

The Design & Management of Learning Environments - The Student Experience

From Concept to Post-Occupancy Evaluation: The Bush House Story

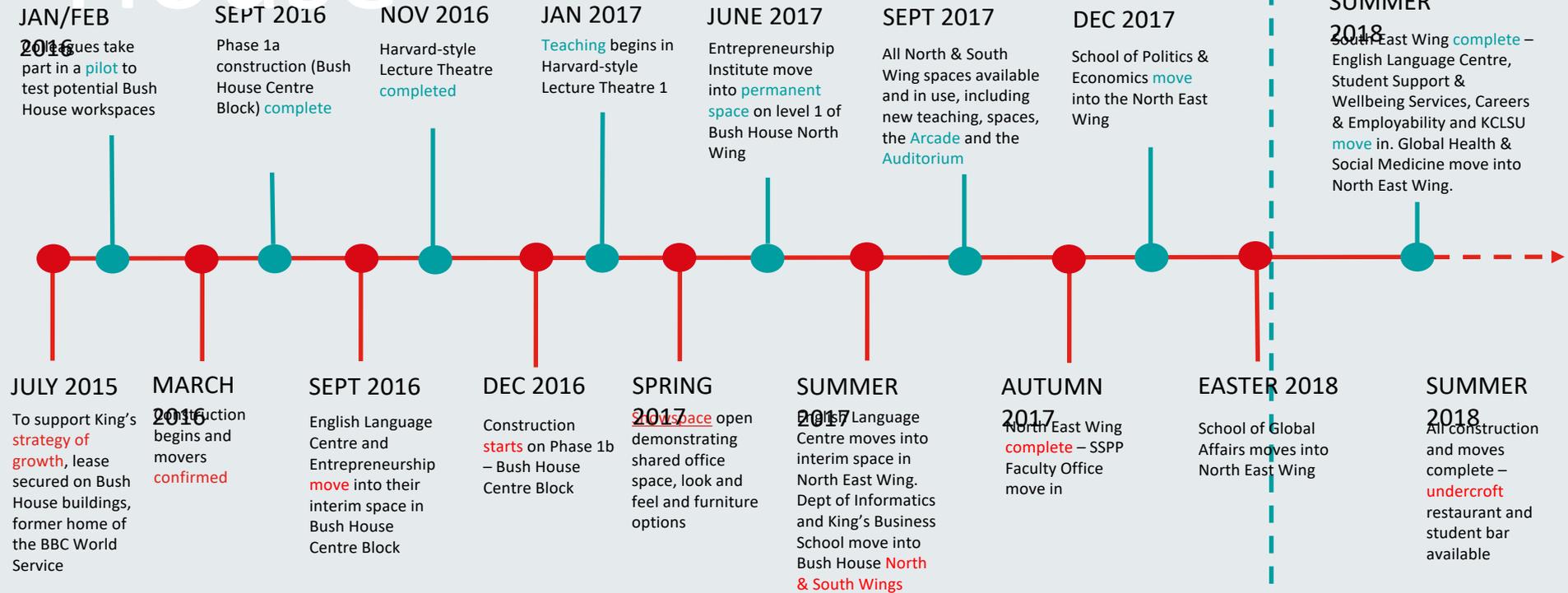
BVSH HOVSE

Bush House buildings

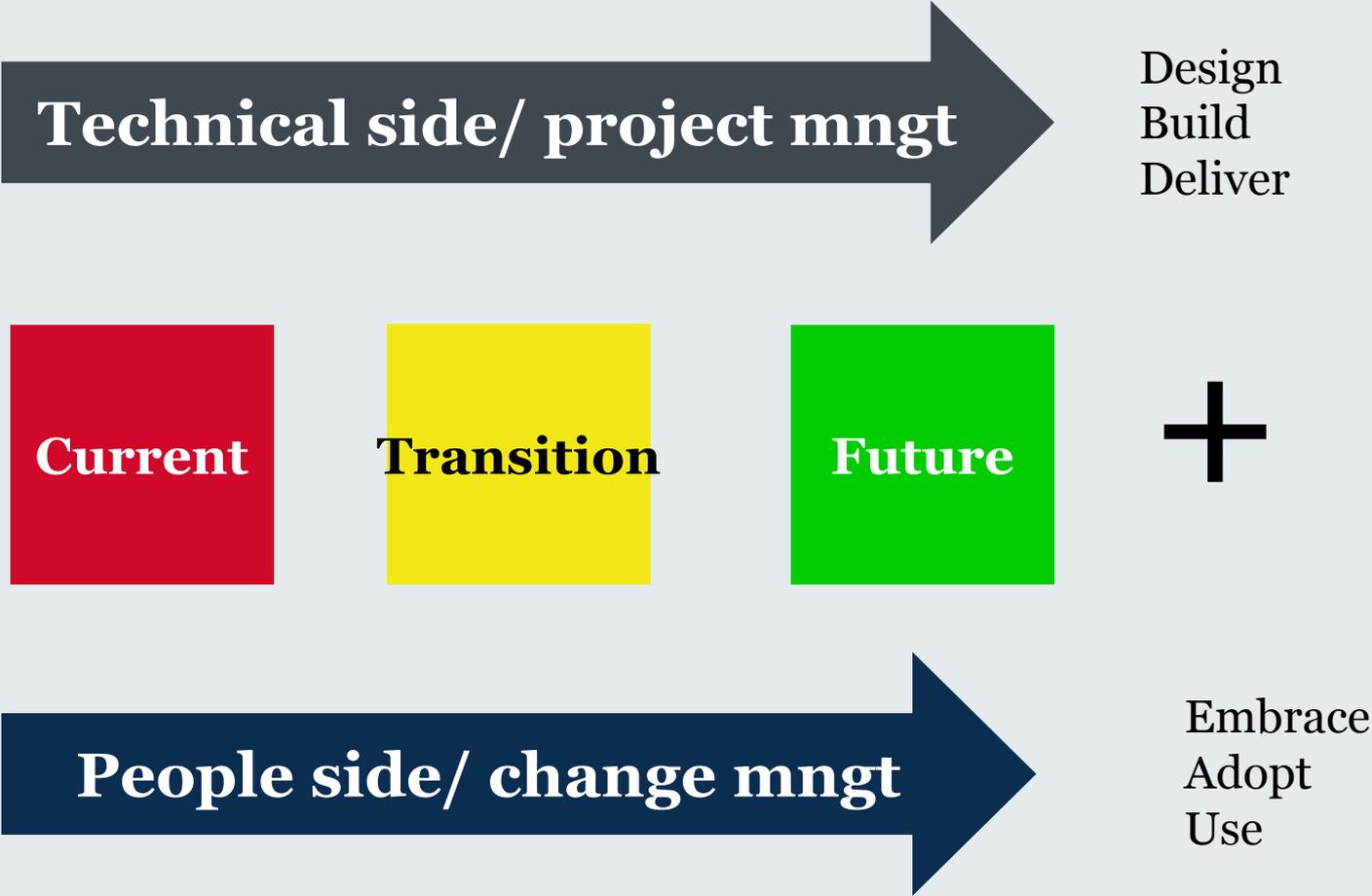
- King's is one of the UK's top universities with an ambitious vision for the future
- July 2015 KCL took 50 year lease on five of the Bush House buildings to extend our Strand campus and support own growth plans
- Four buildings are being fitted out, three for occupation from now to Summer 2018
- Approx 650 staff and 7000 students will be in the new buildings
- Mix of academic depts, professional services, student services and the student's union
- Will increase by 50% the current teaching capacity of the Strand campus



The journey to Bush House



Successful change requires both the technical and people aspects to work together



Why was there a CM work stream on the BH programme?

THE STUDENT EXPERIENCE

- Professional services
- Academics
- KCLSU – representing the student body



The challenge...



The five domains: SCARF



Status is about relative importance to others.



Certainty concerns being able to predict the future.



Autonomy provides a sense of control over events.



Relatedness is a sense of safety with others - of friend rather than foe.



Fairness is a perception of fair exchanges between people.

Moves readiness

To help staff be ready to be moved the following activities took place:

- Sort days
- Move ready crib sheets
- Countdown emails – from 4 weeks to move day
- Staff briefings
- Familiarisations sessions
- Guide on what to expect on day 1
- Induction packs issued



How do you feel about the move of your department/school to Bush House?

- 1 Mostly positive: Looking forward to it and confident it'll be OK
 9 (37.5%)
- 2 Partly positive: but with some concerns about the detail
 8 (33.33%)
- 3 Half and half: I can see the benefits but have some major concerns
 6 (25%)
- 4 Partly negative: I know it's inevitable but I'm not looking forward to it
 1 (4.17%)
- 5 Mostly negative: I can't see any of the benefits and it'll be problematic
o (0%)
- 6 It's too soon to say!
o (0%)

Post-move change support

- Day 1 moves debrief with dept leads
- PMO presence for the initial relocation
- Snagging meeting
- Moves survey
- Embedding change toolkit issued to leaders
 - resistance management plan
 - measures of success plan

All important because it's at this stage where the change is most likely to fail – people will remember how the move was for them and how they were supported



Qualitative Student Survey Feedback – King’s Business School

“Very beautiful building, great working places”

“Amazing, beautiful, high tech, friendly”

“It is very innovative. Studying there is relaxing and advantageous”

“I wish all my lectures were there”

“It is a stunning improvement from my previous building and I cannot wait to show my family”

“Bush House has a lot of potential and reflects on the King’s Business School brand strongly”

Results

Findings

- The more students reported having exposure to Bush House, the higher their organisational identification (OID)
- King's Business School students that are not mainly based at Bush House are less satisfied with the value for money received

Conclusions

- Being based in a prestigious building has a positive effect on student OID with the university
- If students have limited or no access to new and prestigious facilities, they are less satisfied with the value for money received

POE

To measure the degree to which the projects, and the universities, goals and objectives have been achieved.

To help the university;

- make adjustments to the existing building design and operation,
- inform the briefing and design of future projects and
- provide feedback on project outcome.



Questions?



Contact details/for more information

bushhouse@kcl.ac.uk

www.kcl.ac.uk/principal/futures/BushHousebuildings/BushHousebuildings.aspx

Search for Bush House on **Yammer**