

# Student Accommodation Survey 2020-21

Andrew Melville 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.

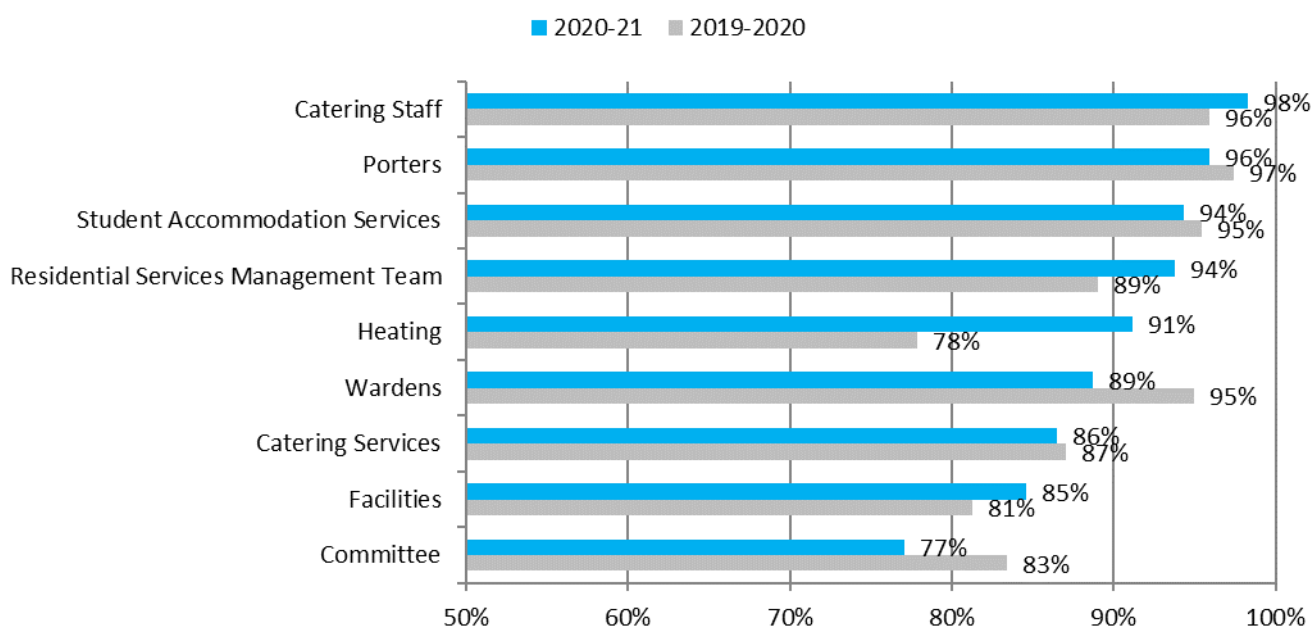
The survey results showed a notable difference in International student satisfaction compared to Home/EU student satisfaction; therefore, the overall satisfaction and catering satisfaction categories are broken down further and also presented by Home/EU and International satisfaction.

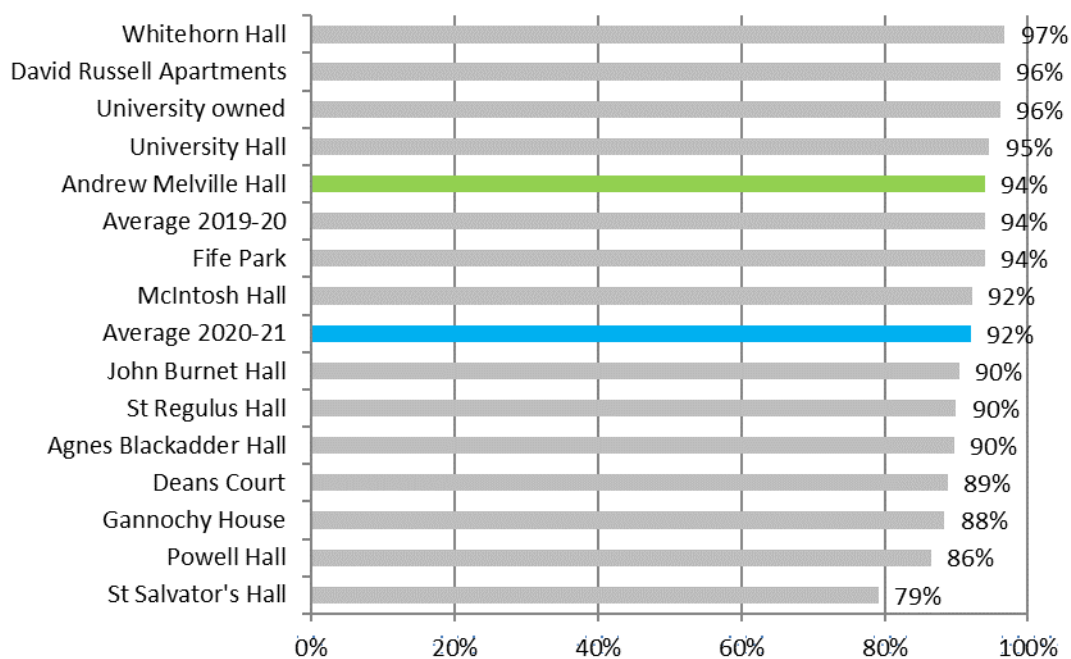
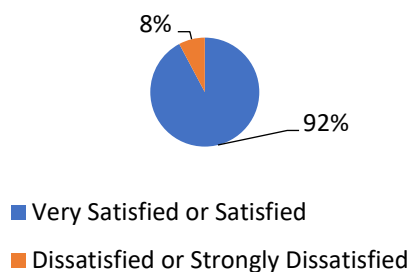
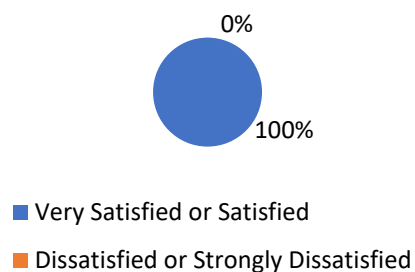
## Demographic Breakdown:

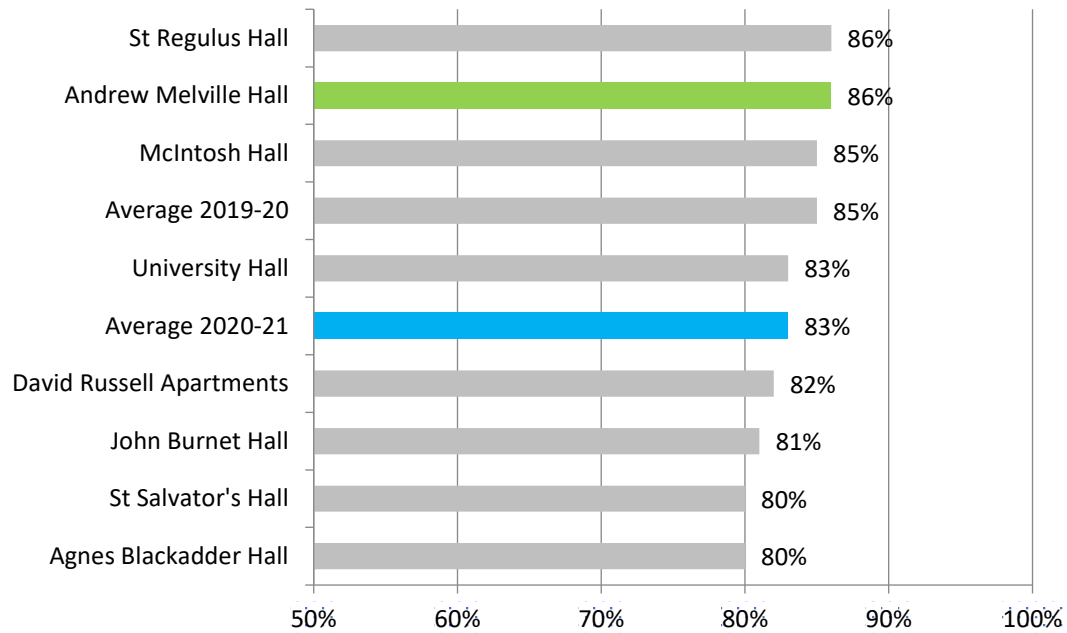
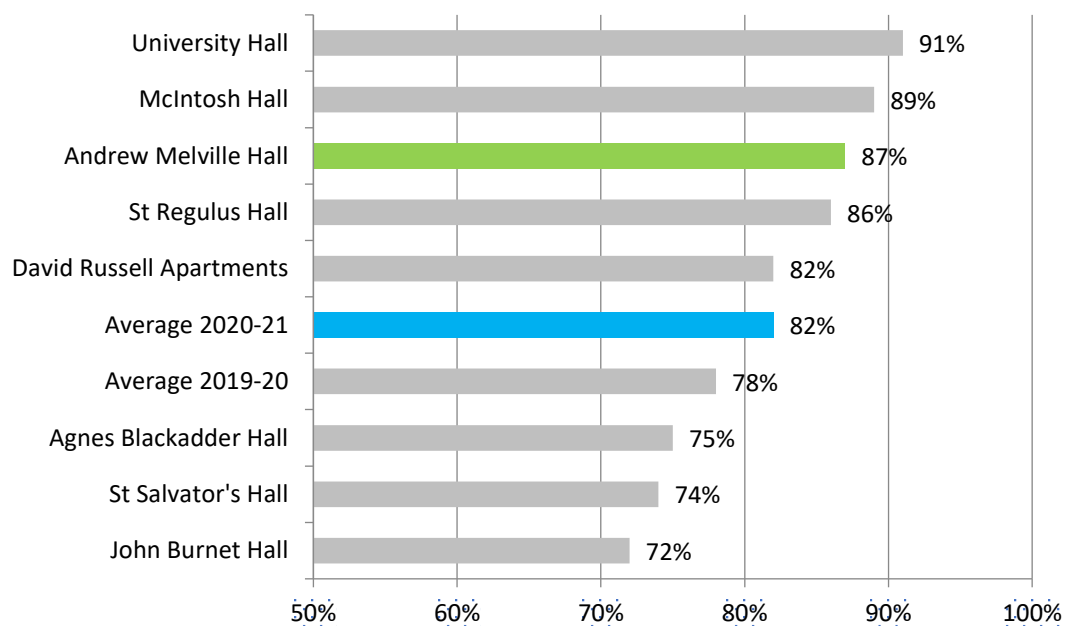
<b>Total respondents:</b>	1501		
<b>Male:</b>	563 (37.5%)	<b>Female:</b>	924 (61.5%)
<b>Non-binary:</b>	13 (1%)	<b>Other:</b>	1 (0%)
<b>Average age:</b>	19.6		
<b>Undergraduate:</b>	1290 (86%)	<b>Postgraduate:</b>	211 (14%)
<b>Home/EU:</b>	1026 (68.4%)	<b>International:</b>	475 (31.6%)
<b>Self-catered:</b>	630 (41.5%)	<b>Catered:</b>	887 (58.5%)
<b>Year of Study:</b>			
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%
<b>TOTALS</b>	<b>1501</b>	<b>100%</b>

**AMH - 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	30	22%	22%
Satisfied	97	72%	71%
Dissatisfied	6	4%	7%
Strongly Dissatisfied	2	1%	1%

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### ***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	3	100%	36%
Satisfied	0	0%	47%
Dissatisfied	0	0%	10%
Strongly Dissatisfied	0	0%	7%

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### ***Portering Service***

**The quality of our portering service:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	62	48%	39%
Satisfied	65	50%	56%
Dissatisfied	2	2%	3%
Strongly Dissatisfied	1	1%	2%

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**The friendliness and approachability of the staff:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	74	54%	42%
Satisfied	55	40%	48%
Dissatisfied	6	4%	8%
Strongly Dissatisfied	2	1%	2%

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***Residential Services Management Team***

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	49	37%	28%
Satisfied	77	58%	64%
Dissatisfied	5	4%	6%
Strongly Dissatisfied	1	1%	2%

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**The overall responses to questions and queries you ask them:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	52	40%	30%
Satisfied	71	55%	60%
Dissatisfied	5	4%	7%
Strongly Dissatisfied	1	1%	3%

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**The availability of these staff:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	37	28%	25%
Satisfied	85	63%	63%
Dissatisfied	11	8%	10%
Strongly Dissatisfied	1	1%	2%

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**The friendliness and approachability of the staff:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	60	44%	35%
Satisfied	66	49%	56%
Dissatisfied	6	4%	7%
Strongly Dissatisfied	3	2%	3%

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***Catering Staff***

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	74	54%	55%
Satisfied	60	44%	41%
Dissatisfied	3	2%	3%
Strongly Dissatisfied	0	0%	1%

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**the friendliness and approachability of the staff**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	84	61%	65%
Satisfied	51	37%	34%
Dissatisfied	2	1%	2%
Strongly Dissatisfied	0	0%	0%

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**the overall responses to questions & queries you ask them**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	57	42%	48%
Satisfied	78	57%	49%
Dissatisfied	2	1%	3%
Strongly Dissatisfied	0	0%	1%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	28	20%	18%
Satisfied	93	68%	62%
Dissatisfied	16	12%	15%
Strongly Dissatisfied	0	0%	5%

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**The taste of the food:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	29	21%	15%
Satisfied	87	64%	63%
Dissatisfied	21	15%	19%
Strongly Dissatisfied	0	0%	3%

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**The range and choice you have at different meals:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	26	19%	17%
Satisfied	83	61%	56%
Dissatisfied	26	19%	24%
Strongly Dissatisfied	2	1%	3%

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**The serving times for meals in residences:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	42	31%	31%
Satisfied	68	50%	56%
Dissatisfied	24	18%	11%
Strongly Dissatisfied	3	2%	2%

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**the information provided on our Knowledge Information Boards:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	21	15%	11%
Satisfied	102	74%	76%
Dissatisfied	11	8%	11%
Strongly Dissatisfied	3	2%	1%

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**the overall catering experience of breakfast:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	55	40%	33%
Satisfied	61	45%	51%
Dissatisfied	18	13%	14%
Strongly Dissatisfied	3	2%	2%

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**the overall catering experience of lunch:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	44	32%	24%
Satisfied	81	59%	64%
Dissatisfied	10	7%	9%
Strongly Dissatisfied	2	1%	2%

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**the overall catering experience of dinner:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	46	34%	25%
Satisfied	75	55%	63%
Dissatisfied	15	11%	10%
Strongly Dissatisfied	1	1%	3%

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**The information provided about our menus:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	50	36%	27%
Satisfied	72	53%	56%
Dissatisfied	12	9%	14%
Strongly Dissatisfied	3	2%	3%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	34	25%	19%
Satisfied	74	54%	55%
Dissatisfied	24	18%	20%
Strongly Dissatisfied	5	4%	6%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	29	21%	12%
Satisfied	103	75%	75%
Dissatisfied	4	3%	11%
Strongly Dissatisfied	1	1%	2%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	33	26%	21%
Satisfied	88	68%	69%
Dissatisfied	6	5%	7%
Strongly Dissatisfied	2	2%	2%

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**The overall responses to questions and queries you ask them:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	39	33%	25%
Satisfied	74	63%	64%
Dissatisfied	3	3%	8%
Strongly Dissatisfied	2	2%	3%

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**The application process:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	34	26%	22%
Satisfied	88	66%	62%
Dissatisfied	9	7%	13%
Strongly Dissatisfied	2	2%	3%

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**The friendliness and approachability of the staff:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	58	45%	34%
Satisfied	68	53%	60%
Dissatisfied	2	2%	4%
Strongly Dissatisfied	1	1%	2%

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**The response time for questions and queries:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	38	31%	24%
Satisfied	76	62%	61%
Dissatisfied	7	6%	12%
Strongly Dissatisfied	2	2%	4%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	55	41%	24%
Satisfied	69	51%	57%
Dissatisfied	6	4%	12%
Strongly Dissatisfied	4	3%	6%

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**Hall/residence discipline:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	28	21%	16%
Satisfied	83	63%	56%
Dissatisfied	10	8%	19%
Strongly Dissatisfied	11	8%	9%

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**The availability of the Wardennial staff:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	54	40%	25%
Satisfied	68	51%	59%
Dissatisfied	9	7%	12%
Strongly Dissatisfied	3	2%	5%

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**Pastoral/welfare support and advice:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	29	29%	20%
Satisfied	59	58%	59%
Dissatisfied	6	6%	13%
Strongly Dissatisfied	7	7%	8%

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**The friendliness and approachability of Wardennial staff:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	53	40%	29%
Satisfied	61	46%	49%
Dissatisfied	12	9%	14%
Strongly Dissatisfied	8	6%	8%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	42	35%	24%
Satisfied	70	59%	64%
Dissatisfied	4	3%	8%
Strongly Dissatisfied	3	3%	5%

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**The hall/residential community:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	57	43%	27%
Satisfied	59	44%	57%
Dissatisfied	10	8%	12%
Strongly Dissatisfied	7	5%	4%

98

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	28	23%	27%
Satisfied	74	61%	62%
Dissatisfied	11	9%	9%
Strongly Dissatisfied	8	7%	3%

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**The events they organise:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	22	20%	27%
Satisfied	54	50%	53%
Dissatisfied	20	18%	15%
Strongly Dissatisfied	13	12%	5%

109

**The interaction with the Committee:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	27	24%	27%
Satisfied	65	57%	59%
Dissatisfied	14	12%	11%
Strongly Dissatisfied	8	7%	3%

114

**How your subscription is spent by the Committee:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	19	18%	20%
Satisfied	57	54%	57%
Dissatisfied	16	15%	15%
Strongly Dissatisfied	13	12%	8%

105

**Facilities****Study bedrooms:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	46	36%	35%
Satisfied	69	54%	55%
Dissatisfied	6	5%	7%
Strongly Dissatisfied	6	5%	3%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	28	22%	21%
Satisfied	83	64%	54%
Dissatisfied	12	9%	16%
Strongly Dissatisfied	7	5%	9%

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**Bathrooms/shower rooms:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	30	22%	23%
Satisfied	76	56%	56%
Dissatisfied	25	19%	16%
Strongly Dissatisfied	4	3%	5%

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**Kitchens or pantries:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	14	11%	19%
Satisfied	76	58%	54%
Dissatisfied	27	20%	19%
Strongly Dissatisfied	15	11%	8%

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**Atmosphere and surroundings in the dining room:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	41	30%	27%
Satisfied	78	58%	58%
Dissatisfied	9	7%	11%
Strongly Dissatisfied	7	5%	5%

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**Cycle Storage:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	33	51%	30%
Satisfied	27	42%	59%
Dissatisfied	5	8%	8%
Strongly Dissatisfied	0	0%	3%

65

**Laundry room and equipment:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	33	24%	20%
Satisfied	85	63%	58%
Dissatisfied	15	11%	17%
Strongly Dissatisfied	2	1%	6%

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**Recycling facilities in residential areas:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	41	33%	23%
Satisfied	73	58%	60%
Dissatisfied	10	8%	14%
Strongly Dissatisfied	2	2%	3%

126

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	54	41%	29%
Satisfied	69	52%	52%
Dissatisfied	7	5%	13%
Strongly Dissatisfied	2	2%	5%
	<u>132</u>		

**The heating times in your residence:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	43	34%	25%
Satisfied	71	55%	52%
Dissatisfied	11	9%	17%
Strongly Dissatisfied	3	2%	6%
	<u>128</u>		

**Communication****Preferred method of communication:**

	RESPONSES	%	SURVEY AVERAGE
Email	120	75%	74%
Text	15	9%	8%
Wed Memos	10	6%	8%
Social Media	15	9%	10%
Other	1	1%	1%
	<u>161</u>		

### What do Residential and Business Services do best?

All the staff are extremely friendly  
 allocated a very compatible household for me!  
 Be regular/predictable  
 Billy the porter is a legend  
 catering  
 Catering  
 Communication  
 Communication  
 communication is very good  
 everything is very orderly, and halls are generally quite well-run  
 Food  
 Friendliness  
 friendly staff  
 I don't know what this is  
 I love the staff, very friendly and up for a chat  
 In communicating any changes especially now  
 In my opinion, it's supporting all students through COVID and navigating through all the unknowns.  
 Information clearly displayed  
 keeping the halls clean  
 Living arrangements I guess  
 Making sure that students living in the accommodation feel like they always have help if there is an issue with their room or related to the accommodation.  
 Management as a whole

Not always available  
 Provide a good catering service  
 Provide a great experience which allows us to focus on our studies  
 Provide students with the means to easily apply for and live in halls.  
 Spread information quickly  
 Staff are extremely welcoming and friendly. Food tastes nice and very good, especially how many vegan and vegetarian options there are on offer.  
 Their support and willingness to make our stay here as comfortable as they can.  
 These services are wonderful at responding to the issues that the student body raises, especially with regard to catering.  
 They are super friendly helpful and nice!  
 They communicate effectively and look out for the students who stay in their accommodation.  
 They keep the hall well kept and are friendly  
 They provide good information and support  
 Try and make halls as fun and welcoming as they were last year, even with covid  
 Ummm.... I'm not too sure but the accommodation has a friendly atmosphere and is Mostly well equipped.  
 Very clean environment and bedrooms and dining experiences are as good as I could ask for.  
 Very prompt with assistance if I'm facing any issues. Friendly and approachable.

### What could Residential and Business Services do better?

Actually enforce covid rules on people other than students - staff and covid saints don't seem to have to adhere

Be available on weekend mornings

Be clearer on rules and restrictions and use logic when applying these rules

Being accessible at all times

Better flexibility in the catering. Perhaps a new menu for semester 2 that would take into account the complaints given

Cheaper Accommodation, as it is currently very difficult to find any part time jobs, so I will be struggling to pay my fees this year

Come up with more activities to do within the halls

Consider meals and sides paired together to make sure they go together

Food

give more consideration to household allocations - I had no choice in the only 3 people I can legally interact with, I rarely meet them and we have very little in common. Maybe consider a post-Christmas household shakeup?

Have a better menu

Have more flexibility with meal times especially dining in

I am completely satisfied!

I understand that the wardens in Andrew Melville Hall are in a position where discipline is needed more than ever. However, I think they also need to show us that they are also on our side because it really doesn't feel like that at the moment (minus Mary who is always lovely and very friendly).

I'm quite happy with it

In one of the kitchens there is only one microwave. And I think they should increase the number of people allowed in the kitchen to three. But specify only 1 person per hob.

Make more cheap accommodation for students, more common areas for catered students to allow some friend making

Make more cheap accommodation for students, more common areas for catered students to allow some friend making

Making hall life a bit more enjoyable

Maybe fill in empty rooms in the halls in town with people that had to go to Dundee.

more covered cycle storage, AMH the bike shed is always full.

More help and information available regarding affordable halls

More veggie options that don't feel like it's one idea over and over again (courgette, fake meat)

nicer showers that you don't have to push a button to operate

Please provide waffles for breakfast everyday. They are—without a doubt—the best waffles I have ever consumed in my entire life.

please respond to emails quicker and actually answer the questions in the email (quite often I got a generic response that did not answer my question at all, which resulted in several emails being sent until i got an answer)

potentially have a way of seeing how full the dining hall is because the queue can often be inconvenient

Price too high. COVID restrictions are ridiculous

Prices are bordering on unaffordable

spend hall committee money better! Online events even, socially distanced events in dining hall

The friendliness of the wardens

The quality of the food is fine but it doesn't always taste great. More dedication could be put into the meal service even if to make it a slightly better experience for students

Tiny logistics - example, on weekends in AMH the whole hall is sharing 3 kitchens and due to COVID, most of us can't go out so the waiting time ends up being at least 45 mins.

Try account for everybody's opinions although this is difficult