

POST OCCUPANCY EVALUATION (POE) GUIDE

Introduction

Schoolcraft College's Academic Quality Improvement Program (AQIP) for 2012-2013 had an Action Project "Establish continuous planning standards and space analysis and utilization metrics." A component of that project was to develop "...a Post-Occupancy Evaluation (POE) process and implemented it for the first time in Fall 2013."

The AQIP Action Project went on further to say...

The purpose for a Post-Occupancy Evaluation or POE as explained by Building Owners and Managers Institute (BOMI) is to focus "...on how well a project fulfills the needs of its occupants. It provides insight into the consequences of decisions made during the course of a project and forms a sound basis for creating better projects and facilities in the future."

A properly conducted POE should complement the project programming efforts. Programming is a predictive means used to define project requirements and POE is a means for evaluating how well-established requirements have been achieved.

Construction & Design will conduct POEs with primary end users 3 to 12-months **[since shortened to 1-1/2 to 3 weeks after occupancy with exception]** after occupancy and use of changed spaces. POEs will focus on three feedback categories: Start-up Issues; Captured Design Objectives; and Uncaptured Design Objectives. A POE Report will be distributed to design team members for addressing Start-up Issues and continuous design process improvement.

What POE Aims to Address

A. **START-UP ISSUES (SUI)**

This POE category involves:

1. Issues disrupting occupants' usage of spaces that are in need of immediate problem solving to remedy. Examples: electrical power service disruptions; lighting fixture out of order; acoustical issues; or space temperature issues.
2. Action items to troubleshoot and attempt to resolve unforeseen problems between how changed spaces were designed and how they are actually being used.
3. Identifying the need for further adjusting / fine-tuning of building systems and/or space technology.

B. **CAPTURED DESIGN OBJECTIVES (CDO)**

This POE category involves:

1. Identification and documentation of design objectives that, from the end user's perspective, are addressed as intended / envisioned at time of Programming.

2. Citing items found to be ideal for the space application from the end user's perspective. Items that should be considered Schoolcraft College standard products.

C. UNCAPTURED DESIGN OBJECTIVES (UDO)

This POE category involves:

1. Identification and documentation of design objectives that, from the end user's perspective, are not addressed as intended / envisioned at time of Programming.
2. Citing items that do not meet the original intent for the space application from the end user's perspective. Items that should be re-evaluated with regards to use on future construction/renovation projects.
3. Assessment and documentation of work quality issues.
4. Citing items uncaptured by original space programming that could have otherwise allowed the space to fully function as end users intended.