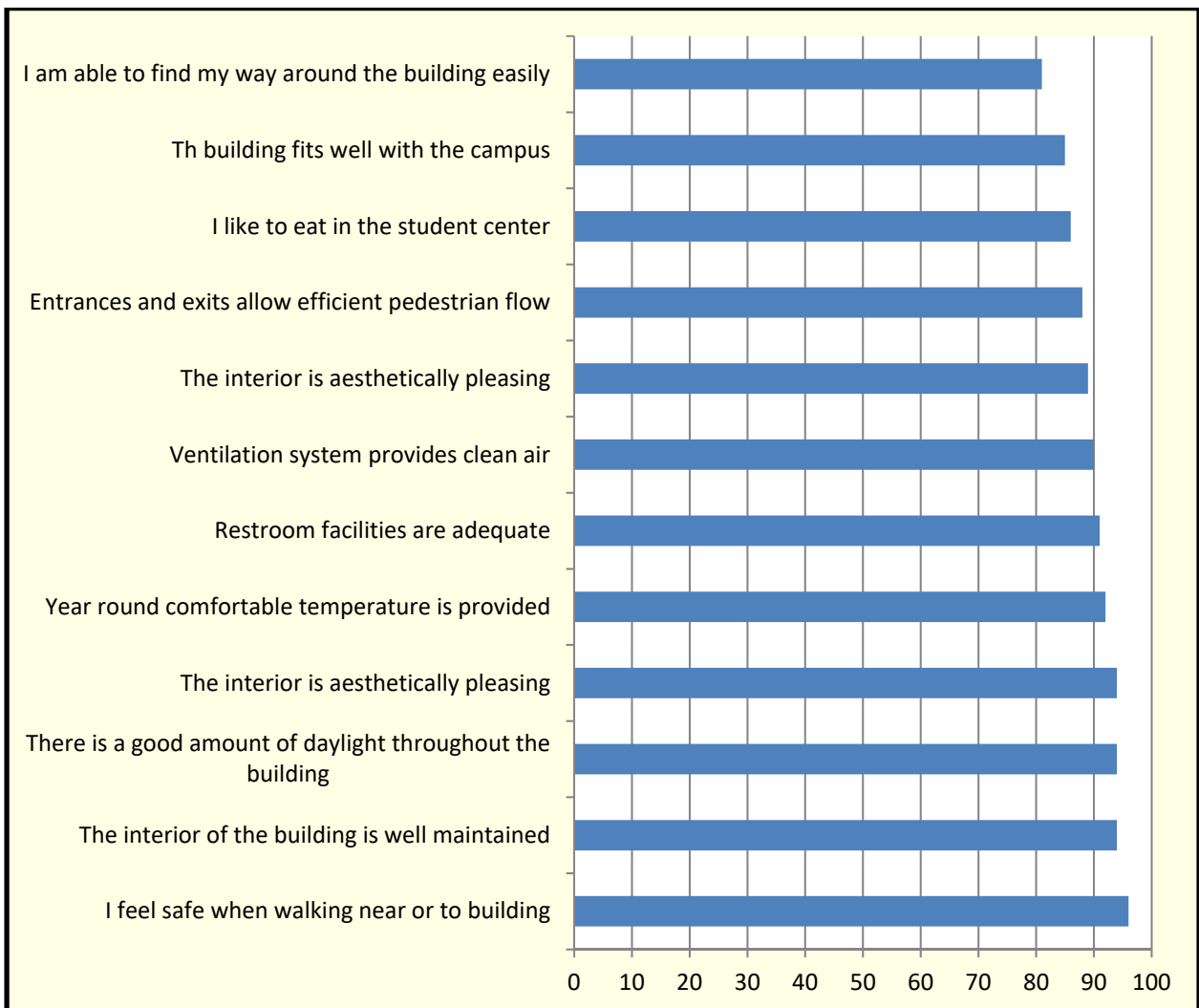
- “It is extremely crowded around lunchtime for meal equiv hours, especially downstairs near the food. The lines are incredibly long and hard to navigate through.”
- “I think there should be more outlets for student work. It is really important to many to be able to plug in phones and laptops and most people are vying for the same four outlet spots. It would have been helpful to have ran them in the tables like in the Library.”
- “Although the look of the BSC was to create a new look, we should remember to add TCNJ touches throughout. Just adding blue and yellow, and the TCNJ symbol is not enough”.

## 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 from Multiple Choice Questions asked of all respondents**



**Table 3: Summary of Strengths from Multiple Choice Questions asked of students**

In response to the open-ended questions, respondents indicated the following strengths:

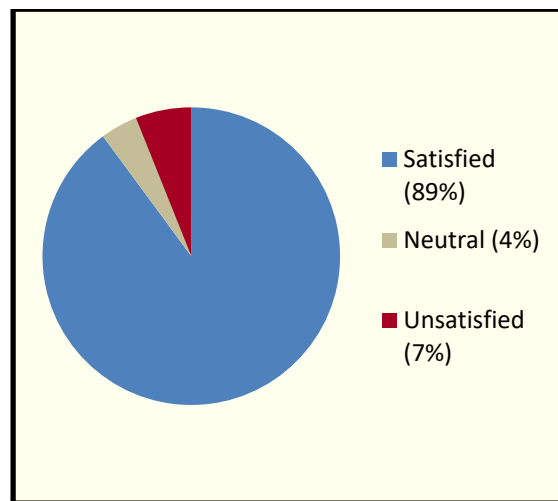
- The building is open, airy and filled with daylight (56 respondents)

- There is a good variety of quality food available (42 respondents)
- The building looks modern, warm , and clean (35 respondents)
- The student center is a fun, comfortable place to socialize (19 respondents)

Selected comments from the open ended questions “What I like most about the Brower Student Center is” and “Other Comments”:

- “The look and feel of the interior. The warm colors are comforting and the glass gives it a sleek and modern feel. The grand staircase makes it feel classy and functional.”
- “The variety of seating selections and the natural light in the building. It is a vivid environment to be in to eat/study/socialize with peers.”
- “I love the décor, the options of the food, and the openness of the space. Very nice.”

**Overall Satisfaction** of all respondents:



**Recommendations for the Brower Student Center:**

- All comments pertaining to food service operations have been shared with TCNJ’s Dining Services office.
- Work with Student Affairs to identify ways to showcase TCNJ’s uniqueness and school spirit within the Brower Student Center.

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

- Consider providing more than one elevator, even if the code requires only one. A second elevator would allow accessibility to other floors if one elevator is not functioning.
- Consider additional electrical outlets for charging devices, particularly in areas where people gather for informal gatherings and studying.

