

Student Accommodation Survey 2020-21

Agnes Blackadder Hall

Introduction:

This report is based on the responses collected from the December 2020 Student Accommodation Survey.

In analysing the results, the 'not applicable' responses were removed to provide an accurate breakdown of responses.

To ensure easy analysis of information in the bar and pie charts, the very satisfied and satisfied responses have been combined to represent overall satisfaction. Likewise, the dissatisfied and strongly dissatisfied responses have been combined to represent overall dissatisfaction. The individual breakdown of responses has been preserved in the separate survey reports.

Average results have been calculated for each category and are presented alongside the individual responses to the category questions for ease of reference.

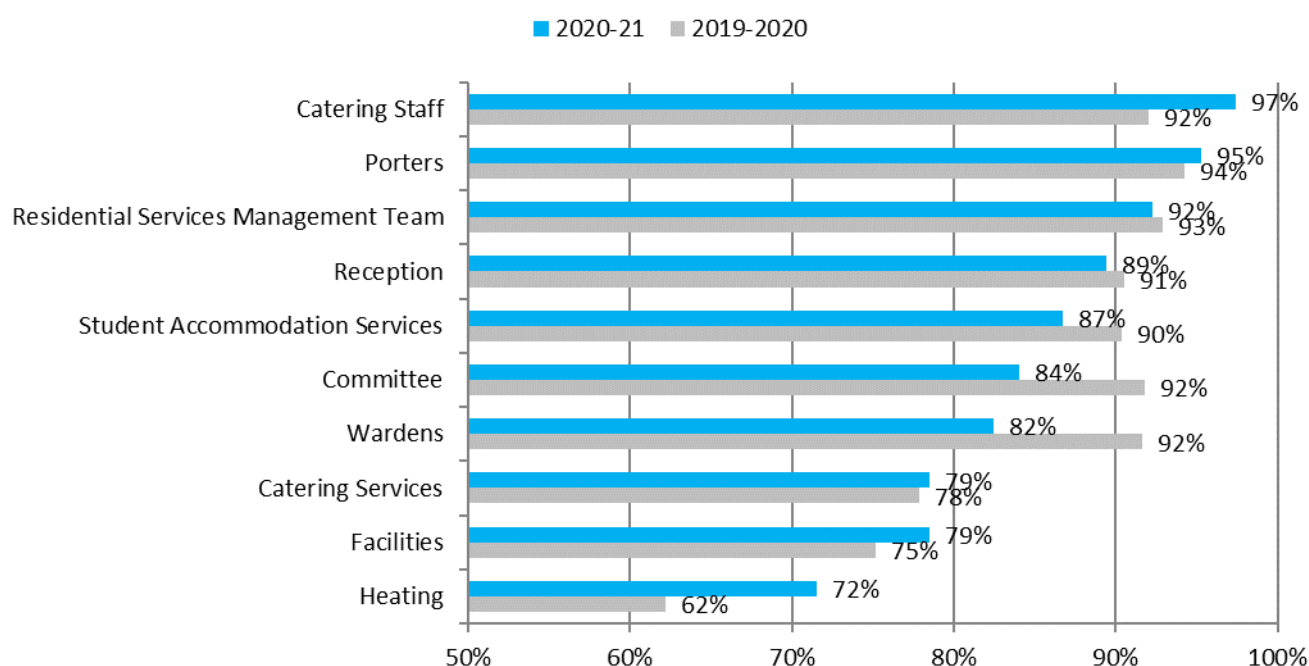
The survey results showed a notable difference in International student satisfaction compared to Home/EU student satisfaction; therefore, the overall satisfaction and catering satisfaction categories are broken down further and also presented by Home/EU and International satisfaction.

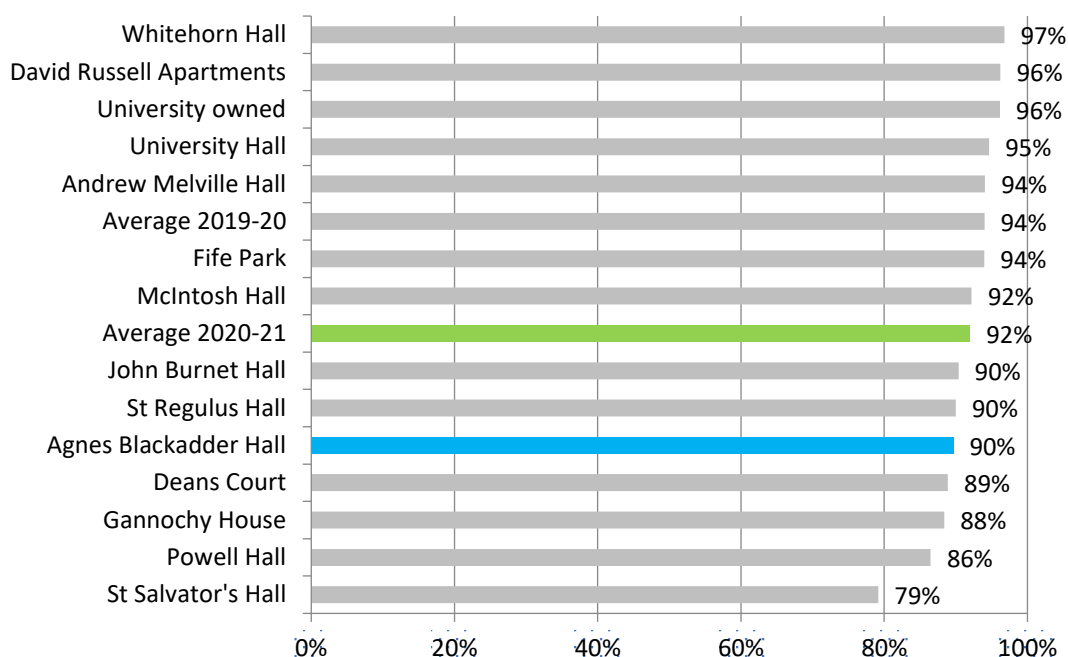
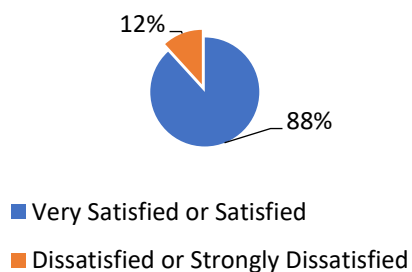
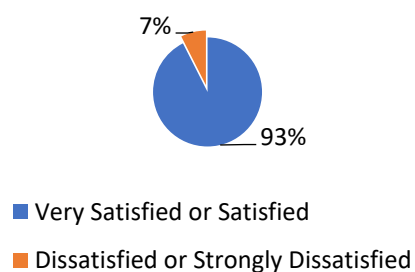
Demographic Breakdown:

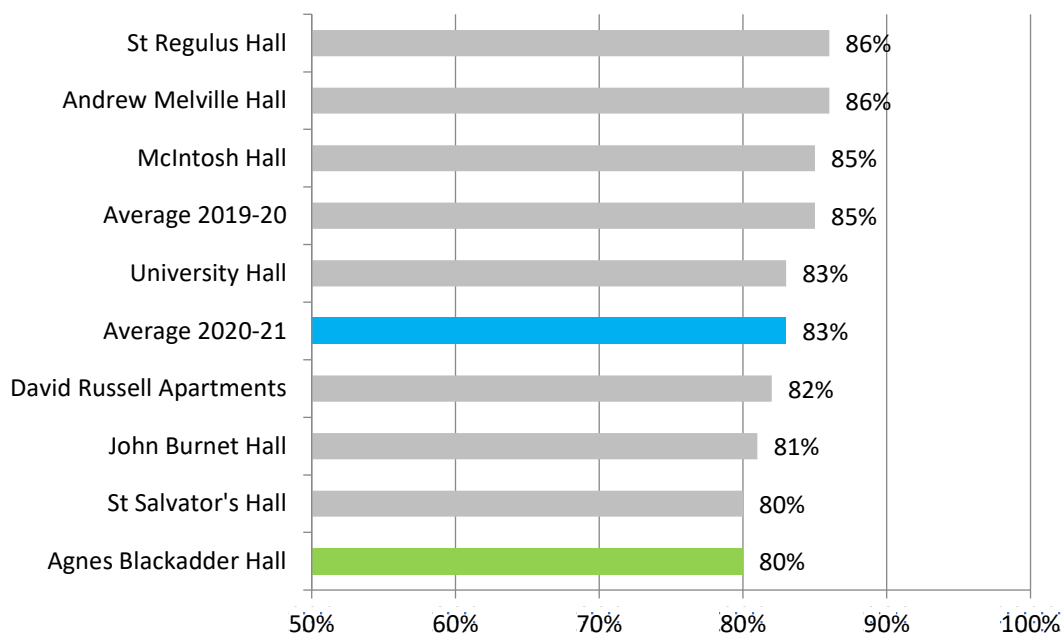
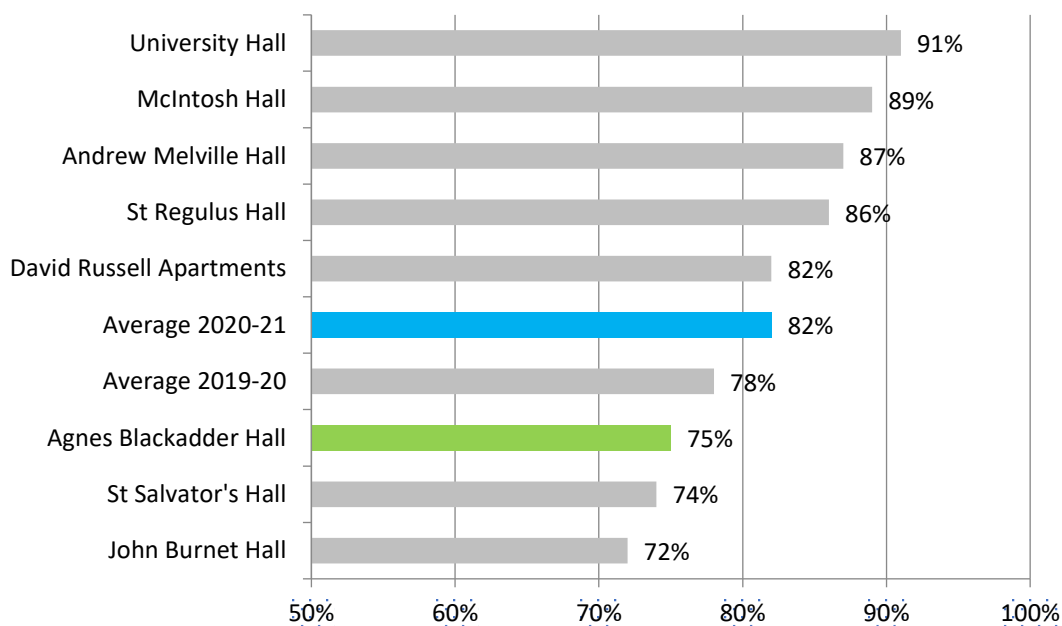
Total respondents:	1501		
Male:	563 (37.5%)	Female:	924 (61.5%)
Non-binary:	13 (1%)	Other:	1 (0%)
Average age:	19.6		
Undergraduate:	1290 (86%)	Postgraduate:	211 (14%)
Home/EU:	1026 (68.4%)	International:	475 (31.6%)
Self-catered:	630 (41.5%)	Catered:	887 (58.5%)
Year of Study:			
1st:	958 (64%)	2nd:	221 (15%)
3rd:	98 (6%)	4th:	74 (5%)
Postgraduate:	150 (10%)		

Number of students by residence who completed the survey

Residence	Survey responses	As a percentage
Agnes Blackadder Hall	215	14%
Andrew Melville Hall	139	9%
Angus House	4	0%
David Russell Apartments	381	25%
Deans Court	9	1%
Fife Park	155	10%
Gannochy House	45	3%
Gregory Place	5	0%
John Burnet Hall	53	4%
McIntosh Hall	83	6%
Powell Hall	76	5%
St Gregory's	6	0%
St Regulus Hall	64	4%
St Salvators Hall	75	5%
Stanley Smith House	12	1%
University Hall	115	8%
Whitehorn Hall	64	4%
TOTALS	1501	100%

ABH - year on year overall survey category satisfaction

How satisfied are you with our service overall?**EU/Home student overall satisfaction:****International student overall satisfaction:**

Overall Home/EU student catering services satisfaction:**Overall International student catering services satisfaction:**

Survey results

Overall Satisfaction Question

How satisfied are you with our services overall?

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	36	18%	22%
Satisfied	146	72%	71%
Dissatisfied	19	9%	7%
Strongly Dissatisfied	2	1%	1%

203

Disability

If you declared a disability on your accommodation application form, how satisfied were you that your needs were met?

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	0	0%	36%
Satisfied	11	85%	47%
Dissatisfied	1	8%	10%
Strongly Dissatisfied	1	8%	7%

13

Portering Service

The quality of our portering service:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	60	31%	39%
Satisfied	128	66%	56%
Dissatisfied	3	2%	3%
Strongly Dissatisfied	3	2%	2%

194

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	87	41%	42%
Satisfied	111	53%	48%
Dissatisfied	9	4%	8%
Strongly Dissatisfied	4	2%	2%

211

Reception**The quality of our Reception services:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	66	31%	34%
Satisfied	134	63%	58%
Dissatisfied	11	5%	6%
Strongly Dissatisfied	2	1%	1%

213

The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	54	27%	34%
Satisfied	129	64%	58%
Dissatisfied	15	7%	7%
Strongly Dissatisfied	4	2%	2%

202

The availability of these staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	28	13%	25%
Satisfied	146	69%	60%
Dissatisfied	36	17%	13%
Strongly Dissatisfied	3	1%	2%

213

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	71	34%	38%
Satisfied	122	58%	53%
Dissatisfied	16	8%	8%
Strongly Dissatisfied	2	1%	1%

211

Residential Services Management Team**The quality of the service provided by Residential Services Management Team:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	42	22%	28%
Satisfied	134	71%	64%
Dissatisfied	12	6%	6%
Strongly Dissatisfied	2	1%	2%

190

The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	41	23%	30%
Satisfied	121	68%	60%
Dissatisfied	12	7%	7%
Strongly Dissatisfied	4	2%	3%

178

The availability of these staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	35	19%	25%
Satisfied	131	72%	63%
Dissatisfied	16	9%	10%
Strongly Dissatisfied	1	1%	2%

183

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	56	30%	35%
Satisfied	120	65%	56%
Dissatisfied	8	4%	7%
Strongly Dissatisfied	2	1%	3%

186

Catering Staff**the quality of the service provided by the catering staff**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	80	52%	55%
Satisfied	68	44%	41%
Dissatisfied	6	4%	3%
Strongly Dissatisfied	1	1%	1%

155

the friendliness and approachability of the staff

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	101	65%	65%
Satisfied	54	35%	34%
Dissatisfied	0	0%	2%
Strongly Dissatisfied	0	0%	0%

155

the overall responses to questions & queries you ask them

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	68	44%	48%
Satisfied	82	53%	49%
Dissatisfied	5	3%	3%
Strongly Dissatisfied	0	0%	1%

155

Catering Services**The quality of the food provided in your residence:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	19	12%	18%
Satisfied	93	60%	62%
Dissatisfied	27	17%	15%
Strongly Dissatisfied	16	10%	5%

155

the information provided on our Knowledge Information Boards:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	16	10%	11%
Satisfied	121	79%	76%
Dissatisfied	15	10%	11%
Strongly Dissatisfied	2	1%	1%

154

The taste of the food:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	14	9%	15%
Satisfied	97	63%	63%
Dissatisfied	33	21%	19%
Strongly Dissatisfied	10	6%	3%

154

the overall catering experience of breakfast:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	36	23%	33%
Satisfied	89	58%	51%
Dissatisfied	28	18%	14%
Strongly Dissatisfied	1	1%	2%

154

The range and choice you have at different meals:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	24	16%	17%
Satisfied	80	52%	56%
Dissatisfied	43	28%	24%
Strongly Dissatisfied	7	5%	3%

154

the overall catering experience of lunch:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	23	15%	24%
Satisfied	109	71%	64%
Dissatisfied	17	11%	9%
Strongly Dissatisfied	5	3%	2%

154

The serving times for meals in residences:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	49	32%	31%
Satisfied	84	55%	56%
Dissatisfied	18	12%	11%
Strongly Dissatisfied	3	2%	2%

154

the overall catering experience of dinner:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	25	16%	25%
Satisfied	106	69%	63%
Dissatisfied	17	11%	10%
Strongly Dissatisfied	6	4%	3%

154

The information provided about our menus:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	32	21%	27%
Satisfied	94	61%	56%
Dissatisfied	23	15%	14%
Strongly Dissatisfied	5	3%	3%

154

How satisfied are you that our catering service offers good value for money?

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	15	10%	19%
Satisfied	81	53%	55%
Dissatisfied	50	32%	20%
Strongly Dissatisfied	8	5%	6%

154

The actions we take arising from the 'You said, we did' feedback:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	8	5%	12%
Satisfied	116	75%	75%
Dissatisfied	24	16%	11%
Strongly Dissatisfied	6	4%	2%

154

Student Accommodation Services**The quality of the services provided by Student Accommodation Services:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	29	14%	21%
Satisfied	151	74%	69%
Dissatisfied	19	9%	7%
Strongly Dissatisfied	6	3%	2%

205

The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	35	18%	25%
Satisfied	134	70%	64%
Dissatisfied	15	8%	8%
Strongly Dissatisfied	7	4%	3%

191

The application process:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	27	13%	22%
Satisfied	139	67%	62%
Dissatisfied	33	16%	13%
Strongly Dissatisfied	9	4%	3%

208

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	61	31%	34%
Satisfied	123	62%	60%
Dissatisfied	11	6%	4%
Strongly Dissatisfied	5	3%	2%

200

The response time for questions and queries:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	38	20%	24%
Satisfied	125	66%	61%
Dissatisfied	21	11%	12%
Strongly Dissatisfied	6	3%	4%

190

Wardens**The quality of our Wardennial Services:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	38	20%	24%
Satisfied	125	65%	57%
Dissatisfied	19	10%	12%
Strongly Dissatisfied	10	5%	6%

192

Hall/residence discipline:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	21	11%	16%
Satisfied	115	60%	56%
Dissatisfied	39	20%	19%
Strongly Dissatisfied	16	8%	9%

191

The availability of the Wardennial staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	38	21%	25%
Satisfied	128	69%	59%
Dissatisfied	14	8%	12%
Strongly Dissatisfied	5	3%	5%

185

Pastoral/welfare support and advice:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	26	16%	20%
Satisfied	102	62%	59%
Dissatisfied	28	17%	13%
Strongly Dissatisfied	8	5%	8%

164

The friendliness and approachability of Wardennial staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	52	27%	29%
Satisfied	101	53%	49%
Dissatisfied	31	16%	14%
Strongly Dissatisfied	8	4%	8%

192

The overall response to questions and queries you ask Wardennial staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	30	18%	24%
Satisfied	124	73%	64%
Dissatisfied	9	5%	8%
Strongly Dissatisfied	6	4%	5%

169

The hall/residential community:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	48	24%	27%
Satisfied	118	59%	57%
Dissatisfied	28	14%	12%
Strongly Dissatisfied	6	3%	4%

200

Student Committee**The accessibility of the Committee:**

	RESPONSES	%	AVERAGE
Very Satisfied	56	33%	27%
Satisfied	95	56%	62%
Dissatisfied	15	9%	9%
Strongly Dissatisfied	3	2%	3%

169

The events they organise:

	RESPONSES	%	AVERAGE
Very Satisfied	55	31%	27%
Satisfied	85	48%	53%
Dissatisfied	29	16%	15%
Strongly Dissatisfied	7	4%	5%

176

The interaction with the Committee:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	57	35%	27%
Satisfied	84	52%	59%
Dissatisfied	17	10%	11%
Strongly Dissatisfied	4	2%	3%

162

How your subscription is spent by the Committee:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	37	23%	20%
Satisfied	94	58%	57%
Dissatisfied	24	15%	15%
Strongly Dissatisfied	8	5%	8%

163

Facilities**Study bedrooms:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	32	24%	35%
Satisfied	70	52%	55%
Dissatisfied	25	19%	7%
Strongly Dissatisfied	7	5%	3%

134

Common rooms (e.g. libraries in residences, study areas or computer rooms):

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	28	16%	21%
Satisfied	94	55%	54%
Dissatisfied	31	18%	16%
Strongly Dissatisfied	19	11%	9%

172

Bathrooms/shower rooms:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	40	20%	23%
Satisfied	117	59%	56%
Dissatisfied	32	16%	16%
Strongly Dissatisfied	10	5%	5%

199

Kitchens or pantries:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	29	14%	19%
Satisfied	114	56%	54%
Dissatisfied	45	22%	19%
Strongly Dissatisfied	17	8%	8%

205

Atmosphere and surroundings in the dining room:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	33	20%	27%
Satisfied	109	66%	58%
Dissatisfied	19	12%	11%
Strongly Dissatisfied	4	2%	5%

165

Cycle Storage:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	22	26%	30%
Satisfied	55	64%	59%
Dissatisfied	6	7%	8%
Strongly Dissatisfied	3	3%	3%

86

Laundry room and equipment:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	36	18%	20%
Satisfied	119	58%	58%
Dissatisfied	39	19%	17%
Strongly Dissatisfied	11	5%	6%

205

Recycling facilities in residential areas:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	38	20%	23%
Satisfied	127	68%	60%
Dissatisfied	20	11%	14%
Strongly Dissatisfied	3	2%	3%

188

Heating**The current heating levels in your residence:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	41	20%	29%
Satisfied	118	57%	52%
Dissatisfied	32	16%	13%
Strongly Dissatisfied	15	7%	5%

206

The heating times in your residence:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	26	13%	25%
Satisfied	109	53%	52%
Dissatisfied	56	27%	17%
Strongly Dissatisfied	14	7%	6%

205

Communication**Preferred method of communication:**

	RESPONSES	%	SURVEY AVERAGE
Email	186	70%	74%
Text	29	11%	8%
Wed Memos	24	9%	8%
Social Media	25	9%	10%
Other	2	1%	1%

266

What do Residential and Business Services do best?

Always being there.	deal with these situations” and no support for me and my flatmates talked him out of suicide until 6am as the uni was unwilling to help. No answer from nightline. The rest doesn’t fit.
Attempt to help	
Available for questions and quick responses	
Be friendly (except for some odd cases)	keep in contact
Being available for students.	Organise parcels
Catering	Overall a very friendly and safe atmosphere is created in my hall of residence.
catering	
Catering	Patient
Communicate well	Provide high quality accommodation
Communication	Provide students with accommodation
Communication is pretty good	Providing a reliable service.
COVID-19 safety	Providing a welcoming and friendly atmosphere to the hall
Dealing with parcels	sbh catering staff
Easy to ask them questions	Support students with whatever their needs are at the best possible manner
Effective communication	Taking care of everyone inside
Events	The catering staff are very lovely
Extremely friendly staff	The friendliness of the catering staff
Food and quality of rooms and kitchens	The quality of food in the cafeteria is extremely satisfactory, and they respond to queries quite quickly.
friendly	the student committee and management/maintenance staff are very helpful
Friendly staff	
Front desk service, warden responses when there's a lockout	The wardens have been very helpful
Good communications, breakfast is good	They listen to students when it’s an emergency
helpful responses	This one has me stumped
I definitely think that friendliness and approachability is something that the staff have nailed down.	Try to accommodate to all preferences
I’m not entirely sure what it is you do	Very available when needed
I’ve had a negative experience. The response to a suicidal flatmate was “Im not trained to	

What could Residential and Business Services do better?

Be firm, but not obsessive / aggressive with covid

Better heating, healthier food not seeping in oil

Better heating; make kitchens slightly more comfortable (so that meeting friends in them could be enjoyed); put single beds into twin bedrooms, so that there is more space

Better quality, healthy food, better kitchen appliances, open windows

Concentrate more on students well being, not give sarcastic replies when we were concerned about a suicidal boy in our corridor, stop unfairly fining, stop damaging students mental health, dealt with the situation of a girl moving households better plus a lot more but only have 300 characters!

Could do with a one-stop-shop for additional rules on COVID that have been implemented (e.g. state of having visitors etc)

Create a more positive and enjoyable experience for first years - it's a very difficult time and I don't feel like the accommodation has really understood that.

Definitely improved the way cafeteria is run (menus, portion sizes etc)

Do less things so accommodation fees aren't as high

During the application process, students should be able to select a price range for accommodation. I was given accommodation that was a lot more expensive than I was looking for.

Efficiency

enquire if students are happy in their households

food

Food, heating, food, room selection, quarantine, food

Give the catering staff name tags, would be nice to address them by name without awkwardly trying to recall names

I have no problems with the system that is in place at the moment

I specifically requested a ground floor room and got in contact with disability services. I was given a room on the third floor because 'there's a lift', but as this has been broken for days on end I've really struggled to get out

I think that one of the things that could be improved is perhaps more varied/better vegan options. Considering the amount I'm paying for catered accommodation and the university's commitment to sustainability, I would think that plant based diets would be more supported.

Improve quality of food at lunch/dinner

In hall events

Keep reception open at all times.

longer heating time

Make meal times longer and add more fresh vegetables that aren't cooked in oil

Make meals healthier and possibly add a greater range of food options

Mental health help and support. Will not go into detail here but have experienced several traumatic circumstances with little to no help at the time. Also being mean and strict especially in times like this e.g immediately fining us in a situation with no warning and lacking any sympathy

More Slavic (Polish, Russian, Ukrainian) food like pelmeni or borsh as a soup option

Not much really! You're all doing an amazing job

Not placing a 17 year old fresher (me) in a kitchen with four returning students, one of which was a literal pensioner. This alone had my parents consider making me come home.

nothing i can think of

Nothing really

Nothing stands out

Only communication had is through threatening emails to our kitchen, accommodations is massively over priced and yet we still have to pay extra for things like washing, very unclear what makes this hall so expensive. No support give at all.

Overall quality of food in catering.

Post the menu outside the dining hall.

provide a greater variety of healthy options during meal times

Provide better equipment (such as comfortable chairs) since everything is online and we need our desk space and also provide rooms to study in abh since libraries and coffee shops are limited

Provide cheaper accommodation

Provide students in halls with more information when they arrive

Respond to missing items in room faster, filled out the inventory and didn't get a response

Soft boil the eggs at breakfast

support students

Support students. Just make sure they're okay (maybe just by being more friendly, I don't feel I know anyone)

Take and understand the side of the students

Take more concrete action when specific things are suggested

there is a TOTAL lack of care for students. friends at other unis get mental health check-ins 2x weekly this year, without requesting it. The fact that all students haven't received even one check-in from staff is shocking. The ONLY communication we get is threatening emails when a kitchen is messy.

They could advertise hall events more clearly, such that more students are aware of them. I think food can also be served after the ending times for meals as to not waste food.

update the bathroom and kitchen decor

Warden staff improvement