**Title:** Creating Efficient Campus Spaces: in tune with Campus Culture

* **GENERAL TIMELINE**
  + 10/22-10/26: Survey
    - AEIOU (sometime this week)
  + 10/27: Meet to develop poster
    - Possibly time lapse, interactive, etc.
  + 11/1: Put up poster
  + 11/1-11/?: Collect data on poster
  + 11/?: Analyze data + create interview questions
  + 11/?-11/10: Conduct interviews
    - 10 interviews each (min 5)
    - or when we have a representative sample set
  + 11/11-11/18: Analyze data/make poster

**Territory Map**

* Physical places
  + **Tepper (Rohr’s Commons) — eating, working**
  + ABP (Skibo Cafe) — eating, socializing, working
  + ~~UC3 — work, group work~~
  + Rothberg’s — eating, working, socializing
* How big these physical spaces are
  + Sq feet?
  + Ceiling height, average width and length of room / space
* How modern these physical spaces are
  + Built within past year
  + Built within past 10 years
  + Built within past 20 years
* What is the original intent and/or purpose of this space?
  + A working zone
  + An eating area
  + A waiting room/space
  + A cafe space
* Hours of operation / Time of day
  + What hours are open vs close
  + Popular times/Rush hours
* Types of people
  + ~~Custodians~~
  + Students
  + ~~Faculty~~
* Types of activities
  + Eating
  + Socializing/Relaxing
  + Working
    - Privately
    - Group
    - Office hours
  + ~~Sleeping~~
  + ~~Relaxing (watching videos)~~
* Resources
  + Outlets
  + Tables
  + Chairs/couches

**Stakeholder Map**

* **Students**
  + **people who are working in area XYZ**
  + **Eating**
  + **Relaxing/socializing**
  + **Sleeping**
* ~~Teaching Staff~~
  + ~~Office hours~~
* ~~Faculty/Staff~~
  + ~~Eating~~
  + ~~Meetings~~
* ~~Custodians~~
  + ~~cleaning up throughout the day~~
  + ~~thorough clean up at the end of the day~~
  + ~~cleaning up a mess created in the middle of the day~~
* ~~Maintenance (those in charge of appliances, construction, etc)~~ 
  + ~~working around students~~
* ~~Visitors~~ 
  + ~~Walking through the space~~
  + ~~Eating~~
  + ~~Meeting with students/school reps/prospective students~~
* ~~Administrators~~
  + ~~Care about money being used well (i.e. Tepper?)~~
  + ~~Want the space to look nice/appealing/modern to outsiders and prospective students~~

**Precedent projects / Literature Links**

* <https://www.brookings.edu/wp-content/uploads/2017/04/cs_20170404_innovation_spaces_pdf.pdf>
* <https://www.ecampusnews.com/2014/11/20/9-design-concepts-creating-collaborative-student-spaces-campus/2/>
* <http://www.crlt.umich.edu/learningspaceguidelines/informal>
* <https://www.pkallsc.org/wp-content/uploads/2018/07/How-Can-We-Ensure-Faculty-Buy-in_LSC-Roadmap.pdf>
* <https://library.educause.edu/topics/teaching-and-learning/learning-space>
* <https://er.educause.edu/articles/2007/11/commons-20-library-spaces-designed-for-collaborative-learning>
* <https://www.universitybusiness.com/article/8-ways-colleges-can-design-technology-rich-spaces>

**Speculative Questions —**

* What are the largest issues / annoyances that students face when working in area XYZ?
  + Are outlets an issue?
  + How does this also play into working in groups vs privately?
* What are the differences in issues between different stakeholder groups? (do students face the same big problems as faculty, and as visitors, and so on?)
  + To what extent to these issues hinder efficiency/productivity and enjoyment/satisfaction?
* How are people utilizing these spaces in ways to accommodate their needs?
  + Does it go against or with the original intent of this space?
  + How much of the population is utilizing it against/with the original intent?
  + What resources are necessary to meet people’s needs? (What resources would be nice/bonus?)
  + How long to people usually spend in these spaces? (out of need or desire)
* What do people currently enjoy about spaces on campus?
  + What layouts (furniture, walkways, etc.) work well?
  + What resources get utilized a lot?
* *→ depending on how lukewarm responses are = order of priority*

**Procedure/Research Protocol/Plan of Methods**

* Brief description
  + We are investigating how spaces on campus are currently being used (inefficiently and efficiently) and how this can be further improved/fixed to cater towards the campus populations’ specific needs.
* Plan for research
  + Detailed description of planned activities
    - Survey about multiple spaces on campus
      * Pain points, things that work, resources, common usage, time spent there, etc.
      * Online google surveys
    - Guerilla interviews
      * Talk with people in the actual spaces (or coming/going)
      * Similar questions as above, but specific to why they are there in that moment
    - Observing w/o participant awareness
      * Implement sticky notes for users to tack onto a poster
      * Broad-ended version: One overarching question “What do you like about this space?”
      * Close-ended version: “Place a sticker on the category you utilize this space for.”
  + How many participants
    - ~20 per space
  + Target participants (age, gender, profession, etc.)
    - Students
      * Undergrads
      * Grads
      * All genders
      * TA’s
    - Faculty/Staff
      * Professors who meet/eat in these spaces
    - Maintenance/Custodians
    - Visitors
    - Administrators
  + Where and how participants might be recruited
    - Online survey advertised to campus communities
    - Interviews at XYZ location
    - Placing posters for participants to answer at XYZ location
    - Approaching people with visitor stickers
    - Scheduling appointment with administrators
    - Scheduling appointment Faculty/Staff previously seen in area
    - Scheduling appointment campus services/facilities people
  + What you will ask participants to do (explore, task)
    - Answer questions
      * Confounders
        + Age
        + Major
    - Engage with poster
  + How you intend to document or record the research
    - Voice recording
    - Typing up answers/notes/observations
    - Physical artifacts
      * Sticky notes
      * Interactive posters
    - Survey responses already recorded/cataloged
  + What roles your team members will play as researchers
    - All participate together
      * Do interviews together
      * Create content (survey questions/interactive posters) together, one person will set up
  + How long you anticipate each research session to take
    - Interviews: 30 min - 1 hr
    - Interactive posters: 3-5 days
    - Survey: 7-14 days
  + How you think you might analyze the results
    - Sticky notes of responses and categorization of common themes (Affinity diagram)
      * “How might we” - brainstorm solutions based off of affinity map
    - Charts of frequency of similar responses
    - Ecosystem? Relationships between stakeholders, activities, etc.
    - Empathy map
    - Personas
  + Time frame for completing research and analysis
    - Data collection: 2 weeks
      * Survey: ~1 week
      * Interviews: ~2 weeks
      * Posters: 2-3 days
    - Analysis: 3-5 days
    - **GENERAL TIMELINE**
      * 10/22-10/26: Survey
      * 10/27: Meet to develop poster
      * 10/28-11/3: Collect data on poster
      * 11/4: Analyze data + create interview questions
      * 11/5-11/10: Conduct interviews
        + 10 interviews each (min 5)
        + or when we have a representative sample set
      * 11/11-11/18: Analyze data/make poster
* Research materials
  + Products, systems, prototypes, paper or models
    - Poster boards
    - Sticky notes
  + Recording devices, cameras, video, etc.
    - Voice recorders
  + ~~Recording forms, checklists, etc.~~
  + Research questions, forms, surveys, etc.
    - Interview questions
    - Surveys