

Activity Based Working for HDRs: An Experiment in Community

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"It's a great facility -
really good to feel one
has a 'place' on campus"

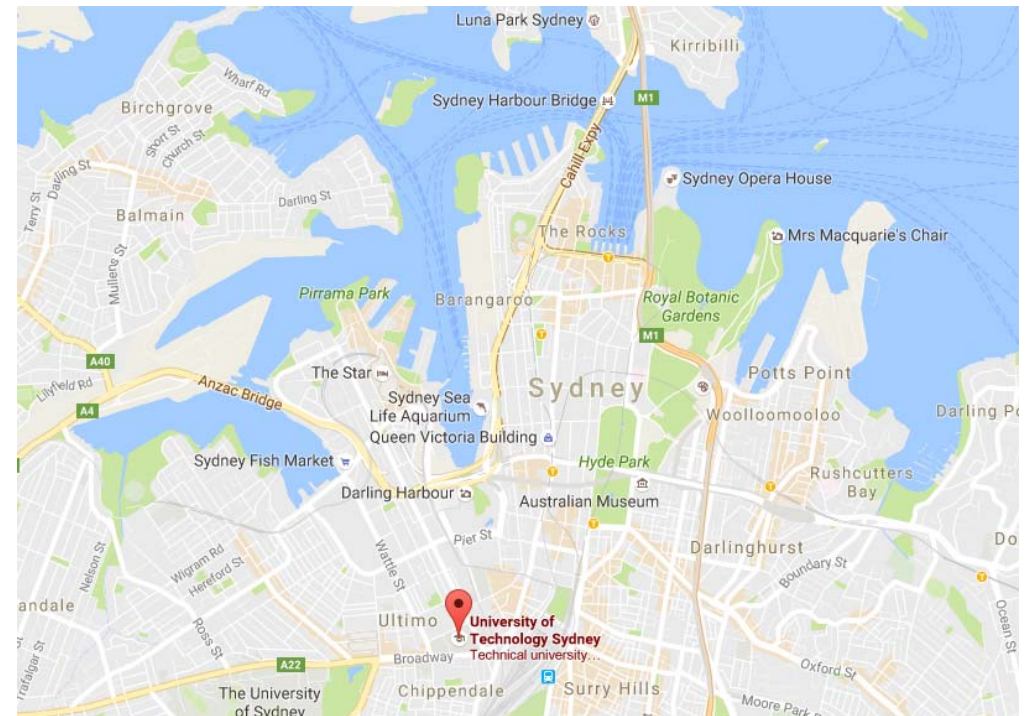
"I can work without
feeling isolated. Its great
to see familiar faces and
share information."

"It's a great space. I only
wish that it had been
there for my whole
candidature!"



About UTS

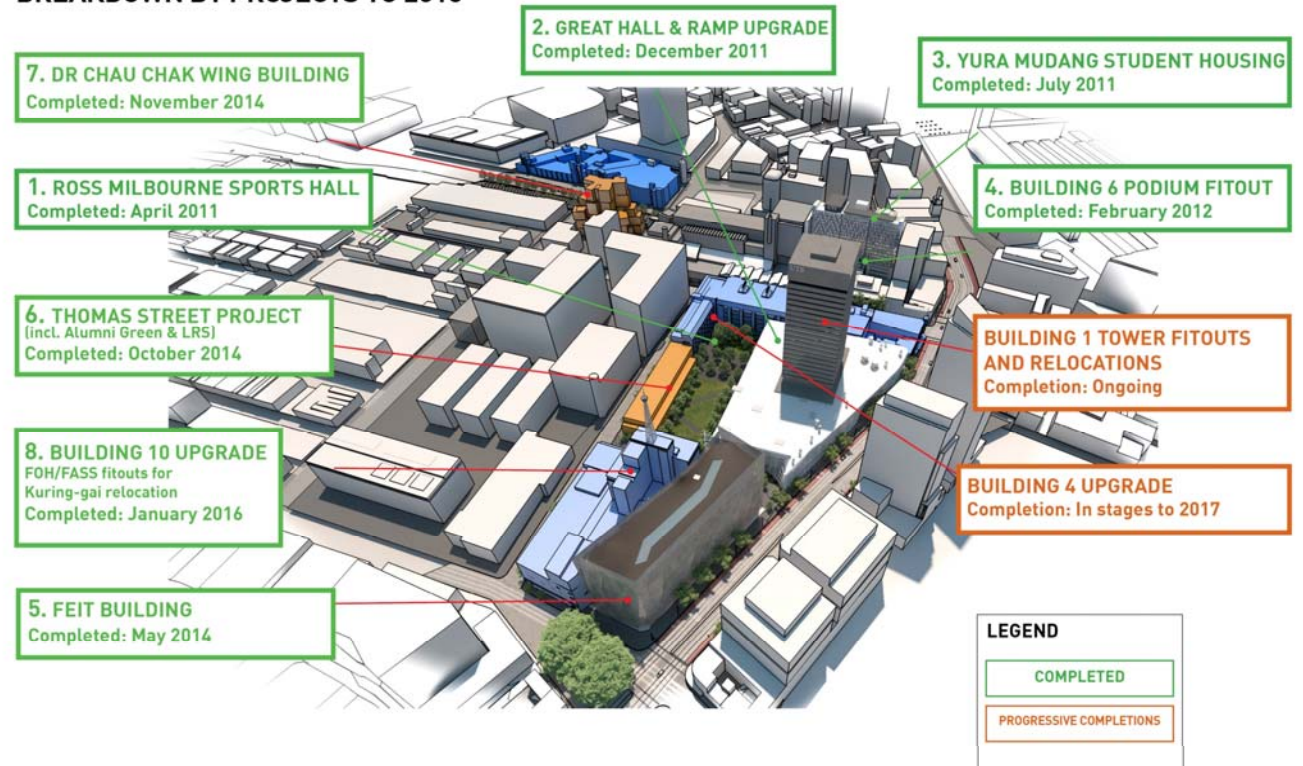
- Sydney CBD fringe
- Student Load:
30,000 EFTSL
- Staff numbers:
3,400 FTE



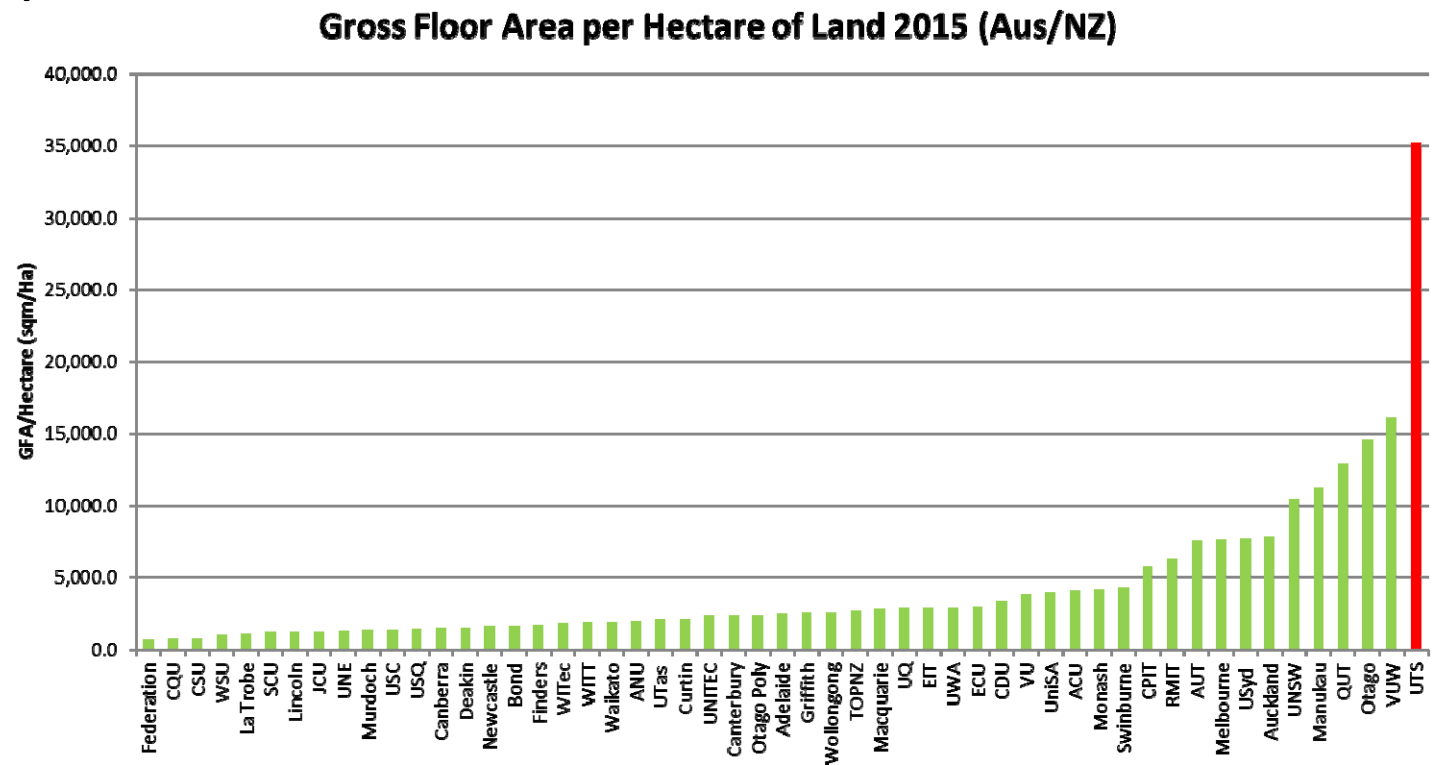
The Campus

- Square metres:
370,000m² GFA
- Just completing \$1.3B
building program

UTS CITY CAMPUS MASTER PLAN BREAKDOWN BY PROJECTS TO 2016



The Campus



Source: TEFMA Benchmarking Survey 2015

Context of Activity Based Working

Space Management

- Increasing HDRs numbers
- Consolidation to City Campus
- Better churn management

&

Quality of HDR experience

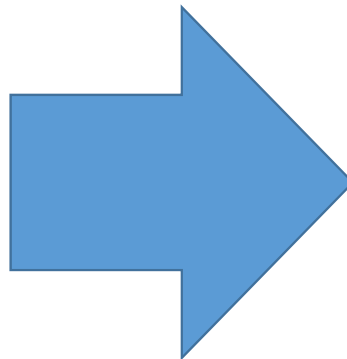
- Fit for purpose space for HDRs
- Sense of being valued by UTS
- Improve sense of community



Activity Based Working

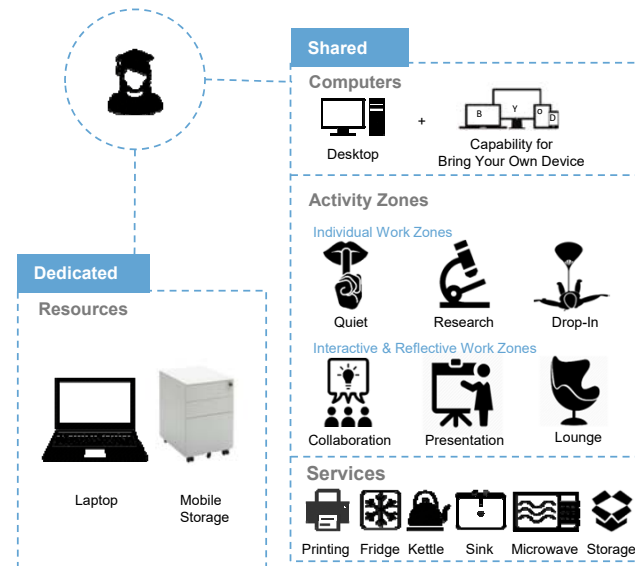
Traditional Working

1 HDR : 1 Desk

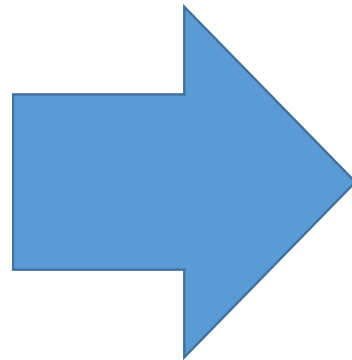


Activity Based Working

1 HDR : Many desks



Activity Based Working



ABW Concept Design Process



3D Foyer Entry



3D Collaborative Area 1

Developing the Brief

Task identification

- ***Establish the topic:***
discourse & reflection
- ***Review the literature:***
organising & reading
- ***Developing methodology:***
discourse & reflection
- ***Gathering data:***
externally focused
- ***Analysis and reflection:***
discourse, organising & reflection
- ***Writing up:***
writing & reflection.

Space identification

- ***Discourse:***
Open informal meeting &
Breakout lounge space
- ***Reflection/Analysis:***
Workstation & Quiet Room
- ***Reading:***
Workstation & Quiet Room,
Breakout lounge space
- ***Organising:***
Workstation
- ***Writing:***
Workstation & Quiet Room

ABW Concept Design



User Consultation



3D Semi-Quiet Workstations



3D Collaborative Area 1

ABW Concept Design

Type of Space	No. of People	No. of Units (Briefed)	No. of Units (Design)
Workstation	308 p	120	78
Individual Pods			38
Group Pods			5
Write Up / Quiet Room (up to 2p)		18	18
Open informal meeting seats (1p)		25	44
Breakout lounge seats (1p)		31	24
Utility		2	1
Tea / Coffee Point		1	1
Storage		154	308
Total Area (m2)			903

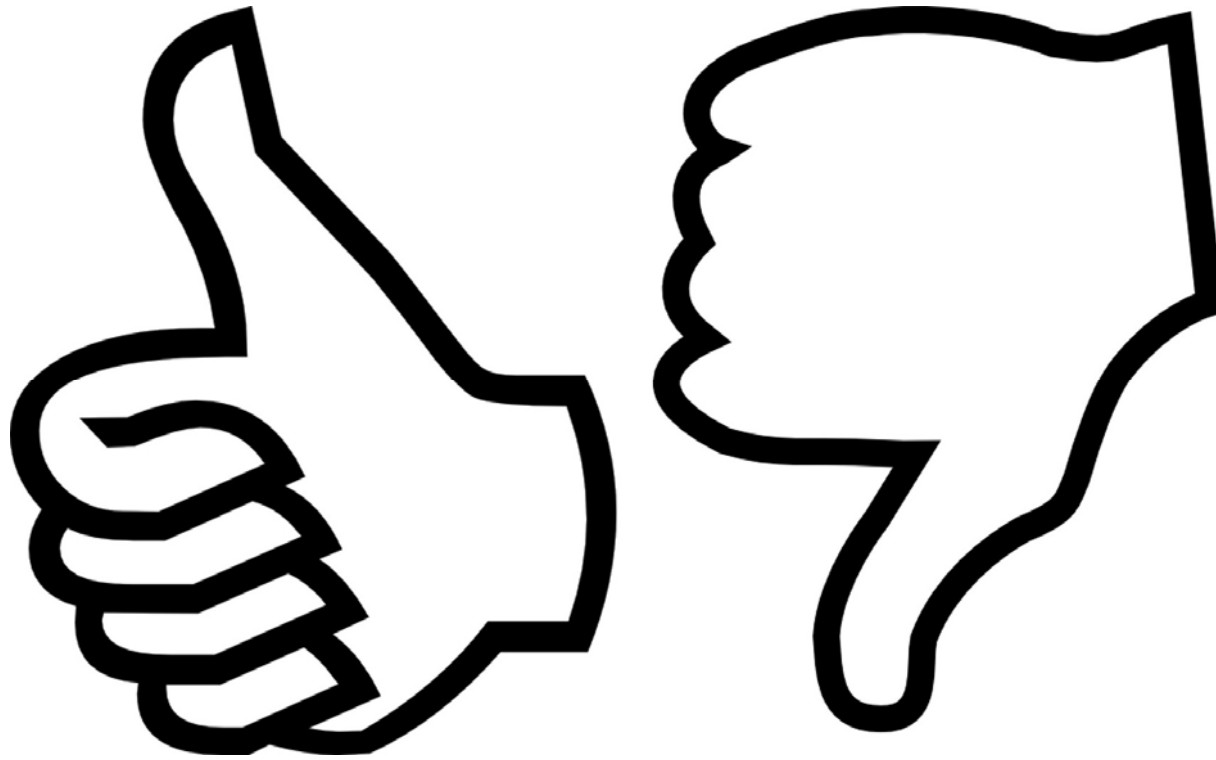


Induction



https://www.youtube.com/watch?v=BWW_QC3biVc

What do the HDRs think of their workspace?



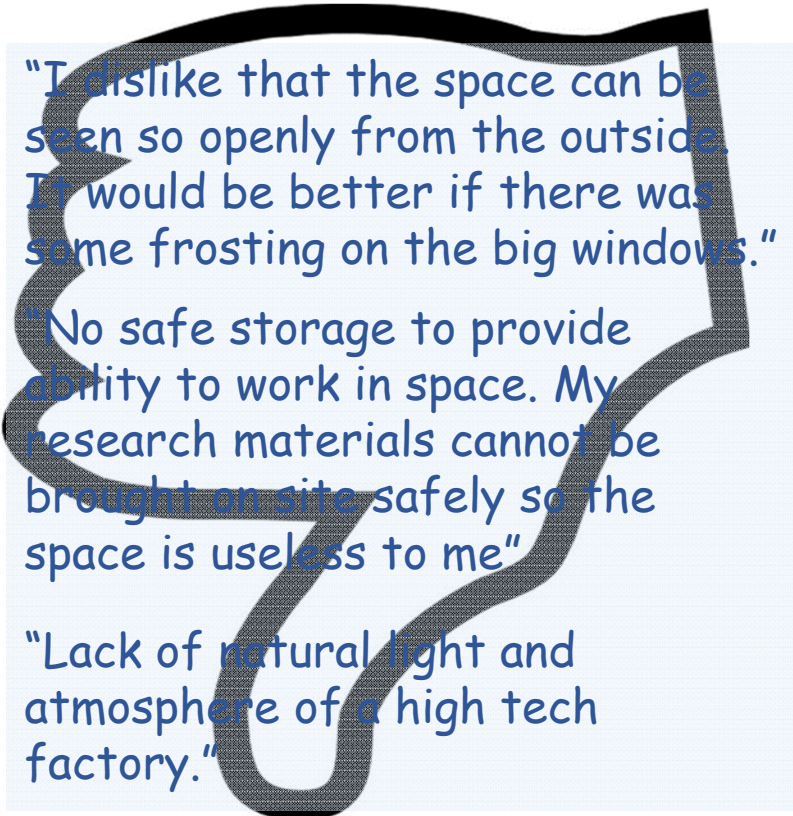
What they say



"what's not to like...it's a fabulous space...we are very fortunate (don't take it away!)"

"It's quiet so I can concentrate. The chairs are comfortable and I don't get back pain."

"The modern, comfortable furniture. ABW philosophy. Natural light."



"I dislike that the space can be seen so openly from the outside. It would be better if there was some frosting on the big windows."

"No safe storage to provide ability to work in space. My research materials cannot be brought on site safely so the space is useless to me"

"Lack of natural light and atmosphere of a high tech factory."

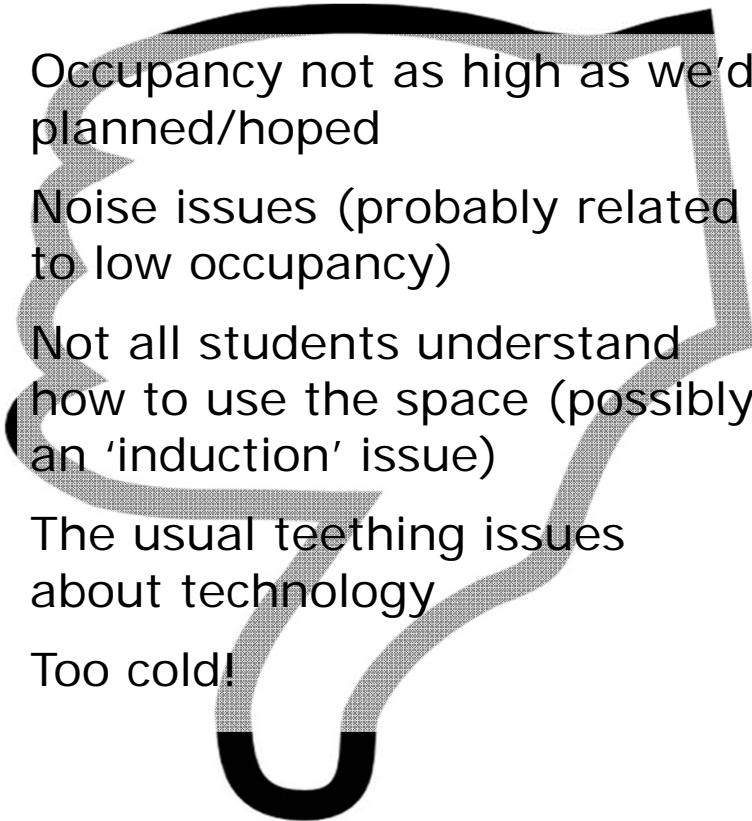
POE Conclusions



It is an appropriate place for HDRs to work

It does provided a 'home' for HDRs

It is helping create a sense of HDR community



Occupancy not as high as we'd planned/hoped

Noise issues (probably related to low occupancy)

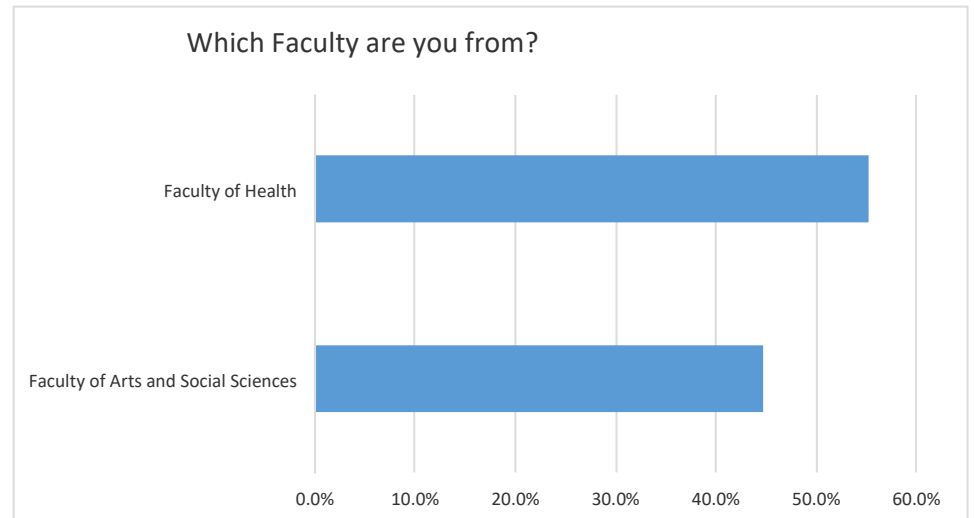
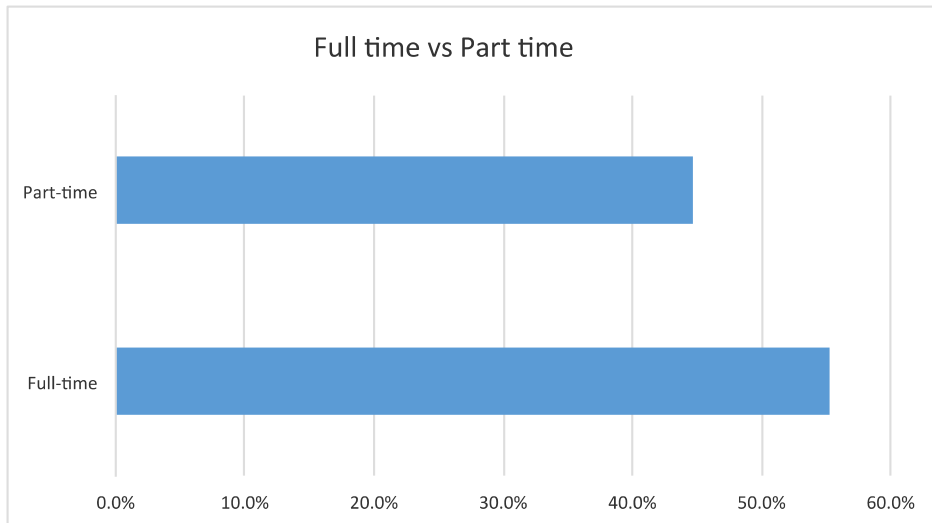
Not all students understand how to use the space (possibly an 'induction' issue)

The usual teething issues about technology

Too cold!

POE Approach

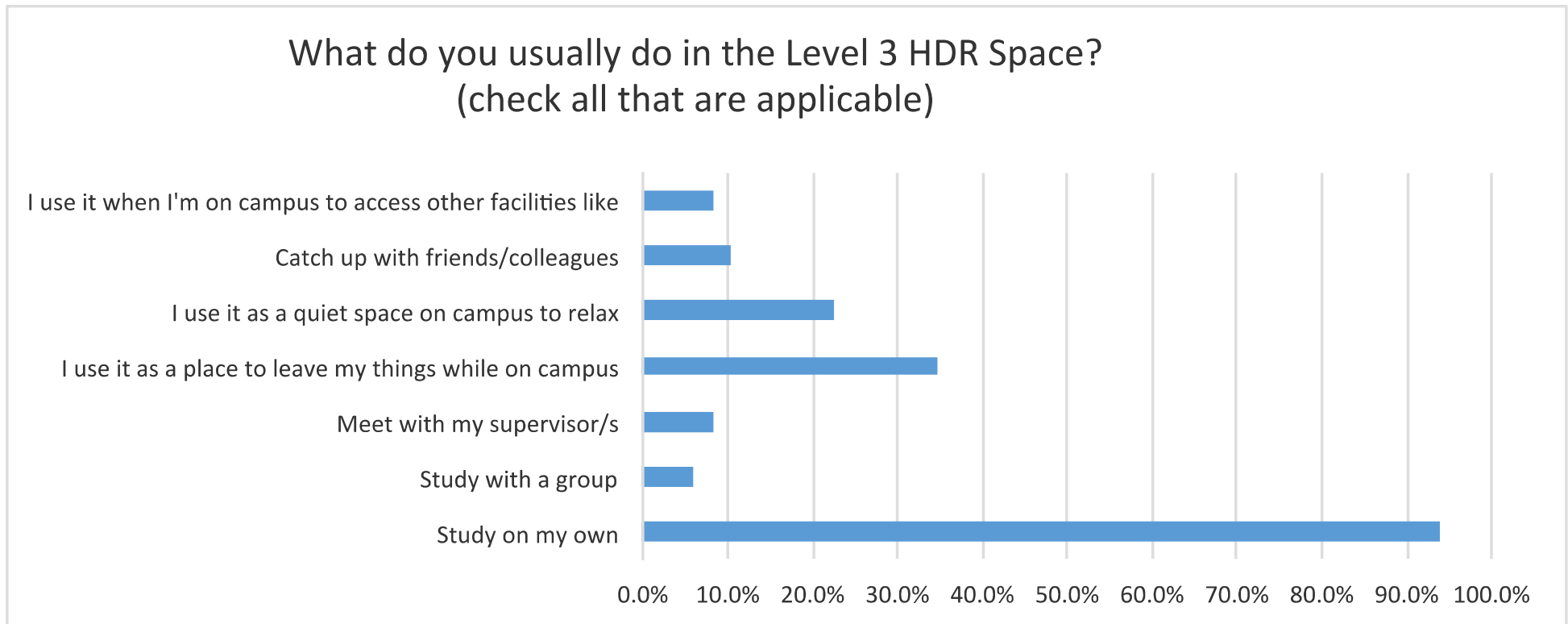
- Student Online Survey – 50 responses (25% response rate)
- Observation study
- People Counter Data



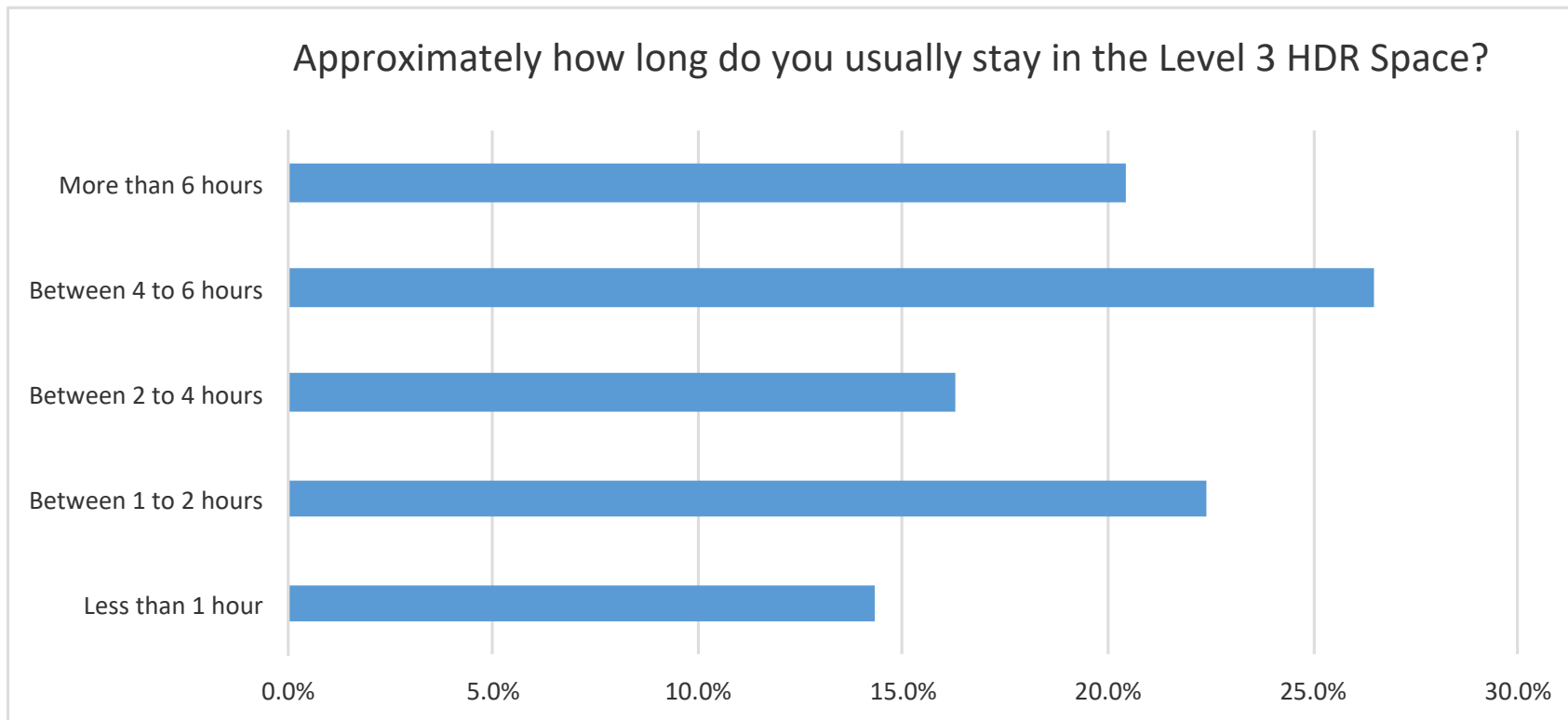
When do you use the workspace?

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total Respondents
Before 9am	27.27% 3	36.36% 4	54.55% 6	45.45% 5	54.55% 6	18.18% 2	27.27% 3	11
Between 9am and noon	55.56% 20	61.11% 22	66.67% 24	66.67% 24	66.67% 24	25.00% 9	16.67% 6	36
Between noon and 5pm	52.78% 19	52.78% 19	61.11% 22	58.33% 21	58.33% 21	27.78% 10	25.00% 9	36
After 5pm	42.86% 9	42.86% 9	61.90% 13	52.38% 11	42.86% 9	14.29% 3	14.29% 3	21

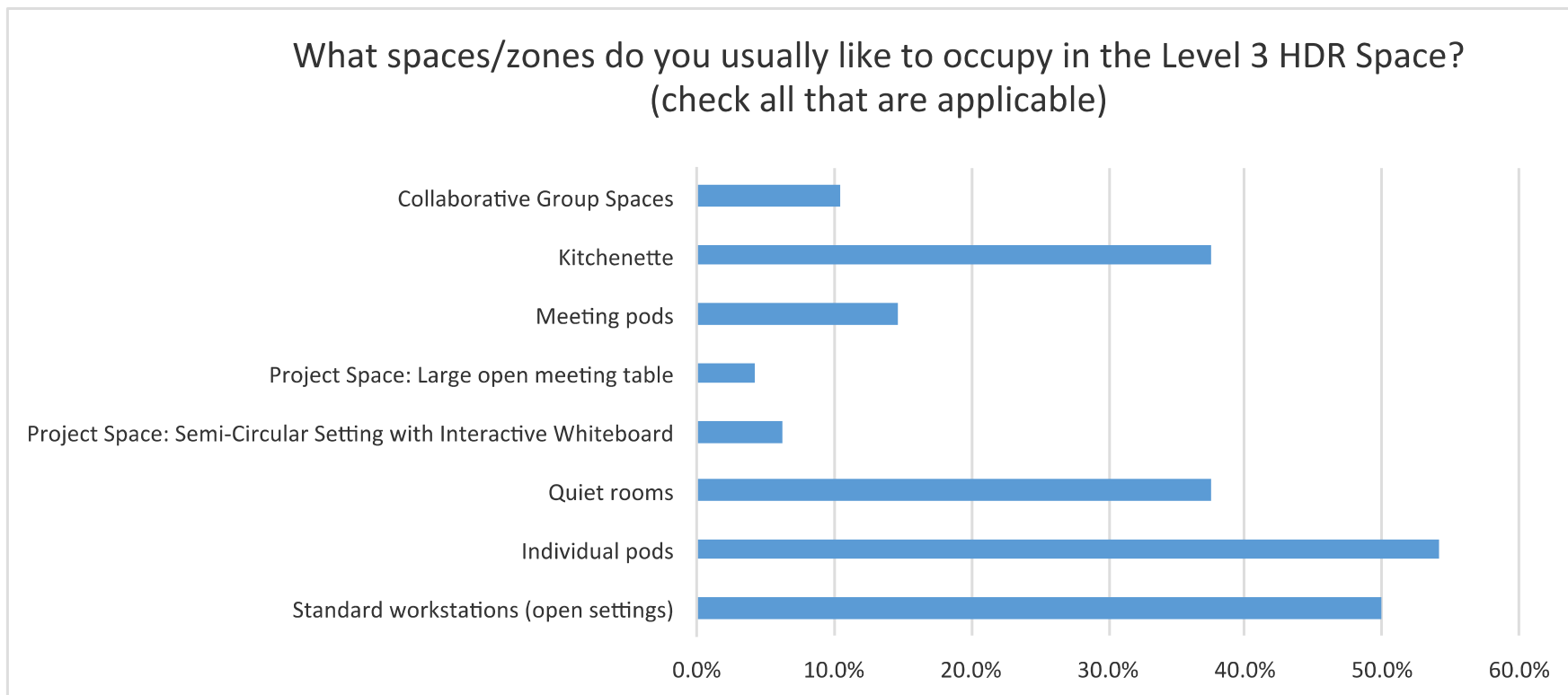
What do you do in the workspace?



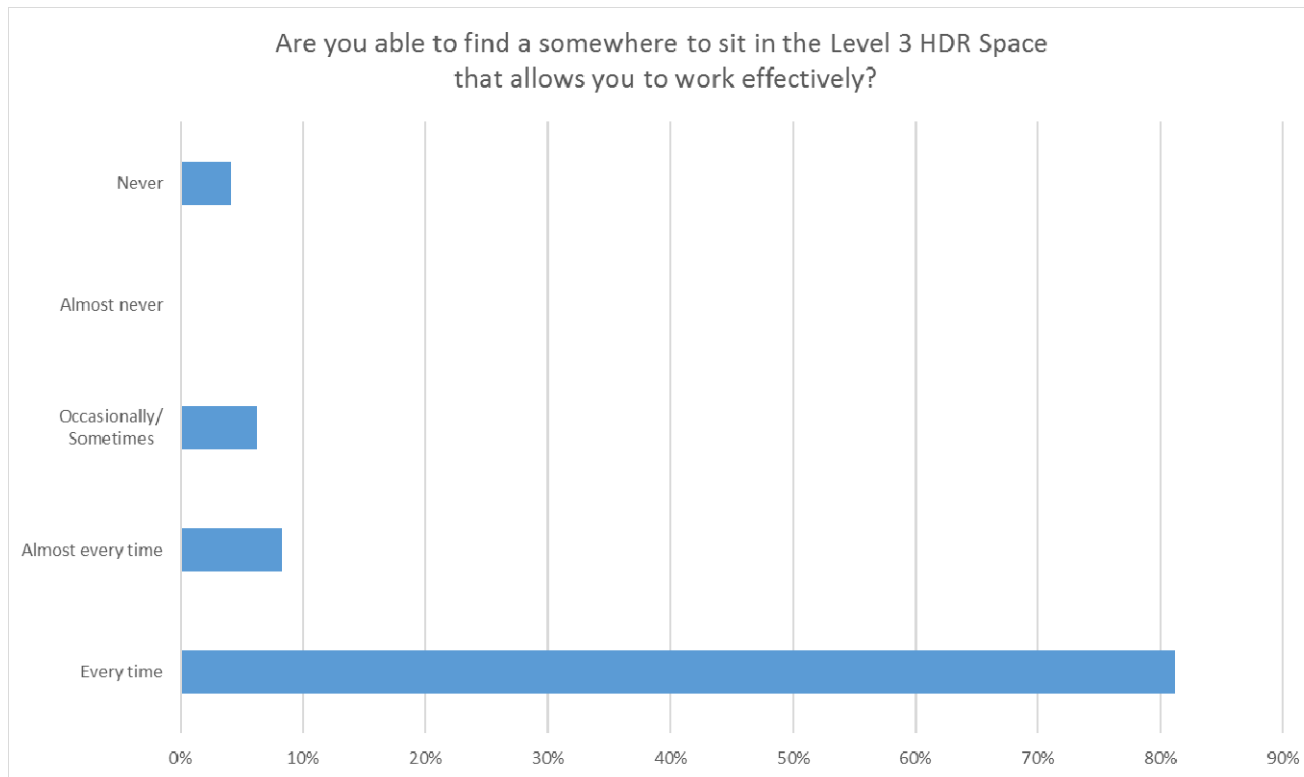
How long do you usually stay?



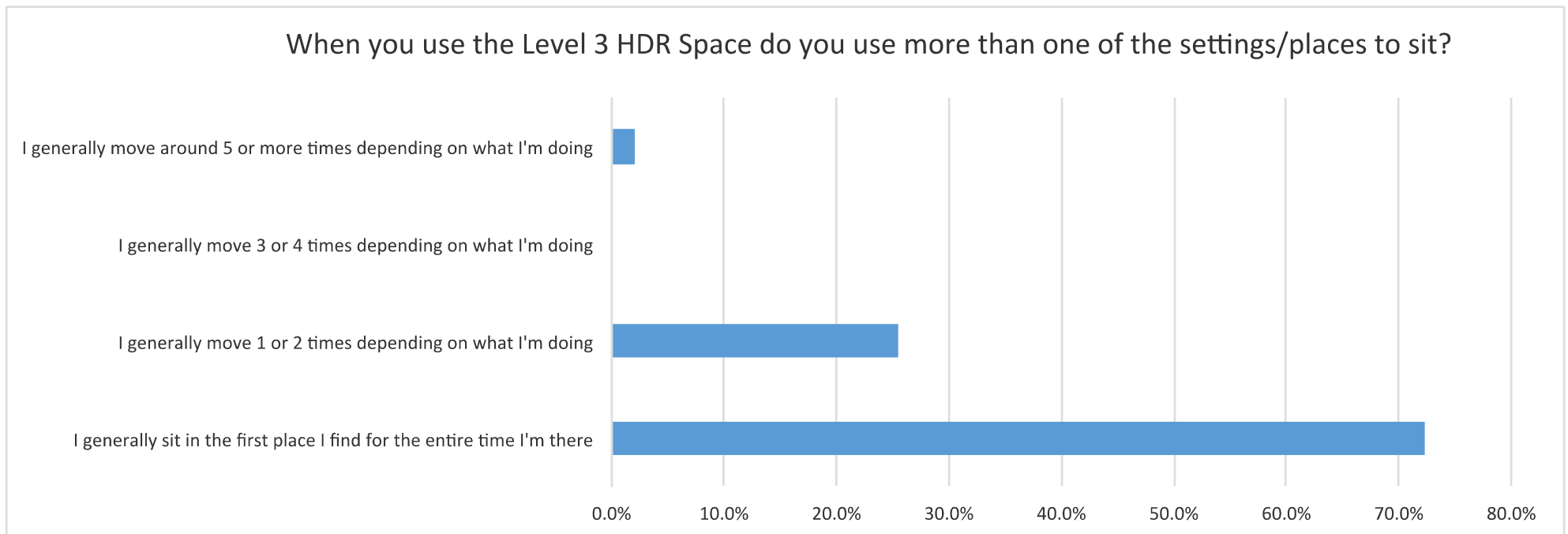
What spaces/zones do you use?



Are you able to find a somewhere sit?



How many of the settings/places do you use?



What do you like?

- the “quiet” of the space.
- the aesthetics
- the range of spaces available to them for working
- the quality of the furniture (chairs that made working in this space very comfortable)
- the kitchen

“The cubicles and the lockers are excellent, and I love the kitchen as well - it's really good to keep your things and have your study space ready to go.”

“I actually like the quiet pods and the quiet office spaces. They are really great when you need to get away and get work done.”

What do you dislike?

- the lack of other occupants - the space sometimes felt lonely and some students feel isolated
- the noise others make in the space – paradoxically the space was too quiet in that any noise was clearly audible and was distracting
- teething issues such as phones and monitors not working
- the age old problem of some people feeling cold.

"Generally, the facility is good but just feel weird as every time when I go there, there are only few people around. It would be nice if there is a way to attract more students to study here - like the library"

"It is too cold. The air conditioning needs to be moderated"

What do you dislike?

"I would rather have a fixed work stations. The pods and quiet rooms could be on the same standard as now but a permanent work stations would allow us keep our books and stuff there."

"We need our own desks with PC/macs provided and storage. It's impossible to write a PhD without your own space. Everyone just uses the same desk anyway.

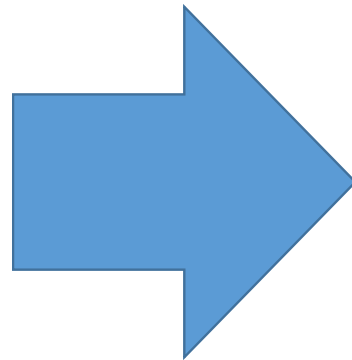
We need designated and dedicated workspace. Read any research about university space and study, or any book on advice about how to do research, and it will say this."

What do you want that's missing?

- Vending machine
- Yoga mats
- Milk in the fridge
- Plants
- Background music
- More lounge chairs



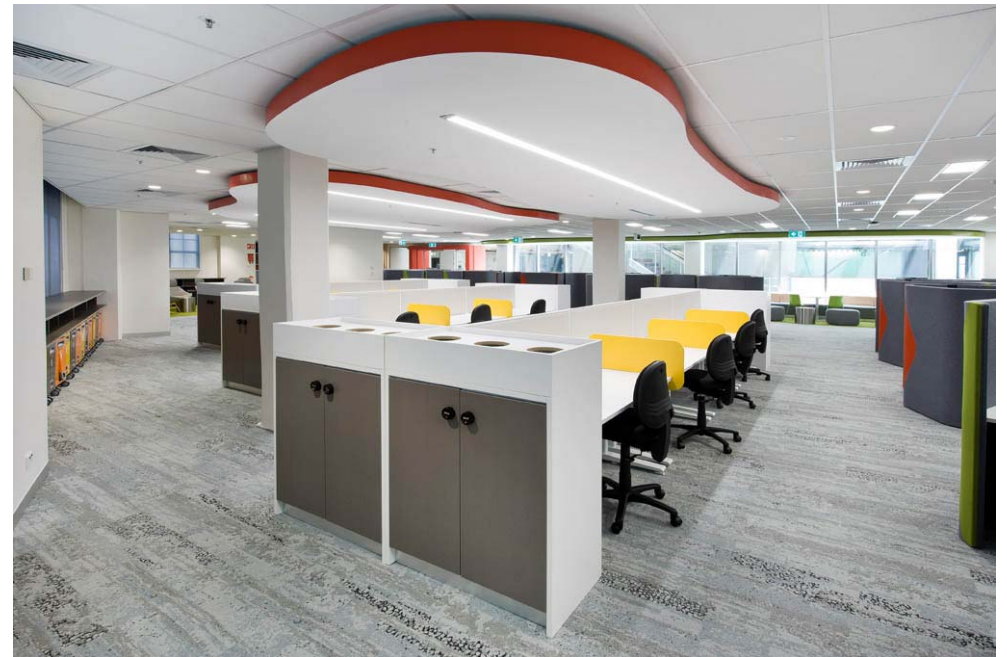
Next Steps



Kitchenette/social space



Workstations



Individual pods



Quiet Rooms



Small group collaborative



Large group collaborative



Storage

