



**MARKETING CENTRE**  
**FOR SMALL BUSINESS**

**Buildings and  
Estates Dept.  
Research Report**



**April - May, 2016**

**Prepared By:**

**Marketing Centre for Small Business  
University of Limerick**

**Tel: 061-202986**

**Web: [www.marketingcentre.ul.ie](http://www.marketingcentre.ul.ie)**

## Executive Summary

The Buildings and Estates Department commissioned the Marketing Centre for Small Business, UL to conduct research with student members of the campus community. An online questionnaire was designed by the Marketing Centre in conjunction with the Buildings and Estates Department. This was subsequently distributed to all students through the internal email system. The key results of the research included:

### Section 1: Respondent Status

- The majority of students were undergraduates (82%) with a further 15.2% of respondents currently holding a postgraduate status.
- Respondents were initially asked how they felt about the Buildings and Estates department and results were very positive. A total of 27.2% of respondents had a 'very good' impression of the department and a further 50.3% of respondents had a 'good' impression.
- A total of 20% of respondents were indifferent to the department, but based on the comments made by students at a later point in the research, this figure is likely so high because not enough students are aware of the department and the facilities it is responsible for.
- The most popular buildings among students in terms of the time they spend in them were the Main Building, the Kemmy Business School and the CSIS Building (41.1%, 11.9% and 7.1% respectively).
- The vast majority of respondents consider Maintenance of Buildings, Major Building Works and Maintenance of Grounds to be managed by Buildings and Estates (88.5%, 77.3% and 75.1% respectively).

### Section 2: Personal safety on campus.

- Respondents strongly believed that health and safety was a shared responsibility as opposed to very small numbers who believed it was the sole responsibility of security personnel.
- The majority of students felt either 'very safe' or 'fairly safe' (77.7% and 13.9% respectively) on campus during the day.
- A total of 72.1% stated they felt 'very safe' or 'fairly safe' on campus at night-time, but 21.5% stated they did feel 'a bit unsafe'.

### Section 3: Security on campus

- A total of 83.8% of respondents felt that there was an adequate security presence on campus during the day as compared to only 47.7% who felt the same about the night-time presence.
- With regard to dealings with security, a total of 31.1% of respondents stated that they had interactions with the campus security team.
- When asked to rate their satisfaction with security personnel under a number of areas, the following results were ascertained:
  - Helpful – 38.8% rated 'very good' and 38% rated 'good'
  - Efficient – 30.7% rated 'very good' and 39.7% rated 'good'
  - Approachable – 36.4% rated 'very good' and 35.1% rated 'good'

### Section 4: Green Campus and Environmental Initiatives

- A total of 52.6% of respondents were aware that UL had received a Green Campus Flag.

In order to determine the opinions of students in relation to a number of factors relating to the environment, respondents were presented with the following statements:

"Environmental issues are important to me"

- The majority of respondents (85.6%) cumulatively indicated that environmental issues were important to them

"UL is proactive in promoting better environmental awareness"

- The majority of respondents (61.7%) agreed with this statement.

"The provision of waste recycling facilities on campus is adequate"

- The majority of respondents (53.2%) agreed with this statement; however, 22.1% disagreed with this statement.

Students were then asked to gauge their awareness of a selection of 'green' initiatives and facilities available on campus.

- EV charging points – 26.6% were 'very aware'; 22.3% were 'somewhat aware'
- UL Apiary – 3.4% were 'very aware'; 10.5% were 'somewhat aware'
- Roof Garden – 27.6% were 'very aware'; 22.5% were 'somewhat aware'
- Orchard – 7.8% were 'very aware'; 13.2% were 'somewhat aware'
- Farmers Market – 78% were 'very aware'; 13.8% were 'somewhat aware'
- Secure Bicycle Parking – 67.5% were 'very aware'; 21.7% were 'somewhat aware'
- Smarter Travel Showers – 27.5% were 'very aware'; 23.3% were 'somewhat aware'

- A total of 92.6% of respondents indicated that the introduction of the green initiatives had not impacted or changed their mode of transport to UL.
- 7.4% indicated they had, and the primary mode of transport now used was cycling or walking.
- Facilities including the smarter travel showers, and the bike servicing facility greatly encouraged these changes.

### **Section 5: Estates Facilities**

- The satisfaction ratings of a number of functions provided by the Buildings and Estates Department were examined and it was found that the top ranking functions (based on aggregate positive scores) included the cleanliness of public spaces externally and internally (86.7% and 82.3% respectively), campus street lighting (77%) and toilet facilities (74.6%).
- Conversely, the lowest ranking functions included 'parking provision' (41.6%), public spaces (30%) and the parking permit management system (22.1%).

### **Section 6: Buildings and Estates**

- Respondents felt that the key strengths of the Buildings and Estates were in evident in the UL campus and the safe and clean environment that the department provide for students.
- Areas cited as those which could do with improvement included parking facilities and/or traffic management, improved awareness of services provided/ overseen by B&E, general maintenance, enhanced signage, improved accessibility for mobility impaired patrons, along with improved recycling, Wi-Fi, and security presence.
- The Buildings and Estates website was assessed under 3 categories.
  - 'Quality of Content' received aggregate positive ratings of 57.5%
  - 'Ease of Navigation' received aggregate positive ratings of 53.4%
  - 'Range of Information Offered' received aggregate positive ratings of 50.1%

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## Background and Objectives

The Buildings and Estates Department at the University of Limerick are responsible for the development and maintenance of the physical environment and infrastructure across the University campus. The key processes and responsibilities which come under the remit of the Buildings and Estates Department include - maintenance of buildings and grounds; capital developments; alterations/minor works; energy management; space allocation and a number of general services including security, cleaning, insurance and porter services. The ethos of the department is:

*"To sustain and seek to continuously improve the quality of all services which we provide to the campus community."*

In-keeping with the department's commitment to quality, the Buildings and Estates Department at the University of Limerick commissioned this primary research to be conducted with students who use their services and/or facilities.

Following a meeting with Brian Considine of the Buildings and Estates Department, the following research objectives were defined:

The main objectives of this research included to:

1. Establish the level of awareness among students of services and/or facilities under the remit of the Buildings and Estates Department, UL.
2. Examine satisfaction ratings among users in relation to services/facilities and general interaction with the Buildings and Estates Department.
3. Examine issues surrounding security, health and safety on campus.
4. To afford users an opportunity to provide valuable feedback to the Buildings and Estates Department that will help them to continue to meet their quality and performance objectives.

## Research Methodology

The Buildings and Estates Department expressed a desire in this instance for research that would examine how students at the University of Limerick felt about it. The survey was delivered using online survey system 'Survey Monkey'. It should also be noted that the Buildings and Estates Department offered a prize of an Android 8" Tablet as an incentive to students to respond to the research. This was undoubtedly a contributing factor to the excellent response count, with 1,211 students taking the time to complete the online questionnaire. Two reminder emails were sent to the target population. The Marketing Centre for Small Business validated all survey results. The results of the data analysis are presented in this research report.

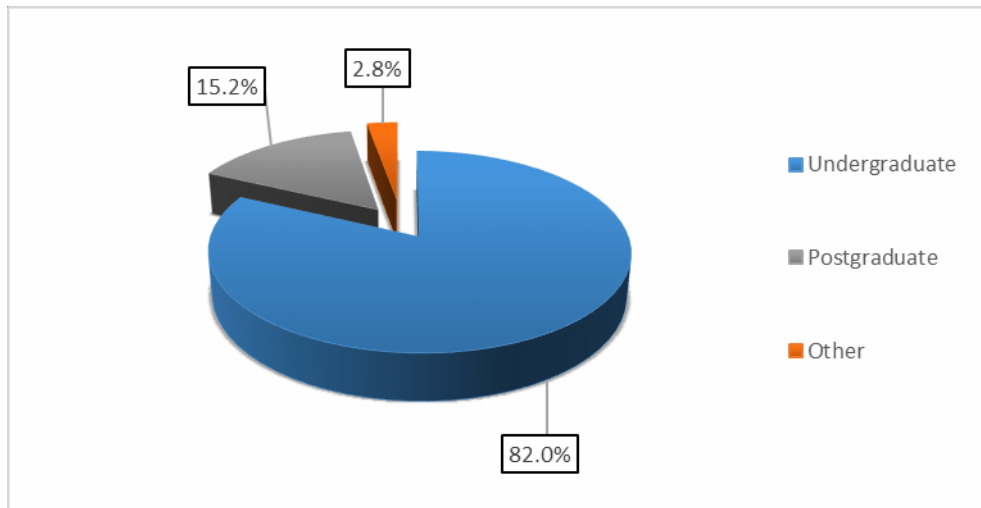


## Research Findings

### **Section 1 - Introduction**

At the outset of the research respondents were asked to indicate their student status.

**Figure 1: Student status of respondents (n=1209)**



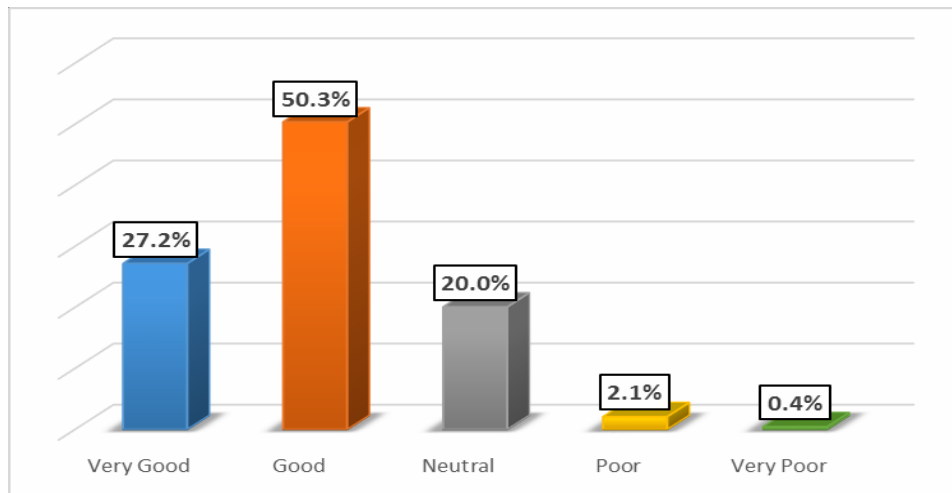
Overall, the majority of students were undergraduates (82%) with a further 15.2% of respondents currently holding a postgraduate status. An additional 2.8% indicated 'other' as their status. The following is a summary of the 'other' categories noted by respondents.

**Grouping:**

- Erasmus (x17)*
- GEMS (x5)*
- International (x4)*
- MSAC (x2)*
- Mature student undergrad (x1)*
- Springboard student (x1)*
- Staff/Postgraduate student (x1)*
- Ulearning – Distance (x1)*
- Undergraduate ("3rd Year"/"Part-time") (x2)*

Respondents were then asked to indicate what their overall impression of the Buildings and Estates Department was.

**Figure 2: Overall impression of the Buildings and Estates Department (n=1208)**



Overall, students' impressions of the Buildings and Estates department were largely positive. A total of 27.2% of respondents had a 'very good' impression of the department and a further 50.3% of respondents had a 'good' impression. Following this, 20% of respondents were 'indifferent' towards the Buildings and Estates department. Very small numbers of respondents had negative opinions of the department, with 2.1% of respondents having a 'poor' opinion and only 0.4% having a 'very poor' impression of Buildings and Estates.

Respondents were subsequently asked which University building they used most.

**Table 1: Building most frequently used by respondent (n=1200)**

Building	%	n-value
Main	41.1%	514
KBS	11.9%	149
CSIS	7.1%	89
Foundation	7.0%	87
Glucksman Library	6.0%	75
Schrodinger	6.0%	75
Health Science	4.0%	50
PESS	3.8%	47
Schuman	3.0%	38
GEMS	2.7%	34
IWAMD	1.9%	24
Languages Building	1.8%	22
ERB	1.4%	18
UCH	1.0%	12
SU/PSU	0.6%	8
Analogue	0.2%	3
Stokes Institute	0.2%	2
Lonsdale	0.2%	2
MSSI	0.1%	1
Boathouse	0.1%	1
<b>Total</b>	<b>100%</b>	<b>1251*</b>

*\* Total n-value is larger due to a number of respondents indicating more than one building*

The majority of respondents primarily used the Main Building, accounting for 41.1% of responses (n=514). This was followed by the Kemmy Business School, being the most frequently used building by some 11.9% of respondents (n=149), the CSIS Building (7.1%,

n=89), Foundation Building (7%, n=87) and the Glucksman Library/ Schrodinger Building (6%, n=75 respectively). At the other end of the scale, only 1 respondent respectively chose the MSSI Building and the Boathouse, with a further 2 respondents indicating either the Lonsdale building or the Stokes Institute as their main building.

Respondents were then asked which services they believed the Buildings and Estates department to be responsible for.

**Table 2: Buildings and Estates Department are responsible for: (n=1209)**

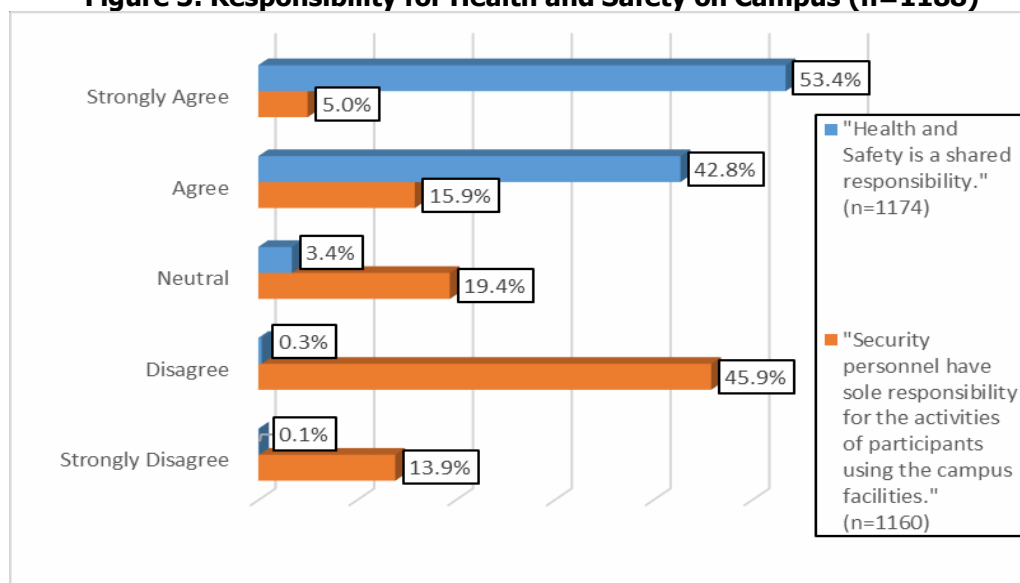
<b>Service</b>	<b>Yes</b>	<b>No</b>	<b>Don't Know</b>	<b>n-value</b>
Maintenance of Buildings	88.5%	4.0%	7.5%	1204
Major Building Works	77.3%	11.9%	10.9%	1197
Maintenance of Grounds	75.1%	12.1%	12.8%	1200
Space Allocation	72.3%	11.4%	16.3%	1188
Car Parking	66.1%	19.0%	14.9%	1196
Waste Management	63.3%	17.4%	19.4%	1192
Cleaning	57.5%	21.7%	20.7%	1201
Security	55.0%	28.4%	16.6%	1199
Reception	52.3%	29.2%	18.5%	1192
Waste Recycling	52.0%	24.2%	23.9%	1199
Sports Field Maintenance	50.2%	29.0%	20.8%	1197
Student Accommodation	38.9%	41.6%	19.5%	1190
Networks (phone, computer data...)	33.9%	45.9%	20.2%	1190
Art Works	29.2%	44.7%	26.1%	1191
Print Room	28.5%	43.1%	28.5%	1191
Scheduling of Classrooms	24.4%	57.8%	17.9%	1186
Catering	15.1%	64.0%	20.9%	1184

Table 2 shows that vast majority of respondents consider Maintenance of Buildings, Major Building Works and Maintenance of Grounds to be managed by Buildings and Estates (88.5%, 77.3% and 75.1% respectively). This was followed by Space Allocation (72.3%), Car Parking (66.1%) and Waste Management (63.3%). At the other end of the spectrum, 15.1% of respondents believed Catering to be managed by the Buildings and Estates Department. Respondents' highest levels of uncertainty related to the Print Room (28.5%), Art Works (26.1%) and Waste Recycling (23.9%).

## Section 2 – Personal safety on campus

Respondents were asked to indicate how they felt in relation to 'health and safety' and the role of 'security personnel' regarding same on campus.

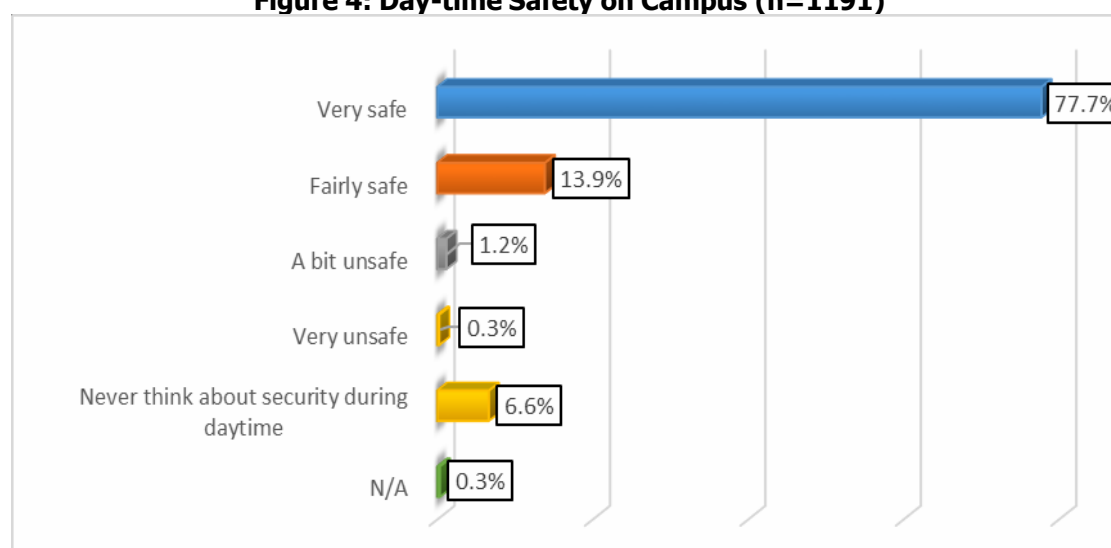
**Figure 3: Responsibility for Health and Safety on Campus (n=1188)**



Results show that an overwhelming majority of students felt that health and safety was a shared responsibility, with 96.2% cumulatively agreeing with the statement. Additionally, 59.8% of respondents indicated that they felt security personnel were not solely responsible for the activities of participants using the campus facilities; however, 20.9% disagreed with this sentiment overall.

Respondents were asked to indicate how safe they felt on campus during the day.

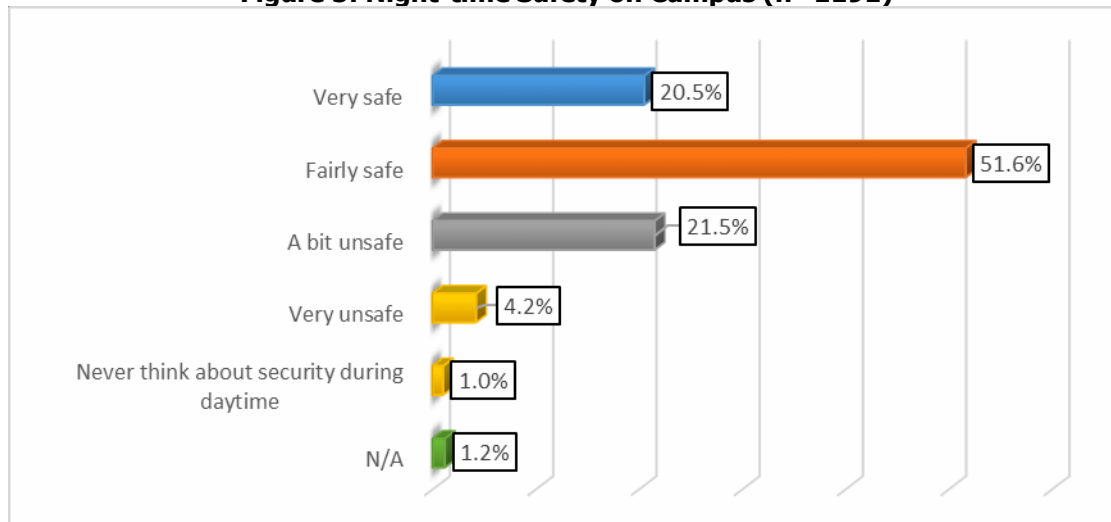
**Figure 4: Day-time Safety on Campus (n=1191)**



Results indicated that the overall majority of respondents felt safe when walking alone on campus during the daytime, with 91.6% cumulatively selecting 'very safe' or 'fairly safe'. An additional 6.6% stated they 'never think about security during the daytime'.

Respondents were then asked the same question about safety after dark.

**Figure 5: Night-time Safety on Campus (n=1191)**

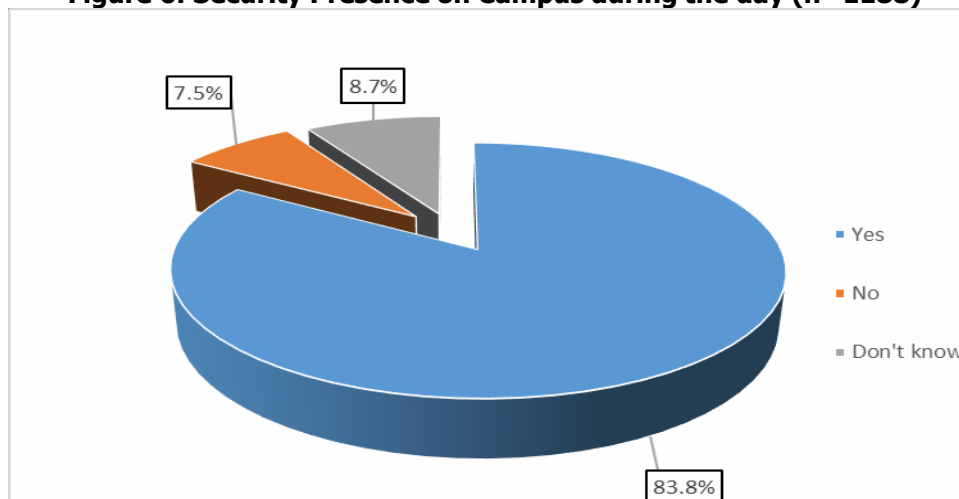


Results indicate that while a total of 72.1% of respondents felt safe on campus (aggregate of those indicating they felt either 'very safe' (20.5%) or 'fairly safe' (51.6%) , a total of 25.7% felt unsafe whereby 21.5% indicated that they felt 'a bit unsafe' and 4.2% of respondents indicated that they felt 'very unsafe'.

### **Section 3 - Security on campus**

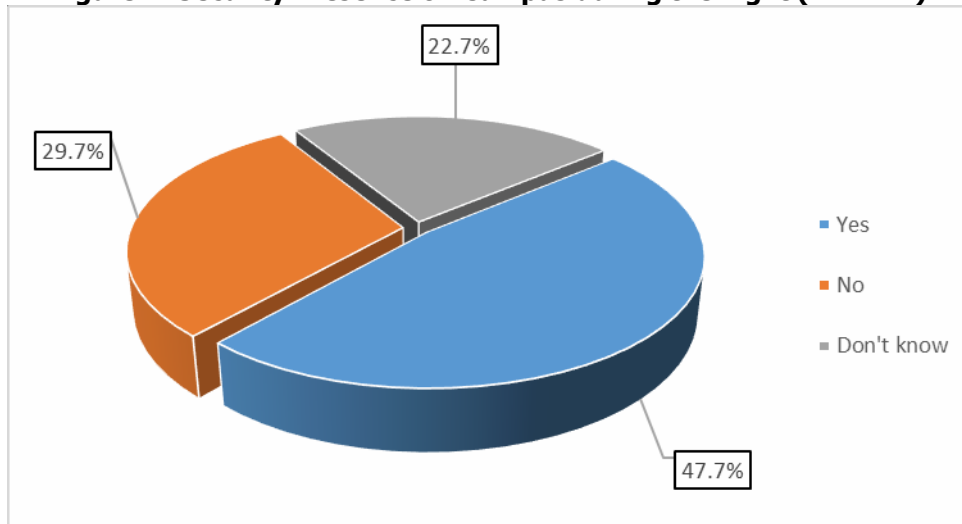
As a follow up to the previous two questions, respondents were asked if they felt that there was an adequate security presence on Campus.

**Figure 6: Security Presence on Campus during the day (n=1188)**



Overall, the majority of respondents (83.8%) believe there is adequate security on campus during the daytime. This was followed by smaller numbers who indicated that they believed it was not adequate (7.5%) and 8.7% of respondents who were unsure.

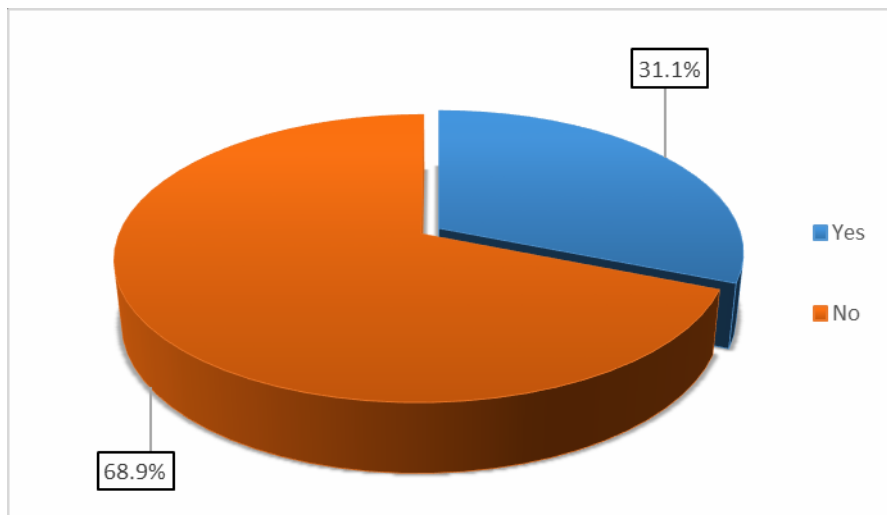
**Figure 7: Security Presence on Campus during the night (n=1222)**



Overall, 47.7% of people felt that there was adequate security on campus at night-time. Additionally, a total of 29.7% of respondents felt that security was not adequate, with a further 22.7% indicating they were unsure about the amount of security present. A certain amount of respondents may have indicated that they were unsure in this regard due to the fact that it may be seldom that they are actually on campus after dark.

Respondents were then asked if they have had any dealings with security personnel within the past three years.

**Figure 8: Dealings with security (n=1188)**



A total of 31.1% of respondents indicated that they had had dealings with campus security in the past three years, while the remaining 68.9% had not.

Respondents were asked to rate their dealings with security personnel on campus.

**Table 3: Satisfaction with Security Personnel (within last 3 yrs)**

Facet of Security	Very Good	Good	Neutral	Poor	Very Poor	N/A	N
Helpful	38.8%	38.0%	10.8%	7.0%	5.1%	0.3%	371
Efficient	30.7%	39.7%	14.4%	9.5%	4.9%	0.8%	368
Approachable	36.4%	35.1%	12.2%	8.2%	7.3%	0.8%	368

Table 3 shows respondent's attitudes towards security personnel in UL. Over 75% of those surveyed considered security staff to be either 'very good' or 'good' in terms of helpfulness (38.8% and 38% respectively). Following this, a total of 10.8% were neutral on the matter, while 7% felt security were 'poor' and 5.1% feeling they were 'very poor' in terms of helpfulness.

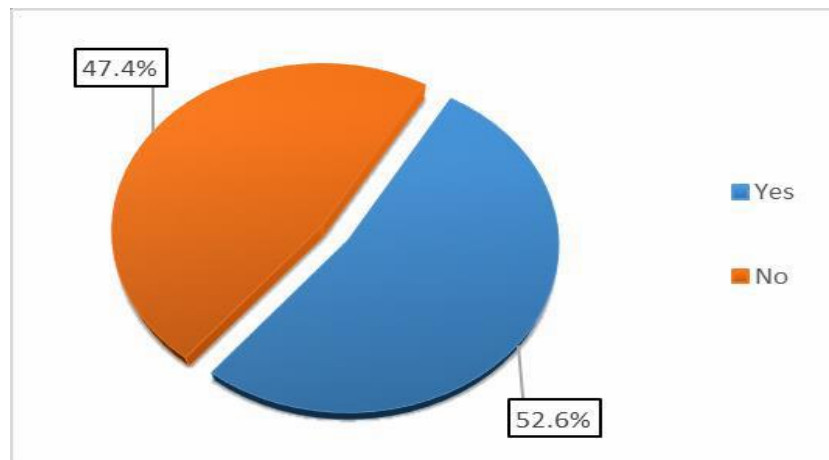
With regard to efficiency, the majority of respondents (39.7%) who rated the efficiency of security personnel indicated that efficiency was 'good' with 30.7% believing it to be 'very good'. A total of 14.4% were neutral with 9.5% of respondents rating security's efficiency as being 'poor' and 4.9% described it as being 'very poor'.

In terms of approachability, 36.4% of people rated this factor as being 'very good' with 35.1% of respondents rating it as being 'good'. A total of 12.2% were neutral on the issue with 8.2% of people rated the approachability of security staff as being 'poor' and 7.3% rated this factor as being 'very poor'.

## **Section 4 – Green-Campus & Environmental Initiatives**

Students were asked how strongly they agreed or disagreed with a series of statements with regard to security.

**Figure 9: Awareness of Green Campus Flag awarded to UL (n=1162)**



Over half of respondents (52.6%) were aware that UL had received the Green Campus Flag.

Respondents were then asked to what extent they agreed or disagreed with the following statements.

**Table 4: Environmental impact statements**

<b>Statements</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>n-value</b>
Environmental issues are important to me	38.9%	46.8%	12.1%	1.8%	0.5%	1170
UL is proactive in promoting better environmental awareness	19.4%	42.4%	28.4%	8.8%	1.0%	1171
The provision of waste recycling facilities on campus is adequate	14.4%	38.9%	24.7%	17.5%	4.5%	1170

Overall, the majority of respondents (85.6%) cumulatively indicated that environmental issues were important to them; 12.1% were neutral, and a further 2.3% disagreed with the statement.

Those that felt UL were proactive in promoting better environmental awareness cumulatively accounted for 61.7% of respondents, with 28.4% remaining neutral, and a further 9.8% cumulatively disagreeing with the statement.

Just over half of respondents (53.2%) cumulatively agreed that the provision of waste recycling facilities on campus were adequate; however 22.1% disagreed with the statement, with 24.7% remaining neutral on the topic.



Respondents were then asked to indicate their awareness in relation to a selection of 'green' initiatives and facilities available on campus.

**Table 5: Green Initiatives and Facilities on UL Campus**

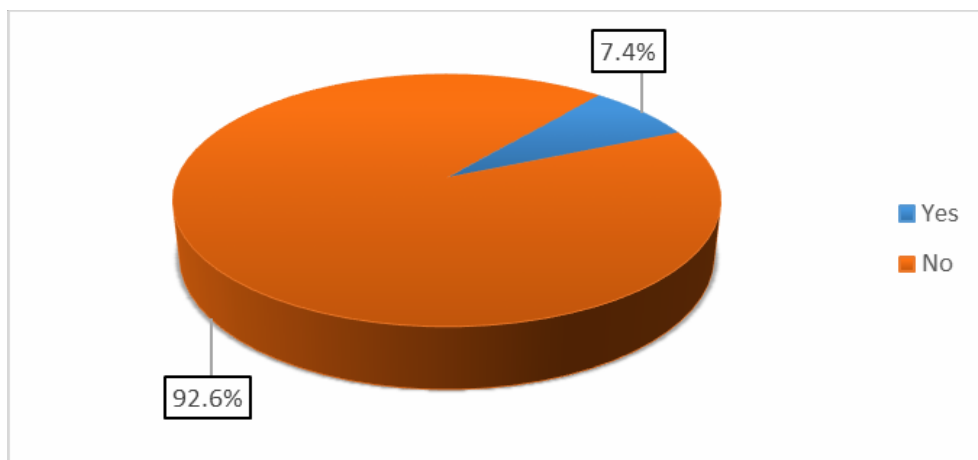
	Very aware	Somewhat aware	Little awareness	No awareness	n-value
Electric Vehicle charging points	26.6%	22.3%	18.5%	32.6%	1171
UL Apiary	3.4%	10.5%	25.4%	60.6%	1171
Roof Garden	27.6%	22.5%	19.4%	30.5%	1168
Orchard	7.8%	13.2%	24.6%	54.3%	1165
Farmers Market	78.0%	13.8%	4.4%	3.8%	1169
Secure Bicycle Parking	67.5%	21.7%	7.9%	2.9%	1168
Smarter Travel Showers	27.5%	23.3%	21.4%	27.8%	1171

The Farmers Market recorded the highest levels of awareness among respondents, accounting for 91.8% cumulatively; the remaining 8.2% indicated they had little or no awareness of it. Secure bicycle parking had the second highest level of awareness cumulatively (89.2%), followed by the 'Smarter Travel Showers' (50.8%) and the 'Roof Garden' (50.1%). Just under half of participants indicated that they were either very aware or somewhat aware of the electric vehicle charging points (48.8%).

The initiatives and services which had the lowest cumulative levels of awareness among respondents related to 'UL Apiary' (86.1%), 'Orchard' (79%), the 'Electric Vehicle charging points' (51.2%), followed by the 'Roof Garden' (49.9%) and 'Smarter Travel Showers' (49.2%).

Respondents were next asked whether or not the introduction of any of the green initiatives relating to travel options had changed their mode of transportation to UL.

**Figure 10: Green initiatives have impacted on mode of transport (n=1170)**



Overall, the majority of respondents indicated that the initiatives had not had any impact on their mode of transport, accounting for 92.6% of responses in total; however, 7.4% indicated

that the initiatives had altered their mode of transport to the campus. The following table is a summary of the initiatives which were noted by respondents as having made an impact.

**Table 6: Green Initiatives and Facilities on UL Campus (n=97)**

Green Initiatives	%	n-value
Cycle	43.4%	66
Smarter Travel facilities	19.1%	29
Walk	13.8%	21
Showers	7.2%	11
Not using/ n/a	5.3%	8
Bus	3.9%	6
Bike service	3.3%	5
Smarter Travel Scheme	3.3%	5
Car charging	0.7%	1
<b>Total</b>	<b>100%</b>	<b>152*</b>

\* Total n-value is larger due to a number of respondents indicating more than one element

Overall, cycling to UL campus has been the predominant mode of transport participants have changed to (43.4%), with a further 13.8% now walking to UL. A further 4.8% indicated they are using public transport.

In terms of the reasons motivating the change, it was noted that the provision of showering facilities (7.2%) and the bike service (3.3%) rated quite favourably. Additionally, within the smarter travel facilities category (19.1%), respondents noted predominantly the provision of secure and sheltered bicycle parking, along with the provision of towels, improved cycle lanes and improved e-timetables for bus services. The full commentary received is provided below for reference.

### Cycle

- *Either Cycle or walk to school, or even take a bus instead of driving a car individually*
- *I've been alternating between riding the bus, riding my bike and walking since I got here.*
- *Cycle and walk more*
- *At the very beginning, I prefer to use the time-saving transportation such as taxi. However, after I learn the theory about smarter travel and green travel, I think it both fun and environment-protective to walk and cycle.*
- *I walk or cycle. Don't drive or take the bus anymore.*
- *Improved cycle lanes in and around UL make cycling to university a viable and enjoyable option. Improved bus stops and e-timetable.*
- *Showers and a sheltered place to lock my bike encouraged me to cycle more*
- *I use the bicycle a lot more*
- *I would often use the smarter travel showers and bike parking*
- *Cycle, don't drive now*
- *Secure bicycle parking as well as showers made it more appealing to commute via bike.*
- *Smart cycle*
- *Cycling*
- *I use my bike a lot more than I did before because I now know it is very safe*
- *I've started using my bike to college when the weather is good because of UL offering free bike repairs in the courtyard, once a week. :)*
- *Cycling to college because of showers :)*
- *Showers and secure bike parking*

- *cycle to college*
- *I've bought a bike and begun to cycle to college*
- *Smarter travel bike scheme sold a discounted bike to me*
- *Cycle to classes*
- *Smarter Travel showers, so I don't have worry about getting sweat after cycling*
- *I have been a committed cyclist for many years*
- *Biking, more environmentally friendly*
- *Bike mechanic, improved paths. These make cycling an easier option.*
- *Because of the smarter travel I changed my mode of travel to bicycle*
- *I cycle more often due to secure bike parking*
- *Cycle in to college more often now as a result of secure bike sheds*
- *Smarter Travel, new roads and bicycle parking hub means I now cycle in.*
- *Secure Bicycle Parking*
- *Cycling vs driving saves money and helps me get exercise in during the week.*
- *Smarter Travel - Thinking of buying a bicycle to cycle to college.*
- *Cycle*
- *the free showers and towels and secure bike lockup made me cycle most every day*
- *Secure bicycle parking has encouraged me to cycle to college, however, more is needed by the library*
- *Cycling is easier, but markings on bike paths are confusing and change depending on what bike path you're on. You should always cycle on the left, like a car would, but most of the more recent paths indicate that you should cycle on the right, which causes confusion on other paths that aren't marked as clearly.*
- *Cycle to college as there are good bike paths and now more lock up spots*
- *The availability of bike locks around campus encouraged me to purchase and use a bike for transportation.*
- *Cycle, easy to park bike knowing it will be relatively secure with bike. Wouldn't leave it after dark though*
- *Secure Bicycle Parking and Smarter Travel Showers. I cycle every day to UL*
- *I cycle to college because bike storage is beside a security center*
- *cycling*
- *I have always cycled.*
- *The Bike Doctor at the Farmers market has enabled me to use a bike as a mode of transport.*
- *I cycle when it's not raining.*
- *Secure Bicycle Parking because in normal bike parking at night time is risky and have 60% of chances to get stolen from there.*
- *I cycle rather than walk/drive because it's safer to leave my bike in the bike shed or even at the various bike lock-up areas.*
- *Cycling*
- *I would like to get a bike for next year*
- *sometimes cycle*
- *The secure bicycle parking changed my mode of transport from walking to cycling as I knew I could safely leave my bike on campus.*
- *I commute by bicycle before and after Smarter Travel initiatives began*
- *Secured Bike Shed*
- *I already used bicycle back in Brazil, the country that I came from, as transport. I only use it here when my roommate does not use his.*
- *Secure bicycle parking and smarter travel showers are great initiative as I feel safe to park my bicycle in the area and when things get dirty or sweaty, i could take shower without bringing and towels from home.*
- *I cycle a lot more now.*
- *I cycle when weather permits*
- *Cycling paths to and from college*
- *I can cycle in and be sure that my bike in safe.*
- *Secure bike parking. Before I felt worried about leaving bike locked up on campus, especially during the evening hours, as there had been many cases of stolen bikes. However, now I feel the security is improved and I cycle to college more often.*
- *i bring my bike in every day*
- *Cycling more*

- *The bike mechanic makes me cycle to college because if my bike breaks it can be fixed*
- *I cycle to college as it is easier than driving due to the cycle lanes and there are many facilities for securing the bicycle.*
- *support with security vest on campus for riding the bicycle*
- *I started using bike for commuting after the implementation of secure bike park and shower*

#### **Walk**

- *I have walked to and from college instead of driving or getting a lift*
- *I walk instead of driving*
- *Always walked*
- *I have always walked to and from college, so this has not changed very much for me.*
- *I live very close to campus so I still choose to walk to college every day*
- *I walk to college since it's harder to park the car*
- *I always walk*
- *Instead of getting the bus to work (I live on campus and work in town) I now walk. It takes 45 minutes but that is the same as it would take when taking the bus*
- *I live a 30 minute walk away and it's a 10 minute walk to the nearest bus stop, so I cycle anyway. My bike has been punctured twice this semester because of glass on paths. The Bike Doctor at the farmers market on Tuesdays is fantastic, he changed the tube both times and the second time gave me a new tire, I haven't had a puncture since, and it didn't cost me much. I don't drive because I don't have a car.*
- *Walking to college instead of driving. Better for the environment and less money goes towards petrol.*
- *I try to walk rather than bring my car to college*
- *I walk to college everyday now instead of using public transport*
- *I walk instead of driving*
- *I walk everywhere*
- *I walk instead of drive from my place off campus most times!*
- *I live on campus, so I have always walked to and from college.*

#### **Bus**

- *Cheaper student fares for inner city routes*
- *I've always used the bus.*
- *I take public transport so more people can travel together instead of clogging up the roads to UL.*

#### **N/A or not using**

- *I live too far away to avail of the initiative and*
- *I was walking and biking before the initiatives.*
- *n/a as I travel from Tipperary*
- *Just recently returned to college, so not fully up to speed with all the green initiatives*
- *The majority is online*
- *As I live at home it is only feasible to commute via car*
- *I live in Nenagh and have to use my car to commute to UL.*
- *No, I live too far away to avail of any of them. UL seriously needs more parking for students like myself who's only opportunity to get to college is to drive.*

#### **E-Charging Point**

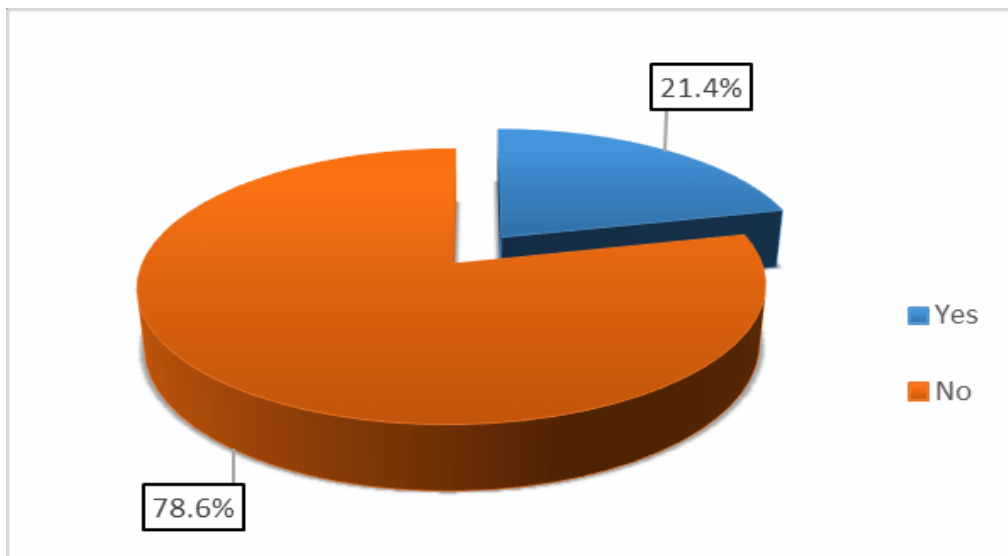
- *I drive a Nissan Leaf EV from and to Dublin every Tuesday and I charge my car at the charge point otherwise it would not be possible*

#### **Other**

- *I Take the common transport the most possible*
- *Showers*
- *Smart travel facilities*

Following this, respondents were asked if they were aware that by undertaking a Green Campus initiative they could attain a President Volunteer Award (PVA).

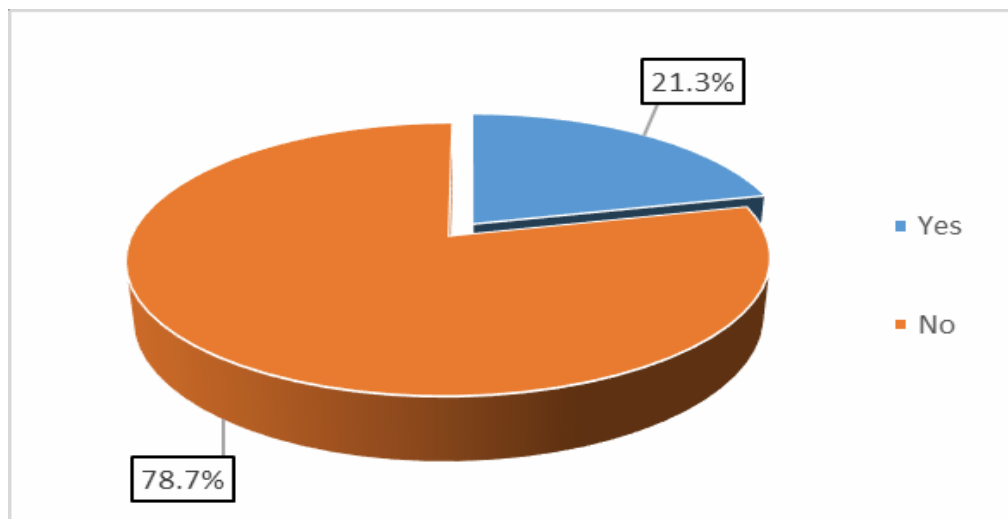
**Figure 11: PVA Credits for Green Campus initiatives (n=1171)**



Overall, a total of 78.6% of respondents indicated that they were not aware of this, with 21.4% stating that they were aware of it.

At this juncture, respondents were asked if they would be interested in partaking in the Green Campus initiatives.

**Figure 12: PVA Credits for Green Campus initiatives (n=1165)**



In total, 21.3% of respondents stated that they would be interested in doing so; a further 78.7% indicated they would not. A full listing of contact information provided by those interested in partaking in the Green Initiatives is provided in Appendix 1AX.

## **Section 5 – Estates Facilities**

Respondents were then asked to rate a number of facilities provided by the Buildings and Estates Department.

**Table 7: Satisfaction Ratings**

	<b>Very Good</b>	<b>Good</b>	<b>Neutral</b>	<b>Poor</b>	<b>Very Poor</b>	<b>N/A</b>	<b>n-value</b>
UL signposting system	18.9%	47.3%	20.8%	9.3%	2.1%	1.7%	1156
Toilet facilities in the building you use most frequently	31.3%	43.3%	14.3%	8.4%	2.4%	0.3%	1157
Campus street lighting	24.1%	52.9%	14.5%	6.2%	1.7%	0.5%	1154
Enforcement of speed limits	15.0%	38.9%	27.1%	10.3%	3.3%	5.3%	1153
Parking provision	6.6%	20.7%	22.9%	21.6%	20.0%	8.1%	1155
Parking Permit Management System	7.2%	20.8%	33.1%	11.4%	10.8%	16.8%	1152
Teaching spaces	13.1%	36.1%	30.1%	4.5%	1.9%	14.3%	1154
Public spaces	18.1%	32.2%	17.7%	13.7%	16.4%	2.0%	1155
Cleanliness of internal public spaces (e.g. bathrooms, classrooms)	33.7%	48.6%	12.1%	4.2%	1.4%	0.1%	1155
Cleanliness of external public spaces (e.g. car parks, walkways)	38.9%	47.8%	9.9%	2.4%	0.6%	0.3%	1154
Classroom environment conditions (e.g. warmth, ventilation, comfort, lighting)	23.2%	45.2%	19.1%	9.3%	3.0%	0.1%	1157

Table 7 displays the following results:

➤ **UL Signposting system**

A total of 66.2% of respondents rated this function positively (18.9% rating it as 'very good' and 47.3% rating it as 'good'). A total of 9.3% rated the system as poor with 2.1% rating it as very poor.

➤ **Toilet facilities**

A total of 74.6% of respondents rated this function positively (31.3% rating it as 'very good' and 43.3% rated it as 'good'). A total of 8.4% rated this factor as poor with 2.4% rating them as being 'very poor'.

➤ **Campus street lighting**

A total of 77% of respondents rated this function positively (24.1% rating it as 'very good' and 52.9% rating it as 'good'). A total of 6.2% rated the campus street lighting as poor with 1.7% rating it as very poor.

➤ Traffic – Enforcement of speed limits

A total of 53.9% of respondents rated this function positively (15% rating it as 'very good' and 38.9% rated it as 'good'). A total of 10.3% rated this factor as poor with 3.3% rating it as being 'very poor'.

➤ Parking Provision

A total of 27.3% of respondents rated parking provision positively (6.6% rated it as 'very good' and only 12.2% rated it as 'good'). A total of 21.6% rated parking provision as 'poor' with 20% rating this factor as 'very poor'.

➤ Parking Permit Management System

A total of 28% of respondents rated this factor positively (7.2% rating it as 'very good' and 20.8% 'good'). A total of 11.4% rated this factor as 'poor' and 10.8% rated the parking permit management system as 'very poor'.

➤ Teaching spaces

A total of 49.2% of respondents rated this factor positively (13.1% rating it as 'very good' and 36.1% rating this factor as 'good'). A total of 4.5% rated this factor as 'poor' with 1.9% rating it as 'very poor'.

➤ Public spaces

A total of 50.3% of respondents rated this factor positively (18.1% rating it as 'very good' and 32.2% rating this factor as 'good'). A total of 13.7% rated this factor as 'poor' with 16.4% rating it as 'very poor'.

➤ Cleanliness of internal public spaces (e.g. bathrooms, classrooms etc.)

A total of 82.3% of respondents rated this factor positively (33.7% rating it as 'very good' and 48.6% rating this factor as 'good'). A total of 4.2% rated this factor as 'poor' with 1.4% rating it as 'very poor'.

➤ Cleanliness of external public spaces (e.g. car parks, walkways etc.)

A total of 86.7% of respondents rated this factor positively (38.9% rating it as 'very good' and 47.8% rating it as 'good'). A total of 2.4% rated this factor as being 'poor' with 0.6% rating this factor as 'very poor'.

➤ Classroom environment conditions (e.g. warmth, ventilation, comfort, lighting etc.)

A total of 68.5% of respondents rated this factor positively (23.2% rating it as 'very good' and 45.2% rating it as 'good'). A total of 9.3% rated this factor as being 'poor' with 3% rating this factor as 'very poor'.

## Section 6 - Buildings and Estates

Respondents were then given the opportunity to share what they felt were the key strengths of the Buildings and Estates department. (A full list of these comments can be found in the appendix 2AX).

Respondents pointed to a number of key strengths within Buildings and Estates including the following areas:

- *"They maintain the UL environment and buildings well"*
- *"Clean buildings, warm classroom, good access to toilet facilities, the security staff are very helpful if you have genuine problem"*
- *"Buildings are in great condition. continuous development of green areas keeps them fresh and pleasant to look at"*
- *"Security definitely has a strong presence on campus and the campus is very clean. It always looks nice."*
- *"Environments encourage socialisation and are very cosy, everywhere looks like a place you can spend some time on."*
- *"Security at night. I feel safer knowing there's someone nearby who could help me if there was ever a need."*
- *"Flood management"*
- *"Very good teaching systems are available in the buildings such as good projectors in each classroom with good lighting which enables students to see the notes clearly. Very well seating spaces available and nice room temperature. There's also a reception in each building for support."*
- *"Everything is done very efficiently without interrupting the activities of the student body."*
- *"The sign posts in the main building are very helpful. It is easy to get lost their otherwise. Also the campus is maintained very well."*
- *"Cleanliness, green initiatives and farmers market"*
- *"Continued improvement of walkways and traffic control is great. The ongoing maintenance of the grounds adds immeasurably to the beauty of the UL campus."*

As can be seen from the selection of responses above, respondents clearly feel very positively about the UL campus, the cleanliness of the buildings and the overall effort that goes into maintaining the campus. These comments reflect the large number of complementary remarks received about the quality of work the department is doing to keep the campus environment a clean and pleasant place to study, along with providing a safe and secure place for patrons to avail of. Overall, the high level of maintenance, cleanliness, pleasing aesthetics, positive experiences with personnel and the level of safety respondents felt were the top strengths noted by respondents.

Following this, respondents were asked if there were any areas in which they felt the department could improve. (A full list of these comments can be found in appendix 3AX).

The key findings from the responses received are as follows:



### **Parking facilities/ Traffic management**

- *"Allocation of car spaces from Dromroe Residents. Students should be given free parking in the Foundation car park at all times. They are the only village that have to pay for parking adjacent to their accommodation and the price remains the same."*
- *"While parking spaces are fine in the morning if you are arriving after 10am usually there is a shortage of spaces. I do believe that expecting people to pay every day for parking in the car parks is a little unfair considering the fees we've paid already, but at the same time there is a free car park but that is sometimes full."*
- *"Not enough free car park spaces on campus/not enough enforcement of permits: this negatively impacts on-campus residents as Thomond and Cappavilla car parks are crowded by non-residents availing of the free parking."*
- *"Parking is a shambles. Mature students should be eligible for permits. They are commuting often from quite far and have family and full time job commitments. Guaranteed parking would make their lives so much easier and help with student retention."*
- *"Permits should be issues to students on a basis for parking where eligibility is based on travel distance to college. I must drive to college each day due to living over 10km away, and the parking facilities are terrible. (Twice I've had to use the pay car park where it's been FULL with no parking spaces available but I've been allowed to go in and then had to pay to leave without getting any parking)"*
- *"Provision of Student Parking. More free spaces needed and/or a half day payment system for the pay car parks. An Annual Student Parking Pass would be amazing. Better Traffic Flow system during peak rush hour. An extra campus exit/entrance on the north side would be perfect."*
- *"I think more parking facilities would be useful and a weekly/monthly pass for parking"*
- *"Better clamping enforcement of campus accommodation car parks and monitoring of these car parks for antisocial behaviour "*
- *"Car parking facilities and car parking prices"*
- *"Clamping Signage, Parking"*
- *"Enforcement of the speed limit, and cameras should be placed at zebra crossing s for motorists who do not stop or who sit on top of the crossing during traffic at 6pm"*
- *"Definitely parking, perhaps the inclusion of a multi-storey car park would benefit the campus"*

The most frequently cited area for improvement among students was the lack of dedicated parking for students and the cost incurred from using the €3 per day car park; additionally, better signage regarding clamping zones, the implementation of a parking permit system/pass card system for students and greater oversight of car parks and parking areas in terms of security and monitoring were also suggested.

### **Awareness of services**

- *Awareness of the green campus initiatives.*
- *Awareness and information of actual duties*
- *Don't know if it's your department but class scheduling is awful and inappropriate classrooms are often allocated*
- *Information about other services (e.g. rooftop garden location, orchard, etc.)*
- *More awareness of facilities offered*
- *Well - I wasn't aware of a lot of the things asked about in this questionnaire, so the biggest lack for me is awareness - there should be something that makes me aware. I can see from the next question there is a Buildings & Estates website, but I wasn't aware and I don't feel the need to visit it anyhow. I would suggest an infographic in reception area that lights up when you touch it (so that it isn't vying for your attention when our environments are already full).*

- *Promote the work you are responsible for more - until this questionnaire I assumed issues such as security and cleaning were totally farmed out to private businesses - what is Building and Estates role - purely oversight? Also many of the green initiatives were news to me - perhaps I haven't been paying enough attention!*

Another area highlighted by a number of students is that they weren't aware of the Buildings and Estates department, and/ or its role in relation to the services it provides. There were calls from respondents overall to increase the level of awareness of the department among the student population, as well as the green initiatives they operate and the additional facilities and services students can avail of or partake in during their time in UL.

### **Maintenance**

- *"Back entrance into Kilmurry Village has NO working streetlights on the UL side"*
- *"Some lighting needs to be changed at night it is dangerous around steps and stair where lighting is not working correctly."*
- *"Furniture in classrooms needs to be vastly improved - i always seem to have lectures and tutorials in rooms where either there are no desks at all or they simply don't work (perhaps this isn't even your department!)"*
- *"The heating in a lot of the room's especially main building or Schuman with a full class it is far too warm even with windows open. Also the seating in main building and Schuman the chair with fold over desk is uncomfortable and often not very stable to lean on."*
- *"Ventilation within some buildings as it may sometimes be suffocatingly hot e.g. Health science's"*
- *"There is a shortage of cigarette/ashtrays in some areas which leads to cigarette butts being thrown on the ground, smokers often do not want to litter but feel there is no choice. Some nice modern ashtrays could be provided throughout campus somewhat more. Some of the toilets particularly the smaller ones could be kept a little cleaner and more consistently full of toilet paper. I think that the Red Raisin area is disgusting and dirty and maybe some attention could be paid to this, when compared with the cleanliness of Eden there is a big difference."*
- *"Maintenance of toilet facilities in CSIS building. In the male bathrooms the toilets are often unclean. There is also a lack of space between the urinals and toilet stalls for one person (with or without a bag) to pass by another person using a urinal."*
- *"Toilets are often in disrepair and unclean, classrooms often have broken seating or equipment. Schrodinger is cover in copper but does not have essential basic equipment. "*

A selection of maintenance related issues were noted by respondents, particularly nothing areas such as lighting (internally and externally), heating and ventilation, furniture and equipment upgrading, along with toileting facilities and cleanliness levels in restaurants, as well as the lack of sufficient ashtrays for the disposal of cigarettes in certain areas.

### **Directional signage**

- *"Buildings aren't very well signposted for new students or visitors"*
- *"I think that the university could be slightly better signposted - I know that in my first few weeks at UL, I had a lot of trouble trying to find my way around."*
- *"Signposting of the campus needs to be improved - I have often encountered puzzled visitors & Erasmus students requiring directions - perhaps install up-to-date map boards in appropriate locations - also it should surely be possible to put floor plans of all buildings on the main website somewhere."*
- *"Possibly more signs to direct visitors to toilet facilities"*
- *"Have been asked for directions often enough. By first years looking for rooms in the main building (I know that's difficult to sign post because it was built in different*

*stages and is on different levels of ground (maybe an app to help people navigate?). Visitors who come to UL (mostly looking for foundation, also been asked where the Pavilion is)."*

It was noted by respondents also that signage, particularly in the main building, could be improved overall; respondents cited their own personal experiences in this regard, as well as referring to experiences with visitors and new students/ exchange students which they had happened upon whom had encountered difficulties in finding their way around the campus unaided.

### **Accessibility**

- *"Accessibility for people with disabilities. Mainly with doors, lifts, getting from A to B when buildings are closed (For example CSIS build to Library entrance, in other words getting around those long steps)"*
- *"Disability access throughout campus needs to be improved. Currently no access to Schumann building, or foundation building. Maintenance of doors entering Kemmy business school. No safe access from Kemmy to the Library/Main Building"*
- *"Need to make the campus more wheelchair friendly, such as foundation building."*

Concerns were raised in relation to accessibility options, or an observed lack thereof, for mobility impaired patrons of the campus; the area most noted was the pathway between the Foundation building/ Glucksman Library down to the Kemmy Business School, and most particularly at night-time. It was noted that travelling on the roadway was the only main alternative, and one may presume this to be the case when the foundation building is closed; however, should alternative routes currently be in place for these students, they appear to be unaware of them.

Additional areas were also noted, particularly in relation to recycling, security, and Wi-Fi availability and access. The following are a selection of comments from respondents in relation to these respective categories.

### **Recycling**

- *"Could improve the recycling facilities at UL, many people still throw their rubbish in the incorrect bin."*
- *"I would think there need to be more done in matters of recycling - in plastic, paper, waste and bio. Currently, it appears to me that all kinds of waste end up in the same bin and that there is no alternative provided."*
- *"...I am a bit bothered that I can't seem to have handy waste separation units when I want to discard apple butts, paper, etc."*

### **Security**

- *"Bit more security would be helpful, cycle track from flag poles could do with a new surface"*
- *"More protection for students living off campus from robberies and thefts. Update interior of main building. A pharmacy on campus if this fails under its obligations."*
- *"Security is everything. Female security staff should be hired."*

### **Wi-Fi**

- *"There has been an issue with Wi-Fi for far too long and it needs to be fixed ASAP. Slow connections in some places, and some buildings have commonly used rooms with no connection at all."*
- *"Wi-Fi network is too slow on campus, makes project work and assignments more frustrating."*

At this juncture, respondents were asked to rate the Buildings & Estates website under a number of headings.

**Table 8: Satisfaction with various aspects of B&E website**

	<b>Very Good</b>	<b>Good</b>	<b>Neutral</b>	<b>Poor</b>	<b>Very Poor</b>	<b>N/a</b>	<b>n-value</b>
Quality of content	15.6%	41.9%	21.3%	1.0%	0.4%	19.9%	1098
Ease of navigation	16.6%	36.8%	23.7%	2.6%	0.5%	19.8%	1095
Range of information offered	14.5%	35.7%	26.4%	3.2%	0.6%	19.6%	1093

Results indicate that overall the majority of respondents ranked the website in quite positive terms. With regard to the quality of content - an aggregate positive rating of 57.5% rated the website as either 'very good' (15.6%) or 'good' (41.9%).

The ease of navigation received similar ratings in that it received an aggregate positive rating of 53.4% with 16.6% rating it as 'very good' and 36.8% as 'good'. In terms of the range of information offered, this factor received positive aggregate ratings totalling 50.1% with 14.5% rating this element as 'very good' and 35.7% rating it as 'good'.

Overall only a very small number of respondents ranked the three elements examined as either poor or very poor.

## **Section 7 - Closing Comments**

Finally, respondents were given an opportunity to highlight anything else they thought in relation to the buildings and estates department. Again, the full selection of comments can be found in the appendix 4AX, but a reflective sample of the comments is detailed below.

- *"UL is a great campus but it needs to be more user friendly and approachable for students and visitors"*
- *"Would like more communication from them but overall very good and efficient."*
- *"You provide a wonderful campus for students and it is greatly appreciated."*
- *"I think it's great that you are doing this survey. It would be also great if everyone got some feedback on the results."*
- *"Again public parking and access and exit from the college. I have often been stuck for up to an hour if I leave at 6 pm and have been parked near Cappavilla. An exit on the Clonlara side would be very beneficial as well as the provision for more free parking."*
- *"Annual Student Parking Pass - Linked with student card, Cheaper than current parking rates; New Entrance/Exit to Campus."*
- *"Disability Access is a major issue which needs to be dealt with immediately"*

- *“Please make better detailed maps for first year students, especially of the internal main building”*
- *“Should have a better Wi-Fi facility. Should fix the broken chairs and fix projectors in some tutorial rooms. Other than that. There isn't much to complain about.”*
- *“Most, if not all, of campus is beautiful, clean, and makes me feel secure. This has definitely improved my college experience thus far.” “Honestly I never knew that a building and estate department existed. Maybe more interaction with the student body would go a long way”*
- *“The department do an excellent job of maintaining and upgrading the campus however I feel parking needs to be improved.”*
- *“For the building and quality of the care received on the universities grounds, without a doubt UL is the most clean and beautiful university in Ireland...”*
- *“From visiting other colleges I believe UL has better run buildings than most colleges”*
- *“Keep up the good work so we can continue to boast the best campus in the country”*

## Conclusion and Recommendations

It should be noted that on the whole, results from this research were largely positive. Overall, the majority of respondents were undergraduates (82%), with a further 15.2% currently undertaking postgraduate studies. When asked for their opinion of the Building and Estates Department at the University of Limerick, 77.5% of respondents stated they had a 'good' or 'very good' impression of the department.

The most frequently used buildings by respondents were the main building (41.1%) and the Kemmy Business School (11.9%). This of course, reflects the large numbers of students attending classes in these buildings during each semester. At the other end of the scale, the MSSSI building and the Boathouse received 0.1% of responses respectively.

Respondents showed varying levels of knowledge with regard to the facilities provided by the B&E department, and in many circumstances, almost 20% of respondents were not sure if the department was in charge of a particular function, examples including the Waste Management, Cleaning, Reception, Waste Recycling, Sports Field Maintenance, Student Accommodation, Networks, Print Room, Art Works, Catering and scheduling of classrooms.

There was a strong belief among students that health and safety was "a shared responsibility", with 53.4% strongly agreeing and 42.8% agreeing, compared to 59.8% who 'strongly disagreed' or 'disagreed' that "Security personnel have sole responsibility for the activities of participants using the campus facilities"; this illustrates a healthy attitude towards students' role in health and safety in the University of Limerick environment.

One of the key findings of this research was students' perceptions of safety on the UL campus. An overwhelming majority of 91.6% of students stated that they felt 'very safe' or 'fairly safe' during the day time on campus, and numerous comments were also received to the same effect, demonstrating students satisfaction with the security presence in UL. In contrast to daytime safety figures, a total of 21.5% of students stated that they felt 'a bit unsafe' at night on campus; however, 72.1% of respondents felt safe overall. When gauging the presence of security on campus, during the daytime 83.8% believed it was adequate, however 29.7% felt their presence was inadequate at night-time overall.

Almost one-third of students had some form of interaction with security personnel during their last three years in UL. Of those respondents, over two-thirds were satisfied with the interaction in terms of the helpfulness, efficiency and approachability of campus security. That said, in each instance, between 12%-15% of respondents rated their encounter as being 'poor' or 'very poor' under the same parameters. It should be noted that this finding has shown improvement on the previous survey by ~10% overall; however, maintaining

efforts to improve these areas remains important. As has already been demonstrated, students continue to be very happy with the security presence, but ongoing efforts to improve interactions with personnel would be beneficial.

With regard to the Green Campus and Environmental Initiatives, just over half of respondents were aware that UL had been awarded a Green Campus Flag. Furthermore, 85.6% indicated environmental issues were important to them, and a further 61.7% felt UL is proactive in promoting better environmental awareness. While just over half felt that the provision of waste recycling facilities on campus were adequate, over 20% felt they were not. With regard to PVA credits, over 75% were unaware that they could attain these through undertaking a green campus initiative and 21.3% of respondents indicated that they would be interested in doing so.

In terms of their awareness of green initiatives and facilities on campus, the Farmers Market, secure bicycle parking, smarter travel showers, the roof garden and the electric vehicle charging points had the greatest levels of awareness among participants. Conversely, the apiary, orchard, EV charging points, roof garden and smarter travel showers also held the highest levels of 'no awareness' results among respondents. Additionally, the majority of respondents indicated that the initiatives had not had any impact on their mode of transport; whereby 7.4% stated they had, this primarily related to an uptake in cycling to UL, along with the availability of the smarter travel facilities, including the showers and bike service facility.

The satisfaction ratings of a number of functions provided by the Buildings and Estates Department were examined and it was found that the top ranking functions (based on aggregate positive scores) included the cleanliness of external public spaces (86.7%), the cleanliness of internal public spaces (82.3%), campus street lighting (77%) and toilet facilities in the building they used most (74.6%). Conversely, the lowest ranking functions included parking provision (41.6%), public spaces (30%) and the parking permit management system (22.1%).

Again, comments received from students reflected these opinions, with a number of respondents stating that they would like to see the heating improved in the winter and pointing to the fact that heating can occasionally be on when it is not necessary, or that ventilation in certain rooms/ buildings is not sufficient. Similarly, very large numbers of respondents also pointed to the cleanliness of the whole UL campus, again reflecting the data attained, and further indicating their overall satisfaction with the work of the Buildings and Estates Department and staff in a broad context. With regard to elements that require review and improvement, areas such as general maintenance, signage, improved accessibility for those with mobility impairments, increased recycling, improved security presence and modernised/ improved Wi-Fi were all highlighted.

Overall, commentary indicated that there is an overall lack of awareness of the department on behalf of students, and in turn the website. Commentary received recommended that the Buildings and Estates department engage in a greater level of communication with students, particularly in relation to what their role and responsibilities are, as well as some promotional activities to increase awareness of the department. The website itself received largely positive ratings in terms of content, ease of navigation and range of information offered; however, it should be noted that results indicated, potentially, between 19%-47% of respondents were either unaware of the website or had not made use of the website.

In conclusion, this research unearthed largely positive findings, showing that even if students were not explicitly aware of the Buildings and Estates department, they were aware of the work the department is doing. Hence, it is strongly recommended that first and foremost, the department raise awareness among students of its existence, and the green initiatives and services it has on offer. Once this increase in awareness has been addressed, it is advised that the department reviews and addresses where possible the recommendations put forth by the respondents in this report, such as increasing the visibility of campus security at night, addressing the need for improved accessibility for patrons with mobility constraints, and perhaps look at how the parking situation along with improved cycle pathways and lighting could be addressed in a manner that improves the situation for students going forward overall.

Finally, the Marketing Centre for Small Business recommends that the Buildings and Estates department continue to conduct research of this kind to further monitor and evaluate students perceptions and awareness of the department year on year. This will provide valuable feedback in terms of how the department is meeting its goals.



# Appendix 1

- Complete list of open comments

## Appendix 1AX – Green Initiatives - Interested participants

0664464@studentmail.ul.ie
0818437@studentmail.ul.ie
0877174@studentmail.ul.ie
09004223@studentmail.ul.ie
10097686@studentmail.ul.ie
10127828@studentmail.ul.ie
11114924@studentmail.ul.ie
11122595@studentmail.ul.ie
11129328@studentmail.ul.ie
11132116@studentmail.ul.ie
11174609@studentmail.com
12027855@studentmail.ul.ie
12064823@studentmail.ul.ie
12118184@studentmail.ul.ie
12123005@studentmail.ul.ie
12130842@studentmail.ul.ie
12139785@studentmail.ul.ie
12141933@studentmail.ul.ie
12142778@studentmail.ul.ie
12146935@studentmail.ul.ie
12148539@studentmail.ul.ie
12148563@studentmail.ul.ie
12151874@studentmail.ul.ie
12159395@studentmail.ul.ie
12160989@studentmail.ul.ie
13009753@studentmail.ul.ie
13118773@studentmail.ul.ie
13119192@studentmail.ul.ie
13127152@studentmail.ul.ie
13127586@studentmail.ul.ie
13131893@studentmail.ul.ie
13134108@studentmail.ul.ie
13134663@studentmail.ul.ie
13137719@studentmail.ul.ie
13142054@studentmail.ul.ie
13142399@studentmail.ul.ie
13145703@studentmail.ul.ie
13145975@studentmail.ul.ie
13146882@studentmail.ul.ie
13150766@studentmail.ul.ie
13151525@studentmail.ul.ie
13155466@studentmail.ul.ie
13156179@studentmail.ul.ie
13160184@studentmail.ul.ie
14065347@studentmail.ul.ie
14077787@studentmail.ul.ie
14117614@studentmail.ul.ie
14118742@studentmail.ul.ie
14129612@studentmail.ul.ie
14130203@studentmail.ul.ie
14137194@studentmail.ul.ie
14140071@studentmail.ul.ie
14140462@studentmail.ul.ie

14142317@studentmail.ul.ie
14144018@studentmail.ul.ie
14145235@studentmail.ul.ie
14146126@studentmail.ul.ie
14148676@studentmail.ul.ie
14148862@studentmail.ul.ie
14152193@studentmail.ul.ie
14152932@studentmail.ul.ie
14155451@studentmail.ul.ie
14155893@studentmail.ul.ie
14158183@studentmail.ul.ie
14159295@studentmail.ul.ie
14160862@studentmail.ul.ie
14164817@studentmail.ul.ie
14167875@studentmail.ul.ie
14167964@studentmail.ul.ie
14169401@studentmail.ul.ie
14170051@studentmail.ul.ie
14170604@studentmail.ul.ie
14171066@studentmail.ul.ie
14175495@studentmail.ul.ie
14176637@studentmail.ul.ie
14212234@studentmail.ul.ie
15011232@studentmail.ul.ie
15014711@studentmail.ul.ie
15029255@studentmail.ul.ie
15042991@studentmail.ul.ie
15045595@studentmail.ul.ie
15051994@studentmail.ul.ie
15056767@studentmail.ul.ie
15059146@studentmail.ul.ie
15063852@studentmail.ul.ie
15070565@studentmail.ul.ie
15074889@studentmail.ul.ie
15075869@studentmail.ul.ie
15106071@studentmail.ul.ie
15115739@studentmail.ul.ie
15122581@studentmail.ul.ie
15122913@studentmail.ul.ie
15124134@studentmail.ul.ie
15125084@studentmail.ul.ie
15131858@studentmail.ul.ie
15138844@studentmail.ul.ie
15140032@student.ulmail.ie
15140814@studentmail.ul.ie
15141357@studentmail.ul.ie
15142035@studentmail.ul.ie
15142485@studentmail.ul.ie
15143619@studentmail.ul.ie
15143872@studentmail.ul.ie
15144151@studentmail.ul.ie
15144682@studentmail.ul.ie
15145506@studentmail.ul.ie
15146464@studentmail.ul.ie
15147207@studentmail.ul.ie
15148076@studentmail.ul.ie

15148165@studentmail.ul.ie
15151778@studentmail.ul.ie
15151905@studentmail.ul.ie
15154572@studentmail.ul.ie
15156621@studentmail.ul.ie
15157377@studentmail.ul.ie
15159655@studentmail.ul.ie
15163504@studentmail.ul.ie
15166341@studentmail.ul.ie
15168344@studentmail.ul.ie
15170381@studentmail.ul.ie
15170667@studentmail.ul.ie
15171493@studentmail.ul.ie
15172279@studentmail.ul.ie
15172805@studentmail.ul.ie
15174786@studentmail.ul.ie
15175758@studentmail.ul.ie
15176231@studentmail.ul.ie
15179664@studentmail.ul.ie
15179753@studentmail.ul.ie
15180182@studentmail.ul.ie
15182738@studentmail.ul.ie
15184978@studentmail.ul.ie
15189104@studentmail.ul.ie
15190145@studentmail.ul.ie
15190897@studentmail.ul.ie
15201228@studentmail.ul.ie
15203956@studentmail.ul.ie
9322353@studentmail.ul.ie
<a href="mailto:9458832@studentmail.ul.ie">9458832@studentmail.ul.ie</a> [Previously was a member of the Environmental Committee.]
9703314@studentmail.ul.ie
a1001rachel@yahoo.co.uk
adamace123@gmail.com
aim.mcken@gmail.com
ainea94@hotmail.com
ais.sun97@gmail.com
alannawurm@gmail.com
albertomuni17@gmail.com
antonychris03@gmail.com
bearlarobb@gmail.com
briancallaghan@hotmail.com
bronaghoconnor95@gmail.com
bryan.branigan@hotmail.com
catherineosikoya@yahoo.ie
ciaran@muttmitts.ie
claudinecallaghan@live.co.uk
daniel-wecker@gmx.net
dearbhlariordan@gmail.com
denniswrana@gmail.com
Donalkearns@gmail
Elainebrennan1@hotmail.com
emilydonnelly@live.co.uk
emindadze@gmail.com
endagal92@gmail.com
eoinocarroll95@gmail.com
evafinn45@gmail.com

evanbeaulieu199717@gmail.com
eviekearney@hotmail.com
Faqirabdulasim@gmail.com
fernanda.zamboni@ul.ie
finished in college this May, sorry
Foheezy1@hotmail.com
freddy39leary@yahoo.com
geraldine.exton@ul.ie
Gillesmougel.france@gmail.com
gracebrennan11@gmail.com
Hannahseoige@yahoo.ie
hyu.monica@icloud.com
jeromemcm@hotmail.com
jesper.onesand@gmail.com
Johnbrogan10@Gmail.com
josephbeltran@rocketmail.com or 13135112@studentmail.ul.ie
karthikegamparam@hotmail.com
kashinas.ka@gmail.com
keithjosephrichards@gmail.com
kim.mcmahonleo@gmail.com
Kristiina.paloheimo@gmail.com
liama285@gmail.com
luislaveso@gmail.com
luke.prendergast94@gmail.com
Lydiadoody@gmail.com
martinjohnlennon@gmail.com
mbeatriz.takahashi@gmail.com
michealpomahony@gmail.com
mullaneyaoife@gmail.com
oharedermot@gmail.com
oleary.aisling@gmail.com
<a href="mailto:Pio@skynet.ie">Pio@skynet.ie</a> [River clean-up already]
pryan1992@live.co.uk
racheljen17@studentmail.ul.ie
Rcpierson@icloud.com
rhalls13@gmail.com
rob_culhane@hotmail.com
ronantuohy@ghotmail.com
rosiemcdonnell1995@gmail.com
sinead.mulcahy1@gmail.com
Sinead-corcoran@hotmail.com
steviecal96@gmail.com
Taraamurphy@hotmail.com
tazzam10@hotmail.com
thibaudmennesson@hotmail.fr
xxclairemxx2009@hotmail.com
yukiomeira@gmail.com
yvonnebrannelly@yahoo.com

## Appendix 2AX - The top strengths within the Buildings and Estates Department

- 24 hour security monitoring, emergency 24hour phone number (though to be useable in all emergencies this should be a 'freephone' number)-it was useful to me when myself and another student were locked into the Irish World Academy building in error at night-time and our movements set the alarms off. I'm not sufficiently aware of all the services provided to be able to comment further at this time.
- A beautiful campus with top class modern buildings
- A beautiful campus.
- A nice campus with modern buildings and beautiful grounds
- A very well maintained campus.
- Able to stay in buildings after hours to complete projects.
- Accessibility
- Accessibility to the buildings and their cleanliness and maintenance
- Accessibility, staff help, cleanliness and good temperatures
- Actual look of buildings and how aesthetically pleasing they are. Allocating enough green space so the campus is not all buildings
- Adequate warnings are given about events or problems. Security and portering staff are fabulous. Public areas are generally clean and pleasant.
- Affordable housing management/Street scene, Public Realm
- All buildings are always clean and tidy.
- All buildings are always very clean
- All buildings are generally quite clean and warm while the lighting is also good.
- All facilities of classrooms are kept very well all the time
- all good
- All in all every building is well managed and maintained
- All the facilities I need are all available to me.
- All the publicity work made by the department, and, different than my country, you guys make things happen!
- Allocation of rooms, comfort seating and space for both outside and inside a lecture.
- Always clean bathrooms, good room temperature (although some class rooms can be a bit cold (ERB1)
- Always help available. lots of staff
- Always on campus to address any issues I may have
- Always on top of their game
- Always quick to inform of any changes in car parks, building access etc. The buildings and grounds are always immaculate and the gardens well kept
- always very clean
- Always very clean and warm
- Amount of buildings; cleaning staff; Green initiatives
- Ample facilities for bike parking
- Approachability
- Approachable security staff, cleanliness of bathrooms, classrooms & walkways
- Areas to eat in every building.
- As I am unaware of all the responsibilities of the dept. I feel I cannot comment at this time.
- Bathroom cleanliness,
- Beautiful campus
- Beautiful campus, well maintained. Classrooms are adequate and well managed for such a badly designed outer wall...
- Better maintenance of building and enough space for relaxing
- Building and facilities are very well looked after. The campus grounds are perfect and the gardeners need more praise. I dont think I have ever seen a weed or overgrown bush on campus
- Building cleanness
- Building facilities
- Building Maintenance (x2)
- Building quality, and everything appears to be very safe and clean
- Building security is very good & all buildings very well heated.
- Buildings allocation and structure. Recently they did the maintenance of walls painting in main building. I have seen a news about the building of a second part of library, in

which 3 trees were replaced and not cut. That was environmental friendly and will provide more facilities at university.

- Buildings and green areas always kept to a very high standard
- Buildings and grounds are kept well
- Buildings are always clean, more bins have been put in place around campus.
- Buildings are clean, never any obstructions or difficulties
- Buildings are clean, warm and well ventilated.
- Buildings are frequently clean
- Buildings are great. 10 out of 10
- Buildings are in great condition. continuous development of green areas keeps them fresh and pleasant to look at
- Buildings are kept in great order and very clean. Everything always works in the different buildings and there are very few disruptions to the services.
- Buildings are maintained well
- Buildings are well designed and fit for purpose. The buildings are spaced adequately apart.
- Buildings in good condition
- Buildings, classroom facilities
- Campus always looks clean and tidy
- Campus and buildings are always very clean. The campus is well maintained
- Campus cleanliness and security
- Campus grounds are difficult to beat.
- Campus is always clean and safe
- Campus is always kept clean and gardening is always well maintained
- Campus is always superbly maintained and never looks scruffy or unkempt.
- Campus is always very clean and tidy
- Campus is clean
- Campus is clean; staff are friendly
- Campus is very clean
- Campus is well maintained and safe
- Campus maintenance
- Campus Security and Environmental awareness
- Campus security is always present, especially where it is needed most (around bus stop, the Stables, etc.) and the grounds and pretty much always clean.
- Campus security, cleanliness around campus, clamping cars where necessary.
- Campus street lighting
- Clamping
- Classroom allocation; cleanliness of surrounding areas on campus
- Classroom cleaning. Inside building environment.
- Classroom cleanliness (x2)
- Classroom management, bathroom cleanliness , environmental initiatives
- Classrooms and lecture halls are always clean, the appearance of buildings and maintenance of the greenery is huge strength
- Classrooms are always well lit, comfortable and warm... Bathrooms are always clean
- classrooms/bathrooms are always clean - the buildings are not littered and are kept v clean are always warm
- Clean (x4)
- Clean and accessible
- -clean and enjoyable surroundings, both within buildings and outside buildings.
- Clean and good class allocation system
- Clean and healthy facilities.
- Clean and pleasant campus.
- Clean and spacious buildings
- Clean and tidy (x2)
- Clean and well-built walk ways around the campus
- Clean bathrooms, clean spaces outside
- Clean buildings
- Clean buildings
- Clean buildings and keeping the physical environment visually pleasing.

- Clean Buildings; pleasant look of the campus, in particular the trees and fountains
- Clean buildings, warm classroom, good access to toilet facilities, the security staff are very helpful if you have genuine problem
- Clean campus
- Clean campus
- Clean campus, architecture and design, attentive staff - if contacted for help the action is taken swiftly.
- Clean campus. Well signposted campus. Farmers market.
- Clean environment
- Clean grounds
- Clean public spaces and enjoyable outside environment
- Clean rooms
- Clean rooms and environment
- Clean rooms, FACILITIES AS AVAILABLE, recycling management good.
- Clean rooms, good wifi, neat walkways green areas and paths outside
- Clean safe environment
- Clean spacious areas for work
- Clean tidy areas internal and external
- Clean warm classrooms. And cycling facilities
- Clean; comfortable atmosphere
- Clean, comfortable
- Clean, efficient and spacious
- Clean, efficient facilities
- Clean, safe environment
- Cleanliness (x2)
- Cleanliness and appearance of grounds and security
- Cleanliness of Areas
- Cleaning and building maintenance are excellent.
- Cleaning and Security are the two I've had most contact with and both are good. Very impressed by all the building and maintenance.
- Cleaning and waste management
- Cleaning; staff parking allocation
- Cleaning, maintenance,
- Cleanliness (x33)
- Cleanliness & professionalism of the campus
- Cleanliness and arrangement of rooms
- Cleanliness and building Structural maintenance with proper lighting in the dark
- Cleanliness and lighting
- Cleanliness and maintenance of the buildings
- Cleanliness and maintenance of the buildings and campus
- Cleanliness and maintenance. waste management is very good too
- Cleanliness and recycling opportunities
- Cleanliness and safety (x2)
- Cleanliness and security (x7)
- Cleanliness and upkeep of the campus
- Cleanliness in general and clean toilets in particular - excellent
- Cleanliness in general is very good, though there are some areas that aren't as good as others e.g. some of the toilets around campus aren't as clean as others.
- cleanliness of all areas
- Cleanliness of all room is excellent. Security "in" all building is very good.
- Cleanliness of buildings (x3)
- Cleanliness of buildings and classrooms
- Cleanliness of buildings and close proximity to each other.
- Cleanliness of buildings and lighting especially in the main building
- Cleanliness of buildings and toilets
- Cleanliness of campus
- Cleanliness of campus and buildings.
- Cleanliness of campus and well kept facilities
- Cleanliness of the buildings



- Cleanliness of the campus (x4)
- Cleanliness of the campus and good provision of security.
- Cleanliness of the college
- Cleanliness of the college; Recycling in the college; Student work spaces; Sports grounds well maintained
- Cleanliness of the department
- Cleanliness of the grounds and public spaces. All in excellent condition. Security - always feel safe around the campus
- Cleanliness of the rooms/bathrooms
- Cleanliness of toilets and buildings
- Cleanliness of UL ground
- Cleanliness or campus, and maintenance of general campus
- Cleanliness. Approachable. Fast response
- Cleanliness. Speed. Maintenance
- Cleanliness, warmth
- Cleanliness, access of information throughout the buildings and security.
- Cleanliness, approachability
- Cleanliness, facilities
- Cleanliness, Good space for walking and cycling.
- Cleanliness, great upkeep of the facilities
- Cleanliness, green initiatives and farmers market
- Cleanliness, maintenance of buildings.
- Cleanliness, managing student accommodation
- Cleanliness, parking, internet in buildings.
- Cleanliness, security.
- Cleanliness, the maintenance of the college grounds
- Cleanliness. Good heating in buildings. Good waste management
- Cleanliness (x4)
- Cleanness of areas
- Cleanness of buildings and facilities.
- Cleanness of the college
- Cleanliness.. Proud of our campus
- Clear how to contact and get in touch with department
- Comfort for students - indoor conditions, temp, toilets, cleanliness, etc.
- Comfortable, feel safe good signposting, good security
- Communication and providing of awareness of the things that are going on, on campus
- Computer rooms are very beneficial and also places to go between classes
- Condition of each and every building is high quality. No building's interior is filthy, all is kept clean by what seems to be a constant presence of maintenance officials.
- Constant development and improvement
- CONSTANT IMPROVEMENTS THROUGH OUT THE CAMPUS
- Constant security presence
- Continued improvement of walkways and traffic control is great. The ongoing maintenance of the grounds adds immeasurably to the beauty of the UL campus.
- Customer Service Element of Estates Staff e.g. friendliness/helpfulness. Easy to contact of needed
- Development and maintain the campus buildings
- Don't know (x10)
- Don't know much about this department at all
- Don't know, hard to say.
- Ease of access, cleanliness
- Easiness to get around campus and approachable staff.
- Easy Access. Good Facilities.
- Easy to navigate
- Efficiency
- Efficiency and availability
- Efficient facilities and clean campus
- Email updates well in advance of changes to parking - good maintenance of campus and security presence for public car parks

- Energy management
- Energy management and security
- Enforcing a green environment. Providing facilities necessary for the public
- Engaging staff and students
- Enough space
- Environment indoors is always comfortable. Never broken heating or ventilation. Were very quick to help me when my bike lock was tampered with
- Environmental aspect, security.
- Environments encourage socialisation and are very cosy, everywhere looks like a place you can spend some time on.
- Everything is done very efficiently without interrupting the activities of the student body.
- Everything is well kept and clean,
- Everywhere is kept clean. Never feel unsafe on campus.
- Everywhere is spotlessly clean
- Excellent quality buildings which contain good facilities e.g. Cafe, toilets, seating
- Excellently maintained grounds, good security when you call and can be seen patrolling in the jeeps
- Facilities are tidy. Security is a great asset and helps me feel safer walking around college.
- Facilities usage such as playground system. Usage after college hours.
- Fairly good facilities overall.
- Farmers market, because I love food.
- Flood management
- Free computers to log onto
- Freedom and range of choice.
- Friendly, convenience for studying, secure.
- Full security. All buildings are kept relatively clean. Full campus lighting.
- General Appearance of campus
- General cleanliness of the inside of buildings.
- General cleanliness.
- General condition and upkeep of college grounds is great! Buildings are also well maintained.
- General up keep and maintenance of the college
- Generally good and clean and airy. Grounds are kept in good condition. Campus on the whole very pleasant to be in
- Generally clean campus and has some nice areas to sit!
- Generally good at keeping a good appearance on the place.
- Generally the buildings are clean and appear well maintained
- God presence on campus
- Good (x2)
- Good buildings
- Good communication with students/staff via email leading up to major events etc.
- Good environmental sound campus
- Good lighting. Very good facilities. Buildings well signposted and I love the fact that when you walk into UL campus all the building are between two gates. Unlike other colleges with buildings scattered along the city.
- Good maintenance (x2)
- Good maintenance in all buildings
- Good maintenance of buildings.
- Good maintenance of campus buildings and grounds, good sign posting around the campus and in buildings,
- Good presence on campus
- Good quality and quantity of toilets around campus, easy to find everything.
- Good security
- Good security and security presence. Building, toilets and rooms are always clean.
- Good security, clean
- Good security, clean facilities, good WIFI in main building
- Good security.
- Good Security; Spacious classrooms; Large projection screens; Internet connection
- Good setup in classrooms that are very well equipped

- Good use of security
- Good, clean buildings
- Good, well maintained rooms for classes
- Great building design and ease of access between buildings
- Great campus, comfort,
- Great care taken in the interest of students
- Great cleanliness both inside and out.
- Great facilities.
- Great maintenance of buildings (physical appearance). The furniture in each building/classroom
- Great maintenance of classrooms and indoor facilities
- Great pay, safe job. Public sector.
- great security during the day time, very "green" and clean environment kept beautifully (very aesthetically pleasing)
- Great service
- Great signposting of rooms and overall appearance of campus
- Green areas are well maintained
- Green areas.
- Green Campus Initiatives however nobody knows about
- Green flag initiative and keeping up-to-date with modern services such as electric car chargers
- Green, well maintained campus - inside buildings and on the walk in. Security cars driving around day and night.
- Ground keeping (x2)
- Grounds always seem nicely kept.
- Grounds and campus image
- Grounds keeping and washroom facilities
- Grounds maintenance
- Grounds maintenance and security
- Gym
- Hand towels in the bathrooms.
- Have always been very efficient when I've needed them for room bookings, etc.
- Have good lighting.
- Having a secure, tidy, well maintained campus with friendly staff
- Having a strong known presence on campus
- Health and Safety is always a priority.
- Health and safety. clean environments
- Heat
- heated well
- Heating and space
- Heating, electricity and overall building maintenance.
- Helpful staff & cleanliness
- Helpful when lost in the buildings.
- Honestly I never heard of it
- I am unaware of what they do
- I do like the bike storage as it is very applicable to me - the general facilities are well kept it feels nice to walk through UL as it is a clean environment much cleaner than elsewhere in the city, signposting is particularly good for certain building and getting to the classroom.
- I do not know what services the building and estates department provides
- I do not know what services they provide
- I don't actually know their responsibilities
- I don't actually know what the Buildings and Estates department does exactly, I've never really heard of them until this survey but all the buildings I use are in good condition so I assume that would be one major strength and we do have great facilities like pitches and so if that under their jurisdiction then that's another strength.
- I don't know
- I don't know for sure
- I don't know what services this department provides to comment on.
- I don't know what they do

- I don't know what they take care of exactly to comment.
- I don't really know
- I don't really know the role of the department
- I feel the campus is great overall in terms of facilities, upkeep of cleanliness and security. I have never had an overly negative experience over the last 5 years that I have been in attendance at UL.
- I find that UL campus is kept very clean. Also, a security jeep is never too far away- they are always patrolling.
- I find the interiors of the buildings to be kept very clean at all times.
- I had never even heard about the Buildings and Estates Department before this survey, however, after quickly reviewing their website I believe the most important service, after security, is recycling.
- I have no idea what they do.
- I interact online
- I like the roof gardens and overall appearance of the campus
- I really don't know, to be honest I'm a little unsure as to what exactly are the services they provide.
- I think all services provided by Buildings and Estates are very good.
- I think overall the department does a very good job. Parking spaces are limited however little can be done about that.
- I think that all the services that are provided have strengths
- I think the campus always looks neat and tidy. The greenery adds a radiance that attracts visitors and impresses students' every day.
- I think the campus is always clean, indoors and out.
- I think the cleanliness of the campus and all of its buildings is great. This campus is a lot cleaner than my home university
- I think the way that you do see buildings and estates walking around cleaning up campus on a regular basis is very key as the university has to uphold a certain image and it does be great to see it looking so beautiful. I think as well the upkeep of the buildings is an important service and is a huge strength to the university if anything ever goes wrong in the building I'm normally in it would be fixed as quickly as it broke which is exceptional.
- I'm not certain what services are provided by the buildings and estates department so I can't correctly identify what the top strengths would be.
- I'm not sure what you guys really do to be honest
- I'm not sure.
- I'm unclear about the services provided by this department but the buildings are always clean and comfortable and well maintained
- Immaculate Grounds and buildings.
- Improved cycle facilities - both supports such as showers and the bike mechanic, and new cycle pathways.
- Improvement of existing services.
- In general all areas seem to be carried out with a fairly high standard
- In general, good maintenance of rooms and public spaces. Good security presence
- In general, they are good at communicating when paths/roads are closed.
- Information about closed facilities being relayed to students and staff
- Infrastructure and Buildings provided.
- Internal comfort space, reception,
- It is kept very clean
- It's pretty clean about. The new bike sheds are very good.
- Keeping campus clean and tidy
- Keeping the areas clean
- Keeping the building clean
- Keeping the campus clean
- Keeping the campus clean
- Keeping the campus looking very neat and tidy and well maintained.
- Keeping the campus tidy and pre able
- Keeping the classrooms and campus clean
- Keeping the grounds in good order
- Keeping the grounds looking amazing
- Keeping the lecture halls and classrooms in great condition, maintaining the high

- quality of our green campus and providing a safe atmosphere on campus
- Keeping the place clean and nice to look at
  - Keeping the place looking well
  - Layout of the building navigation system.
  - Library is easily accessible and opening hours suitable
  - Library good quiet space
  - Limerick is a beautiful campus with all the green space and little pathways everywhere, maintaining this and not overbuilding is important in my opinion.
  - Literally have no idea what that department even is
  - Lounge area
  - Lovely and clean classrooms and lecture theatres
  - Mainly the layout of the campus is something i find nice and the new buildings under construction don't interfere with my routine
  - Maintaining safe and clean environment around students.
  - Maintaining the green spaces and keeping public spaces clean
  - Maintenance of green areas and pathways
  - Maintenance & Security
  - Maintenance is excellent
  - Maintenance of buildings and grounds
  - maintenance of campus facilities
  - Maintenance of grounds
  - Maintenance of public spaces
  - Maintenance of the college grounds.
  - Maintenance of the grounds and toilets are always clean
  - Maintenance (x2)
  - Make the campus a nice place to be.
  - Making it easier for traffic to get around campus.
  - Management of the buildings, cleaning, patrolling during the day. Announcements of interruptions to service, changes in procedures.
  - Managing open areas.
  - Managing the flooding situation-December 2015-well managed with diversion
  - Management of the lawns and shrubbery always looks very good and the fountains
  - Maps and door locations
  - More modern buildings and potential to improve older rooms/buildings
  - Most of the staff are friendly and approachable. There is continuous work to maintain and develop the service.
  - N/a (x20)
  - Navigation aids in main building
  - Nice green areas
  - Night security
  - No comment (x10)
  - No graffiti on the toilets
  - Not aware exactly of their services
  - Not aware of most services.
  - Not aware of what they do.
  - Not fully sure of their function to answer this
  - Not quite sure, the grounds look very well around college
  - Not really aware of the work of Buildings & estates
  - Not sure (x4)
  - Not sure what the department does to be honest
  - Not sure what they cover
  - Notice of what buildings are to be closed.
  - Notification of closures via email
  - Number of Rooms, Diversity
  - Organisation
  - Outdoor areas well maintained
  - Outdoor building and renovation work and Security
  - Outdoor cleanliness
  - Outside areas are maintained to a high standard

- Outside the buildings is kept very clean. There are plenty of bins for rubbish.
- Overall appearance of campus
- Overall cleanliness of the UL campus, Buildings supply both quiet and louder gathering places (with couches and benches supplied around UL)
- Overall cleanliness in buildings is good.
- Overall feel & look of the campus
- Parking and the care of the paths and green space on campus is really good.
- Place is kept clean
- Pleasant well maintained campus
- Plenty green space, lovely environment outdoors, feeling of space in UL and plenty facilities
- Poor
- Porter Service. Log a call system
- Presence (x2)
- Presence of security on the university campus.
- Print room
- Probably design of buildings.
- Professionalism
- Promotion of cycling and catering for cyclists through the bike doctor, new cycle paths, free lights/high viz jackets and secure bike racks.
- Provide a clean college
- Providing care of the grounds and the buildings. It is a very beautiful and well-designed campus.
- Provision of green schemes
- Quality of building
- Quality of content
- Quality premises
- Quality street lights system
- Really clean buildings, with well-kept maintenance and high standards.
- Regularly monitored
- Reply very fast to emails. Campus is very clean and well kept
- Restaurant, pubs, external areas
- Room allocations
- Rooms are clean
- Safe and clean campus
- Safe atmosphere around the campus
- Safety and keeping the college clean
- Safety on campus and cleanliness of classrooms, buildings, accommodation and walkways
- Safety, cleanliness
- Safety, Practicality, Functionality
- Security (x15)
- Security - feels like a very safe campus. Maintenance of all areas both indoors and outdoors- campus always looks lovely and clean. Landscaping - beautiful campus
- Security and building maintenance (x5)
- Security and cleanliness (x4)
- Security and health
- Security and safety
- Security and the green campus initiative
- Security are very helpful
- Security at night. I feel safer knowing there's someone nearby who could help me if there was ever a need.
- Security definitely has a strong presence on campus and the campus is very clean. It always looks nice.
- Security directing traffic at peak times, rooms and buildings in excellent condition
- Security do a good job and the campus is always clean never any rubbish around the place.
- Security for the Campus
- Security in buildings at night time.
- Security is good

- Security is Strong. Campus Security Vehicles patrolling is great to see. Staff in buildings are helpful.
- Security personnel are good and feel very safe
- Security staff are helpful and approachable
- Security- very helpful and maintain a safe atmosphere around campus
- Security, boat house
- Security, cleanliness, good service
- Security, grounds maintenance, clean facilities
- Security, maintenance, lighting
- Security, rooms are always clean.
- Security.
- Security. Cleaning.
- Sign posting. Waste facilities
- Signs
- Simple and easy to find locations. Open and modern areas - good environment and plenty of space considering the huge amount of people attending UL
- Space
- Space, desk
- Spacious. Cleanliness. Maintenance. Comfort/ Accessibility
- Sporting facilities are always cared for
- Staff are very friendly and hard working
- Strengths would be as a new university, buildings and estates have a great opportunity to develop our campus. It's great we are a green flag campus, but this information should be advertised more. Also recycling needs to be made more of a priority.
- Strengths would be how clean the buildings are, heating and light
- Structure
- Student housing
- Students and faculty are presented with both public and private areas, in which they can make their own decisions whether or not to have social interaction. The upkeep of these areas are excellent.
- The amount of bins available around campus
- The architecture
- The buildings are always kept clean and are well maintained
- The buildings always feel warm and well maintained, even the older buildings.
- The buildings and estates department are doing great job. They have maintained the building pretty well and cleanliness is ensured all the time.
- The buildings and grounds are kept clean. I live in City Centre and there's quite a bit of rubbish on the streets. It's nice to come to a green, clean, beautiful campus and study in buildings that are tidy and don't irritate my allergies.
- The buildings and grounds are well kept
- The buildings are always clean
- The buildings are always kept clean and I always feel safe when walking on campus. Signposting is also very good.
- The buildings are always maintained to a high standard
- The buildings are always warm and secure. There are plenty of spaces in classrooms and the lighting is always exceptional.
- The buildings are clean
- The buildings are easy to get around.
- The buildings are efficient for use by disabled people.
- The buildings are generally clean and accessible late into the evening. Also there is always security available to speak to you regardless of how helpful/less they are.
- The buildings are kept very clean
- The buildings are kept very clean and it is well organised.
- The buildings are kept very clean.
- The Buildings are looked after very well
- The buildings are well kept and are in very good condition
- The Buildings look overall nice and well kept.
- The campus and buildings are clean and well maintained
- The campus and buildings are kept extraordinarily well in comparison to other college and university campuses which I have visited in Ireland.

- The campus is always in immaculate condition. Buildings are never in disrepair
- The campus buildings are always pretty clean
- The Campus environs and buildings are well maintained and the aesthetic view is appealing
- The Campus grounds and buildings are always well maintained.
- The campus in general is very clean outside, same with the bathrooms
- The campus is always clean, tidy and well maintained.
- The campus is always kept to a pristine condition, every room has its own unique identification code & overall the campus feels very safe to walk around
- The campus is always looking clean and inviting
- The campus is always very clean and very well maintained.
- The campus is beautiful and clean, and the staff I have spoken with have been very friendly.
- The campus is beautiful and extremely well kept. Efficient with weather and safety warnings.
- The campus is beautifully maintained. The market is excellent.
- The campus is clean and green most of the time; the security staff in my experiences are approachable; the toilets are mostly clean and fresh
- The campus is clean, and seems relatively safe at night. There seems to be enough security during the day. Very few buildings on campus are without adequate heating (though A1 block in the main building and other parts of the main building are sometimes very cold).
- The campus is kept very clean
- The campus is litter free and very green. The cycle path is good, the farmers market is brilliant and the bike doctor is great for students.
- The campus is managed in an excellent manner. The rooms within the buildings are similarly well managed and I've no problems with them at all.
- The campus is spacious and buildings are kept clean. The new areas of campus are especially beautiful. The balance between buildings and nature is also impressive.
- The campus is very clean and I would be proud to introduce a visitor to the campus as it is so clean.
- The campus is very clean and well sign posted and it is clear that the welfare of the students' safety is important.
- The campus is very protective and no one has to be worried of walking anywhere alone, day or night. Also, the campus is very clean and open.
- The campus is very safe and clean
- The campus is very well maintained outdoors.
- The campus is well kept and clean looking at all times.
- The campus is well maintained
- The campus maintenance, very clean and accessible. New bike lanes and footpaths are a plus.
- The classroom and lecture halls are always clean and have the right conditions in in winter they are warm in summer they are slightly cooler
- The classrooms and buildings are usually very warm on a cold day. The buildings and campus area are usually clean.
- The classrooms are always clean and warm
- The classrooms are always clean, warm and everything is in order.
- The clean environment and ability to use the facilities all around the campus.
- The cleaning and maintenance services
- The cleanliness and the Accommodation reception
- The cleanliness of all the buildings on campus and the areas around campus.
- The cleanliness of facilities
- The cleanliness of places, the waste recycling
- The cleanliness of the bathrooms and public areas
- The cleanliness of the building are very impressive
- The cleanliness of the buildings and bathrooms
- The cleanliness of the campus and high standard of maintenance of the grounds of the university
- The cleanliness of the campus.
- The cleanliness of the toilets
- The cleanliness of the UL campus



- The college always appears clean and well kept. The majority of buildings and rooms are in great condition, and do not hinder the learning environment.
- The college campus looks beautiful. Both the buildings and grounds always look good, externally. The security staff are very approachable and helpful if at all possible.
- The condition of lecture room.
- The constant improvement of campus facilities through student and staff feedback. I remember there being complaints in SR about the water fountains and now there are filtered systems. It's great to see the campus cared for.
- The development of physical infrastructure and environment
- The exterior gardens and green parks
- The exterior of the campus is kept to a very good standard i.e. gardening etc.
- The fact that the Buildings and Estates Department rarely comes to the attention of most students would be an indicator of something I suppose - either that they don't receive enough attention for the work they do or that they do it well enough for it not to be an issue to most students. I do however speak as a student who does not live on campus - so my interaction with the department would obviously be less than that of others.
- The finding of the rooms you need, and the timetables are good enough
- The food services. If you're low on money there's always somewhere that's affordable.
- The friendly service provided by the staff of the Buildings and Estates Department.
- The general attractiveness of the campus and the cleanliness of the buildings.
- The general maintenance of the college campus is very good, although I'm sure this isn't fully down to the Buildings and Estate Dept. But I do find all the college buildings to be quite adequate and it's good to see they are finally extending the library. That was an issue for years, and didn't understand why it wasn't sorted earlier, but none the less it is happening now.
- The general up keep of UL
- The green campus initiative and security
- The greens around campus, Toilet facilities
- The grounds and building are always clean with no sign of dumping or littering
- The grounds are always well kept and tidy as well as the buildings being kept very tidy and clean.
- The grounds are kept immaculate.
- The health science buildings are top class!
- The heating works
- The heating.
- The high maintenance of the grounds all around campus.
- The high standard of service
- The indoor facilities, the areas for waiting and study areas that are provided for students to use when they have time between each lecture.
- The information given at reception
- The lecture halls conditions are excellent
- The level of security provided on campus and the level of waste management
- The library is fantastic, I like the layout, and everything runs smoothly except the internet connection when it's the library is full. I love the architecture and design of the buildings across the living bridge, they are aesthetically pleasing. The layout of the rooms in Kemmy near the couches with the semi-circular seating, and plugs under each desk are excellent. They're comfy rooms and I don't get distracted much. All of the buildings that I use are kept clean and hygienic, security is usually visible in every building. Building security and reception staff are helpful and friendly, whenever I have spoken to any of them they have always been very welcoming and accommodating, there aren't many group project rooms so I have asked them to let my group use locked classrooms before and it was no problem.
- The lighting isn't a problem. It's not cold and it's very open.
- The main building open all the time for people to study and do work
- The maintaining of the lecture halls and tutorial rooms. The maintenance of all the buildings as a whole
- The maintenance
- The maintenance and facilities on the campus is state of the art.
- The maintenance of the sport pitches is generally good.

- The maintenance of the grounds, cleanliness of rooms, teaching space
- The management of the surroundings -> very clean and well looked after. The Green Campus Initiatives
- The overall management
- The people are approachable and willing to help.
- The people are nice.
- The place is kept very clean and the nature brings great beauty to the campus.
- The place is kept very well, is one of the cleanest places in limerick.
- The provision of a very clean and green campus and environment for all students
- The rooms and surroundings are always very clean.
- The rooms and toilets are clean and always have toilet paper in them.
- The rooms in the newer buildings are great.
- The ruining of car windows with no parking stickers
- The security in my building (IWA) are always very helpful and courteous.
- The security in UL
- The security is very good, never feel at danger - even being a 21 year old woman walking home at night.
- The security services
- The security services are nice, whenever I had to deal with them they always are friendly. The toilet facilities are nice too and classrooms are always well kept.
- The services provided are all undertaken at a very high standard
- The services provided are consistent and maintained at a high standard.
- the showers and towers for cyclists
- The sign posts in the main building are very helpful. It is easy to get lost there otherwise. Also the campus is maintained very well.
- The sit down areas are fairly abundant
- The smooth running of the university
- The spaces are clean and well supplied.
- The staff are so approachable and helpful.
- The toilets in Kemmy are always well maintained, as are the ones in the graduate medical building.
- The top strengths in my opinion are the on campus security. They make everyone feel safer and more secure while on or near campus.
- The university grounds are very well kept, even after there has been a large student event or gathering it is noticeably clean. Classrooms and bathrooms are always found in a good state in main building.
- The up keep of the campus is next to none.
- The up keep of the grounds and buildings
- The upkeep of the buildings
- The upkeep of the buildings to a good standard
- The warmth inside
- The whole campus is generally safe and clean.
- Their cleanliness is exceptional.
- Their staff presence
- There are plenty of options when it comes to space, particularly computer rooms and class rooms allowing you to print etc. without the hassle of queuing in the library.
- There is a good presence throughout the campus at nearly all times of the day.
- They are quick and efficient in fixing problems
- They do their job well.
- They have responded promptly to problems such as no light bulbs
- They keep the campus very clean, tidy and attractive looking
- they keep the grounds and buildings looking well
- They keep the grounds clean and tidy
- They maintain the cleanness of the campus
- They maintain the grounds to a very high standard which is a definite plus in attracting people to the campus.
- They maintain the UL environment and buildings well
- They provide a safe and clean campus in which everyone can enjoy
- They provide the students with anything they might need.
- They work very well as a team

- They're good. I like the cut of their gib.
- Tidy and big space
- To be honest, I am not entirely sure what the buildings and estates department do, however, campus security is always excellent and the vast majority of the time the university grounds and buildings are well kept.
- Toilets
- Toilets, outdoor seating
- Top notch
- Top notch security
- UL is a beautiful campus. Buildings and environment are well kept.
- UL is a very nice campus to look at and walk around.
- UI is always a nice and clean campus that is great too look at and be a part of
- UL is typically a very clean campus
- University always looks clean
- Unsure (x2)
- Unsure of what the Buildings and Estates Department specifically provides.
- Up keep of buildings especially toilets. Public places always always accessible and of high standard.
- Upkeep of buildings, environment etc
- Upkeep of campus buildings and grounds
- Very clean
- Very Clean and well maintained campus
- Very clean and well maintained campus grounds and good recycling efforts
- Very clean building, great facilities, scenic campus.
- Very clean, comfortable classrooms
- Very good (x2)
- Very good and clean building, friendly staff and lovely campus to walk around
- Very good building facilities. Never far from anything you need
- Very good security presence, timely and efficient cleaning
- Very good teaching systems are available in the buildings such as good projectors in each classroom with good lighting which enables students to see the notes clearly. Very well seating spaces available and nice room temperature. There's also a reception in each building for support.
- Very nice buildings on campus.
- Very warm, clean.
- Very well maintained, polite staff
- Visible presence
- Warm enough
- Warmth
- Warmth of all buildings. Also the late opening hours for work after college hours.
- waste management
- Waste Management is good
- Waste Management. From what I can see the department handles waste effectively and I have never had a problem; Landscape Management. The Campus is very beautiful and a lot is owed to the department for keeping green areas in sync with building developments
- Weather Proofing during icy weather. Low Clamp removal cost. Overall external cleanliness
- Well-lit at night, nice scenic walks, walkways are clean, relatively safe
- Well-lit classrooms
- Well maintained and clean campus.
- Well maintained and clean facilities
- Well maintained buildings
- Well maintained buildings. Good relations with staff
- Well-maintained and clean
- Wi-Fi, hygiene, facilities
- Wi-Fi and computer rooms
- Wi-Fi, although it could be improved
- Yes, very much so

- You can get in contact with security very easily by dialling 3333 from on campus accommodation. Waste management - clean campus.

## Appendix 3AX - The areas in need of improvement within the department

- 24 hour access to buildings
- A better system to log calls about building issues.
- A lot of the rooms in the main building and the computer science building particularly CSG001 are freezing cold.
- A room finder would be great. For example the room coding can be confusing (M floor in main building being the first floor for instance) and finding out which building a room is in is not available easily.
- Accessibility for people with disabilities. Mainly with; doors, Lifts, getting from A to B when buildings are closed (For example CSIS build to Library entrance, in other words getting around those long steps)
- Accommodation
- Again, I am not entirely sure what the buildings and estates department do however if it is responsible for car parking this area needs serious improvement. I have no choice but to commute from Ennis every day and as a result have to drive to UL. Parking is just a nightmare unfortunately.
- Again, I'm not fully sure of all the services provided and don't have a copy of them or any reference for what they are (though I took in some of the information while filling out this questionnaire). Better signposting would help incoming students in the first few weeks.
- Air conditioning and ventilation could be improved in the Schrodinger rooms upstairs, as they tend to be very stuffy
- Air conditioning in Library
- Air conditioning in Schrodinger
- Air conditioning in the Schrodinger building
- All areas
- All good
- All good gang - great work!
- All seems fine
- Allocating more parking spaces to students and their night time presence around campus
- Allocation of car spaces from Dromroe Residents. Students should be given free parking in the Foundation car park at all times. They are the only village that have to pay for parking adjacent to their accommodation and the price remains the same.
- Amount of car parking that's available
- An overhaul if not replacement of SAA. Ridiculous scattering of lecture and tutorial venues / rooms. Open to the elements moving from one area to another. Lack of connectivity. Lack of logical thinking and planning
- Any of the older buildings are less comfortable
- Are you sure this department actually exists?
- Aside from better parking availability on campus & introduction of gender-neutral bathrooms (which needs to be worked on from a higher level in UL) not much.
- At the moment Product Design and Technology students can only come into the studio and computer room at specific times of the day and are rarely open on weekends whereas the Architecture students can come into their studio whenever they want as it is open 24/7. A change in this would be exceptional for the Product design students even if it could be opened by electronic card (which is in place but security locks the door anyway so the system is never used.) Appreciate everything you have done so far.
- Attitude of security and parking
- Availability of rooms - most lecturers seem unaware of what rooms are free when and where. Print/computer room in A block, floor 1 does not appear to be public anymore, and rather booked by lecturers for almost every hour
- Awareness and information of actual duties
- Awareness of department.
- Awareness of green initiatives as before completing this survey I didn't know about some of them at all!
- Awareness of services.
- Awareness of the green campus initiatives.
- Awareness of what the Department actually does.
- Back entrance into Kilmurry Village has NO working streetlights on the UL side

- Bathroom Cleanliness perhaps. Thanks :)
- Bathroom facilities
- Bathrooms (x3)
- Bathrooms always out of order
- Bathrooms are always dirty and are outdated in some areas.
- Bathrooms in all building need to be kept cleaner. More monitoring of cleanliness of toilets is needed.
- Bathrooms in some buildings are disgusting
- Bathrooms in the library can be disgusting. Need to be checked a bit more regularly. The campus can be very dark at night especially around the library. More lighting, or even brighter lights would make a big improvement. Also the main lecture room and FB-028 and ERB-001 are always freezing. The library also needs to turn off the cold air con it is very distracting.
- Bathrooms in the Schrodinger. Signposting to Clare campus for drivers.
- Bathrooms, parking, Wi-Fi
- Better attention to the environment of classrooms e.g. the heating system, newer furniture
- Better clamping enforcement of campus accommodation car parks and monitoring of these car parks for antisocial behaviour
- Better classroom allocation and a 24 hr Venus lab
- Better communication and being more approachable. The climbing wall currently on campus has been trying to get permission for this department for over a year to erect a sign outside the premises to notify people, 1) that there is a climbing wall and 2) where it is.
- Better facilities for those who bring their lunch such as microwaves
- Better lighting
- Better Parking Facilities
- Better parking for commuters
- Better road surfaces
- Better signage both internally and externally, the main building is a maze which proves very intimidating for incoming students both young and old.
- Better signposting in the main building.
- Bigger car parks, A covering over Thomond bridge to protect students against the elements
- Bigger gym
- Bike security
- Bins around campus
- Bins in every classroom
- Bit more security would be helpful, cycle track from flag poles could do with a new surface
- Brighter classrooms in terms of colour
- Broadband.
- Building maintenance
- Buildings aren't very well signposted for new students or visitors
- Campus security only focus on cars in the car park being badly parked, theres worse offences going on around campus than that
- Canteen
- Capacity, outdated computers
- Car parking (x3)
- Car parking and looking after the river
- Car parking facilities and car parking prices
- Car parking is a major issue on campus, not enough spaces.
- Car parking is extremely poor, and people have to queue and wait up to an hour to get a parking spot, the campus could change to a pedestrian zone with a park and ride system in place. A tram system could be put in place to funnel students and lectures from one end of the campus to the other. The old Dell car park could be used as the car park on the east side of the campus and the derelict building near Tk Maxx on the west side of the campus.
- Car parking needs big improvements
- Car parking spaces (x2)
- Car parking. There is a lack of car parks and ample unused space in which a car park

could be placed.

- Car parks for students is ridiculous 3 euro a day is expensive for a student that commutes every day and you can't always be on campus at 7:30am to get a space in the free parking. It's an absolute joke
- Clamping Signage, Parking
- Class room conditions can be improved - class rooms (primarily in the Schuman building) are often very cold. It would also be nice if opening hours for the buildings were listed somewhere on the web.
- Classroom comfort, parking, need more water fountains and bins
- Classroom chairs are not comfortable and writing surfaces are not always suitable. The chairs provided in the Schuman building are particularly bad. Chewing gum stuck to undersides of chairs and writing surfaces is an ever present issue. The toilets in the GM building are not user friendly. Opening hours for cafes on campus are very restrictive (not sure if this falls under your remit) and having only one overall provider leads to high prices.
- classroom comfort and equipment, allocation of classroom for larger size classes, ventilation in smaller classes
- Classroom conditions in Schrodinger building top floor.
- Classroom facilities. Huge problem with classrooms which are too warm, noisy and poorly ventilated. Peripheral walkways need much improvement, I.E. College Court.
- Classroom. The chairs may be need to change or maintain.
- Classrooms (x2)
- Classrooms and lecture halls are either too warm or too cold
- Classrooms are either freezing or roasting. More attention needed to appropriately heating rooms which get the most/least sunlight.
- Classrooms are either too stuffy or cold, no happy medium.
- Classrooms can be very hot and seats can be extremely uncomfortable for 2 hour lectures
- clean spaces inside (red raisins mostly)
- Clean the bathroom, maybe use scented fragrances
- Cleanliness
- Cleanliness and overall comfort of the building.
- Cleaning
- cleaning and recycling
- Cleaning in dance studios in IWA! Hair on floor for several days, cobwebs in corners, floors not properly washed to remove dust and pollen. Temperature regulation in IWA is still terrible - heating weirdly on and off during day and in NO relation to temperature of the room. No possibility to close vents behind radiators, meaning that when on weekends the heating is off - the rooms can be freezing cold! Also - precious pianos are in danger of getting destroyed because of this constant fluctuation. Please, please, please, keep the heating on a constant low and not just on full a few times a day.
- Cleaning of public areas in on campus villages
- Cleaning sometimes
- Cleaning, especially in relation to bathrooms is very poor. Many classrooms are either far too hot or too cold, often a lot of background noise is also present from machinery, etc.
- Cleaning. I'm aware Noonan's are responsible however the main building bathrooms are a disgrace.
- Cleanliness (garbage everywhere)
- Cleanliness of Bathrooms
- Cleanliness of certain bathrooms
- Cleanliness of public bathrooms.. More parking
- Cleanliness of public toilets on campus
- Cleanliness of toilets
- Cleanliness of toilets and public spaces such as main cafeterias
- Clear parking signs for clamping an restricted hours. If you get clamped you have to walk to the student center and they only take cash. My relations car was clamped as they need to take me to hospital fast and could not get it removed unless we walked across campus. There was no clear signs. The security only care about parking permits they never get out and walk around campus to see is everything okay. It is an absolute utter disgrace.
- Colour

- Comfort on classrooms, most chairs are unusable.
- Computer labs
- Computers in Kemmy are too slow
- Control of temperatures within classrooms, often the temperature exceeds a comfortable level.
- Could improve the recycling facilities at UL, many people still throw their rubbish in the incorrect bin..
- CSIS
- CSIS building labs in 3rd floor needs to be improved.
- Cycle lane needs improvement. Very bumpy and unsafe at present
- Dark security and night light
- Dated looking buildings with the old fashioned red brick look around most of the older parts of campus turns a lot of people away from coming to UL.
- Dealing with Students and the SU.
- Definitely car parking around facilities. It's extremely difficult to find parking if you don't have lectures at 9. The thought of paying 3euro a day on parking when you are already paying fees is unjust. That's an extra 15euro per week. It's like being punished for not having early classes.
- Definitely parking, perhaps the inclusion of a multi-storey car park would benefit the campus
- Department could improve by advising department members to concentrate on their brief and encourage individuals to not use their position to take part in group mobbing attacks on students. Students after all, are what the university serves and students pay the bills.
- Desk in smaller classroom, very old and not comfy
- Desks in all rooms
- Desks in DGO16
- Desks in health sciences are massively uncomfortable, back is sore after 2 days of class. Classrooms are noisy, stuffy. Only one access point to drinking water in Health Sciences on third floor, should be one in cafe. Toilets are cramped and messy.
- Desks put in Jean Monet theatre
- DG016 or the Jean Monet lecture hall is in some serious need of a refurb. I mean none of the chairs there have tables to write on. I've had plenty of lectures there through my 4 years and not one have I been able to write proper notes in that class, a table would really help. Also there is a lecture hall in the basement of the concert hall that is missing a considerable amount of seats. They need replacing.
- Did not know there was a B&E website!!
- Directions of where to go for your class
- Disability access
- Disability access throughout campus needs to be improved. Currently no access to Schumann building, or foundation building. Maintenance of doors entering Kemmy business school. No safe access from Kemmy to the Library/Main Building
- Disability access
- Disappointed to see trees being chopped down last week just over the road from the Kemmy Business School.
- Document scanners, groups' work space
- Don't know (x13)
- Don't know if it's your department but class scheduling is awful and inappropriate classrooms are often allocated
- Don't know what they are in charge of in order for me to leave a helpful comment.
- Education on their purpose
- Efficiency
- Energy, light & heat of buildings after hours and when people are not present
- Enforcement of the speed limit, and cameras should be placed at zebra crossings for motorists who do not stop or who sit on top of the crossing during traffic at 6pm
- Enforcing speed limits on campus, signage alone is not enough, cars still speed through campus
- Enforcing speed limits, more lighting in some areas
- Environmental awareness
- Environmental issues such as chewing gum on the pavement at the entrance to the Kemmy building. Environmental issues such as the removal of the cigarette end bins



outside of the Schuman building resulting in litter accumulation.

- Even though I've been here a few years it can still be hard to navigate my way around a building I've never been in before. Sometimes I spend a long time trying to find the building in the first place. It can be hard to differentiate buildings that are connected.
- Everything is ok
- Extra soap for the toilet (not shared soap with other people); extra tissue to clean your hands after washing them (not only a hand dryer)
- Faster response to email requests
- FB042 is always very cold, not sure if it is due to air conditioning or not. Cold rooms make it hard to concentrate. Some rooms in the main building have doors that make a lot of noise when being opened and closed (distracting when students come late to class).
- Fixing lecture halls such as the flip over tables in the Jean Monnet with most of them missing when I started 4 years ago it has not improved since with more disappearing every year.
- Free & paid parking
- Free car Parking spaces on campus
- Free Parking
- Free parking for students
- Free Parking for the public and students. Plenty of staff free parking however not enough free parking for 14,000 students
- Free public parking (x2)
- Free public parking
- Friendliness of Noonan security personnel. Regulation of temperature in UCH. Parking arrangements in the Foundation Building Carpark, the main one. 3 euro every time you leave the car is expensive. Maybe the introduction of a weekly, monthly ticket, at a fixed price would be beneficial.
- Furniture in classrooms needs to be vastly improved - i always seem to have lectures and tutorials in rooms where either there are no desks at all or they simply don't work (perhaps this isn't even your department!)
- Furniture in main building
- Glass Shards on bike lanes
- Good
- Green/ Environmental. Cleanliness of walkways. Implementation of effective methods to stop speeding.
- Have external security number more easily available
- Heating and ventilation in Schrodinger needs to be regulated. Often has radiators on all day round. Parking for students and public needs to be addressed.
- Heating could be improved. For example Red Raisins is freezing at night, which is very unfair as it's the only place open for students that late. Have gone there myself when internet at home isn't working and it's impossible to work because of the cold. If it's open it should be heated somewhat.
- Heating in computer science building, parking for public and students, security response at night on campus
- Heating in lecture halls. Really weary of sitting with freezing cold air blowing on me during lectures for the past 3 years. Particularly in foundation building.
- Heating in the classrooms. I'm a night student and there are times when it gets incredibly cold in some of the classrooms. In one classroom last semester people were shivering through class - despite wearing coats - because the heating was not functioning. This has now been fixed but the classroom can still be very cold.
- Heating in the postgrad study rooms in the main building during the colder months! The temperature in these rooms makes it almost impossible to study!
- Heating! - It is always cold out and the heating is never adequate. More bathrooms? Throughout the main building there are small sets of single bathrooms.
- Higher standards
- Honestly I never heard of it
- I am happy with Buildings and Estates program
- I am not sure, it seems pretty good to me
- I am unaware of their purpose
- I believe that a better security presence at night time would make people who may feel vulnerable more safe on campus at night. I also feel that the lack of public parking is a nightmare on campus and waiting around to get parking is a right headache as it leads

to students being late for lectures, labs and tutorials.

- I believe there should be free parking for all students in all the car parks on campus.
- I do not know what services the building and estates department provides
- I don't actually know their responsibilities
- I don't know what they do
- I don't really know the role of the department
- I don't really see any major areas that need to be looked at to be honest in my experience everything is done to a high standard.
- I don't think there is anything that needs improvement for the time being
- I feel more free parking should be made available for students. I feel that the shortcut walk-way between the Kemmy Business School and College Court could be better maintained and more adequately lit at night.
- I feel that the security needs to be improved and feel that there is not enough presence on campus especially in the day time, only realising this after being robbed on campus!
- I have no knowledge about the internal areas of the department
- I rarely see security officers around campus at night. I know you shouldn't walk alone at night but it would still be comforting to see a couple
- I recently lost my purse and in my despair went to the security desk asking if I could view the camera and was completely shot down and made to feel stupid even for asking despite very personal belongings having been lost.
- I think its all fine. My usual concern is that there is adequate lighting at night outside, and since the introduction of lighting leading from the gym to the white gates, that has improved a lot. However, the path from Plassey house to the PESS building is not very well lit.
- I think maybe the lighting on the walk back to Plassey could be better at night, the dim lighting makes it feel a bit eerie
- I think more parking facilities would be useful and a weekly/monthly pass for parking
- I think more space is required especially in the library and computer labs
- I think people could be made more aware of the department and what they do
- I think some courses need rework. The environment and facilities are in top shape. I think there needs to be more of a comparison on how other universities are stricter to teaching staff than they are in UL. For example, in UCC there had to be an assembly held one morning because a lecturer was 10 minutes late and there had to be an apology for the inconvenience. In UL, I've had lecturers come into labs, throw on a video and leave and don't come back until the end. I've had a lecturer make everyone pick a video to critique so one person every week would take over half a lecture talking about a video that is possibly not relevant to the module subject. It just feels unprofessional and I'm sorry if this is something off topic for this survey, I'm unsure as lecturers are university staff too.
- I think that the university could be slightly better signposted - I know that in my first few weeks at UL, I had a lot of trouble trying to find my way around.
- I think the department is doing a fantastic job since I have arrived in the college. I don't think they need to improve any areas.
- I think the parking is very bad for students. A lot of time is wasted looking for parking and it is not always possible to walk because of bad weather.
- I think there could be more waste bins outdoors around campus.
- I would like to see an increase in the number of maps and sign-posting on campus
- I would like to see the specialised buildings open for a longer amount of time.
- I would think there need to be more done in matters of recycling - in plastic, paper, waste and bio. Currently, it appears to me that all kinds of waste end up in the same bin and that there is no alternative provided.
- Improve the quality of some of the classrooms. The chairs are awful!
- If I was to book a room outside of college hours, there is too much one would have to go through in order to get that room, as for example, I have to email one person, wait for a while, get a form, wait another while after it is sent, and then find out if the booking is booked, which may be some time after the initial process was begun, forcing the person to
- If it falls under the domain, the need for a bigger library is the main one but I'm aware that is being worked on
- If parking is part of the department's responsibility then that needs to be address, there are not enough parking spaces on campus.
- If the conditions of the classrooms is your responsibility then I have a lot to complain

about. This winter I froze in multiple classrooms throughout the campus. Only in the classrooms that had direct sunlight exposure during times when the weather was not overcast did I not shiver. That is just ludicrous.

- If the department are in charge of waste management then I really do think more recycling bins are needed around campus the only recycling bins I am aware of on campus are those blue paper bins in the print rooms. I just know there is so much packaging and paper that students have that they could easily recycle if the bins were provided.
- If the internet coverage is in your brief, it has been going downhill over the years and a number of black spots around college is a problem. Some more colour would be nice in the plants ...may I suggest some lavender and Rosemary in the round bed outside the library also lupins and foxglove would work nice there .....more daffs and snow drops and blue bells and crocuses would be pleasant around campus
- If you do somehow get lost it is hard to find someone to ask
- I'm not sure (x2)
- Improve parking facilities.
- Improved lighting, More public car spaces or suitable alternative
- Improvements to older buildings
- Improving Signposting of the individual blocks of the main building, maybe by including the letter of each block beside the name of the staircase names outside the doors, all to help first years find their way around
- Improving student awareness of the great work that you do. To be honest, i have never really heard of the department before.
- In-building directions
- In my opinion there is none.
- In my opinion, I don't think that any areas are in need of improvement.
- In my opinion, only with regards raising further awareness among students about the different initiatives the department promotes
- In my opinion, the only problem UL has at the moment is regarding parking spaces. During events/graduation ceremonies and during the academic year, it is very hard to find parking spaces. I think that the parking lots (specially the one next the Concert hall) should be converted to a 3 storage parking building. Storage parking has also the benefit of being protect from the weather (rain/wind/storm/snow/hail). The storage parking in addition to an underground entrance to the concern hall would be just perfect.
- In some classes I attend there are not enough seats for all students
- In the Schuman possibly more toilets
- Increase amount of rubbish facilities on campus
- Increased awareness of who to call if you notice suspicious activity on campus and increased visibility of security personnel -NOT IN A CAR - on the riverbank walks.
- Increased security and parking
- Information about other services (e.g. rooftop garden location, orchard, etc.)
- Maintenance of toilet facilities in CSIS building. In the male bathrooms the toilets are often unclean. There is also a lack of space between the urinals and toilet stalls for one person (with or without a bag) to pass by another person using a urinal.
- Information on available facilities
- Infrastructure (Wi-Fi), signposts.
- Internet connection.
- Involving students in the work to develop interest. Students from relevant courses e.g. energy may gain valuable insight into energy management etc. through working with them
- It is an absolute disgrace that there are no free parking spaces available to students.
- It should be easier for student to contact buildings and estates. Unsure of who to contact with B & E related queries. Communication with student could be improved.
- It would be nice if the library desks were wiped down more often.
- Jean Monnet needs new chairs and desks.
- Keep the main building cooler and better ventilated particularly computer labs are miserable places to spend time in warm weather. Heat seems to be on in main buildings even on warm days. Televisions on wheels in certain classrooms are terribly outdated; toilets in main building are a joke
- Kemmy business school needs to be open until later hours
- Knowledge/awareness of what you do.

- Lack of car park spaces
- Lack of free car parking spaces and clamping in the free car park. There needs to be a short term car park if you are only going to be on campus for 2 hours or less. There needs to be a yearly rate to be paid to park cars on campus. 3€ per day is too expensive for students who have paying it 5 days a week, every week for each semester.
- Lack of parking. All parking should be free and available to everyone.
- Later opening hours
- Layout
- LCD connected for group work.
- Lecture theatre & Class room lighting. In many of a the class rooms and lecture theatres the lighting doesn't cast onto the boards and hence one cannot see what is being written, this is especially bad for chalk boards. all boards should be white boards.
- Security - There should be a focus on protecting the students instead of the current situation where security are there to protect the campus and facilities from students. Students should be a key focus for B&E as it's the students that keep the university running.
- Library needs to be expanded, main building is a maze
- Library not now fit for purpose during busy periods. Toilet facilities are inadequate to cope with the numbers using. Not enough space for study computers etc. Very poor access to some buildings for disabled or limited users i.e. the foundation building, most wheelchair user must wait to be let in to the building by someone able bodied. Similar situation for all entrances to the main building except the reception entrance. Impossible situation for a disabled person if the lifts are not working.
- Library toilet facilities aren't great.
- Library
- Lighting
- Lighting and glass clearance on bike paths
- Lighting for car parks at night
- Lighting in some rooms
- Lighting in the Jean Monet is very bright and tables need to be installed in that room
- Lighting on campus at night.
- Lighting on campus. More parking needed and price reduced.
- Lighting on outskirts of campus
- Lighting, Car parks for student accommodation in Dromroe
- Littering on UL grounds, maybe more bins outside. More bathrooms in main building.
- Lost and found as well as sit down areas for students on breaks
- Low-cost/free parking allocated to students
- Maguire's pitches water logging
- Main building in general, in particular toilet facilities and large lecture halls. The building is severely outdated and dilapidated in parts. In severe need of investment and modernization. All well and good to build high profile new facilities on campus but it's time to improve some of the existing ones also.
- Main building needs renovating
- Maintenance of green spaces
- Make people more aware of the wonderful facilities available.
- Making green campus efforts and projects more well known
- Making it easier for students to use classrooms after hours in order to practice for presentations
- Making more villages near the university for student to live
- Management. Communication with student users of buildings. Lack of visible signage- there probably where but they don't work. More people should be out on corridors each day like the library does
- Management of parking - allow more spaces to be used at weekends
- Managing library space.
- Many street light bulbs in public car parking have not been replaced, meaning it is frequently quite dark despite the fact that the street light structures are in place.
- Map layout in the main building
- Maybe more parking spaces but there have been brilliant improvements in this in the past couple of years
- Maybe some rooms in main building should be better indicated. Or avoid changes

between lectures. Each career should have its own building. For example, I am studying business and I never have lessons in Kemmy. What a pity!

- Maybe widen the stair cases.
- More access to computers.
- More access to facilities. For example we cannot get a microwave in the medical school and we really need one.
- More affordable parking needs to be made available
- More areas to sit when waiting around.
- More artwork, history, achievements
- More availability of car space
- More available free parking spaces
- More awareness of facilities offered
- More bathrooms in main building
- More bicycle parking
- More bins
- More bins on campus, especially on points between major buildings. Often when walking to college a student will eat their breakfast if running late, and if this produces rubbish then there is hardly ever a place to dispose of it, i.e. between Thomond Village and CSIS
- More bins walking in and out of campus, class rooms can be stuffy
- More bins. More information about services provided such as the Orchard. Student access to roof garden
- More campus security presence
- More car park spaces
- More car parking for the public
- More car parking spaces for the public
- More catering facilities on Saturdays at lunchtime
- More common areas inside for students to just relax
- More cubicles per bathroom
- More free car parking for students should be available
- More free parking
- More free parking and clamping policies needs to be abolished a disgrace.
- More free parking and/or weekly passes
- More free parking or cheaper options, weekly tickets etc.
- More free parking, it is very difficult to find spaces when coming in for afternoon lectures.
- More free public parking spaces
- More friendly
- More hammocks
- More heat for Kilmurry Village.
- More information on green energy
- More navigation
- More nightly security on campus
- More open area water drinking fountains.
- More parking (x3)
- More parking facilities for students living in Dromroe, very inconvenient walking up and down to the boat house especially with luggage.
- More parking for students (x2)
- More parking is needed throughout the college.
- More parking must be provided as there are constant issues with overfilling.
- More parking needed and even more efficient waste management such as offering cheaper coffee or tea if one uses reusable cups same with water fountains to help reduce waste with the higher increase in students.
- More parking needed. Underground or multi storey parking needed
- More parking needed.... maybe make it free
- More parking spaces. The driveway behind college court to the large car park is open too infrequently. Just leave it open longer/more often. More covered bike sheds about the place. Often no space at the library.
- More parking. More security at night. More lighting at night
- More places to lock bikes that are sheltered. More places to cook/re-heat food and

relax in quiet comfort, sometimes you have to be on campus for 12 to 15 hours and it can be a living hell if it is raining and you can't even get ten minutes to doze off.

- More protection for students living off campus from robberies and thefts. Update interior of main building. A pharmacy on campus if this fails under its obligations.
- More public bins around campus villages,
- More public car parking spaces
- More public parking
- More public parking spaces that aren't paid
- More public parking spaces, and free of charge.
- More public parking spaces. More security at night.
- More public parking, better lighting around campus at night-time.
- More recycling bins around campus both outdoors and indoors
- More recycling bins, some toilets in older buildings
- More recycling points around campus
- More recycling stations! Why does the UL have litters? The litters should be replaced by recycling stations which is much better for the environment than litters.
- More recycling, more security on foot at night.
- More safe water fountains need to be installed
- More seating
- More security
- More security around campus at night
- More security at night. Giving out information about what you do and how students can help on campus
- More security at night. Light up dark areas
- More segregated bins (usually just the one bin and people ignore weather or not it is recyclables only)
- More sheltered bike stands
- More signposting of the smarter travel showers - The bottom floor of fountain building that classroom FB028 or something (beside the bathrooms) is particularly hard to find the first time. Security at night would be nice if there was more of a presence around the stables. Lighting around certain parts of campus like down by the Kemmy towards the walkway to College course is poor and this is a particularly used area. The SU needs its cigarette bin back too.
- More signs in buildings especially in the main building!
- More street lighting around campus at night would make it feel safer. Even in the courtyard by spar at night it is very dark and there is not much lighting. The toilets on the ground floor of health sciences are terrible and you can smell them from the corridor outside. A lady cleans them well every day but they get dirty so quickly and are unhygienic. Bars of soap are unhygienic and wasteful.
- More street lights, speed bumps, parking
- More student parking
- More student parking spaces are needed
- More study space.
- More tables and seats for outside the classrooms should be available for students to relax.
- More tables for studying
- More toilet facilities around campus
- More toilet facilities.
- More toilets and more clearly signposted in the main building.
- More tools and appliances for the workers
- More Water Fountains or taps needed.
- My biggest concern is the FACT that not all building are fully wheelchair accessible. And the toilet facilities in some areas are not of a good standard. I think it is shocking that in this day and age that a University as forward thinking as UL is still not fully wheelchair accessible!
- N/A - In my opinion, all known areas within the department are satisfactory and meet students' needs for the most part.
- N/a (x34)
- N/A Haven't been in the university long enough to notice any flaws.
- Need more bins and toilets
- Need more parking for students - need free parking!

- Need more parking spaces, also Dromroe students should receive a parking permit for the foundation carpark.
- Need more signs
- Need more systems for student at night studies
- Need to be more communities with C & S for bookings
- Need to improve the cleaning of bathrooms in some areas and need some more free parking spaces!!
- Need to make students more aware of what's happening and what they are doing.
- Need to make the campus more wheelchair friendly, such as foundation building. No way for someone in a wheelchair to go from the Kemmy to the library without going around on the road
- Needs better air ventilation, adequate Wi-Fi, water fountains throughout the buildings.
- Needs more free parking spaces for students
- New bathrooms in the main building, it smells really bad. Especially around A, and B blocks.
- Newer facilities
- Night security
- No 24/7 contact line.
- No internet in the classroom in Schuman building
- No need
- Noise management
- None (x19)
- None really
- None, very happy with the service.
- Not aware of any
- Not aware of what they do.
- Not enough bins around campus, walking across campus after dark (alone/with others) can feel somewhat unsafe
- Not enough free carpark spaces on campus/not enough enforcement of permits: this negatively impacts on-campus residents as Thomond and Cappavilla carparks are crowded by non-residents availing of the free parking.
- Not enough free student parking
- Not enough plugs in library common area
- Not enough unpaid parking for students. Students pay enough on college fees with having to pay €3 every day for parking.
- Not much. Everything is satisfactory for me.
- Not sure (x8)
- Not sure what the department does to be honest
- Not sure what they cover...bathrooms in health science downstairs very poorly thought out. No room
- Not sure whether Catering Contract comes under Estates - if it does, lack of catering facilities/ flexibility on the Saturdays we're in the Kemmy Building (none in the afternoon!!). Problems recently on two of our in-house mornings - 9am start / Room Projector/PC wouldn't connect up - however Estates Staff were very helpful to Lecturer. Above are things which affected me and fellow students in my class
- Occasional problem with heating and lighting, solid soaps and towels in the bathrooms do not feel hygienic to use.
- Older areas are in need of refurbishment. I do understand this is a monetary issue though. Some classrooms could do with better chairs too. The tables on many are awkward to write on.
- Older classrooms need better heating
- Open later
- Opening hours better shown
- Opening hours, more study rooms
- Organization and accessibility
- Organization in the main building, more signs and etc. (some rooms are very hard to find); please more LIDS in the toilets, flush without a lid is totally gross :(
- Outdoor lighting. A female presence on security staff may make security even more approachable for sensitive situations.
- Parking - charging students for parking is outrageous
- Parking (x26)

- Parking and bike racks
- Parking and cleaning
- Parking and lights. More security on foot on the footpaths in the evening to night time would be beneficial.
- Parking areas, sign posts
- Parking can be an issue.
- Parking especially the non-paying car parks are far too small
- Parking facilities (x3)
- Parking for Dromroe
- Parking for students (x2)
- Parking for students commuting to college by car.
- Parking for students is almost non-existent, when the sports arena car-park becomes pay parking (which judging by the works going on there, it's about to), there will not be a parking space in the university for students who do not have three euro a day for parking.
- Parking for students/public, more recycling bins in public areas, cleaner bathrooms
- Parking has been a bit of nightmare of late with all the changes and building works but I expect this to settle and to be better for the university in the long wrong.
- Parking in general
- Parking is a big issue in UL. Also there aren't enough rubbish bins around the campus outside.
- Parking is a disgrace
- Parking is a joke and a rip off
- Parking is a shambles. Mature students should be eligible for permits. They are commuting often from quite far and have family and full time job commitments. Guaranteed parking would make their lives so much easier and help with student retention.
- Parking is an issue.
- Parking is very limited in UL and needs to be sorted
- Parking needs to be addressed in UL
- Parking, parking, parking
- Parking please!
- Parking provisions are inadequate
- Parking space for students
- Parking spaces
- Parking spaces - many of the car parks have been made into staff or pay car parks, which severely reduces spaces for students to use, and it often happens that I cannot find a parking space.
- Parking spaces and library space
- Parking spaces, rest areas, study areas
- Parking spaces: Some days I could be waiting up to 20 minutes for a parking space to go to the gym. Security: Some of the staff could be a small bit friendlier.
- Parking specifically for students. It is free for staff but students who commute must pay at least €3 a day for parking.
- Parking systems and car park restrictions e.g. Dromroe Student Village has no close parking for students.
- Parking v poor
- Parking- very few spaces
- Parking, advertising of the facilities such showers, apiary, gardens etc..
- Parking, few more spaces would be handy
- Parking, Library seating system.
- Parking, main building toilets
- Parking, more recycling bins around campus
- Parking, room temperatures (can be too hot at times)
- Parking, street lighting, more study space at peak times.
- Parking. (too expensive)
- Parking. Parking parking parking parking parking parking. Oh did I mention parking? On a serious note: Permits should be issues to students on a basis for parking where eligibility is based on travel distance to college. I must drive to college each day due to living over 10km away, and the parking facilities are terrible. (Twice I've had to use the pay car park where it's been FULL with no parking spaces available but I've been



allowed to go in and then had to pay to leave without getting any parking...)

- Parking/ transport
- Paying for parking
- Perhaps some lights along the off-road routes on campus. A lot of people walk there in the evening time, and it can be quite treacherous. Perhaps reduce the amount of fee paid parking. Other than that I think you are doing a stand up job :) The campus is a great place and I hope to pursue my further study in UL.
- Places for students like a sleeping area, where people could have a rest, lay and take a nap
- Poor access to the main building after hours. Alarms are always being set off because nearly all the doors are locked.
- Poor layout of teaching spaces in main building. eg when projector is in use, blackboard space is very limited, especially in 'A1' classrooms
- Poor traffic and parking management, simply not enough spaces for such a big campus, particularly in the on campus accommodation areas.
- Possibly more signs to direct visitors to toilet facilities.
- Possibly the lack of parking spaces
- Price of parking
- Printers are needed in the PDT area in the foundation building basement
- Probably more parking spaces.
- Problems with loudness at night.
- Promote the work you are responsible for more - until this questionnaire I assumed issues such as security and cleaning were totally farmed out to private businesses - what is Building and Estates role - purely oversight? Also many of the green initiatives were news to me - perhaps I haven't been paying enough attention! Signposting of the campus need to be improved - I have often encountered puzzled visitors & Erasmus students requiring directions - perhaps install up-to-date map boards in appropriate locations - also it should surely be possible to put floor plans of all buildings on the main website somewhere.
- Promoting green initiatives
- Proper hand-soap dispensers in each bathroom ... bar soap is unhygienic
- Provide desks in Jean Monnet in the main building
- Provide more bins on campus
- Provide more colourful artwork on bare walls to brighten the classrooms
- Provision of Dog Fouling Bag Dispensers.
- Provision of more (and free) parking
- Provision of parking (x2)
- Provision of Student Parking. More Free Spaces needed and/or a half day payment system for the pay car parks. An Annual Student Parking Pass would be amazing. Better Traffic Flow system during peak rush hour. An extra campus exit/entrance on the north side would be perfect.
- Provision of study/free time space for students that are not too busy/ cafes
- Public car park spaces (x2)
- Public car spaces for visitors and students commuting
- Public car spaces
- Public carparks
- Public Lighting at night, more study desks or more library seats
- Public parking (x4)
- public parking and spaces for students and more awareness for students
- Public parking and street lighting
- Public parking needs serious improvement. I park my car in College Court every day because accessing parking on campus is near impossible. I also cannot afford to pay €3 every day just to leave me car in college
- Public parking, more spaces required. Some people have to drive to college everyday as public transport is not an option and cycling would take hours. Serious issue with parking in the college as well as traffic leaving the college in the evenings! An alternative exit through Clonlara would be a huge help.
- Quicker to fix things like worn locks. More and better car parking. Warmer lecture theatres and classrooms.
- Range of information offered
- Recycling awareness

- Recycling bins throughout the campus grounds.
- Recycling bins we need more of the in more stand out places
- Recycling bins. Soap dispensers in bathrooms instead of bar soap. Newer bathrooms
- Recycling facilities, more bins in outdoor areas as there is a lot of litter
- Recycling!!!! In my building, the Irish World Academy, there is not a single recycling bin. I find myself taking home water bottles just to recycle them at home, as I can't stand the thought of throwing them in the trash.
- Recycling, better free parking for students. Major loss of parking in last 4 years with Analog Device building and taking the Foundation Building carpark for staff (at least staff can afford to pay, unlike all students)
- Red raisin's
- Reduce cost of public parking! 3euro is a lot for people who need to drive in and out every day! 2euro would be enough
- Reduce costs for student parking. Lighting between Plassey house and the engineering research building need to be fixed
- Reducing cost for paid parking in foundation parking
- Refurbishment of old classrooms
- Regulation of heating in C1 corridor and in the top rooms in the Schrodinger
- Removal of free parking is very frustrating. Yes you need to make money to maintain the campus but spending €3 to park for a 1 hour lecture is ridiculous. Preparing the arena car park for paid parking is pushing it even further. Bad enough we've to pay €3000 to attend the college. Why can't some of that money that's been increasing rapidly each year be put towards parking?
- Response time, assistance provision, considering the usefulness of what they approve/reject, and how they enable its implementation
- Rooms in almost every building are missing curtains/blinds to block sun, or they are ripped/torn broken. This is a huge problem. Windows in main building class rooms do not open/close fully or properly. Room temperature fluctuates wildly from room to room in gems building.
- Round the clock security who are doing more than driving around in jeeps. More recycling options on campus. Differ between general waste and recycling bins. Possibly solar energy bins which compress the rubbish.
- Safety
- Safety walking home at nights & directions in main building.
- Scheduling of classes should be reworked. 5-6 tutorials are a nightmare
- Seating for lecture halls and desk spaces (chairs with desks are uncomfortable)
- Security (x5)
- Security at night time (x2)
- Security at night. More patrol cars.
- Security I dealt with was quite rude about access to my accommodation building
- Security in villages during the day and at night, perhaps CCTV could help
- Security is everything. Female security staff should be hired.
- Security on campus, room bookings
- Security on campus
- Security presence and parking
- Security. Provision of heat and electricity. Better internet
- Security, friend got robbed walking down by the boathouse
- Security, I don't feel safe staying in the 24 lab late at weekends
- Sensor lights in the Library are annoying when they turn off and you have to wave your hands to get them back on. In some class rooms if the projector and the white/black board are being used at the same time the lights have to be either on or off. If they are on you can see the board but then not the projector screen. If they are off you can see the projector screen but board is difficult to see (mostly the small classrooms in the main building). Have been asked for directions often enough. By first years looking for rooms in the main building (I know that's difficult to sign post because it was built in different stages and is on different levels of ground (maybe an app to help people navigate?). Visitors who come to UL (mostly looking for foundation, also been asked where the Pavilion is). Parking system is unfair. Staff have access to private car parks (which are also the closest ones), while students have to park in the car parks which are farthest away, and then walk for 5 to 10 minutes.
- Sharing what initiatives are being taken
- Sheltered outdoor areas

- Sign posting and recycling bins
- Sign posting of buildings, classrooms, levels in main building
- Sign posts
- Signage (x3)
- Signage and street lighting could be improved
- Signposting and awareness of what the department does!
- Signposting is abysmal, it's impossible to get around with asking someone e.g. A1067 took me 3 days to find
- Signposting of buildings. More recycling bins needed.
- Signs at each outside door to see which block there at
- Some bathrooms often have issues and are blocked and not clean
- Some buildings should be left open longer to allow students to do work.
- Some chairs have been broken in the classrooms and haven't been fixed.
- Some class rooms don't have AC system, which now when the sunny weather is approaching and the sun is shining straight through the windows is a bit uncomfortable
- Some class rooms especially in the main building are catastrophic! The noise level is ridiculous and the space in the rooms aren't great for an educational environment.
- Some classroom spaces in the older buildings could do with refurbishing.
- Some doors/windows carpeting in main building a bit shabby
- Some lecture halls/classrooms need improvements.
- Some lighting needs to be changed at night it is dangerous around steps and stair where lighting is not working correctly.
- Some of the buildings are cold. I have a lecture in CSIS on Tuesday mornings and the lecture hall always seems to be freezing, the lecturer himself has complained several times about the issue but nothing has been done to rectify it
- Some of the classrooms are very warm and don't have great ventilation.
- Some of the roads on the campus are fairly rough or bumpy.
- Some of the rooms in the older buildings.
- Some of the toilets could be cleaner, particularly in the buildings which may be seen as not as busy.
- Some paths could do with more lighting at night
- Some rooms (ERB001 in particular) can be deathly cold in the winter.
- Some rooms are too hot
- Some rooms can become extremely hot and claustrophobic. More security need to circulate the campus at night.
- Some rooms in the main building are simply too warm/stuffy to concentrate in, the price of the paid car parks needs to be reviewed, €3 a day is rather high, perhaps a weekly/monthly permit would serve a better purpose
- Some rooms must be provided for essential tutorial and lab sessions in some modules rather than 1 tutorial group of 300 students per week during a lecture slot.
- Some shelter like PSU for students to communicate and make new friends, and some activities to participate and enjoy
- Some sort of parking arrangement for students - annual fee or something, works well in NUIG
- Sometimes I need to park my bicycle too far because there is no free space at library's bicycle parking. There are some desks at university that need repairing, sometimes I cannot put the table part down. And it is very small.
- Space allocation; signage
- Space in the library
- Space within classrooms
- Speed restrictions are not being adhered to-traffic cameras or speedometers might help
- Spread word of your services hadn't heard of a lot of them
- Staff for key external services such as the crèche should have parking permits. The pedestrian walking area between the Pavilion and GEMS is extremely dangerous and there is an accident waiting to happen there. Both cars and pedestrians think they have the right of way in this raised road area. The sign for the cars to yield to pedestrians is too small to effectively convey the message to drivers. The road surface is almost exactly the same outside the 'pedestrian' area as inside it so there is no immediate visual indication that the driver has entered a pedestrian zone. However due to the signage, pedestrians believe they do have the right of way. This is a perilous situation

and should be rectified urgently by correct use of rumble strips, coloured paving in the pedestrian area (e.g. Grafton St. Dublin), and larger signage placed at appropriate height for both drivers, cyclists and pedestrians. The cycle paths across campus, while they have been recently upgraded, are not adequate for cycling. It is extremely off putting to cycle to UL when the track is covered in pedestrians due to its dual use. For this reason cyclists are forced onto the road, frustrating drivers who can see the very clear signage that the cycle track is alongside the road! It is a situation which exasperates both cyclists and drivers. Pedestrians tend not to overthink where they are walking but could easily be blindsided on a shared pathway by a cyclist going by. It is a very frustrating and unsafe situation and has stopped me from cycling to UL. UL are also in a unique position to lobby with the local Council to improve the cycle paths in the Castletroy/ Plassey area. You are our only united voice to represent the thousands of people who commute to UL through this area. Try cycling from Annacotty to UL. Try staying on the cycle track. The first roundabout is fine, no significant danger, good visibility from each exit and there is confidence that all cars on and off the roundabout can see a cyclist coming into their path. The second roundabout at Kilmurry Lodge is a deathtrap for a cyclist. Either a cycle track on the roundabout or painted cycle tracks alongside each pedestrian crossing are required if UL are serious about encouraging people to cycle to UL. As you well know from European policies on cycling in urban areas, cyclists are not encouraged to use their bikes to commute where they have areas enroute where they must dismount. They will even detour short distances in order to prevent any dismounts. I myself have been a cyclist on the Kilmurry roundabout. Staying on the road I was almost knocked down twice due to the tight angles of this roundabout. It is simply not wide enough for entering and exiting cars to see a cyclist on this roundabout. There is also a lot of colour and visual distraction in this area from the surrounding building use and as a driver it is not easy to pick out a cyclist. After that I chose to use the pedestrian crossings to cross the Dublin Road at the Kilmurry hotel and the road to the right that leads down to Plassey Road. As I crossed on my bike I made eye contact with a driver coming off the roundabout which let me know they had seen me and I continued slowly cycling across this road on the crossing. The driver proceeded onto the crossing and only that I swerved out onto the road and they braked suddenly I would have been knocked down. They proceeded to lash abuse at me out the window for cycling across the pedestrian crossing (even though they had seen me coming slowly). I was very shaken after this particular event however I believe they were probably right - I probably am supposed to dismount at every pedestrian crossing on my way to UL. As the figures for people who cycle to UL are so low this shows that having to dismount enroute (with no short alternative route that does not require dismount) strongly discourages commuters to cycle to UL. Unfortunately for this reason I have stopped cycling to UL myself. (I encourage cyclists to cycle slowly, always stop at traffic lights, signal appropriately and always obey the rules of the road. However I understand their frustration at having to walk their bike at any point enroute, it is too off putting to have to continually do this). One possible alternative route would be to make a greenway from Plassey Road to the back entrance of Plassey Village, through the village, around the tennis courts and to end at the Architecture building. This does not solve Kilmurry but maybe the hotel would be open to extending the greenway through their site which could attract tourists to stay on a 'cycling greenway route' from Castletroy to the city all along the Shannon. As a cyclist all I want is a safe dedicated cycling route which has no dismounts (notwithstanding traffic lights of course).

- Steps outside the main building beside the library are dangerous
- Still unsure sorry
- Street Lighting around campus
- Street lighting from the buildings on campus to student accommodation
- Street lightning ,maintenance of footpaths
- Stronger security presence at night
- Student parking - appalling that students have to pay for parking, lack of spaces and the preferential treatment of staff is crazy
- Student parking (x5)
- Student parking can be problematic
- Student parking, lighting on walkways and CCTV
- Student parking, never enough spaces
- Students need be held accountable for littering, there is so much litter, and it's insane.
- Students should be more aware of how to contact them
- Study facilities

- Surfaces could be better for skating as a lot of people skateboard around campus now
- Tables/Chairs
- Teaching spaces can be poorly lit with very strong lighting and cold. Walls could do with some colour. Chairs are uncomfortable and overall it's not a nice space to sit for hours on end.
- Teaching spaces either too hot or too cold
- Temperature control in certain rooms
- Temperature control in Schrodinger Building classrooms, it is one or another - too hot or too cold
- Temperature in classrooms close to summer
- The AC in some rooms is too cold and since it is above people's heads, they are inclined to feel colder and become uncomfortable.
- The access to car parks for students, the foundation car park which is now paid parking is rarely busy as it costs 3 euro, so should be available as free parking for students. If a student only has one hour of lectures and they can't get free parking they tend to miss the lecture rather than pay for parking for such a short time. The money for parking all adds up and there is a lack of parking on campus for students
- The availability of adequate car park spaces for students on campus is inadequate. Extra car parks should be provided if possible.
- The awareness of initiatives
- The bathroom
- The bathrooms are small and dirty often. The temperature change between outside and inside is too dramatic.
- The bathrooms aren't really that clean a lot of the time and we don't like using them very often.
- The bathrooms in the main building are inadequate. There is often only one small toilet.
- The bathrooms in the Main Building; the ventilation in room C1063
- The campus maps seem to be lacking some of the newer buildings both online and on-campus
- The campus needs to be more disability friendly, i.e., when walking from Kemmy to library you have to go up a flight of steps so people with disabilities have to find alternatives ways of getting there and also when students are graduating in the foundation building there is no accessibility to stage for wheelchair users. More ramps and elevators are needed in buildings around campus. Also, there need to be a lot more recycling bins, i.e. three separate bins sitting beside each other in every building clearly indicating that one is for paper, one is for plastics, and one is for general waste.
- The classrooms.
- The cleanliness of the bathroom and the space of a classroom
- The conditions of the rooms, some of them have huge heat and it is not possible to open the windows
- The disability access around the campus is shocking. how are people in a wheelchair meant to get in and out of the Kemmy building if the electric doors won't open, how are people in wheelchairs meant to get from the library to Kemmy building when there is inadequate ramps as well as inadequate ramps into the Kemmy business school.
- The external maintenance of the buildings such as the foundation and the PESS buildings are poor. They look run-down and out-dated. Also the external maintenance of the student Accommodation (especially Cappavilla and Thomond) are poor. They look run-down but have potential to be fixed easily.
- The footpaths around campus could do with upgrading
- The footpaths from the main entrance to main area of the university- The concert hall etc.
- The functionality of the student cards....I had several weeks at the start of the semesters where my card wasn't coded right and didn't always work
- The grass around campus needs to be cut more often and with a bit more care and attention. Hedges and bushes need to cut back or removed they are very untidy. Dog dirt around campus needs to be lifted or ban dogs from using campus.
- The heating in a lot of the room's especially main building or Schuman with a full class it is far too warm even with windows open. Also the seating in main building and Schuman the chair with fold over desk is uncomfortable and often not very stable to lean on.
- The heating, a lot of the rooms that I use, seem to be very cold all the time. And in the library also, heating would be great.
- The lack of bike paths

- The lack of parking and study areas
- The lack of promotion of the green initiative programmes (i.e. the orchard and the roof garden), the security of campus at night (i.e. no emergency phone stations posted on campus)
- The lack of street lights/cameras from Kemmy to Main Building, i.e. The Kemmy Walk
- The lack of wheelchair access around campus is appalling. It is shameful some buildings are not wheelchair friendly for example the foundation building. Also the fact a wheelchair user is expected to use the road beside the foundation building at night to go from the main campus to get to the car park or the Dromroe area is disgraceful. Also the delay in repairing the elevator in main building was ridiculous, it was week 8 before it was repaired after its breaking down over Christmas break. Also the fact the university does not cater to those in wheelchairs for graduation ceremonies is horrendous.
- The level of security around the campus at night. Cleanliness levels within the university. Many of the seating areas in classrooms and lecture halls in the main building are not adequate
- The library, excluding the ground floor, is far too warm, even in winter. The top floor in particular is the worst, and the heating is usually on quite high with students going around in light clothing (e.g. t-shirts) opening windows to let some of the heat out. It gets very stuffy and becomes extremely difficult to do work when on some occasions sweating while sitting down because of the sheer level of heat. I would suggest turning down the heating on the top floor especially, maybe having it on less frequently, especially during summer months. The library does not have enough ventilation; there are large sections without external windows. The overheating in the library makes it far too difficult to do work, and can result in students getting sick because it is so hot in comparison to any other buildings students may use. It may help to have a slight increase in the amount of security on campus at night, although I have never heard of any safety issues after dark, it's just that students often do not feel safe walking home from college when it is dark. The cycle path from the main entrance (flagpoles) to just as far as the crossing for the library has been in terrible condition for at least the past 4 years and as one of the busiest routes on campus, I think it should be fixed as it is currently quite dangerous for cyclists unless they hugely reduce speed on this path. As many bike racks as possible should have some sort of shelter from rain. Security (such as CCTV cameras) should be increased firstly in problem areas where bikes have been stolen, cars broken into, etc. From other students I have heard that areas around the P.E.S.S, the arena and the east gate car park have been prone to theft at least in the last year.
- The lighting going out to the flag poles entrance on the old footpath have been off at night a couple of times I have made the journey late at night. That footpath could do with a resurface, very uneven and could trip over ridges around manhole covers.
- The lightning in the teaching areas could be a bit better as well as the heating system. In the bigger lecture hall the AC comes on usually in the middle of the class making it drafty and cold.
- The main areas of improvement are the same that are highlighted each year by students. More accessible 24 study rooms and also WiFi that extends to all parts of the buildings!!
- The Main Building has an extremely confusing layout.
- The main building is difficult to navigate and the library is too small. The chairs in the library are very uncomfortable when sitting for long periods of time. I would like if the roof garden remained open during the day so that students did not have to go to reception to get a key.
- The main building needs more sign posting or something. I'm here 4 years and I still get lost every week.
- The maintenance of buildings, the inside main buildings walls need to be painted
- The maintenance of Maguire's pitches is substandard. The red raisin is always dirty, I have observed cups being left there in the morning 9.30 AM and still being on the tables in the evening 7.00 PM. Navigation in the main building is hard especially if looking for somewhere new
- The navigation or directions to buildings need to improve upon. It is very difficult to find which building is where as I am an International student and had missed my orientation and I had great difficulties in finding buildings. I was lost for hours to reach the right building. But now I am very much aware of which building is where. But for International students like they would need proper directions as they would new here and would not be aware of the building locations.

- The older classrooms and buildings
- The overall availability of study spaces. There are very few alternative places to study when the library fills up around exam time or illness is endemic on campus. Most buildings remain closed or locked, especially on weekends. The 24 hour room is cold and loud, and the adjacent study room has poor lighting for work at night. While I realize security is of particular import, I feel having buildings open more often (or in the case of the new Analog building, at all for general students) would greatly benefit students trying to study by at the very least providing variety.
- The parking facilities at times are a little stretched. Also the number of entrances/exits to the campus is inadequate.
- The parking is an absolute disgrace. For staff car parks there should be a barrier with staff having a swipe card (like what is done in every other college in Ireland) so that students can't get in and this will then stop all the clamping unless your aim is to make money on clamping. There is a huge shortage on spaces for students, which is mental considering the amount of students that attend college here, I'm sorry but can we not put 2 and 2 together. What this pay parking business too, it's crazy, we pay enough money on fees without having to pay for parking to attend class on top of it. Also there needs to be dedicated parking spaces for campus accommodation. Dromroe no longer has a car park for its residence. Look in other words, ye need more parking, it's a simple thing and it need to be FREE.
- The parking spaces
- The parking System in UL! It's awful, the whole new paid parking system is terrible. And parking near your building is just not available all the time so you end up having to park ages away from campus or paying for parking. This is a little bit unfair because you pay fees and registration, free parking wouldn't break the bank.
- The rest rooms should be cleaner.
- The rooms need to be at an adequate temperature. For example KBG12 and C1061 are always too hot and because there are no windows we just have to put up with it. This extreme heat is uncomfortable and impossible to pay any concentration in and basically if it's too hot attending a lecture/tutorial in these rooms is a waste of time.
- The rooms on Floor 3 in the Schrodinger are always too cold due to the air conditioning.
- The services provided by the department could be shown or advertised more clearly
- The sign posting could be better. They could be pointed a bit better, also have more around the place. Perhaps have big maps of the campus with layout and names etc. So if you are looking for the Kemmy up by the Courtyard, you will know exactly where to go. There are a few dips in the ground (most noticeably outside the Foundation Building) where a lot of rain gathers, making big pools of water which can be quite bad if you accidentally step in one.
- The sign-posting.
- The student parking systems. The majority of car parks around today are pay car parks, and for students living off campus that cost comes to often 15euro per week which is un-affordable for many of us. Forcing students to park illegally all over campus and making the place look messy, or else getting clamped by the security staff
- The toilet cleaning (near scholars); night time security
- The toilet facilities in A and B block are too small and old. The Schrödinger toilets need updating. The air con is good in certain rooms but others are very stuffy. The seats in the Jean Monet are falling apart.
- The toilets closest to Red Raisin are tiny, it would be much better to have a larger bathroom like Kemmy Ground floor or even the women's bathroom in EGO10. Toilet lids are often broken off, personally I'm paranoid about bacteria becoming air-born and potentially inhaled when I flush. Schumann is more cramped and dark, it feels old. Schumann can be a bit grotty, the couches on the 2nd floor make me feel as if you'd get an asthma attack if you even looked at them too long. There are some very nice lecture rooms in Schumann. The seats in Jean Monet has very few writing surfaces. It's difficult to find a comfortable position to listen and take notes. Some seats are bent back too far. They're comfy enough to doze off in, but with the same lecturer and class in KBG12 I can focus for the whole lecture, I have a satisfactory posture, and there are ample writing surfaces.
- The walking path.
- There could be more studio space in the Foundation Building. Also more space for students in the Library
- There has been an issue with Wi-Fi for far too long and it needs to be fixed ASAP. Slow connections in some places, and some buildings have commonly used rooms with no



connection at all.

- There has been some heating issues in far end of the Schumann building, classrooms allocated have been cold with a draught coming in the window. I'm not sure if catering is under the building & estates remit but better catering facilities should be available in the Kemmy / Schumann buildings, particularly on Saturdays & on evenings when part time courses are scheduled.
- There is a lack of free arming facilities at peak times which causes frustration to people coming to the university after 10.30am.
- There is not enough free public car park spaces. Dromroe Village does not have a car park
- There is not enough free student parking and too much parking is allocated to staff. This problem has been raised by a number of students on many occasions.
- There is too much of the campus green areas. There should be game crops or wild flowers sown in places like the grass areas around the river, the back of Drumroe etc., the wildlife that these would benefit would be great and it would benefit the bees too. A small touch of vermin control would go a long way. There is a very high population of grey crows and magpies on campus.
- There is trash everywhere around construction site.
- There needs to be a better camera system put in place at each bike rack area. Not everyone is aware of the bicycle safe sheds and I know a number of people's locked bikes have been stolen and the identity of the thief has not been able to be uncovered due to lack of camera angles.
- There needs to be a lot more free student parking on/very near campus
- There needs to be more aware of the services the department offers. As previously mentioned I was unaware to the existence of this department. Recycling, particularly in the library, is an issue that needs to be tackled. The amount of paper wasted in there every day is ridiculous, a new system should be put in place.
- There needs to be more free student parking facilities
- There needs to be more lighting at night especially down by the PESS building.
- There should be more lighting and security around the free car park near the boat house, adjacent to Schuman. Since Dromroe residents can no longer avail of free parking in the foundation car park there should be more done to facilitate a car park for them closer to the apartments as it is dangerous for a female, in particular, to walk to the car park near the boat house alone in the night time with the lack of lightning and security.
- There's not enough parking for students, it leads to people parking in the nearby residential estates and causing problems for non-student residents of these estates
- They need to raise awareness about the green campus initiative.
- They should really fix all of the broken automatic doors on campus, and make all of the buildings, especially the library, wheelchair - friendly. I have also noticed that there are potholes on the pedestrian paths between the SU, the library, and the buildings downhill from the library.
- They're always cleaning the bathrooms when I need them
- They're doing a good job, I can't think of anything.
- Toilet facilities, signposting.
- Toilets (x2)
- Toilets and traffic regulation
- Toilets are disgusting in a lot of places around campus could all do with a refurbishment and parking spaces are not sufficient when you try park on the side the free parking which was not obstructing anything security said we would be clamped anymore build a proper car park multi-storey maybe and then everybody would be happy also 3 euro for paid parking is very pricey for students that have to travel in by vehicle not everyone lives in walking distance or close to buses 1.50 would be a fair price?
- Toilets are often in disrepair and unclean, classrooms often have broken seating or equipment. Schrodinger is cover in copper but does not have essential basic equipment.
- Toilets can be dire at the end of the day
- Toilets in certain areas
- Toilets in some buildings need a bit more maintenance than others.
- Toilets need upgrading in Main Building. New toilet facilities needed. The footpaths need to be maintained better. A lot of trip hazards externally. Blind and visually impaired people find it hard to walk over potholes and trips. A lot of the brickwork on



the ground needs to be grouted and bricks reset in the ground as they are trip hazards.

- Toilets. E.g. psychology department, library
- Traffic management
- Understanding the department's duties
- Unsure (x2)
- Unsure of what the Buildings and Estates Department specifically provides.
- Ventilation and heat - particularly in Schrodinger building.
- Ventilation And heating/cooling of the classrooms
- Ventilation in library and Schrodinger building
- Ventilation in toilets
- Ventilation within some buildings as it may sometimes be suffocatingly hot e.g. Health sciences
- Very little student parking, creates unnecessary stress and late entry to lectures especially on days when members of general public have used up all available parking. It is disappointing that students are expected to pay £3 per use for some carparks when lectures can be all over the campus.
- Walk paths
- Walkway between fountain at library and security hut is always muddy
- Warmer classrooms; better chairs/desks
- Warmth
- Waste
- We need increased public parking and all pay car parks should be abolished, students pay enough money through fees to the college, paying an extra £3 per day is not fair
- Well - I wasn't aware of a lot of the things asked about in this questionnaire, so the biggest lack for me is awareness - there should be something that makes me aware. I can see from the next question there is a Buildings & Estates website, but I wasn't aware and I don't feel the need to visit it anyhow. I would suggest an infographic in reception area that lights up when you touch it (so that it isn't vying for your attention when our environments are already full). I am a bit bothered that I can't seem to have handy waste separation units when I want to discard apple butts, paper, etc.
- Well some lecture halls like DG016 are awful. There's broken chairs and like 7 tables for about 250 seats.
- Wheelchair accessibility along the campus. No access from Kemmy to Library at night.
- While parking spaces are fine in the morning if you are arriving after 10am usually there is a shortage of spaces. I do believe that expecting people to pay every day for parking in the carparks is a little unfair considering the fees we've paid already, but at the same time there is a free carpark but that is sometimes full. There is a shortage of cigarette/ashtrays in some areas which leads to cigarette butts being thrown on the ground, smokers often do not want to litter but feel there is no choice. Some nice modern ashtrays could be provided throughout campus somewhat more. Some of the toilets particularly the smaller ones could be kept a little cleaner and more consistently full of toilet paper. I think that the Red Raisin area is disgusting and dirty and maybe some attention could be paid to this, when compared with the cleanliness of Eden there is a big difference.
- Wi Fi
- Wi-Fi connections
- Wi-Fi network is too slow on campus, makes project work and assignments more frustrating.
- Wi-Fi on campus. Car parking facilities.
- WI-FI ON NORTH CAMPUS IS NON-EXISTENT. More public parking spaces for students
- Windows of the main building. Drafts and whistling in winter, too stuffy in summer because not enough can be opened.
- Within the computer science building (CSG 001) to be exact is always freezing when we have an early morning double class. We have to bring scarfs as blankets to keep warm. This is appalling and embarrassing when international students comment on it! Wi-Fi connections are exceptionally poor. Especially in the library of all places! The lack of sound working on computers within lecture halls is also embarrassing. Lecturers have to spend ages trying to figure out why it isn't working old to be told that the sound is broken. Security presence walking home needs to upped. I was approached by a man in a vehicle a few weeks ago walking from UL to my accommodation on a Sunday night. He was of non-national decent and was by himself. He asked would I like a lift

home but in no way seem sincere. I haven't travelled back down to college on a Sunday since this event happened. I now have to get up at 5am on a Monday morning to make the journey down to be in class for 9am. As a final year student, I just don't need this added pressure and stress.

- Within UL, parking is poor enough for students, the fountains look shabby and some of the buildings look old fashioned.
- Would like more security at night time as well as more street lighting.

## Appendix 4AX - Final Comments

- A LOT MORE PARKING NEEDED!!!!
- Again public parking and access and exit from the college. I have often been stuck for up to an hour if I leave at 6 pm and have been parked near Cappavilla. An exit on the Clonlara side would be very beneficial as well as the provision for more free parking
- Again, more parking spaces are needed.
- Again. PARKING.
- All good, thanks.
- An easier to read, more comprehensive map would be very useful for the website with the building codes included
- Annual Student Parking Pass - Linked with student card, Cheaper than current parking rates; New Entrance/Exit to Campus.
- Any security or maintenance staff which I have encountered on campus have been smiling and very friendly looking, which is always nice to see.
- As previously stated I am unsure of the responsibilities of the dept. All staff in UL, very polite, pleasant and helpful.
- BUILD MORE PARKING
- Campus security need to focus on other things other than where cars are parked
- Car park for Dromroe, Please
- Communication channels good.
- Consider new AC for computer labs in B2 can't see the board in computer labs when they are used for lectures; due to pillars and partitions and bad placement of projector screens. Horrible learning environments all of them. Knock walls in main building bathrooms far too tight also swinging doors dividing corridors in main building not wheelchair friendly at all.
- Dealing with this department and security personnel when clamped leaves a lot to be desired. I personally was clamped in an area which was not marked as an area where clamping was in operation or that I was prohibited from parking in. The people I dealt with in order to get unclamped and to raise these issues with were very rude and dismissive.
- Disability Access is a major issue which needs to be dealt with immediately.
- Doing a great job so far and keep it up
- Extra soap on the toilet (not a shared soap for everyone, that's unhealthy!); extra tissue to clean your hands (not a hand dryer)
- Few bad experiences with security over the past two years with regards to dealing with parties and noise in undergraduate/postgraduate student accommodation in Thomond Village. When I rang security they were unhelpful, wanted to know my name and what year I was in, didn't take the complaints seriously. This happened twice last year and both times they didn't turn up in the end.
- For the building and quality of the care received on the universities grounds, without a doubt UL is the most clean and beautiful university in Ireland.
- From visiting other colleges I believe UL has better run buildings than most colleges.
- Good luck with your survey.
- Great job
- Having worked in Buildings and Estates in University of Glasgow myself I understand it is difficult to implement major (and even minor!) changes on campus. Recycling facilities could be much improved across campus. Students are a unique cohort of society who actively want to recycle and are willing to do so. It is up to B&E to exploit this trait by providing the correct type of bins across campus. The perfect bins are not available in Ireland but they are in Europe. Why don't UL lead the way for Universities across Ireland in diversifying the user experience. Thousands of multi-profile visitors attend UL annually and every one of them uses a bin. It is a key area which we can communicate as being world-leading, standard setting and thoughtful in our approach to everything we do. Measuring our output in each stream and publishing the comparisons between us and our competitors will speak volumes in improving our attractiveness as a University and as a campus. Same goes for energy efficiency especially in the resident halls. Students want to make a difference, it is up to us (you) to give them that outlet in the target area we desire a difference to be made. Savings made are tracked and communicated daily/weekly and the students get to benefit from the savings made. They need to understand why you want to save energy - involve them in the decision. Climate change taxes or EU fines etc. etc. I have been very impressed with the B&E department since my move to UL and I think you are doing a

great job. Keep up the good work.

- Honestly I never knew that a building and estate department existed. Maybe more interaction with the student body would go a long way.
- I also think that the AstroTurf pitches are kept very well as well as the sports arena.
- I am not entirely sure if this department is responsible for the parking system in college, but what I've mentioned previously is constructive criticism.
- I did not know the building and estates department existed
- I didn't know about the green plan until I did this survey.
- I don't really know what it is
- I feel that the buildings and estates department are working very well and make my experience in the college much more enjoyable
- I feel they are doing a good job little improvement needed
- I mentioned the issue of getting from the CSIS building (or Kemmy / Schumann) up to the library for people with disabilities when building with lifts are closed. I am aware the gradient of the hill would make a direct solution difficult but could a short pathway from the CSIS to the Crèche be a simple possibility (Maybe just ensure its well-lit like the rest of the pathways). It would be like a shortcut for when the foundation building was closed and someone with a disability wanted to go from the lower end up to the Library, they would either have to go up and around the Foundation building and onto the road which is a safety hazard and the gradient is even steeper. The other option is go around by Kemmy and out by the round-a-bout and then back which could add 30-45 minutes to someone's journey in a wheelchair or walking sticks. That's obviously not fair and for anyone without a motorized wheelchair the journey would put a lot of unnecessary strain on their arms and body
- I recently read that UL spend something like 5.6 million for the Noonan's contract. For this sort of money I would expect that that public places like red raisin would be kept a lot cleaner. Also I would expect that security in the main building would be a lot better considering that it is open 24 hrs a day, I thought there would be patrols to make sure that nothing mischievous is going on considering the lack of internal cameras.
- I returned a book from Mary I to UL library's service desks by mistake once and having realised my mistake returned soon after to amend the mistake but was told the book could not be found though I'd given it to the same member of staff as I was talking to at this point. The book was never located but in future cameras would be helpful to identify who moved it/placed it somewhere else. I was informed that there were no cameras on campus I could look at in that area to help resolve the situation.
- I think an application could be designed to help navigate students, particularly those unfamiliar with the layout.
- I think in order to keep up with other universities we must keep expanding and innovating. We must never settle. Perhaps a committee could identify the needs and wants of students and try implement them as best they can.
- I think it's great that you are doing this survey. It would be also great if everyone got some feedback on the results.
- I think people need to be more aware of the department and what they do and don't do. I also think when the heating is turned on and off needs to be reassessed to create a comfortable environment for learning that does not waste heating resources.
- I think the lack of public car spaces in close proximity to certain buildings should be increased.
- I think you all do a great job!
- I was never on the B&E website.
- I wasn't aware of the website
- I would have liked to have been involved in the green initiative however I'll be finished in May. So maybe promote it more for the undergraduates.
- I would like to thank you for your hard work. I feel very satisfied whenever on campus.
- I would really push for work to be carried out on the cycle lane on the flag poles side of the road. Also a communal microwave area should be available on campus, as there is in almost all other universities.
- If the draining of the grass on campus was better, I would use the grass more often to eat lunch or play Frisbee.
- If the library falls under the Buildings and Estates, repair broken sockets at desks
- Improve parking
- Include sockets for charging
- It may be useful, particularly in the context of sending out this questionnaire to so many people, to let all these persons know the list of services and responsibilities of the Dept.

itself.

- It's good and I'm happy students get a say.
- Keep up the good work so we can continue to boast the best campus in the country.
- Keep up the good work! (x5)
- Lighting is very good and also very modern. A good place to be daily
- Make sure you keep it green. Plant trees and don't chop them down
- Metal detection, Random searching of Staff and Student should happen. Web surveillance of Staff and Students should be monitored if not already.
- More focus and respect should be given to students
- More parking
- More parking on campus and a reduction in the price of parking. More recycling options.
- More public free parking is needed
- More student free parking
- Most, if not all, of campus is beautiful, clean, and makes me feel secure. This has definitely improved my college experience thus far.
- My priority would be campus lighting at night.
- Need more study rooms; not enough space in library
- Need to make their classroom requests form more available to C&S - E.g.; Upload form to ULSU.ie site under the C&S admin docs.
- Never heard much about you but I suppose you're important.
- Never heard of it
- Never really had to engage with them, maybe that means they are doing a good job!
- No comments really. Keep up the good work
- No, keep up the good work
- Overall I am very pleased with the support and services offered by the Buildings and Estate Department
- Overall quite happy with what the Buildings and Estates Department provide
- Overall UL is an amazing campus and I'm so happy that I've had the ability to call it home for the past 6 years. However, I do feel that navigation and improving people's knowledge of what builds are which would greatly improve people's class attendance as well as making it easier for international students to make their way around.
- Parking major issue
- Please do something about the parking. I live 20 minutes away & drive & it's not fun.
- Please improve the bicycle lane and pedestrian path which goes from the large flagpoles (main entrance to campus) and up to the campus buildings.
- Please keep majority of the parking free in UL. It makes it easy to commute and to exercise in the arena.
- Please make better detailed maps for first year students, especially of the internal main building
- Please, please, consider getting additional parking in UL.
- Provide a few more space for 24 study spaces a month from start of exam time only.
- RECYLING- please!!!
- Residents of Dromroe should have assigned parking like all other student villages.
- Serious improvements need to be made to the university's disability access. This is a huge problem and really does change drastically a student's college experience. These NEED to be made a priority ASAP.
- Should have a better Wi-Fi facility. Should fix the broken chairs and fix projectors in some tutorial rooms. Other than that. There isn't much to complain about.
- Snap printing is very expensive also the price of water in the library canteen
- Some benched or places to sit outside on the green. The WIFI connection on campus outside is very bad.
- Some better Forestry management. .and I mean in the old fashion type, some missed opportunities there, plus the encouragement of woodland plants like hostas and blue bells, snowdrops... Some flower bed could do with a rake of colour like banks of delphiniums or lupins or foxgloves. The inside of the Ski Slope could do better in plants too
- Some of the security are very old. There is a big difference between the security who are young, vibrant and helpful, compared to those old security guards who I have found to be rude - dismissive and inappropriate (have a conversation on the phone, loudspeaker. I waited at the reception desk, listening to a long conversation of the

person on the phone to the security guard cursing - nothing to do with work. It was a personal phone call! )

- Some rooms are way too warm and stuffy C1067 in particular
- Sometimes it can be very hot or too cold
- Staff in green uniforms very well turned out in uniform and look professional. Good work being done on a very big campus area.
- Stop clamping in the free car park by the Schuman
- Thank you for the excellent services that ye provide.
- Thank you for you work in maintaining the campus, and keep up the good work :)
- Thank you from a committee member of Drama also. (The lights will be well used!)
- The department do an excellent job of maintaining and upgrading the campus however I feel parking needs to be improved.
- The foundation building car park should not have been changed to charge for parking or at least the cost should be lowered for students of the University
- The green areas, flowerbeds and shrubberies look great. Keep up the good work.
- The grounds of UL are a real credit
- The main buildings ladies toilets are a disgrace in most blocks.
- The main let down is the cleaning and also ventilation/ heating in some lecture theatres is poor.
- The maintenance of greeneries is excellent. - makes for a very beautiful campus
- The residence I live in, Cappavilla, is beautiful and very comfortable but has a serious spider problem. I can't open my window without having a bunch of large black spiders coming in. It's pretty frustrating.
- There needs to be greater awareness given to all students to maintain the cleanliness of UL.
- This is my first time hearing about this department
- Toilets in main building need to be upgraded and bigger in B block
- UL is a great campus but it needs to be more user friendly and approachable for students and visitors
- Unaware of how to gain access to the bike shed in the foundation building car park(needs to be clear). Car park though I don't use regularly (mainly due to the expense) is quite costly. Limited number of space in the free car park must be in early. Few bike shelters mostly just bike rack however with the weather we are so used to getting shelter is necessary so the bike doesn't rust. More segregated bins as I've said already. More navigation sign for the main building as it can be quite difficult to grasp in first year. Better lighting in CSIS building ladies bathrooms very dull and operating air filter system as the air can become quite smelly. In all I am quite satisfied with the department and what it does, especially how it creates and beautiful campus and the up keep is brilliant you often see men either cutting the grass or de-weeding the edges of the paths it is evident that the work hard to maintain a vibrant environment for its students and that it was most definitely one of the contributing factors to the university's title of university of the year 2015
- Very good from what I can see but some areas can be improved
- Very little car parking for students
- Very well organized Department
- Was not aware of website. If proper cleaning of toilets is applicable that would be appreciated.
- Waste management needs to be better addressed / higher awareness created. Food Waste Management important on campus, perhaps not addressed.
- We need more parking on campus, with barriers that maybe your student card could open like the library system.
- Well done to all staff on their great work
- Wi-Fi is a serious issue. Surely there must have been many complaints but nothing seems to be done about it.
- Would like more communication from them but overall very good and efficient.
- You are doing a great job but there is more to life than lawns. The campus is not a golf course after all.
- You provide a wonderful campus for students and it is greatly appreciated.
- You're doing a great job keep it up! :)

# Appendix 2

- Copy of Questionnaire

**Section 1 - Introduction**

1. Which of the following categories best describes your student status within UL? (check all that apply)

- Undergraduate
- Postgraduate
- Other (please specify)

2. What is your overall impression of the Buildings and Estates Department?

Very Good      Good      Neutral      Poor      Very Poor

A.                        

3. Which university building do you currently use most often?

4. Do you think that the Buildings and Estates Department are responsible for any of the following services?

	Yes	No	Don't Know
Cleaning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Print Room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Waste Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reception	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Space Allocation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance of Buildings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Networks (phone, computer data,...)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scheduling of Classrooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Catering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sports Field Maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student Accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Car Parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Major Building Works	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance of Grounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Art Works	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Waste Recycling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



**Section 2 - Personal safety on campus**

1. Do you agree or disagree with the following statements?

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Health and Safety is a shared responsibility.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Security personnel have sole responsibility for the activities of participants using the campus facilities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. How safe do you feel walking alone on campus during the daytime?

	Very safe	Fairly safe	A bit unsafe	Very unsafe	Never think about security during daytime	N/A
How safe?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. How safe do you feel walking alone on campus after dark?

	Very safe	Fairly safe	A bit unsafe	Very unsafe	Never think about security after dark	N/A
How safe?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Section 3 - Security on campus**

1. Do you feel there is an adequate security presence on campus during the day?

Yes

No

Don't know

2. Do you feel there is an adequate security presence on campus during the night?

Yes

No

Don't know

3. Have you had any dealings with security personnel within the past three years?

Yes

No

**Section 3.1 - Security**

1. If you have had dealings with security personnel within the past three years, how would you rate this service under the following headings:

	Very Good	Good	Neutral	Poor	Very Poor	Not Applicable
Helpful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Efficient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Approachable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Section 4 - Green-Campus & Environmental Initiatives**

1. Are you aware that UL received a Green Campus Flag?

- Yes
- No

2. To what extent do you agree or disagree with the following?

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Environmental issues are important to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
UL is proactive in promoting better environmental awareness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The provision of waste recycling facilities on campus is adequate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. How aware are you of the following 'Green' initiatives/ facilities available on campus in UL?

	Very aware	Somewhat aware	Little awareness	No awareness
Electric Vehicle charging points	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
UL Apiary	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Roof Garden	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Orchard	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Farmers Market	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secure Bicycle Parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Smarter Travel Showers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Has the introduction of any of the 'Green' initiatives in relation to travel options changed your mode of transport?

- Yes  
 No

If YES, please indicate which initiative(s) and why?

5. Are you aware that you can gain PVA Credits (President Volunteer Awards) by undertaking Green Campus initiatives?

- Yes  
 No

6. Are you interested in taking part in any Green Campus initiatives?

- Yes  
 No

If YES, please include a contact email address:

## Buildings and Estates Student Survey 2016

### Section 5 - Estates Facilities

1. In your opinion, how would you rate the following elements?

	Very Good	Good	Neutral	Poor	Very Poor	N/A
UL signposting system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Toilet facilities in the building you use most frequently	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Campus street lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enforcement of speed limits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking provision	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking Permit Management System	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Teaching spaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public spaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of internal public spaces (e.g. bathrooms, classrooms)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of external public spaces (e.g. car parks, walkways)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Classroom environment conditions (e.g. warmth, ventilation, comfort, lighting)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Buildings and Estates Student Survey 2016

### Section 6 - Buildings and Estates

1. What, in your opinion, are the top strengths within the services provided by the Buildings and Estates Department?

2. What, in your opinion, are the areas in need of improvement within the department?

3. How would you rate the Buildings & Estates website under the following three headings?

	Very Good	Good	Neutral	Poor	Very Poor	N/a
Quality of content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of navigation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Range of information offered	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Buildings and Estates Student Survey 2016

### Section 7 - Closing Comments

1. If you would like to make any other comments regarding the Buildings and Estates Department, please feel free to do so here.

2. If you would like to be entered into a draw for an *Android 8" Tablet*, please provide your [student email address](#) below.