ENGINEERING BUILDINGS A & B

SEMESTER 1 STAFF EVALUATION REPORT

MANCHESTER
1824

The University of Manchester

Contents

Introduction

We have previously published an [evaluation report](#) collating the experience of students throughout our first full Semester of teaching.

This evaluation report reflects on the views and experiences of colleagues working in the new home of Engineering and Materials during Semester 1 and draws from a series of evaluation exercises conducted in early 2022 to collate a full picture of staff experience.

Source data:

- TellMECD (dedicated email and through social media channels)
- Wayfinding survey
- Teaching survey
- Hot spot analysis
- Staff focus group
- Building user group

Summary

Staff are using TellMECD channels (email, Twitter, Instagram) to provide feedback and report issues about the building. This has enabled a number of improvements to be implemented quickly.

Wayfinding through Engineering Buildings A & B has been aided by provision of guided tours and paper and digital maps. Feedback from Semester One indicates that more needed to be done to highlight the availability of the support around navigation, with awareness of these resources not being at the levels we'd like to see.

Feedback tells us that staff are predominantly enjoying teaching in the spaces however there have been a number of issues with AV and familiarisation.
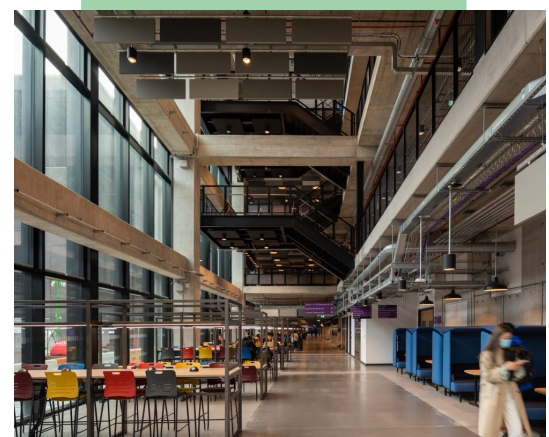
Results

TellMECD

The @TellMECD email and social media campaign provides a single entry-point for all queries in and around the functioning of the new home of Engineering and Materials for all building users, in order to simplify the user journey and deal with queries and issues more effectively.
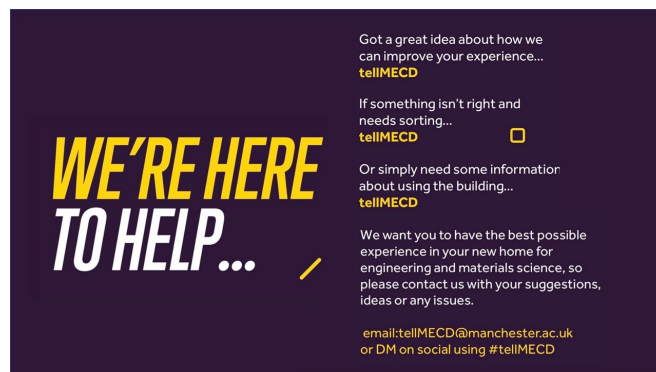
As demonstrated in the data below, this has been a popular channel amongst staff and students and feedback, on the whole, has been positive, with one colleague saying:

> " Thanks for the excellent work done by you and your team. It's very good to be able to send a message to one point and be confident that someone will action it. There are many improvements that have been made by you that have made MECD work more smoothly. The 'you suggested… we did this…'approach works very well. "

TellMECD has been promoted via physical assets around the building (banners and posters) as well as through social media and open meetings.

Due to the success of the tellMECD, this will remain in place for the duration of the 2022/23 academic year to assist colleagues in settling into their new workspace. Following 2022/23 and a full evaluation programme, we will assess future requirements for query resolution.

Query type	Number of queries
Teaching / timetabling / room booking	110
IT issues	76
Building issues	53
General information	48
Teaching queries	29
Access	19
Building tours	18
Other	74
Total	427

Figure 1: TellMECD queries by type

Results

Wayfinding

To support our wayfinding strategy, paper and digital maps of Engineering Buildings A & B were provided to colleagues in advance of building opening and re-prints were carried out throughout the semester, due to popularity amongst building users and physical copies being sent to EEE offer holders.

To evaluate the effectiveness of these measures, colleagues working in Engineering Buildings A & B were asked to complete a short survey about their experience of wayfinding in the building. The sample was drawn from colleagues timetabled to teach in the buildings who had visited the sample workspace for touchdown working, from which 39 responses were received:

Out of 38 responses to the question "On a scale from 0—10, how have you generally found getting around Engineering Buildings A & B? (10 indicating "very easy" and 0 indicating "not easy at all", over 2/3 of respondents indicated a level of 6 and above.

Out of 37 respondents, less than a third had accessed the digital map of Engineering Buildings A & B

A third of respondents had used the print maps of Engineering Buildings A & B, with 80% of these colleagues reporting that they had found the resource useful.

The following table (right) shows the level of awareness of building tours and their uptake:

Were aware of tours but hadn't attended	15
Were aware of tours and had attended	12
Weren't aware of tours	9

Of those who had attended one of our building tours, 75% reported finding these useful.
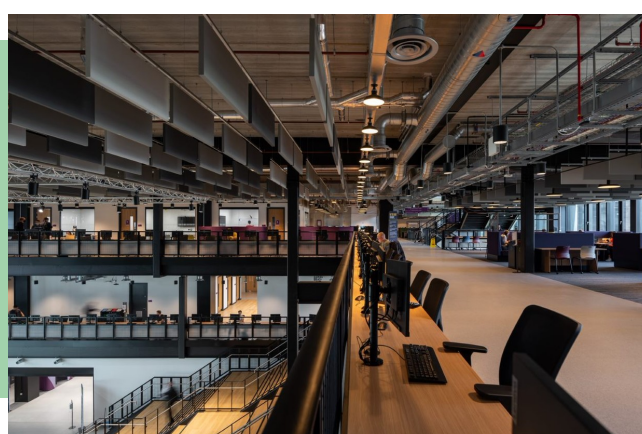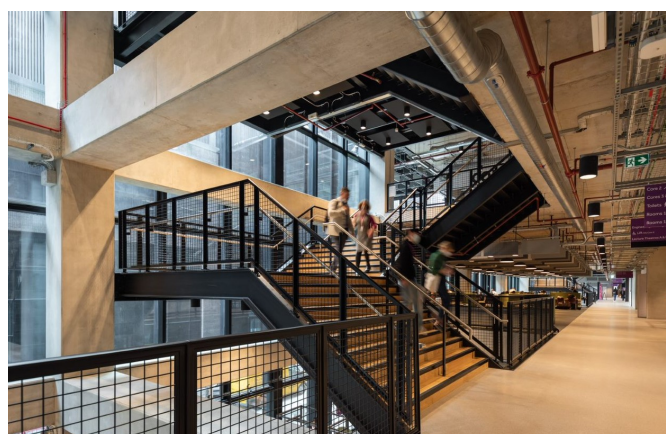
Results

Wayfinding

Finally, respondents were asked the following question: "Of the below facilities you've wanted to access, have you been able to find:". The results of this can be found in the table below.

Location	YES	NO	Total
Engineering Building B	26	1	27
Café collaborate	22	1	23
Café Connect	27	1	28
Student support hub	17	2	19
Printing facilities	4	7	11
Welfare room	1	6	7
Baby changing	0	7	7
Active Travel Hub	0	11	11

Figure 2: Accessibility of different facilities throughout Engineering Budlings A & B

Open comments indicated that:

- staff found overhead signs difficult to read

- a need for maps within the building

- a need for better promotion of the digital maps

Results

Academic teaching survey

Prior to the commencement of Semester One, colleagues teaching in Engineering Buildings A & B were invited to guided sessions supported by Media Services colleagues, which explored the range of teaching spaces throughout the buildings and provided orientation for new AV in our teaching spaces. We also held a series of unfacilitated "sandpit sessions" where staff were able to bring their own IT equipment and test this out ahead of timetabled teaching.

Additionally, digital user guides for these new spaces were developed with colleagues from Media Services and sent out to teaching colleagues, providing detailed guidance on using new equipment. QR codes directing to these same guides were placed on equipment throughout teaching spaces, allowing colleagues to access these directly. Signage throughout these spaces also directed to support available from Media Services and IT Services.

Colleagues teaching in Engineering Building A & B during Semester One were invited to complete a survey to provide feedback into their experience. 200 academics were contacted with a response rate of over 25%.Referring to teaching in the building, colleagues were asked if they agreed or disagreed with statements

75% of staff agreed or completely agreed that they enjoyed teaching in Engineering Buildings A & B	80% agreed or completely agreed that they are looking forward to teaching in Engineering Buildings A & B in the future	21% had not accessed the building induction materials
59% found the building induction materials useful	23% said they had no issues with AV in the new spaces	Comments indicated a desire for more AV support, greater familiarity with induction materials and further guidance about how to use spaces effectively

Results

## Academic teaching survey

Positive experience captured included:

- "Cluster setups worked well - two landscape / portrait screens. Quite open-feel to flat mid-size teaching room (other lectures were in rather worn-out rooms so positive comparison)'"

- "Good AV facilities and it was nice to be able to flexibly re-arrange rooms to fit the sessions "

- "Really enjoyed the physical space, the style of the building"

- "Spaces such as the meet and teach rooms with a whiteboard, visualiser, PC and multiple screens worked well"

Hot spot analysis

In order to understand how staff are using Engineering Buildings A & B, hotspot analysis was conducted three times daily during w/c 6 December 2021.

Staff were asked to pinpoint the location they used in the building and their purpose for using the space. This exercise allowed us to identify what spaces in the building were being used by staff and for what purpose. 83 were staff (30 academic and 53 Professional Services staff) participated in this exercise.

Unsurprisingly academic colleagues used more of the teaching spaces for a variety of reasons such as teaching and conducting academic advising sessions and supervision meetings. Professional Services predominantly used the office spaces and social spaces for meetings and administrative work. This tells us that the spaces within the building facilitate a wide variety of staff led activities.
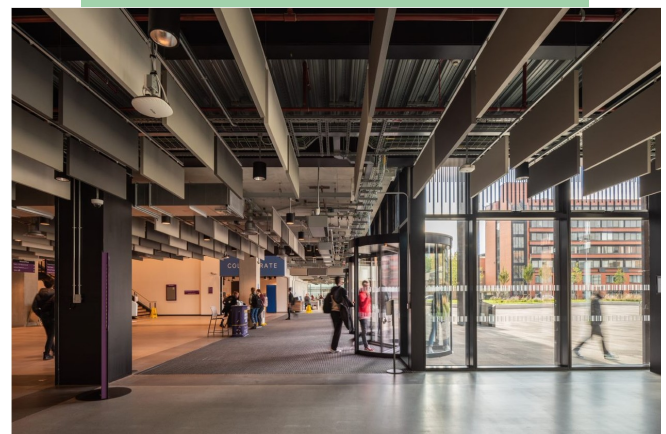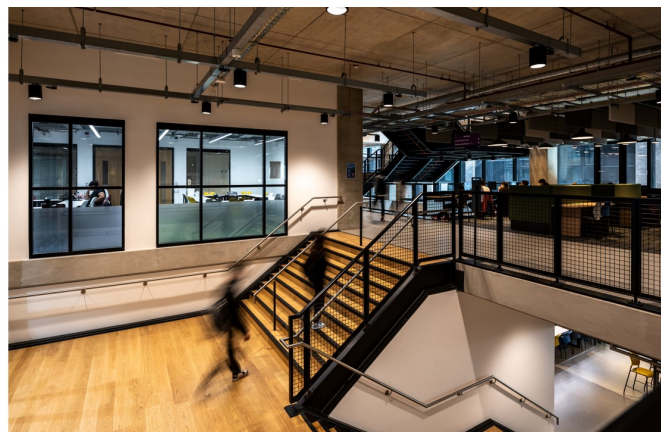
Results

Building User Group

Recognising the importance of gathering user feedback and resolving any issues swiftly, a Building User Group has been convened to gather feedback and report emerging issues.

Any proposed changes will be escalated to Core Management Group for approval and implementation. Should further escalation be required, the Core Consultation Group will be consulted. The group meetings monthly. This feedback mechanism sits alongside tellMECD@manchester.ac.uk

The following staff are members of the building user group. From September 2022, we will also be seeking membership from further staff groups (PS, PDRAs) as well as students (UG, PGT, PGR).

Group presenting	Representative
Service Delivery	Lydia Norman (Chair)
Service Delivery	Humna Nashir (Secretary to the group)
Teaching Learning and Student Experience	Gianpaolo Vignali
Student Hub	Sonia Devi
EDIA Network	Paul Marks Jones
Catering	Jonathan Minshull
House Services	Lee Gouldbourn & Angela Chant
Technical	Gary Ingham
Faculty Estates	Michael Billington
IT Services	Michelle Clayton
Media Services	Trevor Byrne
Student Experience	Stacey Kendall
Department of Materials	David Hall
Department of Mechanical, Aerospace and Civil Engineering	Ben Parslew, Ahmed Syed, Glen Cooper
Department of Chemical Engineering	Arthur Garforth
Department of Electrical and Electronic Engineering	TBC

Minutes of previous meetings are available via StaffNet

If you would like to raise something for the Building User Group's consideration please contact your representative or email tellMECD@manchester.ac.uk

Recommendations

Wayfinding

First impressions count and in order to provide a positive experience from the moment you enter the building, we are using your feedback to improve wayfinding in the following ways;

- Enhanced visibility and promotion of digital maps using our website and communications channels (e.g. newsletters and bulletins)

- Publication of updated map to be made available from September 2022

- Implementation of a building navigation app and map plinths (touch screens) at key locations throughout the building

- Review of overhead signage to key spaces to make it easier to find key locations. We will also include 'you are here' signage at key locations.

- Offering a programme of tours to suit a range of audiences.

- Publishing navigation videos to key spaces will be available through our building user guide.

TellMECD

As one of our most popular ways of getting in touch with the Service Delivery Team, we will continue to improve @TellMECD channels by;

- Further segmenting our data to provide in-depth analysis of tellMECD user most common questions and issues to help us deal with your queries more quickly and efficiently.

Building User Group

Our Building User Group is important part of reviewing and enhancing our operations. With this in mind we will;

- Further promote the role of the group out to wider colleagues and expand membership to include more PS and PDRAs as well as students (UG, PGT, PGR) to ensure building occupancy is reflected.

Recommendations

Academic activities

💡 Improved promotion of the capability of the teaching spaces to our academic community

💡 Improved induction and support resources for academics to enable them to have a positive experience when using the spaces. These will include video guides about how to use the spaces, clearer instructions about how to use the AV equipment. We are also going to work with colleagues to deliver workshops and examples of best practice in the spaces.

💡 Improvements to AV equipment of some spaces to reduce negative issues arising and improve staff and student experience

💡 Continue to promote and run a tailored programme of tours for a range of audiences. There will be an intensive schedule of tours during the start of the academic year.

💡 Address IT and Wi-Fi issues experienced within the building.

" Central to the development of the delivery of teaching and learning in our New Home for Engineering and Materials Science, the Project Team has initiated several projects that look at how we use our new facilities and how we can share this best practice.

Together with the Teaching Academy, workshops with our teaching enhancement leads, will showcase our unique blended and interconnected teaching spaces and will be disseminated further via individual disciplines.

Staff feedback is essential to maintaining that we are meeting the needs of our students. Staff can do this by emailing tellMECD@manchester.ac.uk "

Gianpaolo Vignali, Academic Lead for MECD