

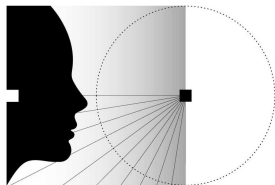
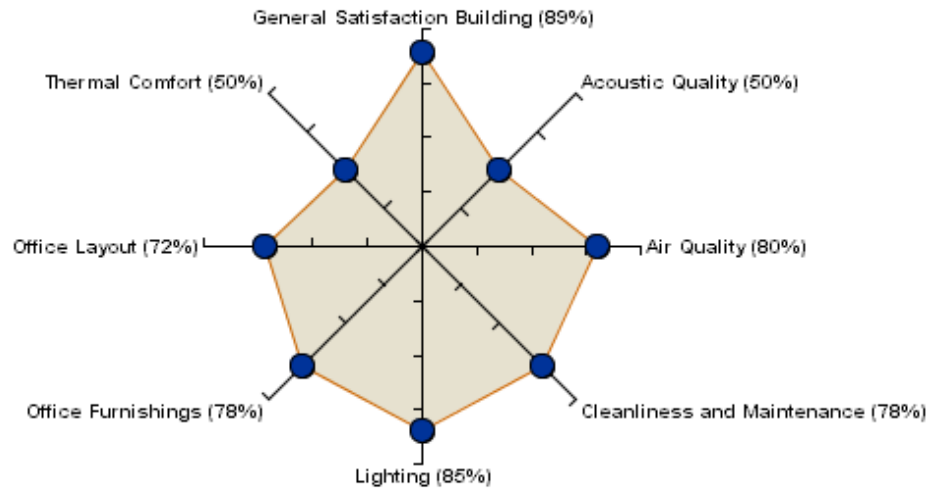
# SCA Americas Headquarters

## Building Scorecard

Survey Dates: 9/18/2007 through 10/15/2007

Center for the Built Environment  
University of California, Berkeley

### Satisfaction in Core Survey Categories



C B E

# Table of Contents

## **1. Executive Summary**

- 1.1 How to Use This Report
- 1.2 Category Mean vs. Benchmark

## **2. Summary by Survey Questions**

(Core Survey)

- 2.1 Acoustic Quality
- 2.2 Air Quality
- 2.3 Cleanliness and Maintenance
- 2.4 Lighting
- 2.5 Office Furnishings
- 2.6 Office Layout
- 2.7 Thermal Comfort

(Optional Modules)

- 2.8 Building Features
- 2.9 General Comments
- 2.10 Personal Workspace Description
- 2.11 Personal Workspace Location

## **3. Appendices**

(Demographics and Workspace Information)

- 3.1 Background

(Additional Information)

- 3.2 Summary of Comments by Question
- 3.3 Occupant Survey Methodology
- 3.4 How to Get the Raw Data

## 1.1 How to Use This Report

This report contains a lot of detail about this building. You can use this report in different ways depending on the level of detail you need. The first section, the executive summary, is a high-level overview of the building's performance. It contains basic metrics by category. Read this section if you need a general understanding of the building's performance or its relationship to other buildings. This section answers 'how.' How is the building performing from the occupants' perspective.

Section two contains information at the question level. Here you can get specific information about the drivers behind the building's score in a particular category. You can also find information about occupant responses to a particular question. This section answers 'what.' What is contributing to this level of perceived performance?

Section three contains information from and about the occupants. This is where you look for demographic information and information about how occupants use the building. You can also find comments from occupants in this section. This section answers 'who.' Who is using the building?

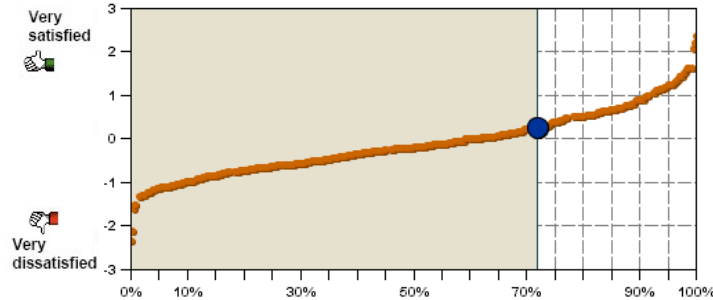
One of the most powerful uses of this report is diagnostic. The survey report gives you information about what's going right (or not so right) in your building. With this information you can make informed decisions about how to improve your buildings performance.

## 1.2 Category Mean vs. Benchmark

Performance of SCA Americas Headquarters in core survey categories

**Acoustic  
Quality**

**72%**  
Percentile

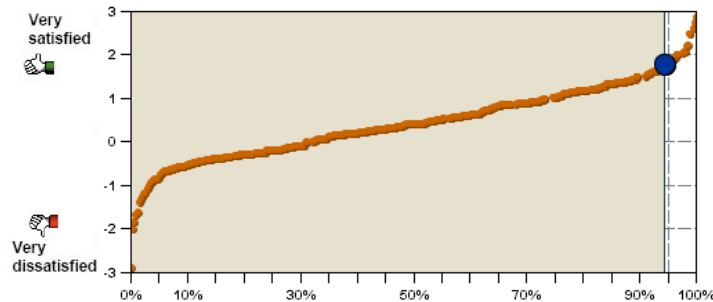


**0.26**  
Mean Response

**50%**  
Satisfied

**Air Quality**

**94%**  
Percentile

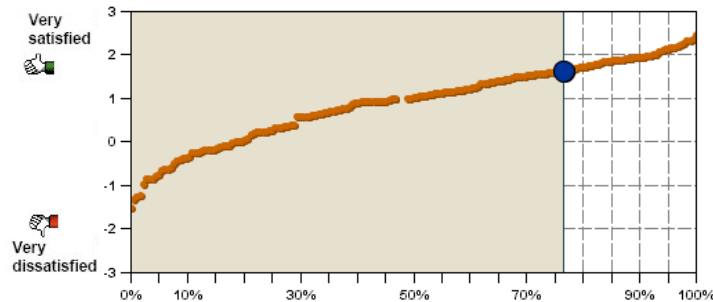


**1.79**  
Mean Response

**80%**  
Satisfied

**Cleanliness  
and  
Maintenance**

**77%**  
Percentile

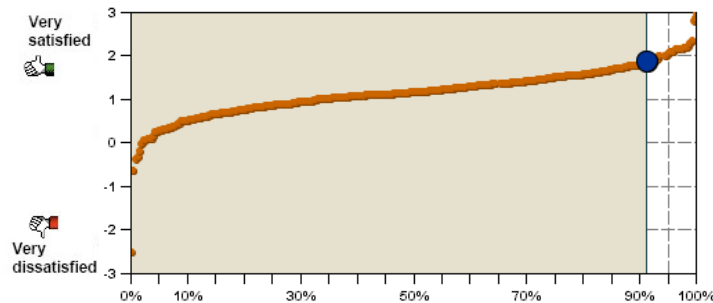


**1.62**  
Mean Response

**78%**  
Satisfied

**Lighting**

**91%**  
Percentile



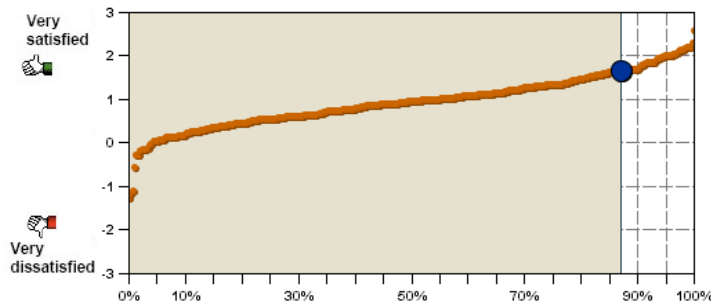
**1.89**  
Mean Response

**85%**  
Satisfied

# Performance of SCA Americas Headquarters in core survey categories

## Office Furnishings

87%  
Percentile

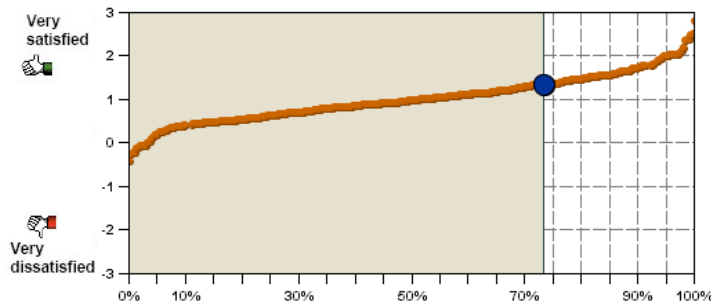


1.66  
Mean Response

78%  
Satisfied

## Office Layout

73%  
Percentile

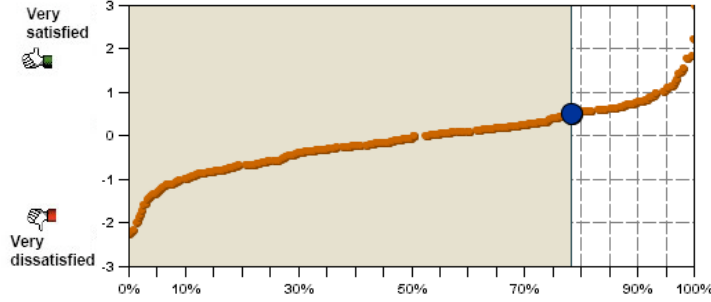


1.36  
Mean Response

72%  
Satisfied

## Thermal Comfort

78%  
Percentile



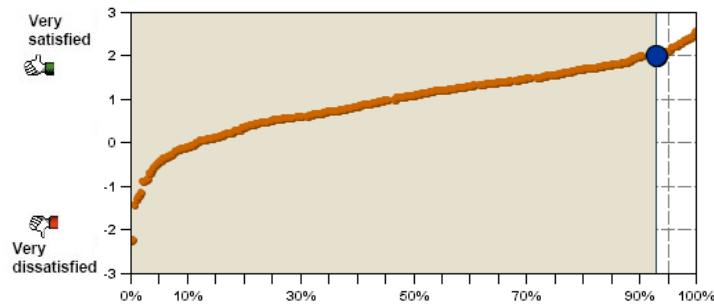
0.52  
Mean Response

50%  
Satisfied

## Performance of SCA Americas Headquarters in additional survey categories

### General Satisfaction-Building

93%  
Percentile

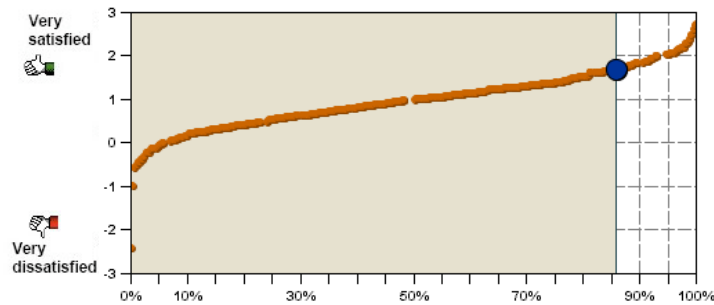


2.02  
Mean Response

89%  
Satisfied

### General Satisfaction-Workspace

86%  
Percentile

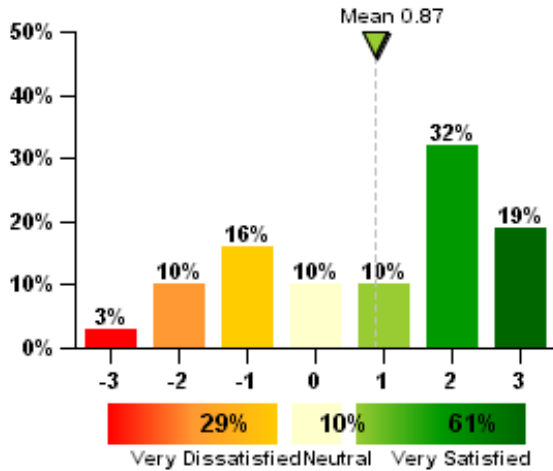


1.71  
Mean Response

82%  
Satisfied

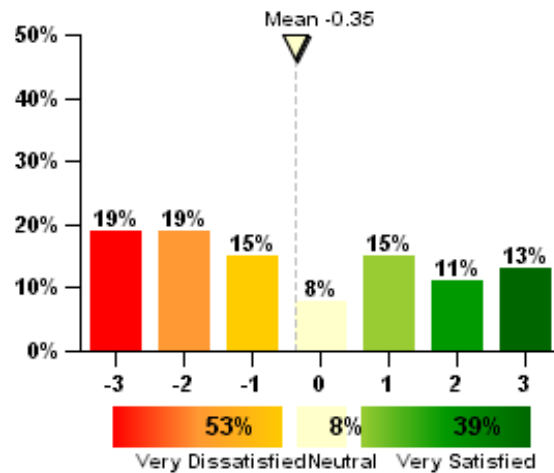
## 2.1 Acoustic Quality

How satisfied are you with the noise level in your workspace?



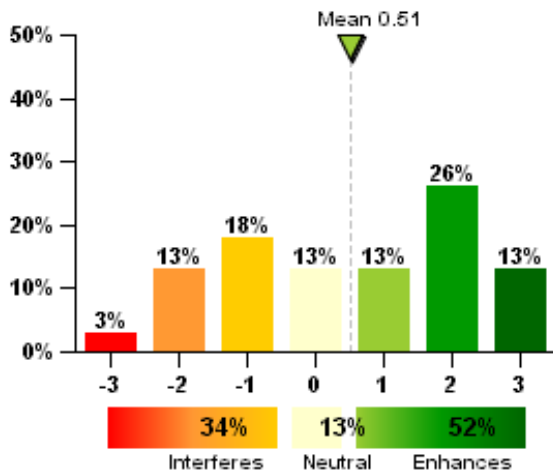
N=62

How satisfied are you with the sound privacy in your workspace (ability to have conversations without your neighbors overhearing and vice versa)?



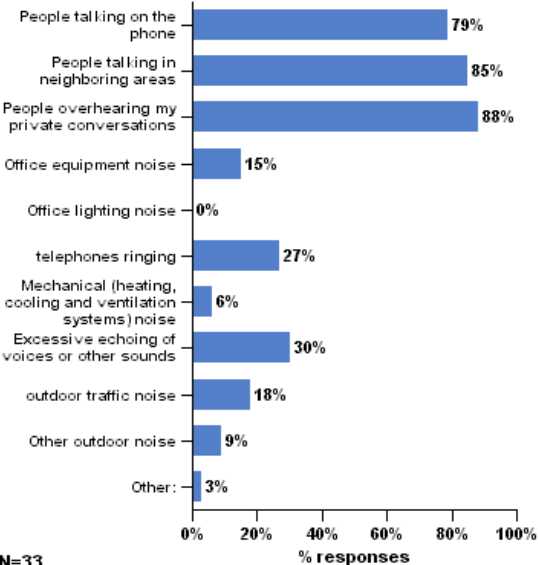
N=62

Overall, does the acoustic quality in your workspace enhance or interfere with your ability to get your job done?



N=61

You have said you are dissatisfied with the acoustics in your workspace. Which of the following contribute to this problem? (check all that apply)

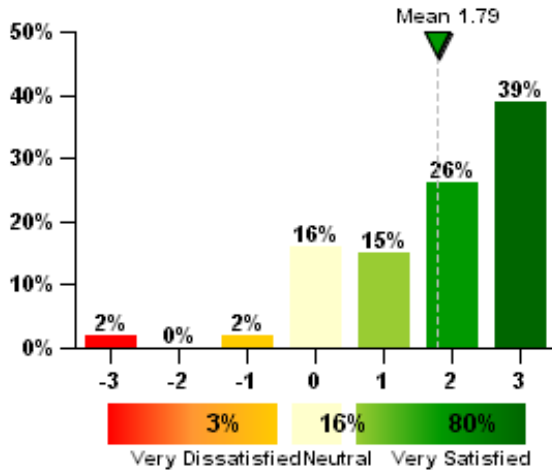


N=33



## 2.2 Air Quality

How satisfied are you with the air quality in your workspace (i.e. stuffy/stale air, cleanliness, odors)?



N=61

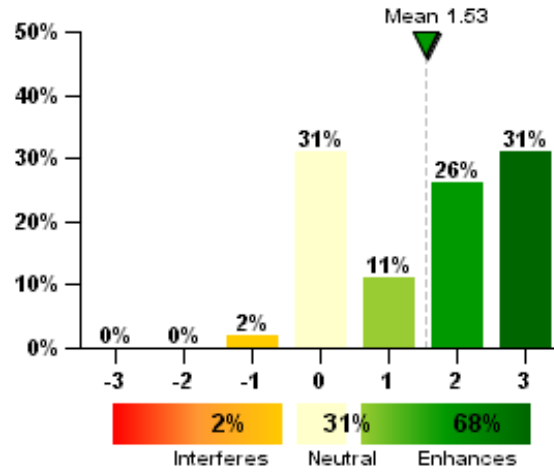
Air is stuffy/stale

Due to the limited number of responses to this question, its chart is not displayed

Air smells bad (odors)

Due to the limited number of responses to this question, its chart is not displayed

Overall, does the air quality in your workspace enhance or interfere with your ability to get your job done?



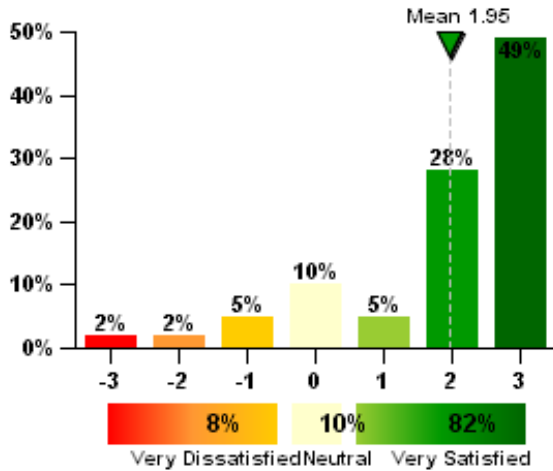
N=62

Air is not clean

Due to the limited number of responses to this question, its chart is not displayed

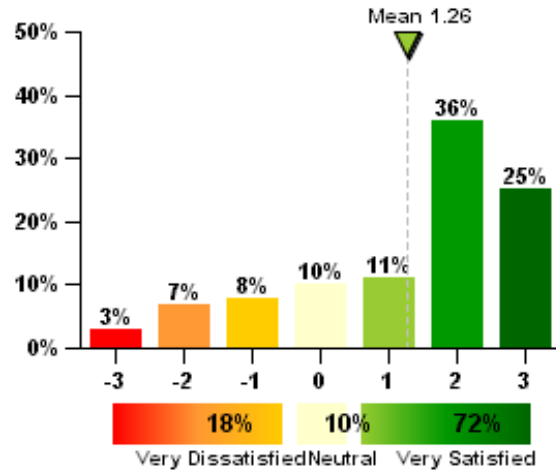
## 2.3 Cleanliness and Maintenance

How satisfied are you with general cleanliness of the overall building?



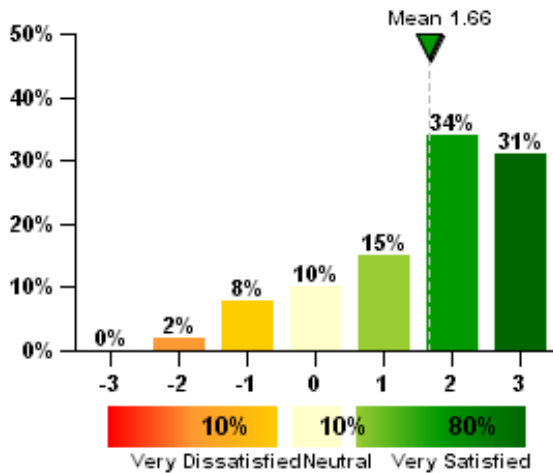
N=61

How satisfied are you with cleaning service provided for your workspace?



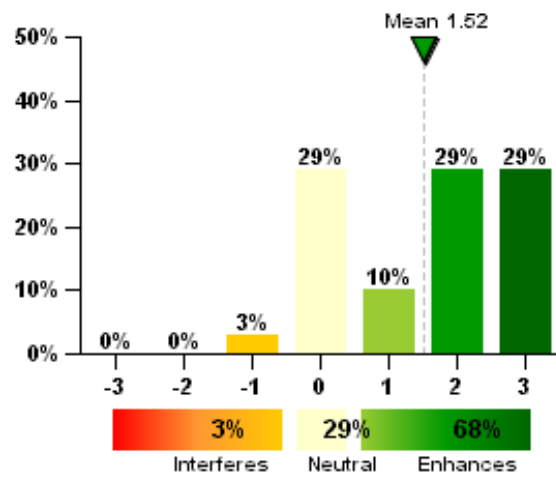
N=61

How satisfied are you with general maintenance of the building?



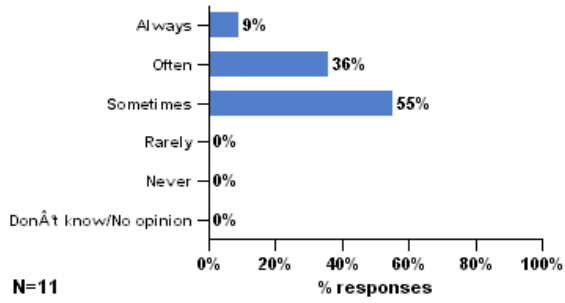
N=61

Does the cleanliness and maintenance of this building enhance or interfere with your ability to get your job done?

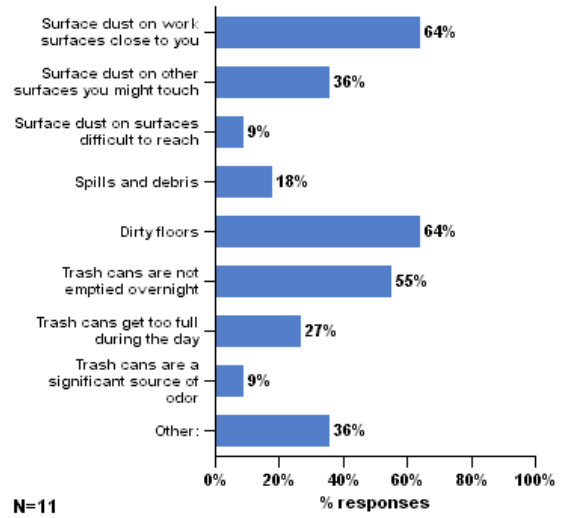


N=62

You have told us that you are dissatisfied with the cleaning service provided for your workspace. How often do you have significant problems?

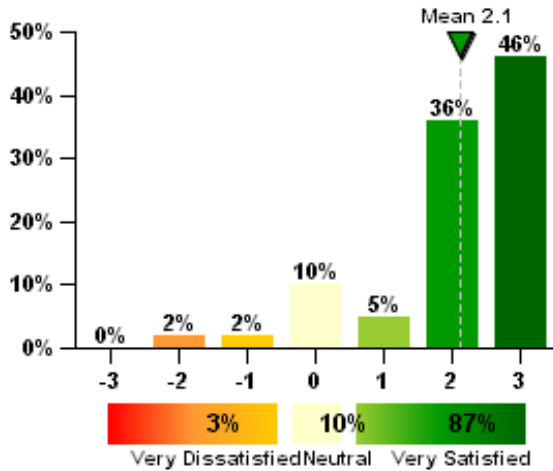


Which of the following contribute to this dissatisfaction? (check all that apply)



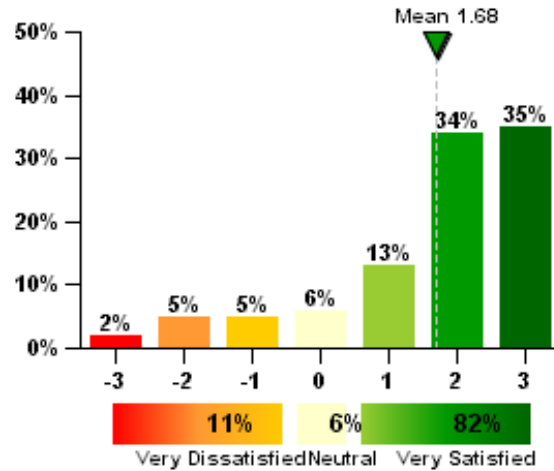
## 2.4 Lighting

How satisfied are you with the amount of light in your workspace?



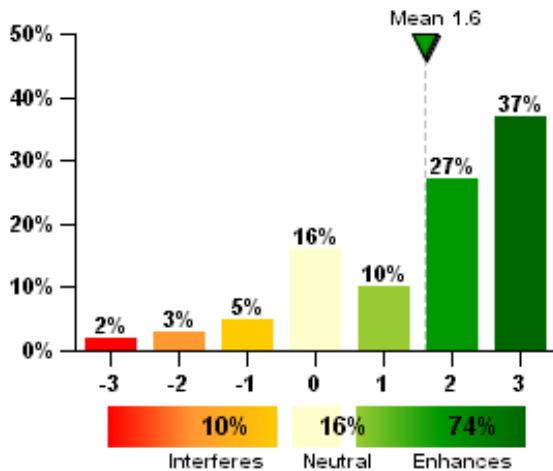
N=61

How satisfied are you with the visual comfort of the lighting (e.g., glare, reflections, contrast)?



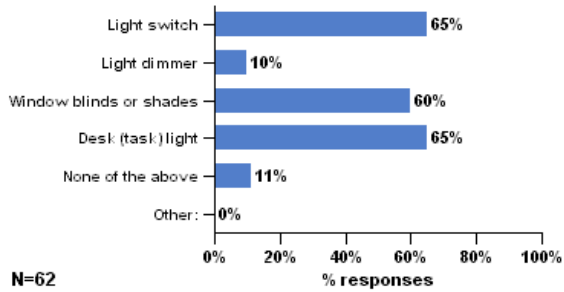
N=62

Overall, does the lighting quality enhance or interfere with your ability to get your job done?

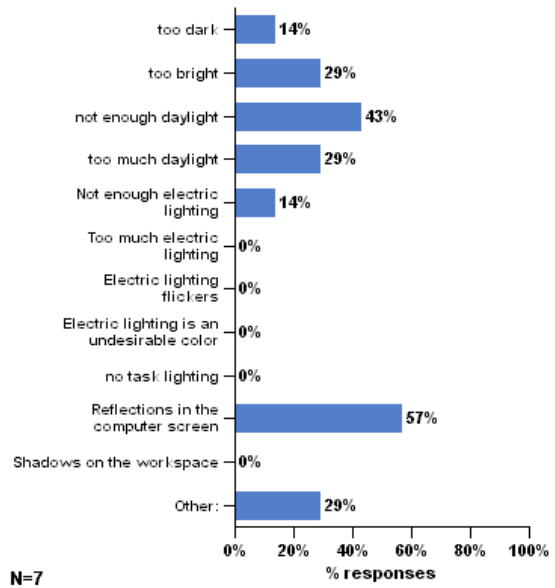


N=62

Which of the following controls do you have over the lighting in your workspace? (check all that apply)

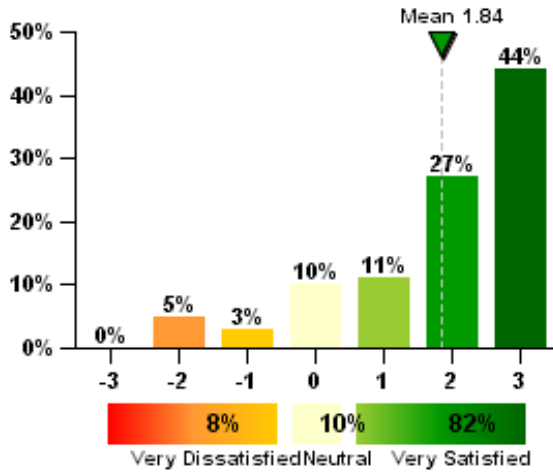


You have said that you are dissatisfied with the lighting in your workspace. Which of the following contribute to your dissatisfaction? (check all that apply)



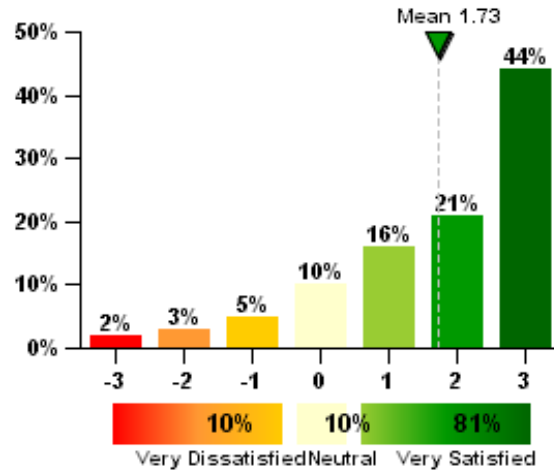
## 2.5 Office Furnishings

How satisfied are you with the comfort of your office furnishings (chair, desk, computer, equipment, etc.)?



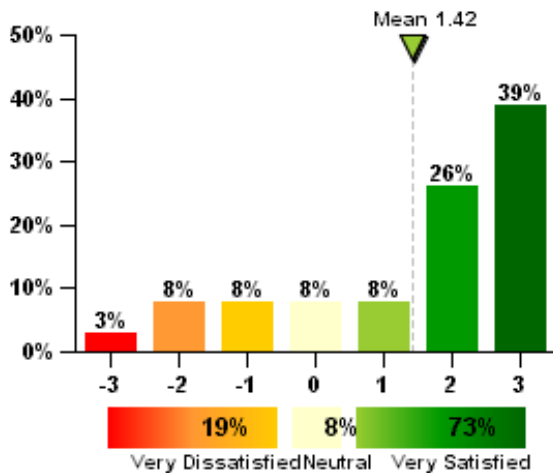
**N=62**

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



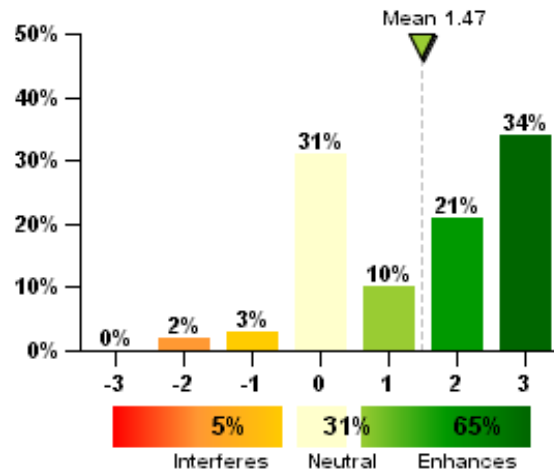
**N=62**

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



**N=62**

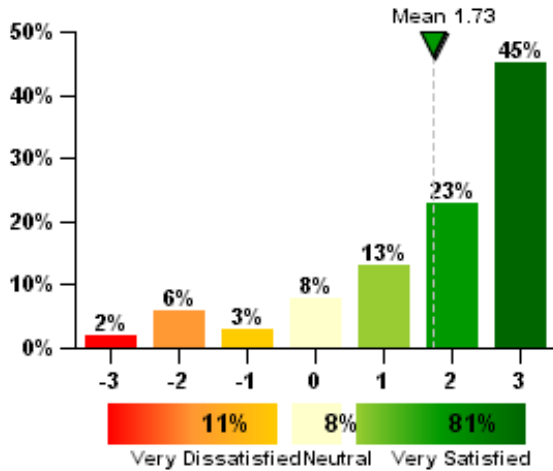
Do your office furnishings enhance or interfere with your ability to get your job done?



**N=62**

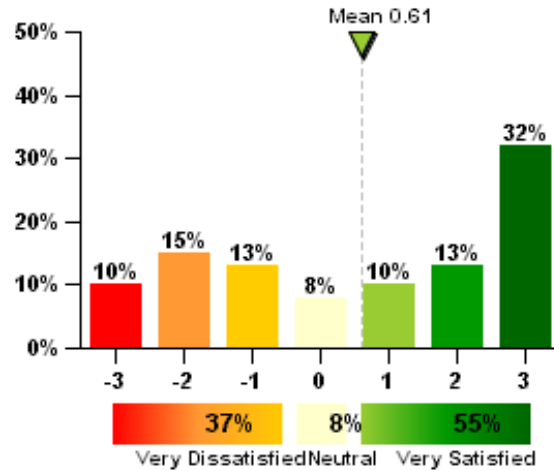
## 2.6 Office Layout

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



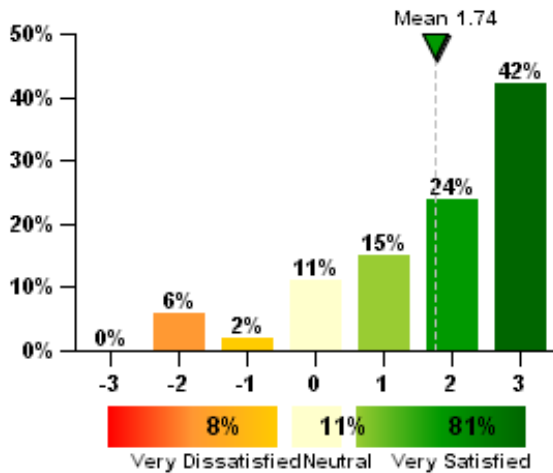
N=62

How satisfied are you with the level of visual privacy?



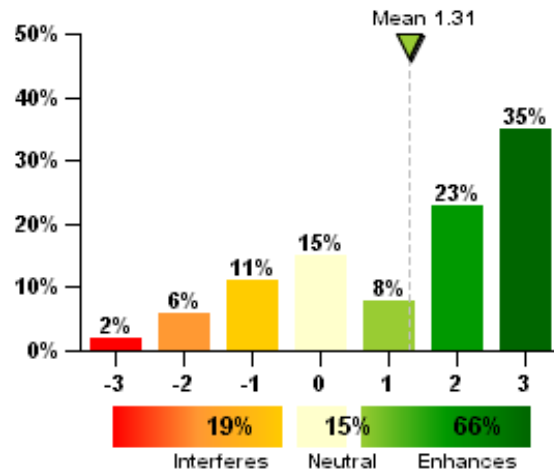
N=62

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



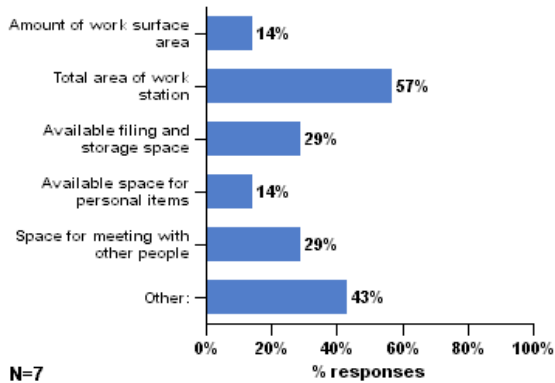
N=62

Overall, does the office layout enhance or interfere with your ability to get your job done?

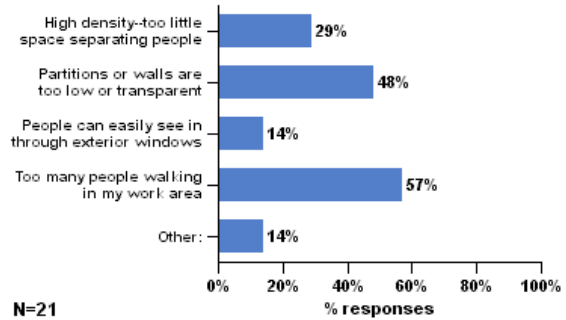


N=62

You have said that you are dissatisfied with the amount of space available for individual work and storage. Which of the following contribute to your dissatisfaction? (check all that apply)



You have said that you are dissatisfied with the level of visual privacy. Which of the following contribute to your dissatisfaction? (check all that apply)



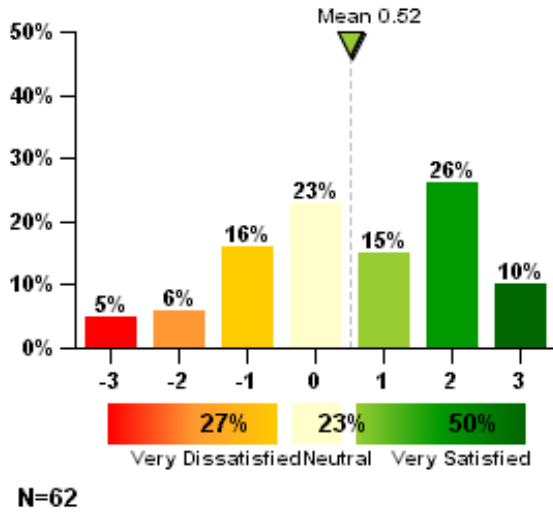
You have said that you are dissatisfied with the ease of interaction with co-workers. Which of the following contribute to your dissatisfaction? (check all that apply)



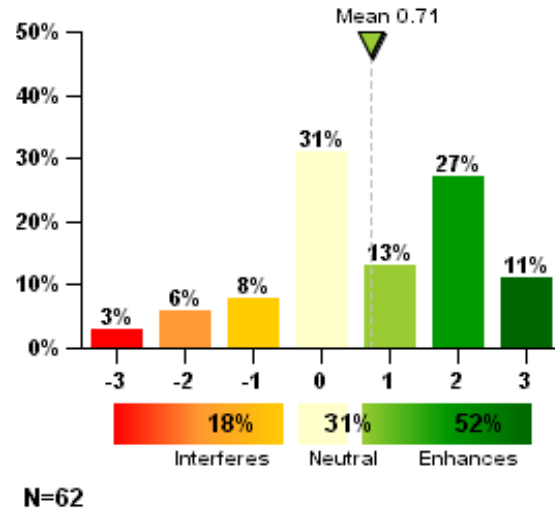


## 2.7 Thermal Comfort

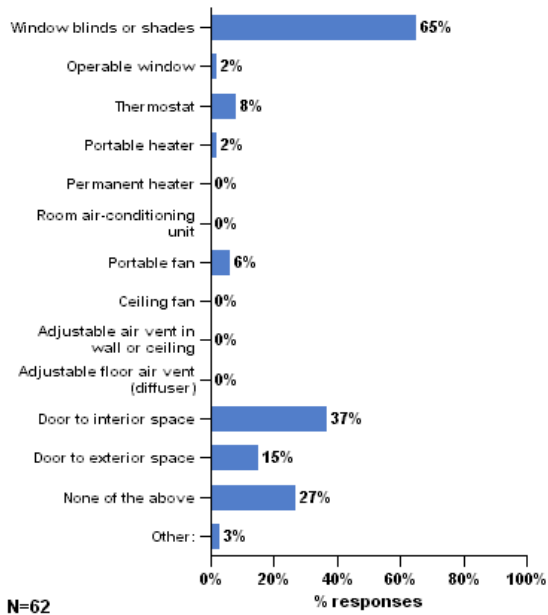
How satisfied are you with the temperature in your workspace?



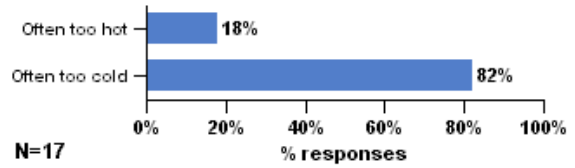
Overall, does your thermal comfort in your workspace enhance or interfere with your ability to get your job done?



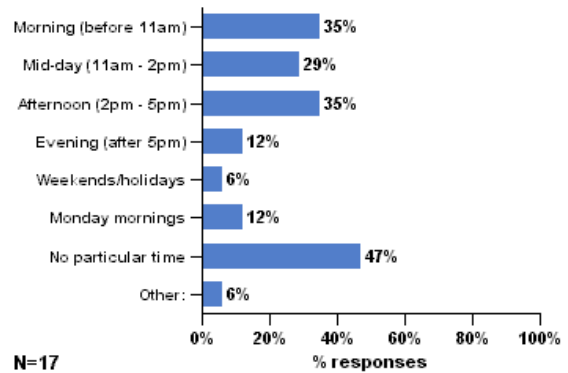
Which of the following do you personally adjust or control in your workspace? (check all that apply)



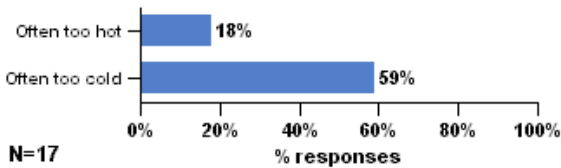
In warm/hot weather, the temperature in my workspace is: (check all that apply)



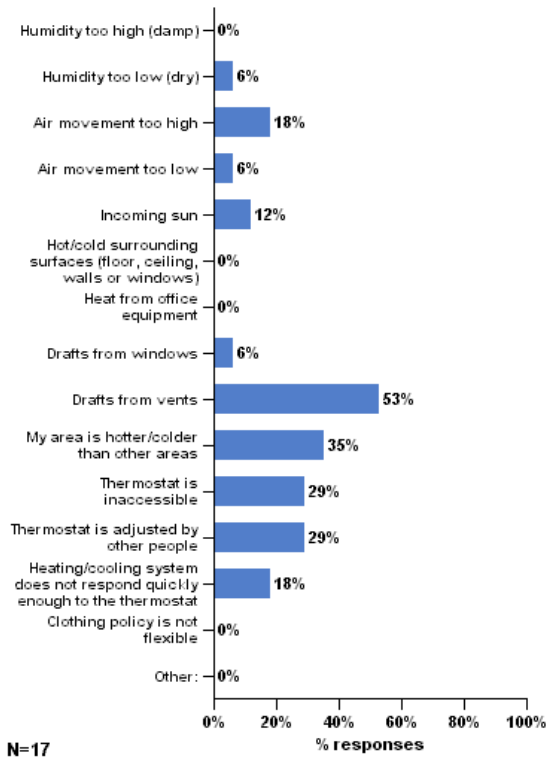
When is this most often a problem? (check all that apply)



In cool/cold weather, the temperature in my workspace is: (check all that apply)

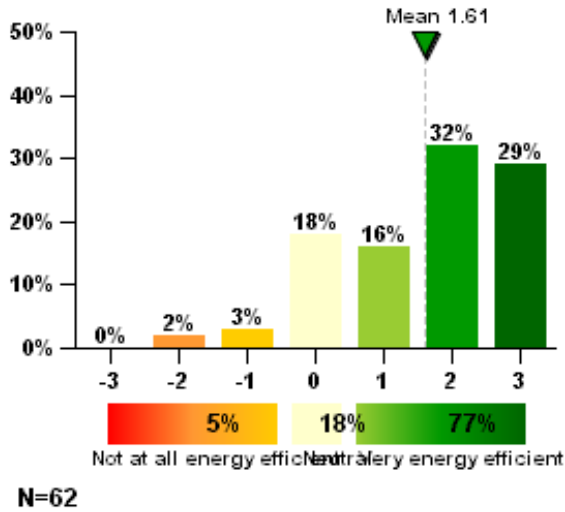


How would you best describe the source of this discomfort? (check all that apply)

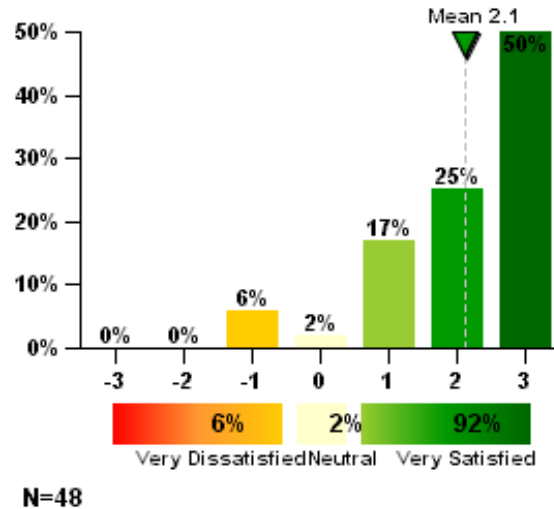


## 2.8 Building Features

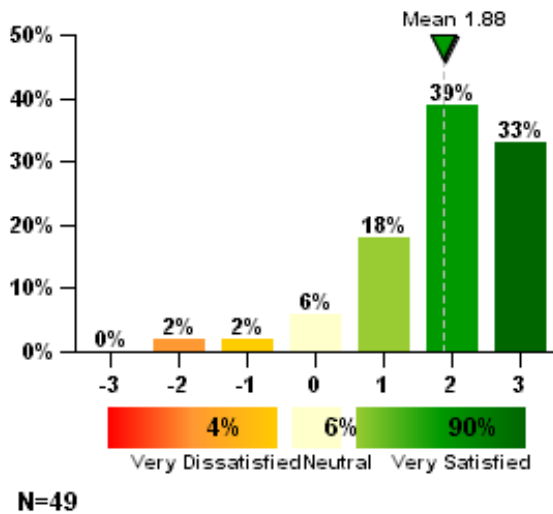
Considering energy use, how efficiently is this building performing in your opinion?



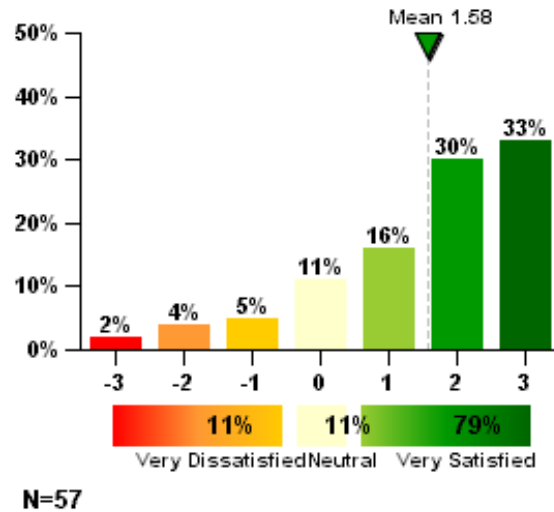
Window blinds



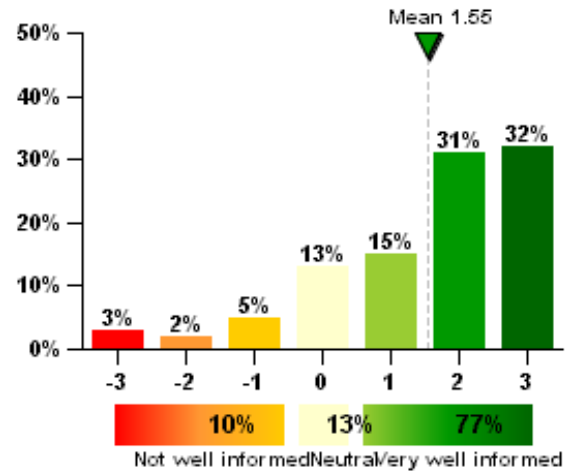
Lighting Controls/Electric Lighting Layout



Individual Office/Workstation Layout



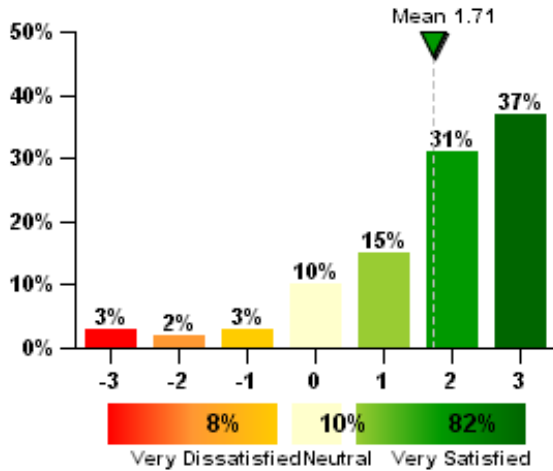
How well informed do you feel about using the above mentioned features in this building?



N=62

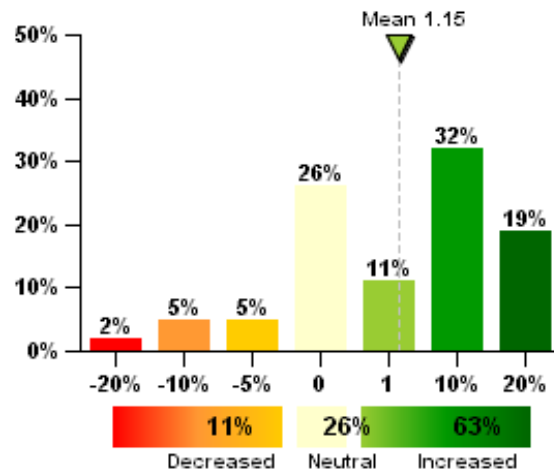
## 2.9 General Comments

All things considered, how satisfied are you with your personal workspace?



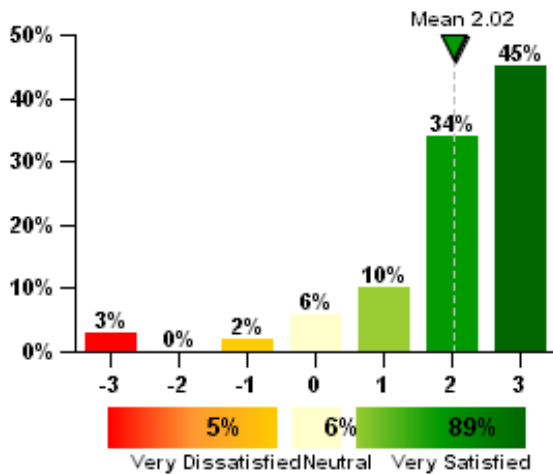
N=62

Please estimate how your productivity is increased or decreased by the environmental conditions in this building (e.g. thermal, lighting, acoustics, cleanliness):



N=62

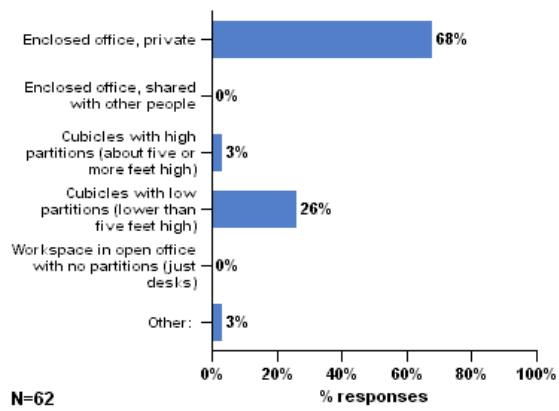
How satisfied are you with the building overall?



N=62

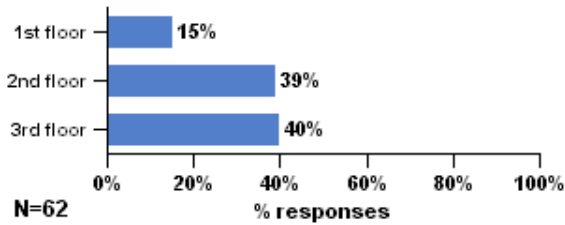
## 2.10 Personal Workspace Description

Which of the following best describes your personal workspace?

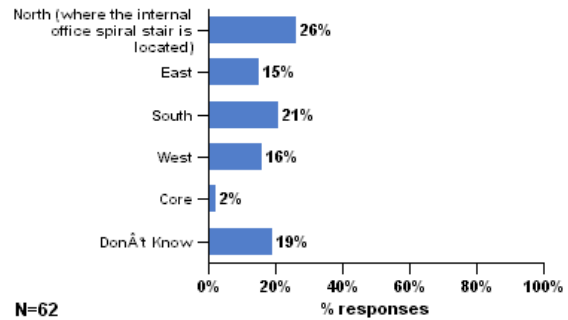


## 2.11 Personal Workspace Location

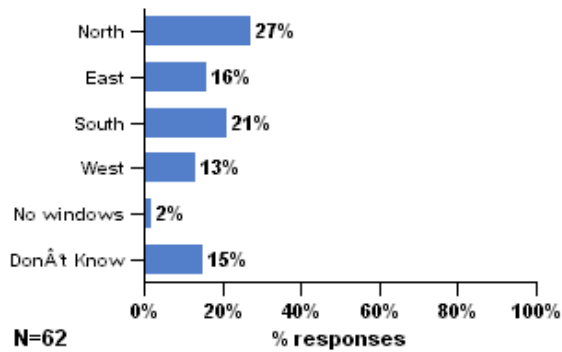
On which floor is your workspace located?



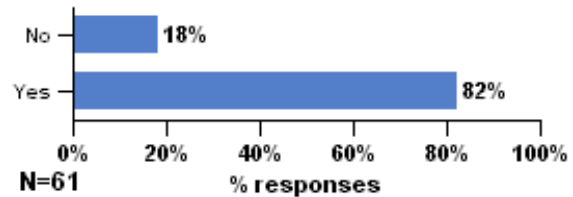
In which area of the building is your workspace located?



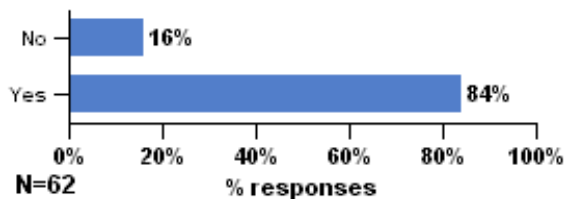
To which direction do the windows closest to your workspace face?



Are you near an exterior wall (within 15 feet)?



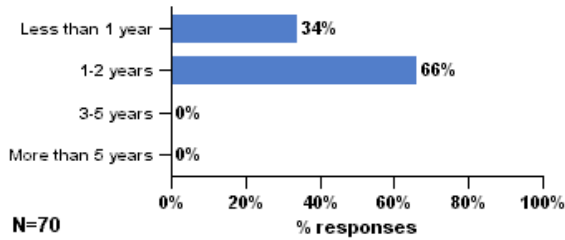
Are you near a window (within 15 feet)?



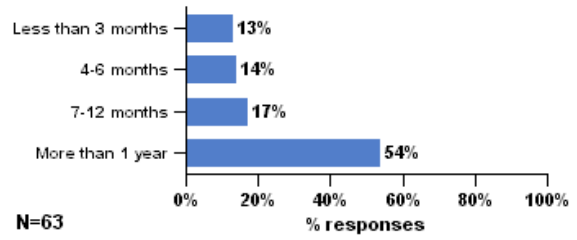


### 3.1 Background

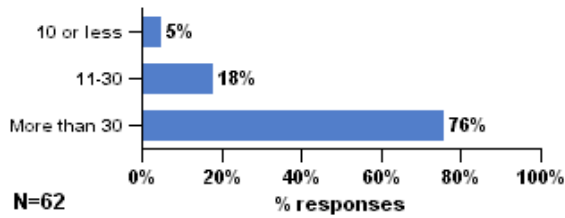
How many years have you worked in this building?



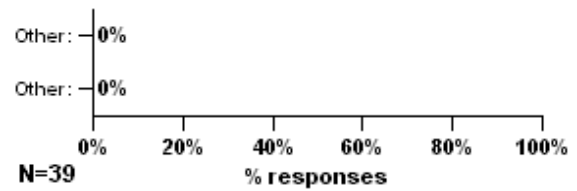
How long have you been working at your present workspace?



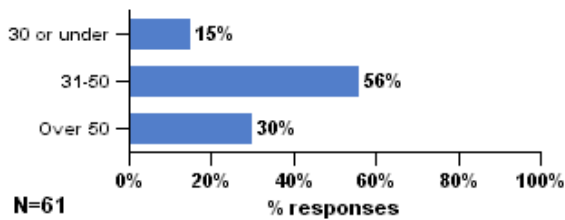
In a typical week, how many hours do you spend in your workspace?



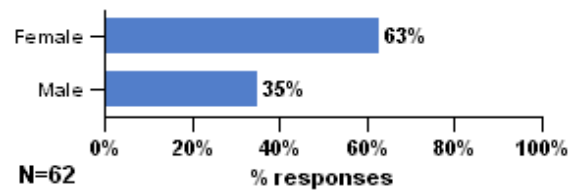
How would you describe the work you do?



What is your age?



What is your gender?



### 3.3 Occupant Survey Methodology

This report presents the results of an Occupant Satisfaction Survey. Occupant responses are collected via the Internet and recorded to a secure server database using SQL technology (SQL is a standardized query language used for requesting information from a database). To protect the confidentiality of participants, the online report contains only aggregated, anonymous results.

The survey is comprised of a core survey and optional survey modules. The core survey includes modules for office layout, office furnishings, thermal comfort, air quality, lighting, acoustics, and building cleanliness and maintenance. This survey report includes information for the optional commute and daylighting modules. Core questions are the same across surveys and are used for benchmarking and trend analysis.

The survey has been extensively tested and refined. An established in-depth pre-testing method called cognitive interviewing was used by the Survey Research Center at the University of California, Berkeley to assess how well respondents were able to comprehend and accurately report answers to survey questions (Eisenhower, 2000). Cognitive interviews allowed researchers to examine the thought processes that affect the quality of answers provided to survey questions. The primary technique used was “concurrent think aloud” where respondents were asked to comment out loud about the thoughts that crossed their mind as they read, interpreted and answered each question. This technique was supplemented with paraphrasing (asking the respondents to put something in their own words) and systematic probing. Seven people participated in this testing. Results were used to refine the survey organization, question text, graphic design of the scales, and the process required to access the survey website.

The time to completion has been monitored, and occupants have evaluated the length of each section of the survey. Approximate time to completion for the core survey is 5-12 minutes; time to completion varies depending on the number of branching questions and comments answered. This length of time has not been regarded as an impediment to completion in most (but not all) of the buildings surveyed to date. Surveys that include several customized modules in addition to the core survey have had completion times of up to 20 minutes. Organizations that choose to implement longer surveys are briefed regarding the potential negative effect that longer time to completion can have on response and completion rates.

The survey implementation process typically begins with an email informing building and sent either by CBE or the sponsoring agency. Subjects can open the survey at their

convenience. After linking to the survey, respondents see a welcome screen informing them of the purpose of the survey. The welcome page also advises them of the amount of time it should take to complete the survey, and their rights as a research participant. Participation in the survey is voluntary and anonymous. Upon starting the survey, participants click through a series of questions asking them to evaluate their "satisfaction" with different aspects of their work environment. Satisfaction is rated on a 7-point scale ranging from "very satisfied" to "very dissatisfied" (see Figure 1). In most cases, respondents who indicate dissatisfaction (the lowest three points on the scale) with a particular aspect of their work environment are branched to a follow-up screen probing them for more information about the nature of their dissatisfaction. Respondents who indicate neutrality or satisfaction (the upper four points on the scale) move directly to the next survey topic. When applicable, respondents are also asked to assess the impact of environmental factors on their effectiveness in getting their job done.

A survey typically stays open for 1-2 weeks. The rate of participation is monitored; if few have responded, reminder emails may be sent. After the survey is closed, the data is cleaned. The responses of participants who answer less than 15 questions are removed from the final data set.

Satisfaction ratings are tabulated for each point on the scale, and are also summarized into three categories: satisfied (top three points), neutral (middle point) and dissatisfied (bottom 3 points). This summary is particularly useful to managers that need to see a top-level overview of occupant feedback. Comments are also listed in totality for each question.

For more information, please send us an e-mail or contact us at (510) 642-4984.