

Appendix A

Cover Letter and Consent Form for Questionnaire

Dear participant,

You are invited to participate in an interior design project for the Master's Degree of this researcher. The project has been approved by the Department of Housing Interior Design and Resource Management of Virginia Tech.

In this project, a workplace neighborhood concept will be applied to a space design for the ACITC Educational Technology office area which represents the tendency of workplace in general. The space design can be used as a basis for developing a complete design for this office area and as a good space model of workplace neighborhood for future reference in research and practice.

As the users, your opinions are very valuable for this project. You are requested to complete a questionnaire designed to obtain information mainly in terms of what is an ideal work space in your mind, what are your needs for interactions according to your work experience, and the characteristics of your present work and work space.

I will be here doing some observations of your work process for several days. I would be most happy to answer any questions you might have on the questionnaire. After you complete the questionnaire, please return it to me or to the reception desk. Hopefully, you will find time to fill it out by tomorrow afternoon.

The space design result will be modeled by a computer. Then, you will be invited to evaluate if the design is conducive to your work. I will contact you again at that time.

Sincerely,

PING ZHU

Thank you for your assistance !

You will be assured of complete confidentiality. The information you provide for this project will have your name removed. You are free to withdraw from this study at any time without obligation. If you have any questions about the project, you can contact:

Ping Zhu (Researcher) 951-4475

Joan McLain- Kark (Advisor) 231-7415

I have read the above information and I understand it.
I know of no reason I cannot participate in this study.

Signature

Appendix B
Questionnaire

PART 1

Q-1 How much are the following work **space** characteristics important to you if you were selecting a new workplace?

Work space characteristics	Degree of importance (Circle your answer)			
	VERY HIGH	HIGH	LOW	NONE
1 The space is quiet enough.	VERY HIGH	HIGH	LOW	NONE
2 The space can be closed by a door.	VERY HIGH	HIGH	LOW	NONE
3 The privacy of the space can be controlled as needed.	VERY HIGH	HIGH	LOW	NONE
4 The space permits appropriate visual contacts with co-workers (ex. using half-high partitions).	VERY HIGH	HIGH	LOW	NONE
5 The space is conducive to interactions among co-workers (ex. having a shared work surface)	VERY HIGH	HIGH	LOW	NONE
6 The space can be personalized.	VERY HIGH	HIGH	LOW	NONE
7 Other (specify please) : _____	VERY HIGH	HIGH	LOW	NONE

Q-2 If “partitioned space” means space mostly enclosed by partitions; if “private office” means an office only used by one person and can be closed by a door; if “in open space” means space with no sense of enclosure, which type of space do you think is the **best** for each of these activities?

Activities	Type of spaces (Circle your answer)			
	PRIVATE OFFICE	PARTITIONED SPACE	IN OPEN SPACE	OTHER (specify): _____
1 Individual work	PRIVATE OFFICE	PARTITIONED SPACE	IN OPEN SPACE	OTHER (specify): _____
2 Scheduled meeting with no more than 5 people	SMALL MEETING ROOM	PARTITIONED SPACE	IN OPEN SPACE	OTHER (specify): _____
3 Informal group work with no more than 5 people	SMALL MEETING ROOM	PARTITIONED SPACE	IN OPEN SPACE	OTHER (specify): _____
4 Scheduled meeting with more than 5 people	LARGE MEETING ROOM	PARTITIONED SPACE	IN OPEN SPACE	OTHER (specify): _____
5 Informal group work with more than 5 people	LARGE MEETING ROOM	PARTITIONED SPACE	IN OPEN SPACE	OTHER (specify): _____

Q-3 How do you like the following interior space images if one of them is used for the workplace space of the ACITC Educational Technology office area? (Circle your answer)

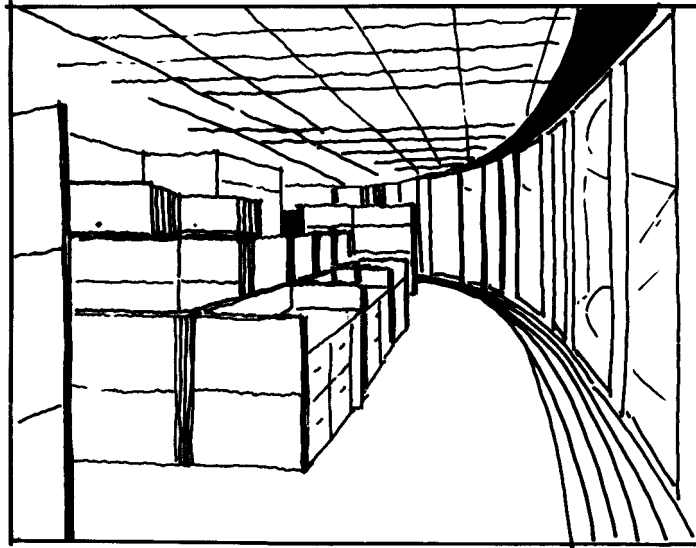


Image 1

LIKE VERY MUCH

LIKE

NEUTRAL

DISLIKE



Image 2

LIKE VERY MUCH

LIKE

NEUTRAL

DISLIKE



Image 3

LIKE VERY MUCH

LIKE

NEUTRAL

DISLIKE



Image 4

LIKE VERY MUCH

LIKE

NEUTRAL

DISLIKE

PART 2

Q-1 On average, how many **times** do you **attend scheduled meetings** in a week with each category of the people listed below?

	Number of times (Circle your answer)			
1 Director	NONE	1 TO 3	4 TO 6	ABOVE 6
2 Programmer	NONE	1 TO 3	4 TO 6	ABOVE 6
3 Faculty Developer	NONE	1 TO 3	4 TO 6	ABOVE 6
4 Graduate/Student Assistant	NONE	1 TO 3	4 TO 6	ABOVE 6
5 Secretary	NONE	1 TO 3	4 TO 6	ABOVE 6
6 Other (specify): _____		1 TO 3	4 TO 6	ABOVE 6

Q-2 On average, how many **hours** do you **have unscheduled group work** in a week with each category of the people listed below?

	Number of hours (Circle your answer)			
1 Director	NONE	1 TO 8	9 TO 16	ABOVE 16
2 Programmer	NONE	1 TO 8	9 TO 16	ABOVE 16
3 Faculty Developer	NONE	1 TO 8	9 TO 16	ABOVE 16
4 Graduate/Student Assistant	NONE	1 TO 8	9 TO 16	ABOVE 16
5 Secretary	NONE	1 TO 8	9 TO 16	ABOVE 16
6 Other (specify): _____		1 TO 8	9 TO 16	ABOVE 16

Q-3 On average, how many **times** do you **attend scheduled meetings** in a week with each size of the groups listed below?

	Number of times (Circle your answer)			
1 to 3 people	NONE	1 TO 3	4 TO 6	ABOVE 6
3 to 5 people	NONE	1 TO 3	4 TO 6	ABOVE 6
5 to 10 people	NONE	1 TO 3	4 TO 6	ABOVE 6

Q-4 How often do you **attend scheduled meetings** with more than 10 people?
Please specify _____

Q-5 On average, how many **hours** do you **have unscheduled group work** in a week with each size of the groups listed below?

	Number of hours (Circle your answer)			
1 to 3 people	NONE	1 TO 8	9 TO 16	ABOVE 16
3 to 5 people	NONE	1 TO 8	9 TO 16	ABOVE 16
5 to 10 people	NONE	1 TO 8	9 TO 16	ABOVE 16

Q-6 How often do you **have unscheduled group work** with more than 10 people?
Please specify _____

Q-7 If “informal interaction” includes spontaneous talk between two co-workers and unscheduled group work with no more than five people, how frequently the following spaces were used for **informal interactions** according to your experiences?

Spaces	Degree of frequency (Circle your answer)			
Director’s Office	VERY HIGH	HIGH	LOW	NONE
Faculty Developer’s Office	VERY HIGH	HIGH	LOW	NONE
Programmer’s Workstation	VERY HIGH	HIGH	LOW	NONE
Graduate/Student Assistant’s Workstation	VERY HIGH	HIGH	LOW	NONE
Special Project Space	VERY HIGH	HIGH	LOW	NONE
Reception Area	VERY HIGH	HIGH	LOW	NONE
Hallway with Bulletin Board	VERY HIGH	HIGH	LOW	NONE
Hallway for Copy and Storage	VERY HIGH	HIGH	LOW	NONE
Sales Machine Area	VERY HIGH	HIGH	LOW	NONE
Kitchen Area	VERY HIGH	HIGH	LOW	NONE

Q-8 Do you think it is necessary to have some spaces specially designed for the purpose of **informal interaction** in the ACITC Educational Technology office area? (ex. a lounge, a sofa chair group, etc.)

Yes ___ No ___

If you chose yes, please specify:

PART 3

The following questions are designed to obtain some demographic information that is also very important to this study. Please fill these accurately.

Q-1 Your age. (Circle number)

1. UNDER 25
2. 25-39
3. 40-54
4. 55 AND OVER

Q-2 Sex. (Circle number)

1. FEMALE
2. MALE

Q-3 Your position title. (Circle one number)

1. DIRECTOR
2. PROGRAMMER
3. FACULTY DEVELOPER
4. GRADUATE/STUDENT ASSISTANT
5. SECRETARY
6. OTHER (specify): _____

Q-4 Your current work space. (Circle one number)

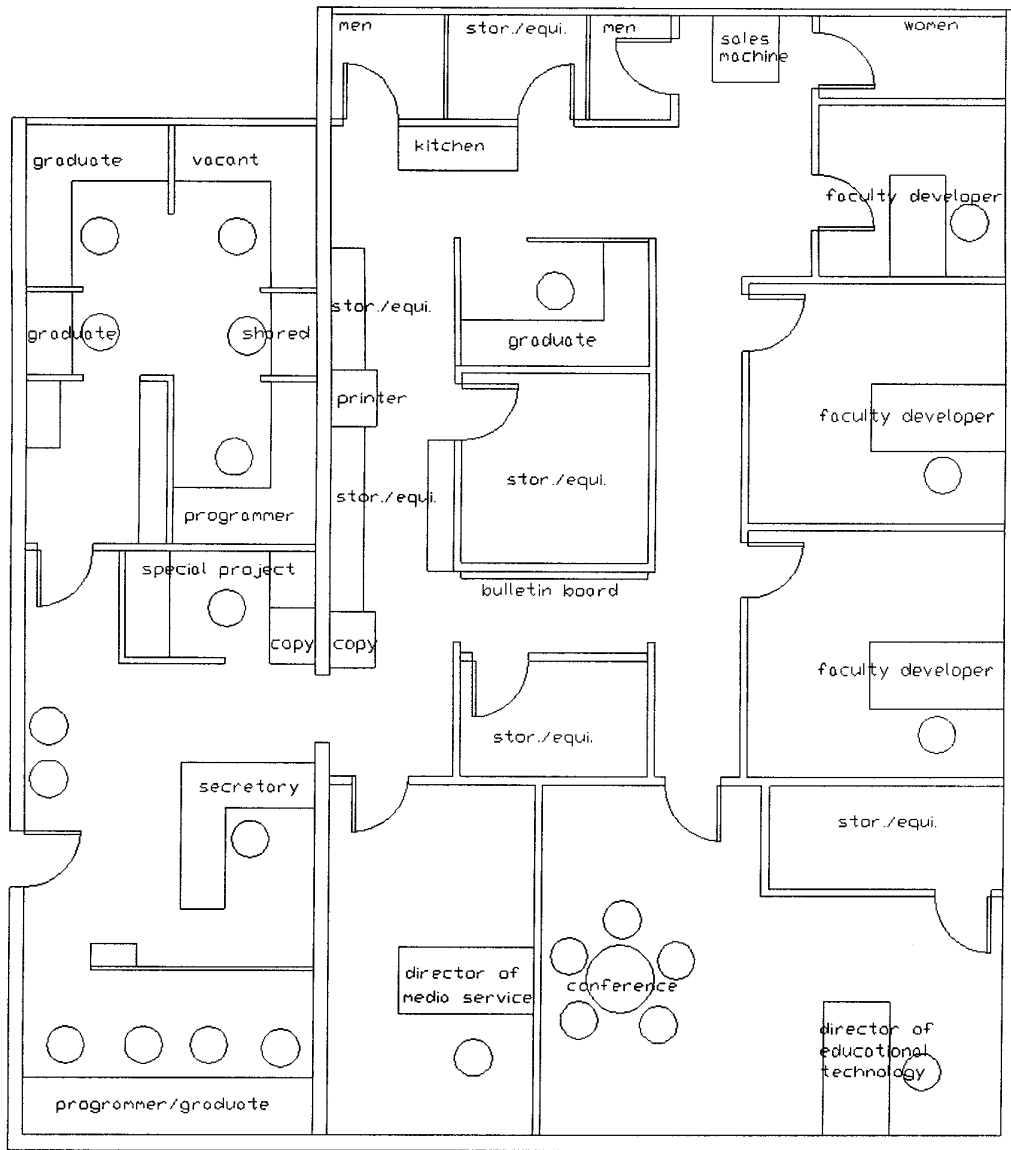
1. PRIVATE OFFICE
2. PARTITIONED SPACE
3. WORKSTATION IN OPEN SPACE
4. OTHER (specify): _____

Q-5 Describe the kind of work that you do in a normal workday? (Circle all that apply)

1. NEED HIGH CONCENTRATION
2. NEED INTERACTION AND/OR CO-OPERATION
- 3 USING COMPUTER MORE THAN 4 hr./day
- 4 WORKING AT YOUR WORKSTATION MORE THAN 4 hr./day
- 5 OTHER (specify): _____

Thank you very much!

Appendix C
Behavioral Mapping Work Sheet



Key Activity	Key Activity	Key Users
t --- talking on phone	y --- copying	D --- Director
a --- chatting	e --- eating	P --- Programmer
d --- discussing	r --- drinking	F --- Faculty Developer
c --- computer operating	m --- meeting	A --- Graduate Assistant
w --- writing/reading	f --- faxing	S --- Secretary
		T --- Other

Behavioral Mapping Work Sheet of the Present Educational Technology Center

Date _____ Time _____

Appendix D

Cover Letter and Consent Form for Design Evaluation

Dear Participant:

Your help is needed for a design evaluation of an interior design project for the Master's Degree of this researcher. First of all, I want to thank you again for your help in the survey for this project a month ago. Based on the workplace neighborhood design concept, the tendency of workplace in general, and particularly, your responses in the last survey. I developed a new design for the interior of the ACITC Educational Technology office area. Different from the floor plan developed by the architect, this design is mainly conceptual.

Now, I invite you to evaluate this design. The color printouts of the computer model of the design are stacked on your bulletin board for you to answer certain questions. This is a research project. Your truthful opinion of the design is very important to the research result.

After you complete the questionnaire, please return it to the reception desk by Wednesday afternoon. To meet the deadline of this project, your prompt response is very crucial.

Thank you for your assistance!

Sincerely

Ping Zhu

You will be assured of complete confidentiality. The information you provide for this project will have your name removed. You are free to withdraw from this study at any time without obligation. If you have any questions about the project, you can contact:

Ping Zhu (Researcher) 951-4475

Joan McLain- Kark (Advisor) 231-7415

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Signature

Appendix E
Design Evaluation Form

Part 1. Questions need to be answered according to both the attached floor plan and the printouts of the computer model stacked on your bulletin board.

1. Do the three workstation units (Unit A, B and C) modeled by computer satisfy the needs of individual work?
Unit A YES _____ NO _____ If no please explain _____
Unit B YES _____ NO _____ If no please explain _____
Unit C YES _____ NO _____ If no please explain _____
2. Do the informal group work spaces in the workstation units (unit B and C) modeled by computer satisfy the needs of group work?
Unit B YES _____ NO _____ If no please explain _____
Unit C YES _____ NO _____ If no please explain _____
3. Do the three workstation units (Unit A, B and C) modeled by computer meet the overall work needs?
Unit A YES _____ NO _____ If no please explain _____
Unit B YES _____ NO _____ If no please explain _____
Unit C YES _____ NO _____ If no please explain _____
4. If the color and texture in the computer model will be applied to the whole office area.
 - a) Do you think it will create an appropriate image for the office area?
YES _____ NO _____
If no please explain _____.
 - b) Do you think it will form a pleasant work environment?
YES _____ NO _____
If no please explain _____.

Part 2. Questions can be answered only according to the floor plan attached.

1. Does the design of the meeting rooms satisfy the needs of formal scheduled meetings or other scheduled formal activities such as workshops?
YES _____ NO _____
If no please explain _____.
2. Does the design of the breakout spaces satisfy the needs of informal interactions?
YES _____ NO _____
If no please explain _____.
3. Does the design of the lunch room/lounge satisfy the needs of the office area?
YES _____ NO _____
If no please explain _____.
4. Do the overall adjacency relationships among different spaces satisfy the functional efficiency of the office area.
YES _____ NO _____
If no please explain _____.

Your position title (Circle one number):

1. DIRECTOR
2. PROGRAMMER
3. FACULTY DEVELOPER
4. GRADUATE ASSISTANT
5. SECRETARY

Thank you very much!

(Please return to the reception desk by Wednesday afternoon)

VITA

Ping Zhu was born on November 21, 1968 in Xian, China. She received her Bachelor's degree in Architecture from Xian Jiaotong University in 1991. Then, she attended Tongji University, Shanghai, China; and in 1994 received a Master's degree in Architecture. After that, she was employed as an assistant architect by China State Construction Engineering Co., Shanghai Architecture Associates.

In August 1995, she was admitted in the Master's program of Housing Interior Design and Resource Management at Virginia Tech. During the summer of 1996, she interned in the Design Unit of International Monetary Fund, Washington, D. C. Upon completion of her study at Virginia Tech, she will start to work as a staff architect and interior designer for AI, a major architecture and interior design firm based in Washington D. C.

Ping Zhu