

THE HOME OF ENGINEERING AND MATERIALS

YEAR 2 EVALUATION REPORT

MARCH 2025

Year 2 survey background

Findings from our Year 1 post-occupancy survey (December 2023) highlighted a number of positive experiences in the buildings but also some initial challenges.

PS colleagues and PGRs were positive across most areas whilst academic and Technical Operations colleagues expressed higher rates of dissatisfaction, particularly around their immediate working environments.

Similarly, whilst most colleagues were positive around the quality of new teaching, research and workspace facilities, adjustment to new ways of working and building processes presented some issues. In particular, colleagues expressed some difficulty acclimatising to some new open plan elements (such as noise levels, maintaining confidentiality), arrangements for meeting with students and low levels of community feeling in the new buildings.

The Year 2 survey builds on findings from last year's survey, covering the same questions to help us better understand the experience of building users over time.

Survey responses

822 colleagues took part in the Year 2 survey, representing around 33% of all building users contacted to take part in the survey (down 4% from last year). Breakdowns and response rates across staff groups are provided below:

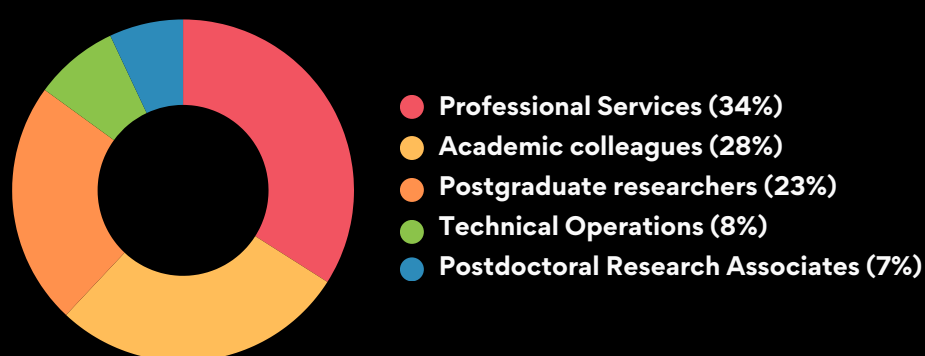


Figure 1: Breakdown of overall responses by staff group

Staff group	Professional Services	Academic	PDRA	PGR	Technical Operations
Response rate (%)	60%	26%	13%	22%	26%

Figure 2: Response rate by staff group (% of overall MECD population who responded to the survey)

Day to day building experience

All colleagues who took part in the survey fed back around their everyday experience in the building.



SERVICE DELIVERY

77% of colleagues know how to access support (**up 2%**)

74% of colleagues are satisfied with level of support provided (**up 6%**)

66% of colleagues are satisfied with the length of time taken to resolve issues (**up 9%**)

66% of colleagues are satisfied that issues are fully resolved (**down 2%**)



WAYFINDING

50% of colleagues satisfied with wayfinding in the building (**no change**)



SECURITY

56% of colleagues satisfied with security in the building (**no change**)



COMMUNICATIONS

57% of colleagues are aware of how to access general information and guidance around building processes e.g. booking meeting rooms, access arrangements (**up 6%**)

CONTINUOUS IMPROVEMENTS

- Expansion of Service Delivery Team to increase the provision of support
- Streamlining all building information to one channel ([Building User Guide](#))
- Introduction of a pilot Ground Floor information point to improve building user experience

Workspace and ways of working

Workspace occupants - based in open plan, shared academic offices or technical workspaces - provided feedback about their immediate working environment as well as their impressions of the new shared workspace facilities, processes and elements impacting their everyday role (including issues such as noise, managing confidentiality, collaboration and community).



Shared academic offices

Following a six-month programme of maintenance to ventilation and extraction systems, and new solutions to better manage light levels, we've seen significant improvements in user satisfaction in shared office spaces.



Temperature up 23% to 49% satisfaction



Lighting up 17% to 44% satisfaction



Ventilation up 11% to 40% satisfaction



Ability to achieve your best work in your office up 25% to 44% agreement



Technical workspaces

Following the same six-month maintenance programme, colleagues based in technical workspace areas reported considerably higher rates of satisfaction when comparing the Year 1 and 2 responses.



Temperature up 14% to 49% satisfaction



Noise levels up 16% to 46% satisfaction



Ability to achieve your best work in your workspace up 8% to 65% agreement



Ventilation up 11% to 61% satisfaction



Immediate office space up 18% to 69% satisfaction

NEXT STEPS

It's encouraging that colleague experience in these spaces is improving but we still have a way to go.

! Over the coming months, our Service Delivery Team will continue to roll out lighting solutions upon request. We also now have improved levels of access to our Building Management System to quickly identify and deal with environmental issues; please continue to raise these via TEAM@manchester.ac.uk so that they can be resolved effectively.



Open plan workspace

Feedback from staff and PGRs in the open plan workspace shows that satisfaction remained consistent or increased slightly across a number of elements.

- ↑ Security up 4% to 68% satisfaction
- ↑ Immediate working environment up 3% to 69% satisfaction
- ↑ Ability to achieve your best work up 3% to 68% agreement
- ↑ Confidentiality management up 11% to 73% satisfaction

However, some drops in satisfaction were recorded for the following elements:

- ↓ Lighting down 9% to 66% satisfaction
- ↓ Personal storage provision down 6% to 45% satisfaction
- Satisfaction with noise levels remained at 46% satisfaction

NEXT STEPS

We're currently working with contractors to finalise installation of blinds in remaining workspace areas and will continue to pilot lighting solutions for colleagues in open plan areas upon request - please contact TEAM@manchester.ac.uk

! As colleagues continue to adjust to open plan working, and in particular issues around noise and disturbance, we ask that everybody is proactive in their approach. Please be mindful of your own behaviours (using headsets for meetings, using informal spaces for collaborative work) but also feel empowered to let others know if you're being disturbed so you can come to a common resolution.



Building facilities

Building users rated their everyday experience interacting with a range of building facilities.



Workspace facilities

Informal meeting spaces	👍 73%
Social spaces	👍 69%
Meeting rooms	👍 68%
Kitchens	👍 57%



Wellbeing facilities

Showers / changing facilities	👍 70%
Active travel hub	👍 67%
Multi-faith space	👍 62%
Welfare rooms	👍 59%



Access to spaces

- ↑ 75% of respondents reported they could access meeting rooms 'Always' or 'Most of the time' when required (up 2% from Year 1)
- ↑ 72% of respondents reported they could access space for collaborative work 'Always' or 'Most of the time' when required (no change from Year 1)
- ↓ 48% of respondents reported they could access space for quiet concentration 'Always' or 'Most of the time' when required (down 7% from Year 1)



Collaboration and community

- ↓ 43% of respondents agreed the workspace supports collaboration across different teams and groups (down 6% from Year 1)
- ↓ 40% of respondents agreed the workspace offers a sense of community (down 4% from Year 1)



NEXT STEPS

The workspace was designed with in-person connection in mind but, as we've shifted to more hybrid working patterns, virtual collaboration and lower staff footfall on campus, this may be out of step with working patterns in 2025.

! We'll continue to review how colleagues interact with the space, both in terms of technological requirements and space utilisation, but those everyday ideas around community and approaches to collaboration need to come from the workspace community - that's why we want to hear from you.











Whether it's helping us to identify barriers in how we do things or sharing elements of best practice that could be adopted more widely, we're keen to delve further into these issues and explore how we can better support these elements in a more modern and agile way.

Please share your ideas or suggestions with your local **Building User Group representative** who will be able to take them forward to the MECD Management Group for consideration.

Research and technical spaces

Colleagues conducting research activity shared their experience using the facilities, operational processes impacting their research, and to what extent they felt the space supports collaboration and community between different research groups.

Facilities, equipment and processes

Usability of equipment	 87%	Lab functionality and layout	 66%
Health and safety provision	 82%	Stores processes	 64%
Access to equipment	 78%	Waste management	 62%
Technical induction	 74%	Storage	 55%

When asked if they are able to achieve their best work in their lab, 66% of colleagues agreed (down 2% from Year 1). Amongst those responses, PDRAs (76%) and PGRs (72%) reported the highest level of agreement, with academic colleagues reporting the lowest (49%).

Impact of facilities on research

Research colleagues were asked to consider what, if any, impact the move to the new facilities was having across a number of elements, when comparing their experience in new facilities and North Campus technical spaces.

Impact on quality of research

 38% more positive experience (up 2%)

Impact on levels of interdisciplinary collaboration

 34% more positive experience (down 4%)

Impact on ability to maintain confidentiality

 27% more positive experience (up 2%)

Impact on forming of networks and communities

 38% more positive experience (down 5%)




Teaching and learning

Colleagues timetabled to teach in Nancy Rothwell Building and Engineering Building B, whether based in the workspace or elsewhere on campus, fed back around their experience delivering taught sessions, as well as non-timetabled interactions with students in the building.



Experience in teaching spaces

Large lecture theatres  81%

Teaching labs  79%


Large meet and teach rooms  72%

Teaching workshops  73%

Small meet and teach rooms  71%

Blended lecture theatres  68%





Interconnected teaching rooms  58%

Teaching clusters  50%




Meeting with students

Teaching colleagues were asked to rate their ability to access spaces for different types of meetings with their students.

Pre-arranged meetings	 75% 'Always' or 'Most of the time' (no change from Year 1)
Ad-hoc meetings	 44% 'Always' or 'Most of the time' (down 3% from Year 1)
Confidential or sensitive meetings	 48% 'Always' or 'Most of the time' (down 2% from Year 1)
Meeting distressed or upset students	 41% 'Always' or 'Most of the time' (down 2% from Year 1)
Overall experience meeting students	 55% 'Excellent' or 'Good' (Up 5% from Year 1)

NEXT STEPS

We've recently reviewed access arrangements in teaching clusters and made changes to the space configuration following colleague feedback.

 We'll continue to monitor arrangements across the building to ensure colleagues are able to teach effectively, so please continue to be proactive and share your thoughts and ideas with us at TEAM@manchester.ac.uk and log any issues via our [reporting form](#) as part of this ongoing review exercise.

Looking ahead

We'd like to once again thank colleagues for their continued feedback over the past 12 months, whether that be through the Year 2 survey, raising issues and feedback directly to the Service Delivery Team or engaging with your local Building User Group representative.

We're now at the midway point in our three year evaluation and your feedback and ideas are constantly helping us better understand what's working well across the space, informing positive change in real time and helping us plan for the future.

Later this year, we'll be launching our final post-occupancy survey, but we encourage ongoing feedback, suggestions and ideas around how we can improve the experience for everybody working across the space.

Get in touch  TEAM@manchester.ac.uk

