

**Post-Occupancy Student Survey, Winter 2003  
Ci3 Instrument**

CATI ON  
SQN RIGHT  
REVIEW CTRLR

Q:HELLO  
T:

Hello. (Is this/May I please speak with)

FIRST NAME:  
LAST NAME:

1 R ON TELEPHONE  
CTRL/END --> SCHEDULE CALLBACK

I:  
CMDI CRN "CRN" 1  
CMDI STUDLEV "STUDLEV" 1  
CMDI CLASS "CLASS" 1  
CMDI MAJOR "MAJOR" 1  
CMDI CUMUOHRS "CUMUOHRS" 1  
CMDI ACTIVITY "ACTIVITY" 1  
CMDI ROOM "ROOM" 1  
CMDI QUOTA "PreAssignedQuota"  
CMDI FIRST "FirstName"  
CMDI LAST "LastName"  
SHOW FIRST 4 13 25 GRN  
SHOW LAST 5 13 25 GRN  
KEY 1

Q:HELLO1  
T:

[Hello.] The University of Oregon has asked us to conduct a seven to eight minute survey with students who attend classes in room (16 / 30) of Pacific Hall this term. (This is / I am) \_\_\_\_ calling from the University of Oregon Survey Research Laboratory. I want to assure you that [I am not selling a thing, and that] this survey is completely confidential and voluntary.

1 R ON TELEPHONE  
CTRL/END --> SCHEDULE CALLBACK

I:  
KEY 1

Q:HELLO2  
T:

Do you have any questions about the survey before we begin?  
1 NO QUESTIONS OR QUESTIONS ANSWERED, OK TO BEGIN SURVEY

HAS QUESTIONS ----> REFER TO INTERVIEWER INSTRUCTIONS

I:  
KEY 1

Q:COOPERAT  
T:

We appreciate your cooperation. [I'd like to begin the survey now.]

1 OK

CTRL/END NO

I:  
KEY 1

Q:QUALIF  
T:

First I need to verify that  
you have class in room        of Pacific Hall [this term]. Do you?

PROBE: Is that room 16 or 30?

1 YES, ROOM 16  
2 YES, ROOM 30  
3 NO--> SKIPTO NOQAL

7 REFUSED--> SKIPTO NOQAL  
8 DON'T KNOW--> SKIPTO NOQAL  
9 NO ANSWER--> SKIPTO NOQAL

I:  
SHOW ROOM 3 24 10

KEY 1-3,7-9  
IF (ANS>2) SKIPTO NOQAL

START = SYSTIME

Q:TIMEDAY  
T:

What time of day do you attend class in room (16 / 30) of Pacific Hall ?

PROBE FROM ANSWER CATEGORIES

1 BEFORE 10 AM  
2 BETWEEN 10AM AND NOON

3 NOON TO 2 PM  
4 2PM TO 4PM  
5 AFTER 4 PM

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
KEY 1-5,7-9

QAL NOQAL

Q:DAYSNUM  
T:

How many days per week does that class meet?

CODE ACTUAL NUMBER, 1-5

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
KEY 1-5,7-9

Q:DAYOFWK  
T:

What days of the week do you have class in room (16 / 30) of Pacific Hall?

PROBE FROM ANSWER CATEGORIES

1 TUESDAY, THURSDAY  
2 MONDAY, WEDNESDAY  
3 MONDAY, WEDNESDAY, FRIDAY  
4 SOMETHING ELSE

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
KEY 1-4,7-9

Q:ATTEND  
T:

How often do you actually attend class -- [would you say]  
always, most of the time, sometimes, rarely, or never?

1 ALWAYS  
2 MOST OF THE TIME  
3 SOMETIMES

4 RARELY  
5 NEVER

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
KEY 1-5,7-9

Q:TEMP1  
T:

For the next few questions, I need to ask you about some specific attributes of that classroom, including temperature, lighting, and furniture comfort. First, how often is the room too warm - [would you say] always, most of the time, sometimes, rarely, or never?

1 ALWAYS  
2 MOST OF THE TIME  
3 SOMETIMES  
4 RARELY  
5 NEVER

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
KEY 1-5,7-9

Q:TEMP2  
T:

How often is the room too cold?

PROBE: [Would you say] always, most of the time, sometimes, rarely, or never?

1 ALWAYS  
2 MOST OF THE TIME  
3 SOMETIMES  
4 RARELY  
5 NEVER

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
KEY 1-5,7-9

Q:TEMP3  
T:

Overall, would you say that the temperature comfort of the classroom is too warm, too cool, or just right?

1 TOO WARM  
2 TOO COOL  
3 JUST RIGHT

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
KEY 1-3,7-9

Q:AIR1  
T:

Now, please think about the quality of the air in that classroom. Is it ever stale?

PROBE: By "stale" I mean musty, close, or stuffy.

1 YES  
2 NO --> SKIPTO AIR2

7 REFUSED--> SKIPTO AIR2  
8 DON'T KNOW--> SKIPTO AIR2  
9 NO ANSWER--> SKIPTO AIR2

I:  
KEY 1-2,7-9  
IF (ANS>1) SKIPTO AIR2

Q:AIR1A  
T:

How often is (it/the air in the classroom) stale?

PROBE: [Would you say] always, most of the time, sometimes, or rarely?

1 ALWAYS  
2 MOST OF THE TIME  
3 SOMETIMES  
4 RARELY

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
KEY 1-4,7-9

Q:AIR2

T:

Is the air in the classroom ever fresh?

PROBE: Yes or no

1 YES

2 NO--> SKIPTO AIR3

7 REFUSED--> SKIPTO AIR3

8 DON'T KNOW--> SKIPTO AIR3

9 NO ANSWER--> SKIPTO AIR3

I:

KEY 1-2,7-9

IF (ANS>1) SKIPTO AIR3

Q:AIR2A

T:

How often is (it/the air in the classroom) fresh?

PROBE: [Would you say] always, most of the time, sometimes, or rarely?

1 ALWAYS

2 MOST OF THE TIME

3 SOMETIMES

4 RARELY

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

KEY 1-4,7-9

Q:AIR3

T:

Is there ever a bad odor [in the classroom]?

1 YES

2 NO--> SKIPTO AIR4

7 REFUSED--> SKIPTO AIR4

8 DON'T KNOW--> SKIPTO AIR4

9 NO ANSWER--> SKIPTO AIR4

I:

KEY 1-2,7-9

IF (ANS>1) SKIPTO AIR4

Q:AIR3A

T:

How often is there a bad odor [in the classroom]?

PROBE: [Would you say] always, most of the time, sometimes, or rarely?

1 ALWAYS  
2 MOST OF THE TIME  
3 SOMETIMES  
4 RARELY

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:

KEY 1-4,7-9

Q:AIR4

T:

Overall, how would you rate the quality of the air [in the classroom] --  
[would you say it is] excellent, good, fair or poor?

1 EXCELLENT -->SKIPTO AIR5  
2 GOOD-->SKIPTO AIR5  
3 FAIR  
4 POOR

7 REFUSED-->SKIPTO AIR5  
8 DON'T KNOW-->SKIPTO AIR5  
9 NO ANSWER-->SKIPTO AIR5

I:

KEY 1-4,7-9

IF (ANS<3) SKIPTO AIR5

IF (ANS>6) SKIPTO AIR5

Q:AIR4A

T:

How could the air quality be improved [in that particular classroom]?  
OPEN-ENDED, RECORD EXACT ANSWER BELOW

I:

OPN 15 10 24 70

Q:AIR5

T:

Do you have any breathing problems that make you sensitive  
to air quality in classrooms?

1 YES  
2 NO

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
KEY 1-2,7-9

Q:LIT4  
T:

Now I need you think about lighting.

Is it possible to adjust or control the lighting [in that classroom]?

1 YES  
2 NO-->SKIPTO LIT5

7 REFUSED-->SKIPTO LIT5  
8 DON'T KNOW-->SKIPTO LIT5  
9 NO ANSWER-->SKIPTO LIT5

I:  
KEY 1-2,7-9  
IF (ANS>1) SKIPTO LIT5

Q:LIT4A  
T:

Has anyone ever tried to adjust or control the lighting [in that classroom]?

1 YES  
2 NO-->SKIPTO LIT5

7 REFUSED-->SKIPTO LIT5  
8 DON'T KNOW-->SKIPTO LIT5  
9 NO ANSWER-->SKIPTO LIT5

I:  
KEY 1-2,7-9  
IF (ANS>1) SKIPTO LIT5

Q:LIT4B  
T:

How easy or difficult is it to adjust or control the lighting to meet class needs --[is it] very easy, somewhat easy, somewhat difficult, or very difficult?



- 1 VERY EASY
- 2 SOMEWHAT EASY
- 3 SOMEWHAT DIFFICULT
- 4 VERY DIFFICULT

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:  
KEY 1-4,7-9

Q:LIT5  
T:

Overall, how would you rate the lighting quality [in the classroom] --  
[would you say it is] excellent, good, fair or poor?

- 1 EXCELLENT -->SKIPTO LIT6
- 2 GOOD-->SKIPTO LIT6
- 3 FAIR
- 4 POOR

- 7 REFUSED-->SKIPTO LIT6
- 8 DON'T KNOW-->SKIPTO LIT6
- 9 NO ANSWER-->SKIPTO LIT6

I:  
KEY 1-4,7-9  
IF (ANS<3) SKIPTO LIT6  
IF (ANS>6) SKIPTO LIT6

Q:LIT5A  
T:

How could the lighting quality be improved [in that particular classroom]?

OPEN-ENDED, RECORD EXACT ANSWER BELOW

I: OPN 15 10 24 70

Q:LIT6  
T:

Do you have any eye problems that make you particularly sensitive  
to light quality in classrooms?

- 1 YES
- 2 NO

7 REFUSED

8 DON'T KNOW  
9 NO ANSWER

I:  
KEY 1-2,7-9

Q:NOISE1  
T:

Next, please think about the noise level in the classroom. How easy or difficult is it for you to hear speakers at the front of the class?

PROBE: [Is it] very easy, somewhat easy, somewhat difficult, or very difficult?

1 VERY EASY  
2 SOMEWHAT EASY  
3 SOMEWHAT DIFFICULT  
4 VERY DIFFICULT

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
KEY 1-4,7-9

Q:NOISE2  
T:

How easy or difficult is it for you to hear students asking questions [in the classroom]?

PROBE: [Is it] very easy, somewhat easy, somewhat difficult, or very difficult?

1 VERY EASY  
2 SOMEWHAT EASY  
3 SOMEWHAT DIFFICULT  
4 VERY DIFFICULT

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
KEY 1-4,7-9

Q:NOISE3  
T:

Do you ever notice any inconsistent noise distractions [in the classroom]?

PROBE: such as lawn mowers, leaf blowers, hallway noise, or something else?

PROBE: not counting students whispering to each other.

1 YES  
2 NO-->SKIPTO NOISE4

7 REFUSED-->SKIPTO NOISE4  
8 DON'T KNOW-->SKIPTO NOISE4  
9 NO ANSWER-->SKIPTO NOISE4

I:  
KEY 1-2,7-9  
IF (ANS>1) SKIPTO NOISE4

Q:NOISE3A  
T:

What is the source of (that noise / those inconsistent noise distractions)?

PROBE: Is it the air system, office lighting, machines outside, or something else?]

OPEN-ENDED, RECORD EXACT ANSWER BELOW

I:  
OPN 15 10 24 70

Q:NOISE3B  
T:

How often does that noise occur?

PROBE: [Would you say] always, most of the time, sometimes, rarely, or never?

1 ALWAYS  
2 MOST OF THE TIME  
3 SOMETIMES  
4 RARELY  
5 NEVER

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
KEY 1-5,7-9

Q:NOISE3C  
T:

To you, how distracting is that noise -- [is it] very distracting, somewhat distracting, not very distracting, or not at all distracting?

1 VERY  
2 SOMEWHAT

3 NOT VERY  
4 NOT AT ALL

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
KEY 1-4,7-9

Q:NOISE4  
T:

Overall, do you find the classroom very noisy, somewhat noisy, somewhat quiet, or very quiet?

1 VERY NOISY  
2 SOMEWHAT NOISY  
3 SOMEWHAT QUIET-->SKIPTO NOISE5  
4 VERY QUIET-->SKIPTO NOISE5

7 REFUSED -->SKIPTO NOISE5  
8 DON'T KNOW-->SKIPTO NOISE5  
9 NO ANSWER-->SKIPTO NOISE5

I:  
KEY 1-4,7-9  
IF (ANS>2) SKIPTO NOISE5

Q:NOISE4A  
T:

What is the source of the noise?

PROBE: Do sounds and voices seem to bounce off the walls, or something else?

OPEN-ENDED, RECORD EXACT ANSWER BELOW

I:  
OPN 15 10 24 70

Q:NOISE4B  
T:

How often does that noise occur?

PROBE: [Would you say] always, most of the time, sometimes, rarely, or never?

1 ALWAYS  
2 MOST OF THE TIME  
3 SOMETIMES  
4 RARELY  
5 NEVER

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
KEY 1-5,7-9

Q:NOISE4C  
T:

To you, how distracting is that noise?

PROBE: [Is it] very distracting, somewhat distracting, not very distracting,  
or not at all distracting?

1 VERY  
2 SOMEWHAT  
3 NOT VERY  
4 NOT AT ALL

7 REFUSE  
8 DON'T KNOW  
9 NO ASNWER

I:  
KEY 1-4,7-9

Q:NOISE5  
T:

Overall, how would you rate the quality of sound [in the classroom] --  
[would you say it is] excellent, good, fair or poor?

1 EXCELLENT -->SKIPTO NOISE6  
2 GOOD-->SKIPTO NOISE6  
3 FAIR  
4 POOR

7 REFUSED-->SKIPTO NOISE6  
8 DON'T KNOW-->SKIPTO NOISE6  
9 NO ANSWER-->SKIPTO NOISE6

I:  
KEY 1-4,7-9  
IF (ANS<3) SKIPTO NOISE6  
IF (ANS>6) SKIPTO NOISE6

Q:NOISE5A  
T:

How could the sound quality be improved [in that particular classroom]?

OPEN-ENDED, RECORD EXACT ANSWER BELOW

I:

OPN 15 10 24 70

Q:NOISE6

T:

Do you have any hearing problems that make you particularly sensitive to the quality of sound in classrooms?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

KEY 1-2,7-9

Q:DESK1

T:

Next, please think about where you sit in class. Do you usually sit in the front, in the middle, or in the back of the classroom?

1 FRONT

2 MIDDLE

3 BACK

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

KEY 1-3,7-9

Q:DESK2

T:

Do you usually sit in one of the fixed desks with a writing table attached?

1 YES

2 NO-->SKIPTO DESK4

7 REFUSED-->SKIPTO DESK4

8 DON'T KNOW-->SKIPTO DESK4

9 NO ANSWER-->SKIPTO DESK4

I:

KEY 1-2,7-9

IF (ANS>1) SKIPTO DESK4

Q:DESK3

T:

To you, how comfortable are the desks in room (16 / 30) of Pacific Hall --  
[are they] very comfortable, somewhat comfortable, not very comfortable,  
or not at all comfortable?

1 VERY COMFORTABLE  
2 SOMEWHAT COMFORTABLE  
3 NOT VERY COMFORTABLE  
4 NOT AT ALL COMFORTABLE

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:

KEY 1-4,7-9

Q:DESK4

T:

Have you had any particular problems with the desks there?

1 YES  
2 NO-->SKIPTO DESK5

7 REFUSED-->SKIPTO DESK5  
8 DON'T KNOW-->SKIPTO DESK5  
9 NO ANSWER-->SKIPTO DESK5

I:

KEY 1-2,7-9  
IF (ANS>1) SKIPTO DESK5

Q: DESK4A

T:

What are those [problems]?

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

I:

OPN 15 10 24 70

Q:DESK5

T:

Do you have any physical characteristics or problems that make you  
particularly sensitive to the type of desks in that classroom?

1 YES  
2 NO

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
KEY 1-2,7-9

Q:CLEAN  
T:

Overall, how would you rate the classroom's cleanliness --  
[would you say it is] excellent, good, fair or poor?

1 EXCELLENT  
2 GOOD  
3 FAIR  
4 POOR

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
KEY 1-4,7-9

Q:AV1  
T:

Does your instructor ever use audio-visual equipment, such as  
projectors or overheads [in the class]?

1 YES  
2 NO--> SKIPTO LAPTOP1

7 REFUSED--> SKIPTO LAPTOP1  
8 DON'T KNOW--> SKIPTO LAPTOP1  
9 NO ANSWER--> SKIPTO LAPTOP1

I:  
KEY 1-2,7-9  
IF (ANS>1) SKIPTO LAPTOP1

Q:AV2  
T:

How often does the audio-visual equipment work properly?

PROBE: [Would you say] always, most of the time, sometimes, rarely, or never?



1 ALWAYS  
2 MOST OF THE TIME  
3 SOMETIMES  
4 RARELY  
5 NEVER

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
KEY 1-5,7-9

Q:AV3  
T:

Overall, how would you rate the quality of the images on the screen --  
[are they] excellent, good, fair or poor?

1 EXCELLENT -->SKIPTO LAPTOP1  
2 GOOD-->SKIPTO LAPTOP1  
3 FAIR  
4 POOR

7 REFUSED-->SKIPTO LAPTOP1  
8 DON'T KNOW-->SKIPTO LAPTOP1  
9 NO ANSWER-->SKIPTO LAPTOP1

I:  
KEY 1-4,7-9  
IF (ANS<3) SKIPTO LAPTOP1  
IF (ANS>6) SKIPTO LAPTOP1

Q:AV3A  
T:

Why do you say that?

PROBE: How are they (fair/poor)?

OPEN-ENDED, RECORD EXACT ANSWER BELOW

I:  
OPN 15 10 24 70

Q:LAPTOP1  
T:

Have you ever personally used a laptop computer or similar electronic  
device in that classroom?

1 YES  
2 NO-->SKIPTO LKOPN

7 REFUSED-->SKIPTO LKOPN  
8 DON'T KNOW-->SKIPTO LKOPN  
9 NO ANSWER-->SKIPTO LKOPN

I:  
KEY 1-2,7-9  
IF (ANS>1) SKIPTO LKOPN

Q:LAPTOP2  
T:

Does the classroom have the hookups or jacks you need [for a laptop or similar electronic device]?

1 YES  
2 NO-->SKIPTO LKOPN

7 REFUSED-->SKIPTO LKOPN  
8 DON'T KNOW-->SKIPTO LKOPN  
9 NO ANSWER-->SKIPTO LKOPN

I:  
KEY 1-2,7-9  
IF (ANS>1) SKIPTO LKOPN

Q:LAPTOP3  
T:

How often do the hookups or jacks work properly?

PROBE: [Would you say] always, most of the time, sometimes, rarely, or never?

1 ALWAYS  
2 MOST OF THE TIME  
3 SOMETIMES  
4 RARELY  
5 NEVER

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
KEY 1-5,7-9

Q:LKOPN  
T:

What do you like most about room (16 / 30) of Pacific Hall?

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

I:  
OPN 15 10 24 70

Q:DISLKOPN  
T:

What do you like least about (it/ room (16 / 30) of Pacific Hall)?

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

I:  
OPN 15 10 24 70

Q:DISTRACT  
T:

Thinking about room (16 / 30) of Pacific Hall overall,  
is there anything about it that \*detracts from\* a good classroom  
experience for you?

PROBE FOR 'YES': What was that?

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

I:  
OPN 15 10 24 70

Q:CONTRIBU  
T:

Again thinking about room (16 / 30) of Pacific Hall overall,  
is there anything about it that \*contributes\* to a good classroom  
experience for you?

PROBE FOR 'YES': What was that?

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

I:  
OPN 15 10 24 70

Q:AGE  
T:

I need to end the interview by asking two questions about you.  
How old are you?

ENTER EXACT AGE 18-96

96=96 OR GREATER

97 REFUSED  
98 DON'T KNOW  
99 NO ANSWER

I:  
NUM 18 99 2 0 24 40

Q:GENDER  
T:

[This may sound silly but] are you male or female?

1 MALE  
2 FEMALE

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
KEY 1-2,7-9

Q:ENDING1  
T:

That is the end of the survey. Is there anything you would like to add?

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

I:  
OPN 15 10 24 70

Q:ENDING2  
T:

On behalf of the University of Oregon, I'd like to thank you sincerely  
for your time and opinions on these questions. Good-bye.

PRESS 1 TO CONTINUE

I:  
KEY 1

Q:INTID  
T:

ENTER YOUR INTERVIEWER ID NUMBER BELOW.

I:  
NUM 1 900 3 0 24 40

CPL  
DISPOS = 26

ENDQUEST

Q:INTCOM

T:

INTERVIEWER: PLEASE ADD ANY ADDITIONAL COMMENTS  
RELEVANT TO THE SURVEY PURPOSE

ALSO NOTE IF THE RESPONDENT MENTION FERPA.

I:

OPN 15 10 24 70

FINISH = SYSTIME

DURATION = TIMEDIF (START FINISH)

Q:NOQAL

T:

We're sorry but because you do not have a class in room (16 / 30) of Pacific  
Hall this term, it would be difficult for you to evaluate these questions.  
Thank you for your time. Goodbye.

HIT "1" TO CONTINUE

I:

KEY 1

DISPOS=22

ENDQUEST