

7<sup>th</sup> February 2014

To:  
Julian Robinson & Emma Lovegrove  
Estates Division

Dear both,

Conscious that of late we are only in touch to report snags I thought I'd send you my team's feedback on the new space. Ahead of a departmental meeting on Monday, I asked them what their favourite thing about our new space was and this is what they said:

**My favourite thing about the new space is:**

- Being physically closer to student hotspots will make our service more accessible to them and raise awareness of our events.
- The seating plan allows for more interaction amongst all the teams. And I love the hot water faucet!
- Favourite thing is how bright and modern the office is and the new kitchen. Also really nice to be on the same floor at the resource centre.
- It's light and I have a lovely view!
- The locations-feel much more part of the school and in the centre of campus
- It puts us at the heart (spatially) of student activity which reinforces what an important department we are in terms of their LSE experience.
- We're all on one floor and I think the consultation rooms are much nicer (and quieter!)
- Its position on campus – it's great to be in the centre of things.
- The big windows
- I like the wooden floor – looks very nice and a bit different for an office
- That we are more in the heart of campus and the space is more 'student friendly'. From working on the desk I can see a change in student profile with more students popping in with general queries or dropping by because they thought they should. Using proximity to the 3 Tuns etc should make it easier for us to connect with those hard to reach students.
- Feeling more aware of what is going on around the rest of campus and actually seeing students and the activity of other parts of the school outside of appointments – and for them to see more of us on a day-to-day basis.
- And daylight.
- Very pleasant working environment overall
- The large windows down one side of the room.
- The footfall from students is something that can only be positive – hopefully we'll attract those that would never make the special trip to tower 3, ie UK undergrads.
- The convenience for the underground space and being close to the centre of campus.
- So much more natural light.
- It's five minutes closer to the tube!
- Location amongst the students...new laptops...easier Skype sessions I could go on and on
- I think staff are better integrated and although I know people fall naturally into friendship/working groups I do feel more involved with staff across the board in this space. I have also only had positive comments from students about the space and location.

- My favourite thing about the new space is: it is a lot more functional having the resources area on the same floor. It is also a lot more connected to the students union as a whole and is at the heart of campus.
- looks so sharp and professional
- Having one waiting area for all appointments has made things a lot simpler and has led to fewer students are missing their appointments due to being in the wrong place.
- Open plan office has nice feel and desk lay out feels more spacious

I also asked them what we could do to enhance the staff & student experience of the space – most of the suggestions are to do with the usage (and therefore within our control) there are one or two things which are about physical properties but most are already flagged with you.

As you'll know better than most, changes to office environments can be emotive for staff and I thought this was a really nice list to read through on a Friday!

Best  
Jenny

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