

POST-OCCUPANCY EVALUATION

Please rate each of the following features of your individual and departmental space according to the rating system below.

Rating System	Not Applicable to me	Very Unsatisfied	Unsatisfied	Satisfied	Moderately Satisfied	Highly Satisfied
	0	1	2	3	4	5
Individual Space (Cubicle/Office)						Departmental Space (Common Work Areas)
_____	Overall amount of space allocated					_____
_____	Space layout meets functional work requirements					_____
_____	Amount of storage					_____
_____	Ease of circulation					_____
_____	Amount of work surface					_____
_____	Adequate space for equipment/shared equipment					_____
_____	Flexibility for change/growth/reconfiguration					_____
_____	Adequate teaming areas					_____
_____	Adequate conferencing/huddle areas					_____
_____	Space appropriate for private meetings					_____
_____	Overall noise level					_____
_____	Departmental and team proximities/adjacencies					_____
_____	Overall comfort (in workstation/conference areas)					_____
_____	Overall rating of the new environment					_____

Please use this space and the back of this page for additional comments:

Personnel Information: The questions below have been designed to help us put your responses to these questions in perspective.

How long have you been with the company? _____ Year(s)

What is your title/function within your department? _____

What percentage of your typical work time is spent?

- _____ In your individual work space
- _____ In conference or huddle rooms
- _____ In other departments
- _____ Outside the facility

Thank you for taking the time to assist us in evaluating your office space. This information will be used to improve our office environments.

FIGURE 19-10

A Post-Occupancy Reevaluation provides a measure to determine the effectiveness of the space and user satisfaction.

The steps performed by a POE specialist include:

1. Planning and preparation
2. Data collection
3. Data analysis
4. Data reporting and documentation
5. Development of an action plan based on the POE results

There are many reasons for a designer to conduct a POE. Perhaps the best reason for implementing a POE program is that it allows the designer and the client to learn from the past in order to improve on future projects. This is especially beneficial when a client is involved in a long-term, multiphased project, where the results of the initial POE can be utilized to fine-tune and improve future phases before they come on-line. Klass agrees: “Workplace evaluations can enable enhanced communications between a real estate group and the facility users. If the evaluation responses are treated with respect, improved communication and trust will result, even if the specific problems can’t be solved. From the perspective of the facilities or real estate group, such an evaluation shows a commitment toward the opinions and concerns of the staff. It increases the profile of the facilities group with the users of the space, and shows their commitment to funding continuous improvement activities. In addition, involving the end-users in the process will increase their understanding of any changes that result.”

Many interior designers and their facility management clients are passionate about the need for metrics and the ability to measure the success of an interiors project, especially in the office environment.

The personal traits and characteristics that are found in successful POE specialists include excellent listening and communication skills, ability to sell new ideas, open-minded analytical thinking abilities, excellent follow-through, and passion for the cause. Interior design and facilities professionals who possess these traits are well suited to provide POE consultation services.