Major Steps in a Complete Walkthrough Evaluation Program

1. PLAN WALKTHROUGH PROGRAM  
   - Appoint task group  
   - Become familiar with walkthrough method  
   - Propose participant groups  
   - Propose walkthrough program  
   - Prepare talk-group work plan

2. ORGANIZE/INVITE PARTICIPANTS  
   - Decide actual participant-group membership  
   - Invite attendance  
   - Obtain acknowledgments of attendance  
   - Confirm walkthrough program

3. SEARCH/STUDY DOCUMENT  
   - Scan selected archival document  
   - List principal events and facts  
   - Prepare summary of "background" and plans

4. PREPARE FOR WALKTHROUGH  
   - Assign walkthrough roles to task group members  
   - Prepare documents and equipment

5. FACILITATE WALKTHROUGH PROGRAM  
   - Meet building management  
   - Tour building and site  
   - Conduct walkthroughs  
   - Make photographic record  
   - Take physical measurements  
   - Collage Evaluation file

6. COLLATE AND ANALYZE DATA  
   - Name recommendations by keywords/phrases  
   - Classify recommendations

7. REPORT/COMMUNICATE FINDINGS  
   - Check that evaluation file is complete  
   - Prepare one-page summary for employees  
   - Prepare summary report for management and present to discuss with them

# Equipment Used by Task Group Members During a Walkthrough

<table>
<thead>
<tr>
<th>TASK</th>
<th>EQUIPMENT</th>
<th>COMMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALL TASKS</td>
<td>Plain paper</td>
<td>Used as name tags</td>
</tr>
<tr>
<td></td>
<td>Prepared data</td>
<td></td>
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<tr>
<td></td>
<td>Collection sheets</td>
<td></td>
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<tr>
<td></td>
<td>Clip board</td>
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<tr>
<td></td>
<td>Pencils</td>
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<tr>
<td></td>
<td>Self-adhesive labels</td>
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<tr>
<td>CONDUCT WALKTHROUGH</td>
<td>Large newsprint pad</td>
<td>Used for flip-charts during introductory and review meetings</td>
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<tr>
<td></td>
<td>Marker pens</td>
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<tr>
<td></td>
<td>Masking tape</td>
<td></td>
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<tr>
<td></td>
<td>Drawing pens</td>
<td></td>
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<td></td>
<td>Cassette tape</td>
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<tr>
<td></td>
<td>Recorder and tapes</td>
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</tr>
<tr>
<td>MAKE PHOTOGRAPHIC RECORD</td>
<td>Camera - SLR 35MM</td>
<td>An advantage to have two if using different films</td>
</tr>
<tr>
<td></td>
<td>Lens - 35-80 MM zoom or equivalent</td>
<td>Provides acceptable distortion-free views of interior spaces and close-ups of building details or people at a distance.</td>
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<tr>
<td></td>
<td>Tripod</td>
<td>Color slides are most versatile. Can obtain black and white prints for reports yet have slides for presentation to groups</td>
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<tr>
<td></td>
<td>Film -- 400 ASA</td>
<td></td>
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<tr>
<td></td>
<td>Filter - neutral density</td>
<td>To screen strong sunlight</td>
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<tr>
<td>TO TAKE PHYSICAL MEASUREMENTS</td>
<td>Measuring tapes</td>
<td>For linear dimensions</td>
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<td></td>
<td>Flashlight</td>
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<td></td>
<td>Light meter</td>
<td>Lighting levels (lux)</td>
</tr>
<tr>
<td></td>
<td>Sound level meter</td>
<td>Interior/exterior sound level (dBA)</td>
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<tr>
<td></td>
<td>Whirling hygrometer</td>
<td>Air temperature (°C) humidity</td>
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<tr>
<td></td>
<td>Cat-thermometer</td>
<td>Low valve air speed draughts</td>
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<td></td>
<td>Smoke tubes</td>
<td>Direction of air currents</td>
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<td></td>
<td>Daylight factor meter</td>
<td>Daylight factor</td>
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<tr>
<td></td>
<td>Anemometer</td>
<td>Exterior wind speed</td>
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<tr>
<td></td>
<td>Thermo-anemometer</td>
<td>Surface temperature</td>
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<tr>
<td></td>
<td>Surveyor's compass</td>
<td>Horizon line around the site</td>
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<td></td>
<td>Abney inclinometer</td>
<td>Angle of slope</td>
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<td></td>
<td>Spirit level</td>
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<tr>
<td></td>
<td>Plumb-bob</td>
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</tbody>
</table>
Possible Contents for a Questionnaire

About Individual Work Spaces

A. Workspace Size and Layout
   1. Actual and perceived "territory" and size of workspace
   2. Degree and type of enclosure (panels, walls, screens)
   3. Configuration, layout, seating arrangement and direction faced
   4. Location and access to windows, aisles, core, others

B. Furniture and Space Dividers
   1. Chairs: number owned, comfort, adjustability, movability, safety
   2. Work surfaces: ; number owned, comfort, adjustability
   3. Storage: amount needed and available, type of items stored, degree of accessibility
   4. Display: personal and work-related items
   5. Walls, space dividers: types, sizes, number, location, opacity, door presence and use
   6. Flexibility: frequency and type of relocation, reconfiguration or rearrangement of workspaces/workgroups
   7. Modifications made by users, and rationale

C. Equipment Use Patterns
   1. Type(s) of equipment used, accessories used
   2. Purpose, frequency and duration of use
   3. Location, access, shared or sole use
   4. Comfort, satisfaction in using
   5. Human factors in equipment use
D. Ambient Conditions
   1. Noise: type, sources, frequency and responses
   2. Air quality: odor, clarity, movement
   3. Lighting: natural and artificial/ceiling, task and ambient/direction/quality
   4. Temperature: comfort and fluctuation
   5. Electrical service: availability and adequacy
   6. Controls over ambient conditions
   7. Environmental "clarity": circulation, pathfinding and cues
   8. Security of possessions, personal safety and physical hazards
   9. Maintenance and repairs
   10. Outside awareness and view

E. Work Space Design
   1. Esthetics: forms, materials, colors
   2. Status-communication through workspace design
   3. Worker participation in design decision process
   4. Art in the office program

F. Privacy
   1. Speech privacy
   2. Noise distraction
   3. Visual distraction
   4. Seeing and being seen by others
   5. Control over access and intrusions
   6. Number of people sharing space

G. Interaction and Communication Patterns
   1. Quality and ease of communication
   2. Environmental supports for communication

About Workers and Their Jobs:

H. Demographic, static and dynamic anthropometric data
I. Activity, time at activity, shift-work or flexitime and space use patterns
J. Health, discomfort, disability problems/type and degree
K. Job title, characteristics, functions and tasks
L. Bottom-line measure: Job Performance/Job Satisfaction/Environmental Satisfaction
About Organizations:

M. Workgroups and Structure
   1. Workgroup size, identity, and boundaries
   2. Work flow within and across workgroups
   3. Supervisory method, span of control, decision-making

N. Support Spaces and Services
   1. Meeting spaces, availability and suitability
   2. Support spaces: mail, library, copying, filing, cafeteria, etc.