

# CBE Occupant Survey

VMDO - Community Lab

June 2023

# CBE Occupant Survey

Originally developed in 2000 as a research tool at the Center for the Built Environment at the University of California, Berkeley, the CBE Occupant Survey is widely used as a way to receive feedback from occupants. This anonymous, web-based tool assesses indoor environmental quality from the perspective of occupants in the space. Specifically, occupants provide self-reports of satisfaction on a number categories, including Personal Workspace, Layout, Visual Privacy, Furniture, Air Quality, Lighting and Views, Cleanliness and Maintenance, Thermal Comfort, and Acoustics.

These surveys are deployed in various building types including offices, K-12 education spaces, higher education buildings, laboratories, health care spaces, residence halls, and multi-unit housing.

## How to use this report

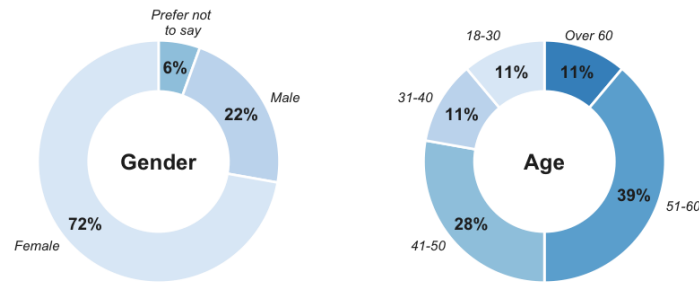
You can use this report in multiple ways depending on the level of detail you are seeking. The first section is a high-level overview of the basic demographics and experiences of the occupants. By understanding who you have surveyed, you gain useful context about those generating your data. Through understanding your occupants, you can more deeply and accurately interpret your results.

Next, you will be shown four high-level visualizations of your occupants' perceptions of their space. First, you will see how your particular building compares to the broader CBE database. By having this comparison point, you can better determine just how well or how poorly different aspects of your space are performing. Second, you will see a quick snapshot of all of the ways in which your occupants are satisfied and dissatisfied within the space. You can quickly see which areas of your space are performing well according to occupants, and which areas have room for improvement. Third, you will be shown a graphic that depicts occupant satisfaction again, but you will be able to see the distribution of individual votes for each category (in addition to the percentages you see in the graphic just before this). Last, you will see the things that occupants consider to be important to them in their space.

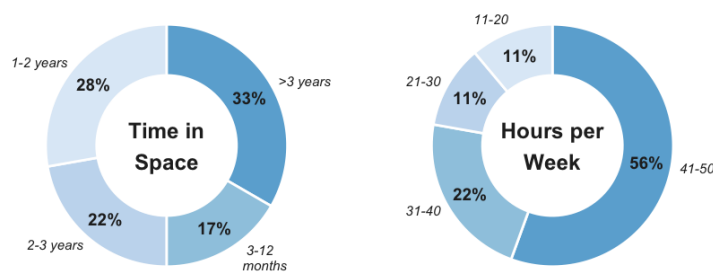
Following this broad overview of both occupants and the space, you are then able to explore the different categories our survey covers in more detail. Within each section you will first see how satisfied your occupants are with that particular aspect of the space. Further, you will be able to more deeply explore where challenges may be present. Whenever dissatisfaction of any kind is detected, dissatisfied occupants are asked a series of questions aimed at drilling down into the sources of that particular challenge.

# Occupants

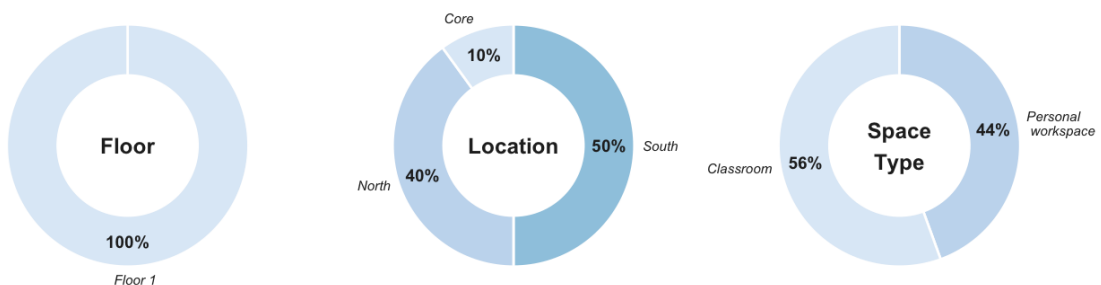
Below you can view basic information about the 18 occupants who completed this survey. This information provides broader context for your results and can be used to guide you as you dive more deeply into your data. For example, if you notice that only a certain subset of your population (e.g. staff who have been in the space for less than one year) are your primary respondents, then that tells you how generalizable your results may be to your broader space.



The following information provides an overview of occupants' broad experiences with the space. Again, this can help you better understand your results. For instance, do individuals who have spent more time in the building for a longer period of time have different perceptions than those who have not?



The next set of plots show the breakdown of survey responses by floor, location, and space type. Of the 18 occupants who responded to the survey, 100% report that they are near a window and 100% report being near an exterior wall. Most survey responses were from Floor 1, and the most common area was South.



# Benchmarking Your Building

Our research shows that spaces typically struggle with acoustical satisfaction. However, if you do not understand to what degree the average building struggles, you cannot know how large of an issue it is in your particular space.

Below you will see a comparison of your building to the broader CBE database. By comparing to our database, you can anchor your result to get a clearer picture of how well your building is actually performing.

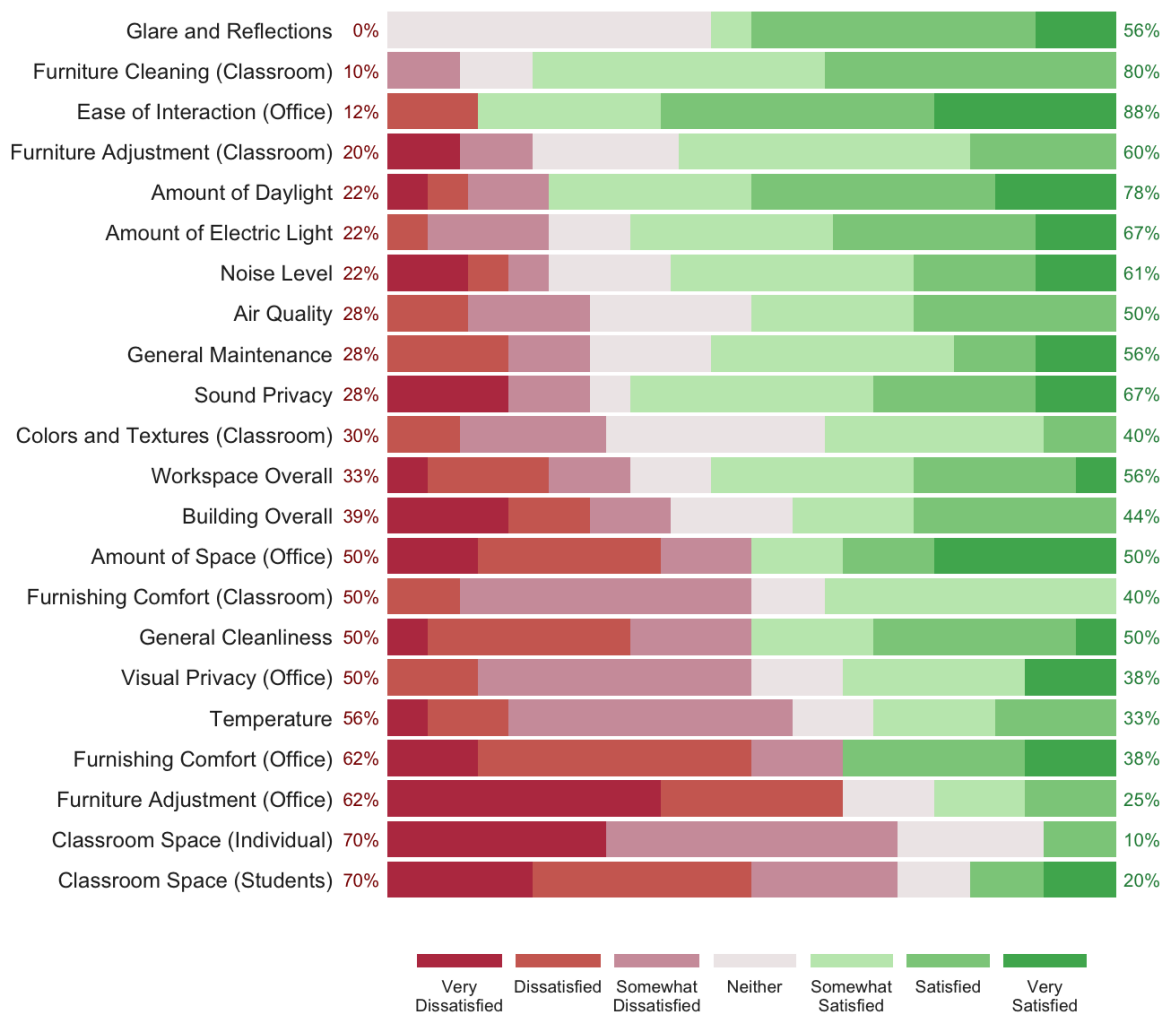
Use this information to pinpoint the strengths and weaknesses of the space, and make more informed decisions on where to invest to improve or maintain the quality of your environment.



# Satisfaction with the Space

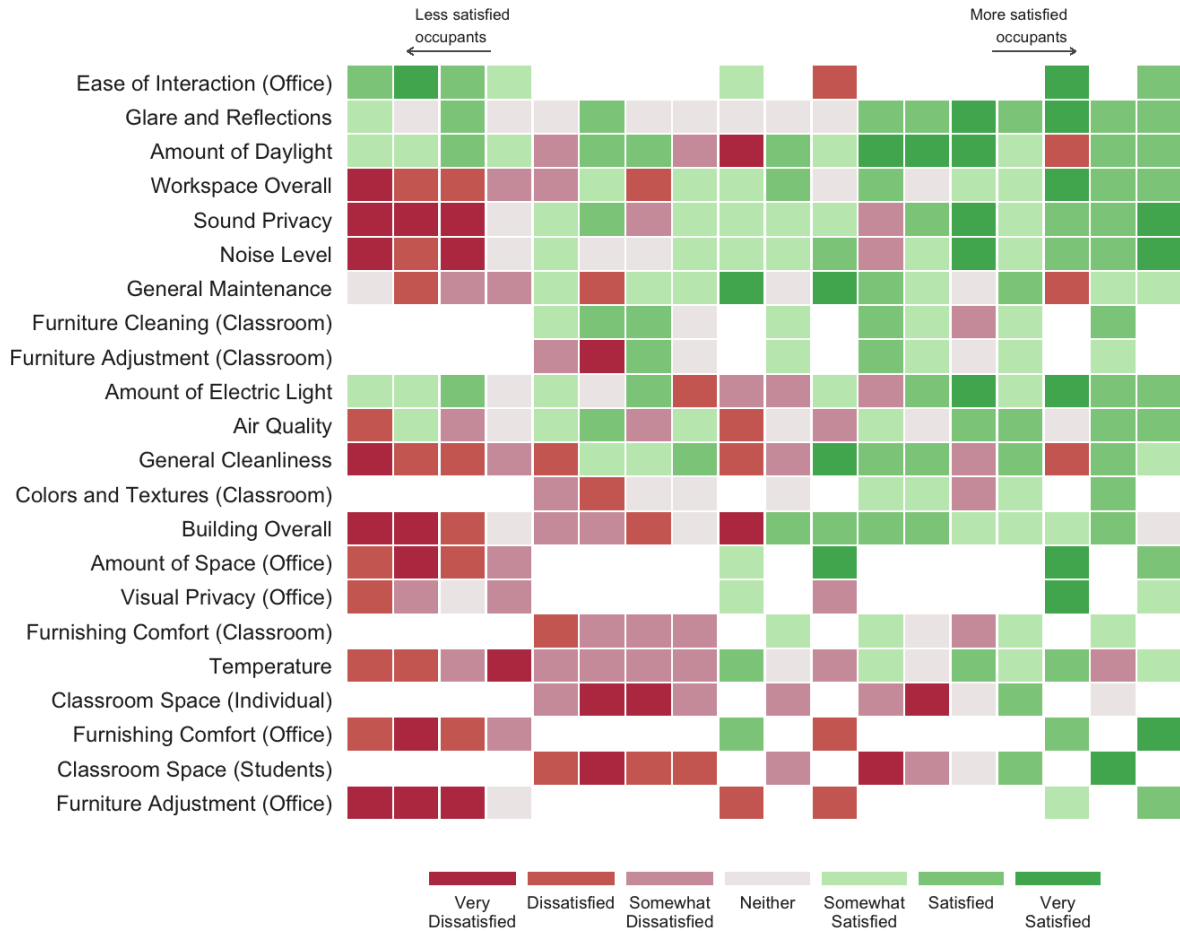
Before you begin assessing the specifics of how well a building is performing, it is useful to look at a snapshot of the overall ways occupants are viewing the space.

Below, you can see occupant satisfaction across each area that the survey measures. The numbers in red, to the left of the bars, show the percentage of dissatisfied occupants (somewhat dissatisfied to very dissatisfied), and the numbers in green, to the right of the bars, show the percentage of satisfied occupants (somewhat satisfied to very satisfied). These results are arranged in descending order, with the best performing category at the top and the worst performing at the bottom.



This graph shows all individual satisfaction votes for every occupant who completed the survey.

Each column represents an occupant, and the rows represent the satisfaction question they responded to. They are arranged so that occupants with lower satisfaction overall are towards the left, and occupants with higher satisfaction overall are towards the right. By looking across the rows you can quickly determine environmental quality problem areas, and by reading the columns you can see how each occupant expressed satisfaction.



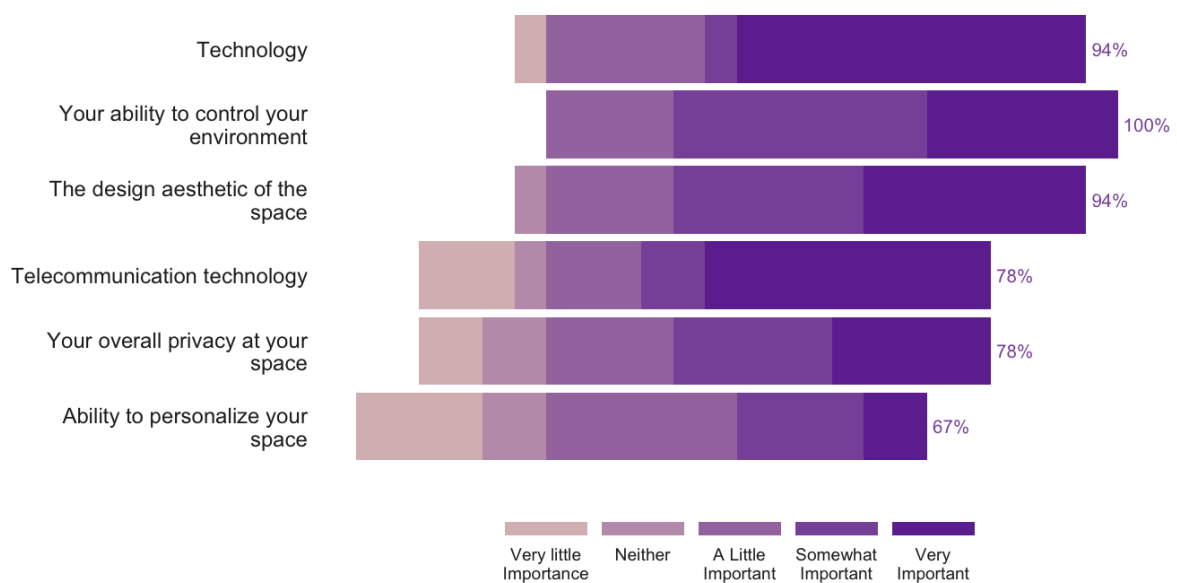
We also asked participants to write in any additional comments they may have for the space overall. We encourage you to explore the raw data for these specific insights.

# General Feedback

Towards the end of the survey are a set of questions designed to solicit general feedback on the space. These questions complement the more focused questions throughout the survey. They are also as a 'pulse' to determine how well the space is functioning overall.

The earlier section summarized the overall satisfaction with the space. We also ask occupants if their overall indoor environment enhances or interferes with their ability to complete their work. In this survey, 0% of respondents said that the environment enhances their ability to complete their work while 67% says it interferes. This is a useful indicator of the general relationship between the occupants and the space overall. Respondents were also invited to provide additional comments - we encourage you to explore these for specific insights in the accompanying data file.

Earlier research from our group has shown that particular aspects of the space are known to influence the overall satisfaction. Occupants were asked to vote on the importance of some of these aspects. The plot below shows the responses to that question ranked from most important (top) to least important (bottom). Percentages show the share of responses that deemed the item to be important in some way (excluding 'Neither' and 'Very Little Importance').



We also asked participants to write in any additional comments they may have for the space overall. These open-ended responses ask about things they like about the space, things they don't like about the space, and any additional feedback that was not covered in the survey. These are included in the data file and we encourage you to review them where relevant.

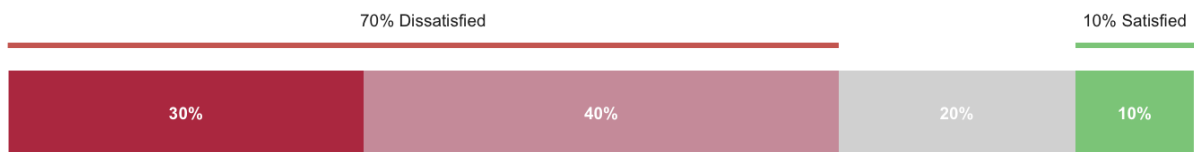
The following sections of the report will drill-down into different aspects of the space and provide you with more detailed feedback on the satisfaction and dissatisfaction with those items.

# Layout

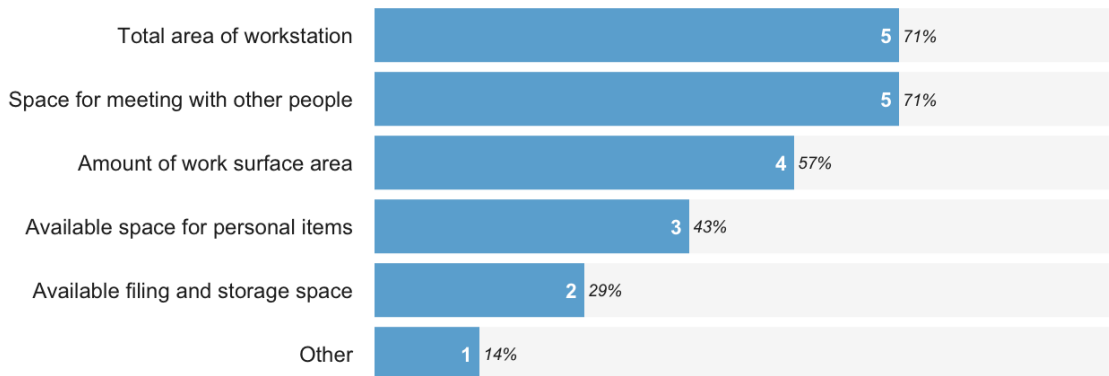
This section explores the ways in which occupants perceive the layout; specifically, how satisfied they are with the amount of space provided in either classrooms or office workspaces. Whenever an occupant is dissatisfied with one of these aspects, they were prompted to identify why they are dissatisfied. These drill down questions will help you identify sources of dissatisfaction you may be able to address in the future.

## Classrooms

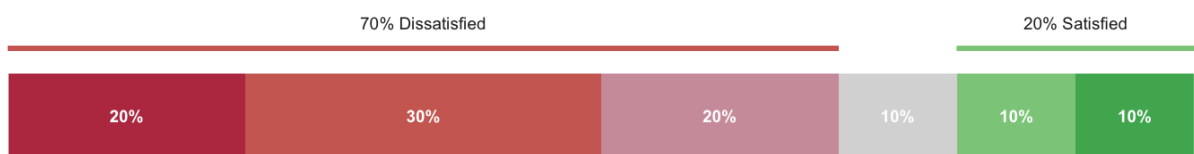
**How satisfied are you with the amount of space available for your individual work and storage?**



There were 7 participants who indicated that they have some level of dissatisfaction with the amount of space available. Below you will see any reasons for their dissatisfaction.

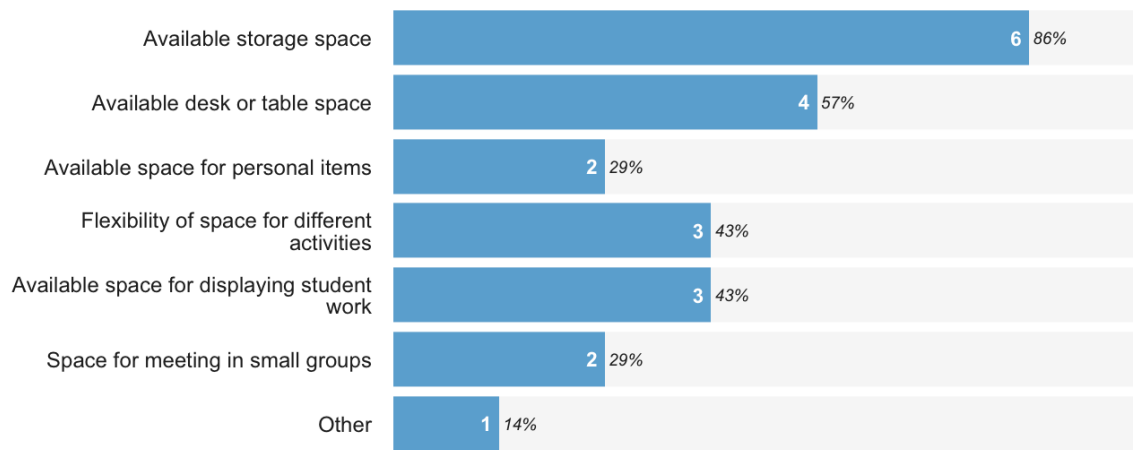


**How satisfied are you with the amount of space available for student work and storage?**



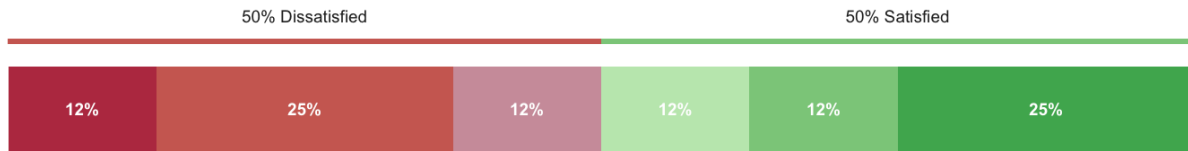
There were 7 participants who indicated that they have some level of dissatisfaction with the amount of space available. Below you will see any reasons for their dissatisfaction.



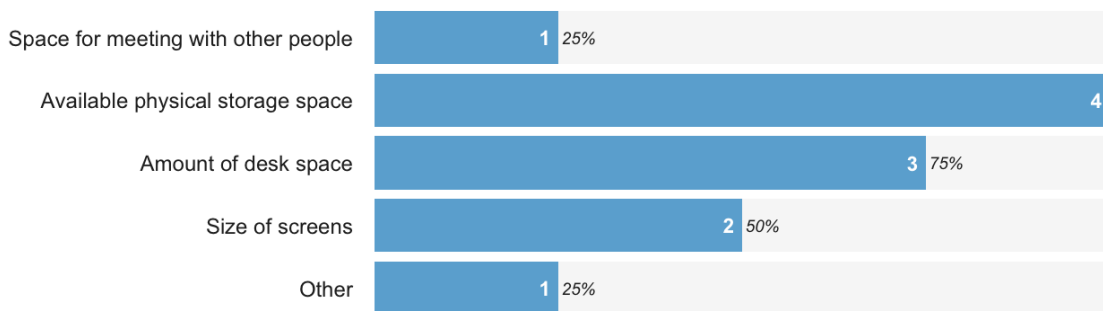


# Office Workspaces

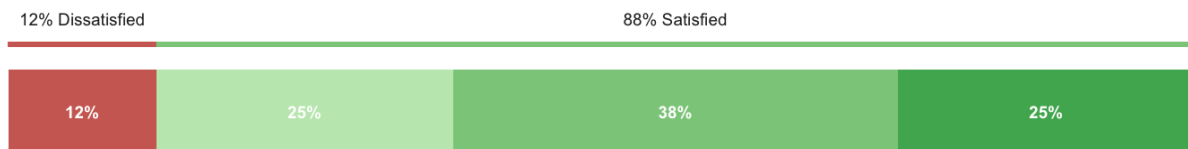
**How satisfied are you with the the amount of space available for your individual work and storage?**



There were 4 participants who indicated that they have some level of dissatisfaction with the visual privacy of the space. Below you will see any reasons for their dissatisfaction.



**How satisfied are you with the ease of interaction with co-workers?**



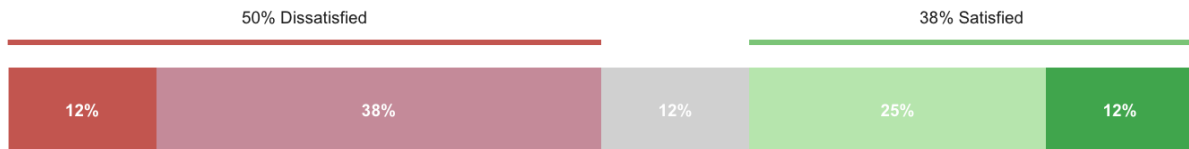
There was 1 participant who indicated that they have some level of dissatisfaction with the visual privacy of the space. Below you will see any reasons for their dissatisfaction.



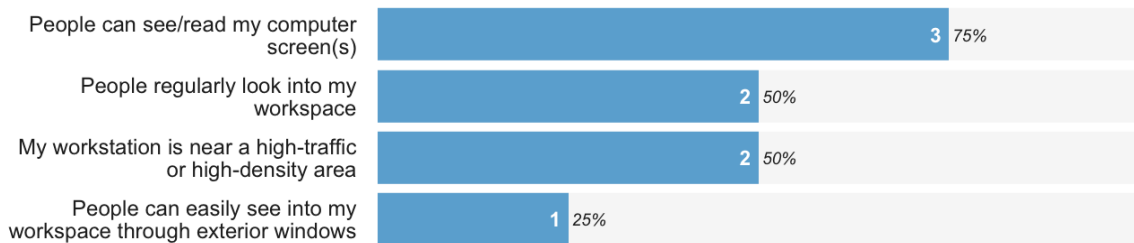
# Visual Privacy

Though certainly related to the way one experiences the layout of a space, the survey benchmarks “visual privacy” as its own characteristic. Our research has shown that this aspect of environmental quality is important, unique, and should be evaluated on its own. Here, you can see how occupants perceive this aspect within the space.

## How satisfied are you with the level of visual privacy?



There were 4 participants who indicated that they have some level of dissatisfaction with the ease of interaction in the space. Below you will see any reasons for their dissatisfaction.



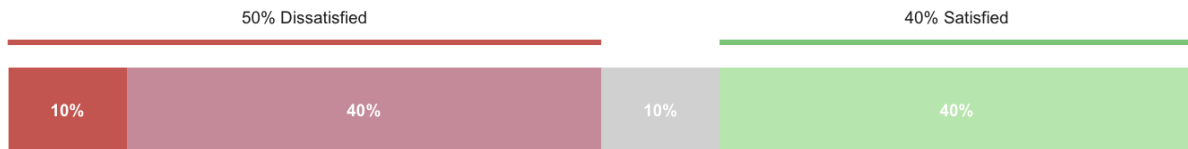
Participants were also asked to describe any specific issues related to layout that they feel are important to them. Please look to the raw data for these detailed text responses.

# Furnishings

Here you can examine the ways in which occupants perceive the comfort and adjustability of the furnishings of classrooms and office workspaces.

## Classrooms

**How satisfied are you with the comfort of your classroom furnishings?**



There were 5 participants who indicated that they have some level of dissatisfaction with the the comfort of their furnishings. Below you will see any reasons for their dissatisfaction.



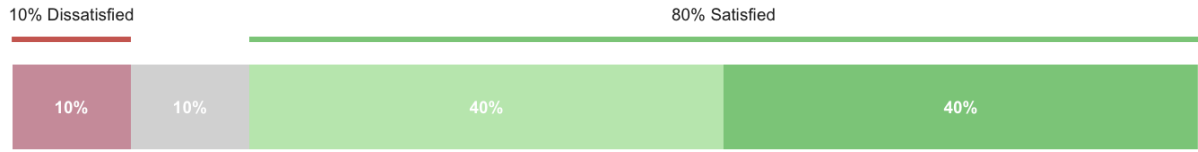
**How satisfied are you with your ability to adjust your furniture to meet your needs?**



There were 2 participants who indicated that they have some level of dissatisfaction with the their ability to adjust their furniture. Below you will see any reasons for their dissatisfaction.



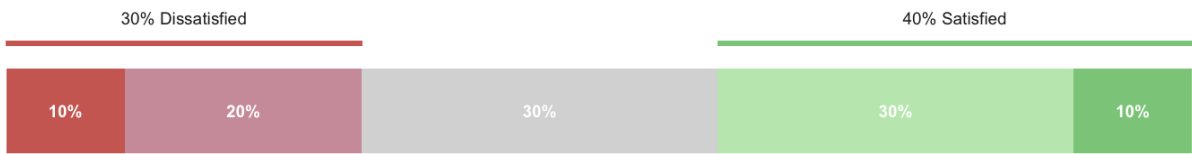
**How satisfied are you with the ability for your classroom's furniture to be cleaned easily?**



There was 1 participant who indicated that they have some level of dissatisfaction with their ability to adjust their furniture. Below you will see any reasons for their dissatisfaction.

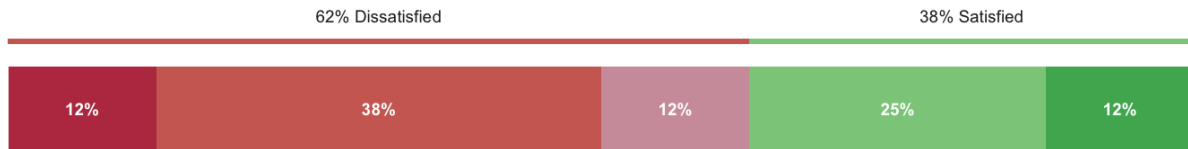


***How satisfied are you with the colors and textures of flooring, furniture and surface finishes?***



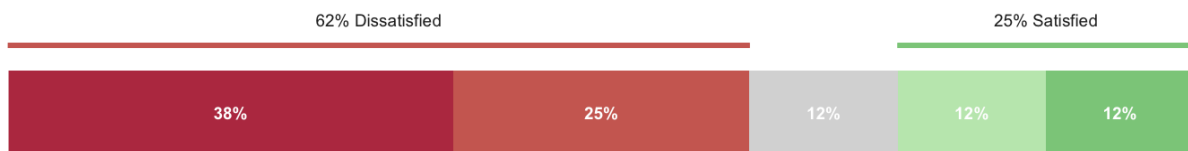
# Office Workspaces

**How satisfied are you with the comfort of your furnishings?**



There were 5 participants who indicated that they have some level of dissatisfaction with the the comfort of their furnishings. Below you will see any reasons for their dissatisfaction.

**How satisfied are you with the your ability to adjust your furniture to meet your needs?**



There were 5 participants who indicated that they have some level of dissatisfaction with the the comfort of their furnishings. Below you will see any reasons for their dissatisfaction.

Participants were also asked to describe any specific issues related to furnishings that they feel are important to them. Please look to the raw data for these detailed text responses.

# Thermal Comfort

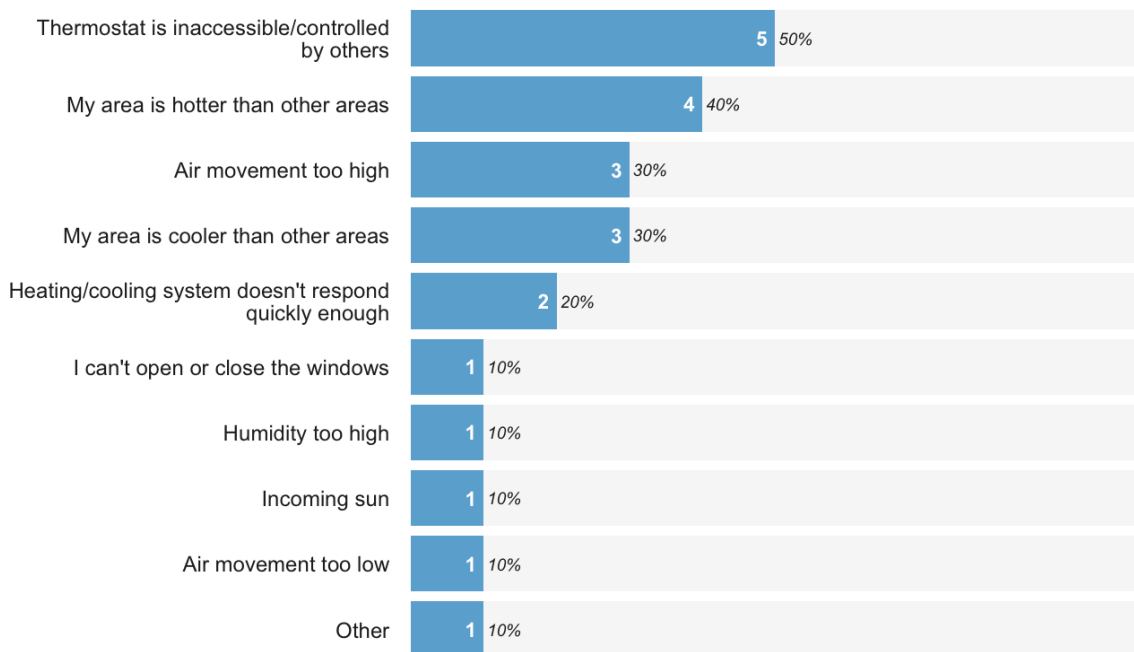
Next, this report highlights occupants' thermal experiences within the space. First, examine how satisfied the occupants are with their thermal comfort. Next, see which aspects of the environment that can influence thermal comfort are those occupants feel they have control over.

Whenever an occupant indicates dissatisfaction, they were prompted to identify why they are dissatisfied with the thermal environment. This question examines exactly which building features influence this thermal discomfort.

## How satisfied are you with the temperature of your space?



There were 10 participants who indicated that they have some level of dissatisfaction with the temperature of the space. Below you will see any reasons for their dissatisfaction.



Participants were also asked to describe any specific issues related to thermal comfort that they feel are important to them. Please look to the raw data for these detailed text responses.

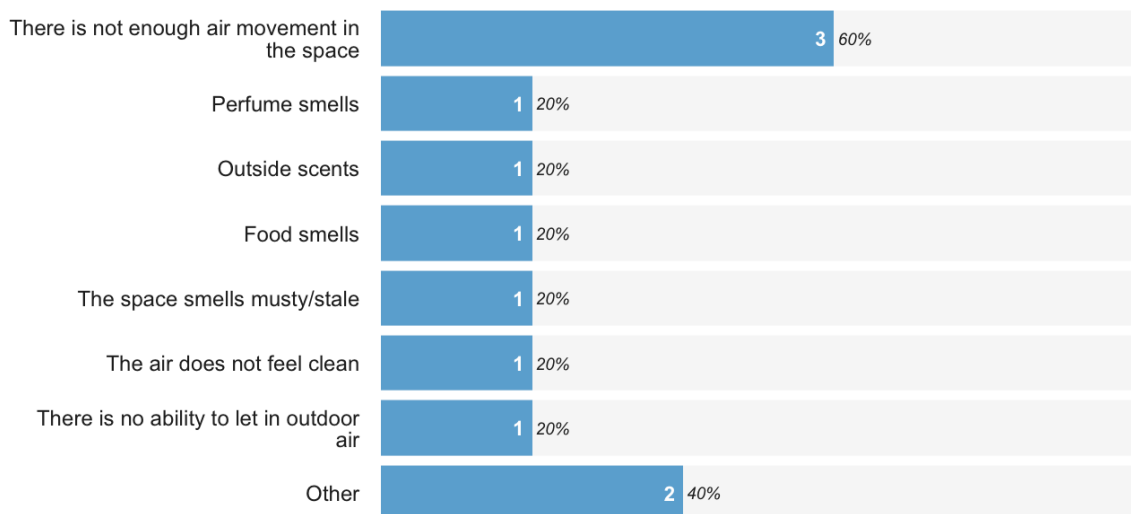
# Indoor Air Quality

The next section examines the ways in which occupants perceive the indoor air quality of the space. Here you can see occupants' perceptions of things like stuffy or stale air, cleanliness, and odors.

## How satisfied are you with the air quality in your space?



There were 5 participants who indicated that they experience some level of dissatisfaction with the air quality of the space. Below you will see any reasons for their dissatisfaction.



Participants were also asked to describe any specific issues related to air quality that they feel are important to them. Please look to the raw data for these detailed text responses.

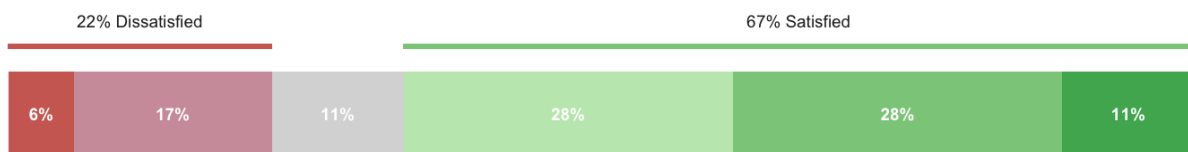


# Lighting and Views

The next section examines the ways in which occupants perceive the lighting within and views from the space. Here you can see occupants' perceptions of the amount of light available to them, and their satisfaction with their own visual comfort and window view.

Whenever an occupant is dissatisfied they were asked to identify why they are dissatisfied with the lighting and/or views. These drill down questions will help you identify sources of dissatisfaction you may be able to address in the future to improve visual comfort and reduce environmental challenges like glare.

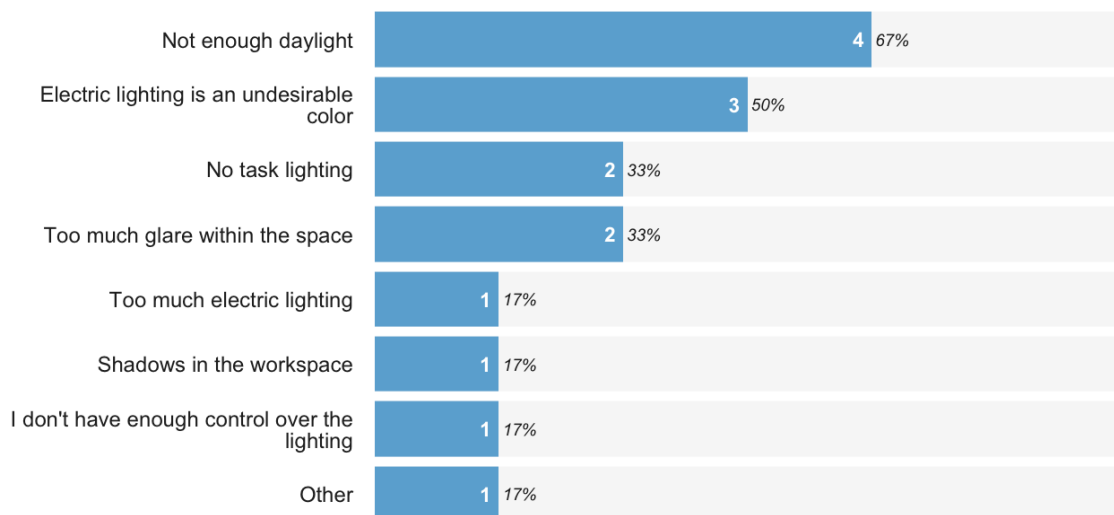
## How satisfied are you with the amount of electric light in your space?



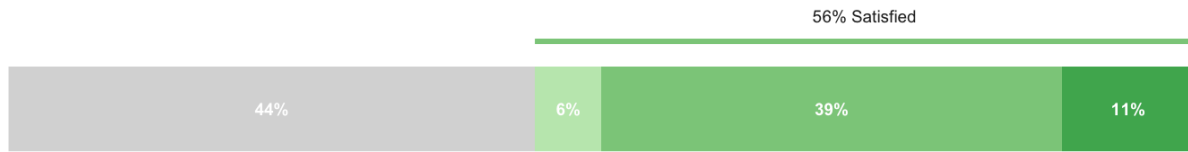
## How satisfied are you with the amount of daylight in your space?



There were 6 participants who indicated that they experience some level of dissatisfaction with the lighting in the space. Below you will see any reasons for their dissatisfaction.



**How satisfied are you with glare and reflections on screens and surfaces?**



There were no participants who indicated that they experience some level of dissatisfaction with glare and reflections in the space.

**How satisfied are you with the window view from your space?**

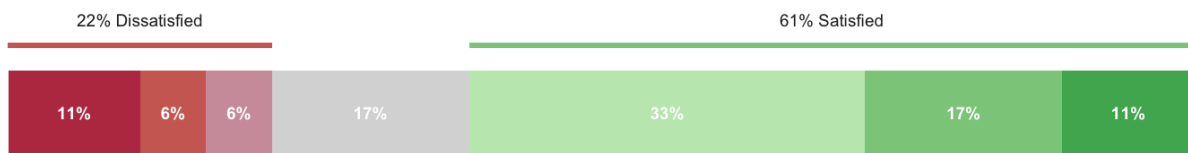
There were no participants who indicated that they experience some level of dissatisfaction with their window views.

Participants were also asked to describe any specific issues related to lighting that they feel are important to them. Please look to the raw data for these detailed text responses.

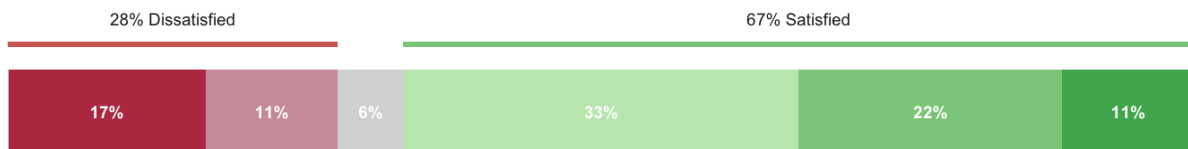
# Acoustic Quality

This section explores the ways in which occupants experience acoustics in the space. Specifically, occupants report their satisfaction with overall noise level and sound privacy. Further, whenever an occupant is dissatisfied they were asked to identify the sources of sound disturbances in the space. These drill down questions will help you identify sources of dissatisfaction you may be able to address in the future either with design or policy intervention.

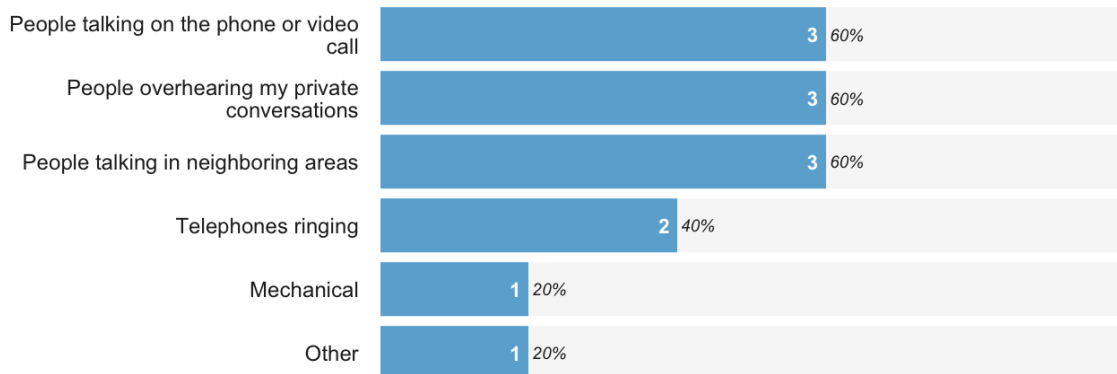
## How satisfied are you with the noise level of your space?



## How satisfied are you with your ability to communication without your neighbor overhearing and vice versa



There were 5 participants who indicated that they experience some level of dissatisfaction with the acoustics in the space. Below you will see any reasons for their dissatisfaction.

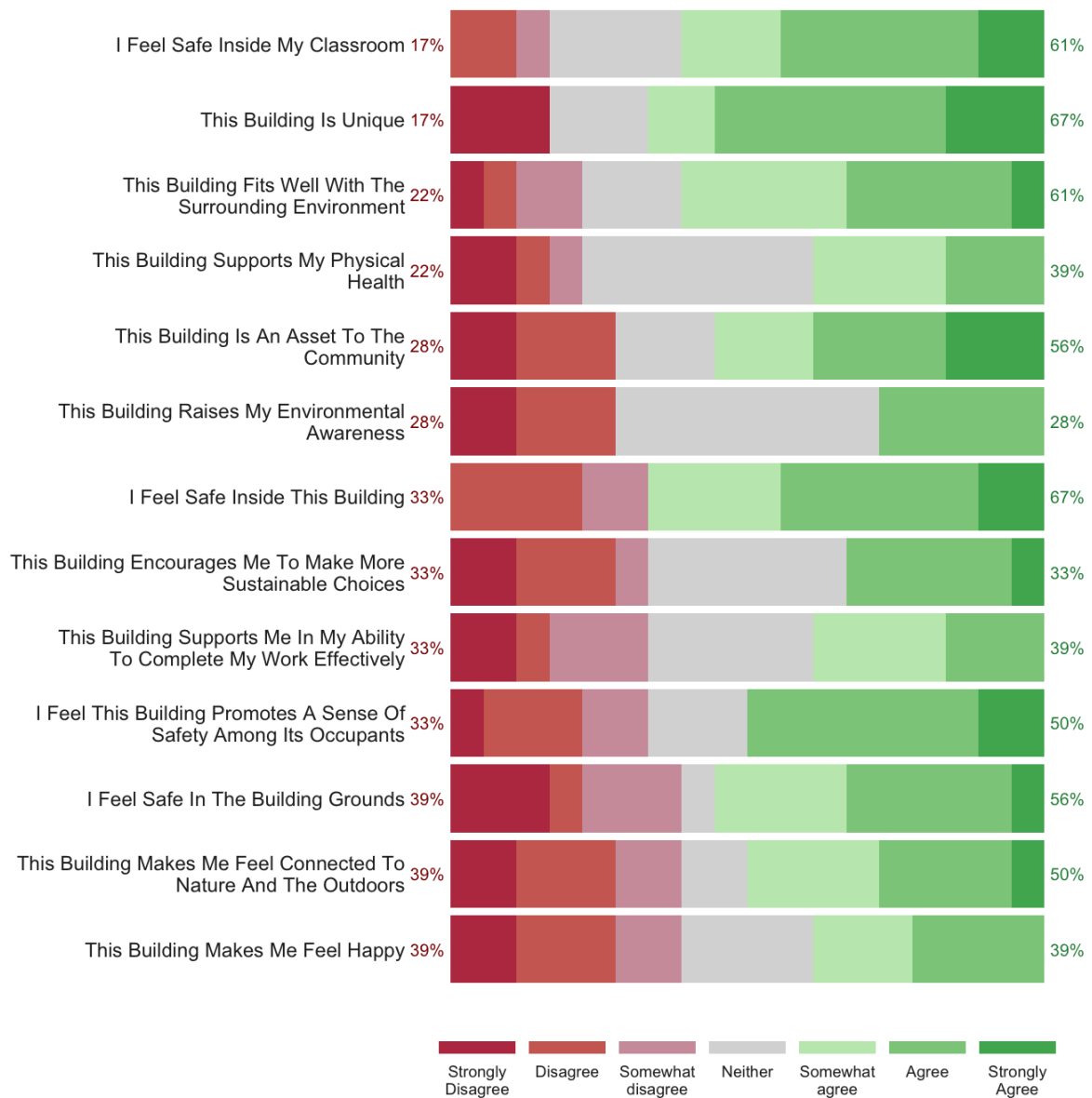


Participants were also asked to describe any specific issues related to acoustics that they feel are important to them. Please look to the raw data for these detailed text responses.

# Custom Module: Building

The following section summarizes the results of the custom VMDO module on the building overall. Occupants were asked to indicate their agreement or disagreement with a series of statements on how they feel about the building. A summary of the responses to those 7-point scale questions are shown in the plot below.

## How much do you agree or disagree with the following statements?

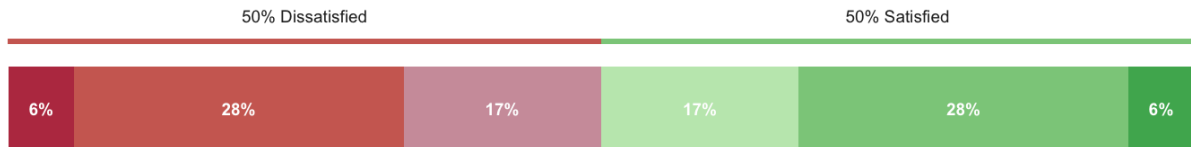


The custom module contains additional questions about how the building influences their happiness, physical health, and feelings of support. Please look to the raw data for these responses.

# Cleanliness and Maintenance

Here, occupants report their satisfaction with the cleanliness and maintenance of the space. Whenever an occupant is dissatisfied with the cleanliness of space, they were prompted to identify the sources of that dissatisfaction so you can more effectively address what may need to be adjusted with the cleaning services.

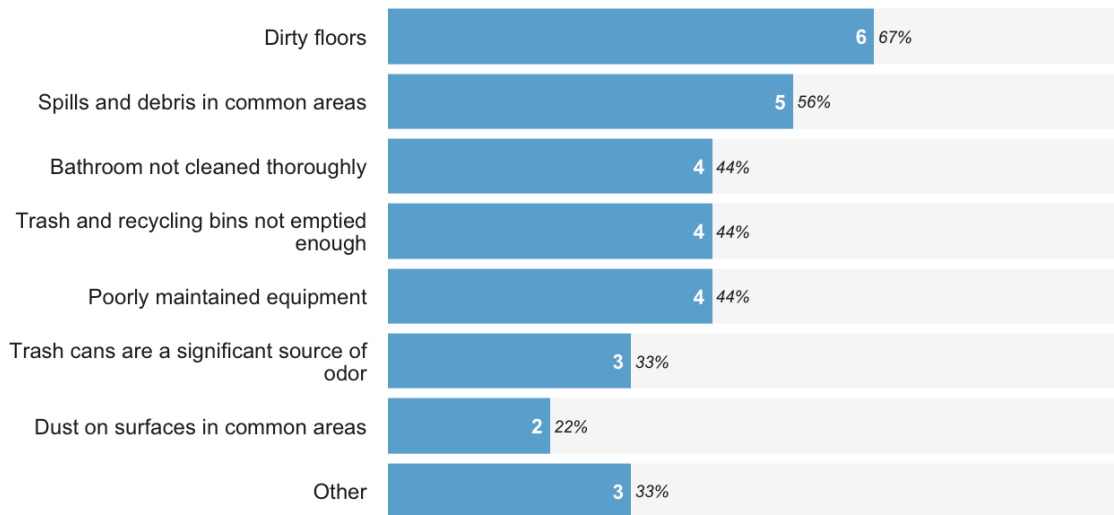
## How satisfied are you with the building's general cleanliness?



## How satisfied are you with the building's general maintenance?



There were 9 participants who indicated that they experience some level of dissatisfaction with the cleanliness and/or maintenance of the space. Below you will see any reasons for their dissatisfaction.

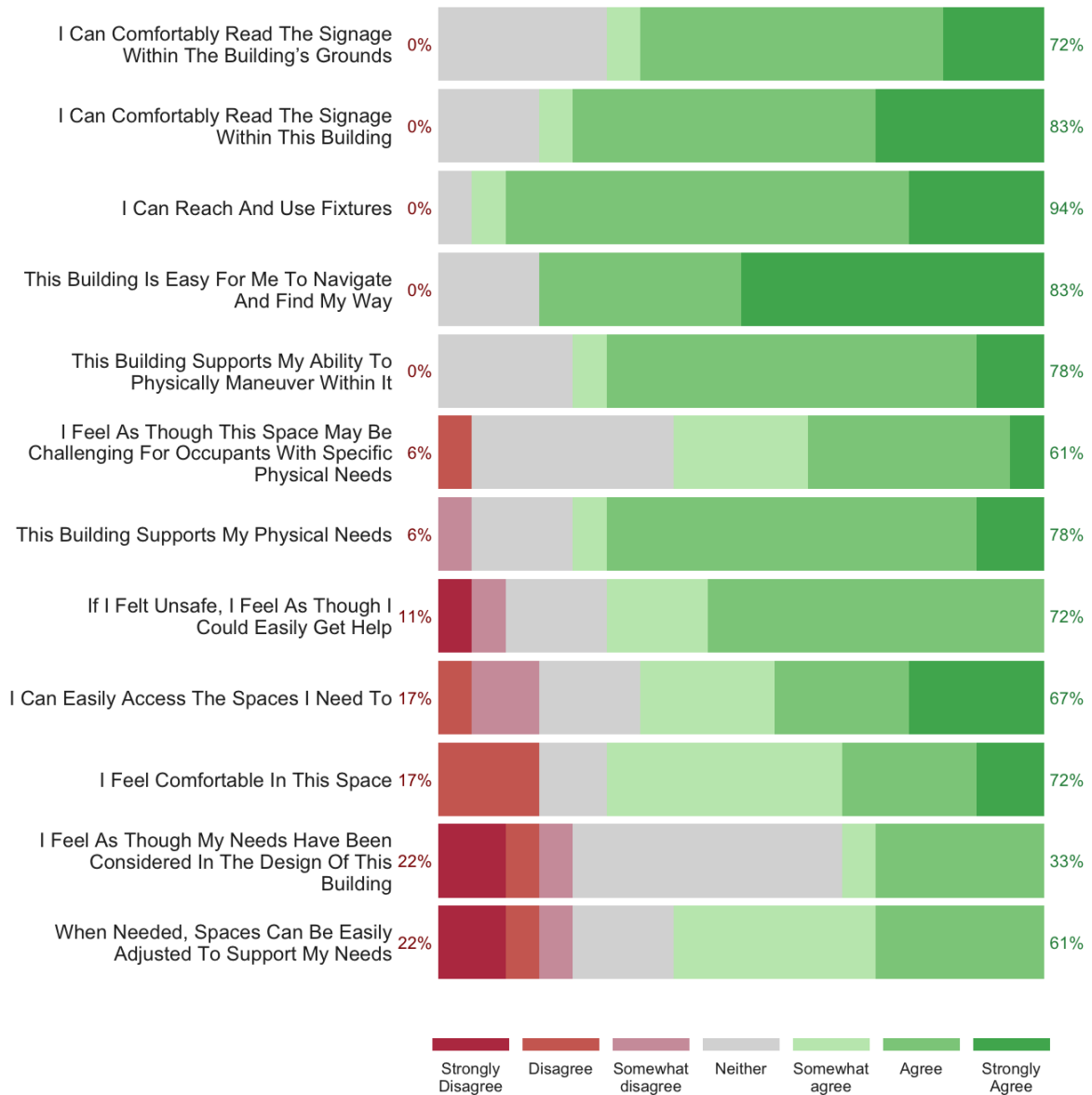


Participants were also asked to describe any specific issues related to cleanliness and maintenance that they feel are important to them. Please look to the raw data for these detailed text responses.

# Custom Module: Inclusion

The following section summarizes the results of the custom VMDO module on inclusion. Occupants were asked to indicate their agreement or disagreement with a series of statements about how inclusive and welcoming the building feels. A summary of the responses to those 7-point scale questions are shown in the plot below.

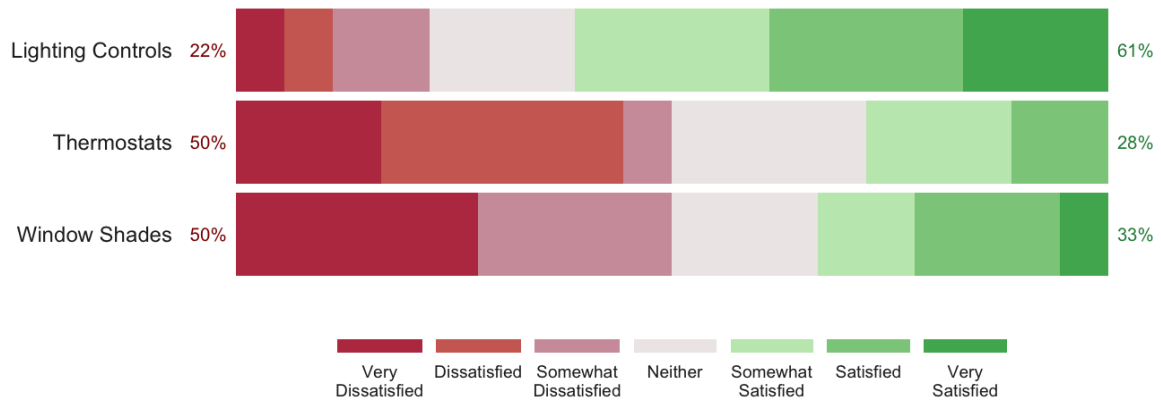
## How much do you agree or disagree with the following statements?



The custom module contains additional questions about privacy, ability to perform activities in the space, and what occupants like or don't like about the building. Please look to the raw data for these responses.

# Building Features

The following section summarizes occupant responses to questions about specific building features you chose to measure. These features change from survey to survey, and below you'll see the satisfaction responses to the nominated building features in this survey.



Participants were also asked to describe any specific issues related to these building features that they feel are important to them. Please look to the raw data for these detailed text responses.

