



Update on space strand of post occupancy review

Overview of feedback received **so far** from Catalyst users around the space in Catalyst.

A number of feedback activities have been undertaken between October 2018 and January 2019 including comment cards, informal feedback, exit interviews, graffiti boards, observations and behavioural maps and monitoring of specific areas. From this several common themes were identified. Some we believe were linked to snagging/defect issues in the building and others related to the layout and operation of the space. Issues linked to snagging/defect included temperature, lift being out of order, lack of power, non-user-friendly blinds, ground floor solar glare and signage. Most of the snagging issues have been resolved and further feedback back activities are currently being undertaken by volunteers from across the 3 services including; monitoring, touchstone tours, interviews and a photo task. These should uncover if users feel these have been addressed.

Other issues identified related to the layout and operation of the space and included; noise, a need for larger and more tables for laptop users, more group space and a lack of private individual spaces. These are being unpicked through further monitoring and prototyping of different layouts of furniture which is being monitored by further observations. Some issues, such as students being unsure where to wait for appointments and pressures on space, are linked closely to the enquiry stand of the POE and we will work together to come up with a solution.

Further steps to be undertaken include:

- Running a social media campaign to highlight hidden features of Catalyst called Spotlight on.
- Gathering more feedback from specific user groups including academic staff, users with a disability or specific learning difficulty and Catalyst staff
- Exploring wayfinding in the building
- User polls to evidence support for proposed changes.
- A bid proposal for any extra items required