Part III
Advances in Evaluation Knowledge

Preamble
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Part III of this book is bridging Part II ‘Frontiers of Building Evaluation’ and Part IV ‘Advances in Evaluation Methods’. It contributes a broad and diverse scope of topics on current evaluation knowledge by authors from Canada, Denmark, Germany, the USA, and New Zealand. The range of the authors’ individual backgrounds, regarding their nationality, culture, area of expertise, profession and work experience provides a rich diversity of perspectives and insights.

All evaluation knowledge in this section is originating and closely related to the authors’ academia or practice experiences. One part of the contributions focus on description and discussion of POE or BPE frameworks in use, while others place experiences, derived from their case studies in practice into the center of their considerations. The case studies include commercial, governmental as well as higher education projects. This further enriches the range and diversity of insights.

In Chap. 9, which is based on a case study, the author highlights the impact of a new work environment on employees’ behavior and their work styles within a tradition steeped company. To ensure a work environment which would fully reflect the company’s goals, culture and work styles, a Bavarian brewery commissioned a programming phase prior to the office design and further conducted a POE. In this chapter, the author focuses on the methodologies and findings.

In Chap. 10, Jacqueline Visher reflects on the evolution of Post-Occupancy Evaluation (POE) towards Building-In-Use Assessment (BIU) and its role for diagnosing building performance as well as for creating new work settings. She provides an overview on ideas, concepts and observations based on feedback gathered from office building occupants in various countries. She highlights the shift from assessing the user’s satisfaction towards a better understanding of how effectively the physical environment supports work.

Linda Nubani investigates in her chapter the effectiveness of the Space Syntax methodology to support client needs in the course of office design. She discusses
and compares the visual properties of six different offices in Dubai regarding their terms of intelligibility and expected level of face-to-face communication. Based on the insights, she then compares her examples against mainstream workplace concepts, using Space Syntax techniques.

Mille Sylvest takes a broad approach to building evaluation by further expanding the areas which are traditionally considered as necessary and important for evaluations. Instead of primarily evaluating technical issues, space requirements and user satisfaction, she extends and focuses her assessment on social behavior patterns among users and the opportunities of social interactions, collaborations or informal meetings within built environments.

Duncan Joiner describes the process of establishing and maintaining POE practice in New Zealand government agencies. POE was initiated in the Ministry of Works and Development with the aims to contribute to improvement of existing buildings and to create policy to future design. Even though POE proved partially successful the challenge to create a sustaining and continuous POE demand remained. The author describes the strategies, methods and outcomes of this process.

Thierry Rosenheck provides insights on POE methodology used within an agency of the United States Government for evaluating international governmental facilities of a repetitive building type. In the course of a detailed step-by-step description of the standardized evaluation process, the author shares experiences from practice and discusses approaches for best-practice and for further future improvements, such as a better understanding of feedforward or more effective reporting methods.

Greg Barker illustrates the use of building evaluation to assess and adapt technical requirements used by the U.S. Army in the design of its headquarter facilities. In his chapter he focuses on methods to determine the gross building area based on net space requirements of each building’s design program. He acknowledges that further steps such as performance-based evaluations will be necessary to validate the value of setting space requirements based on the empirical evaluation of existing buildings.