

# Student Accommodation Survey 2020-21

## Deans Court

### 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.

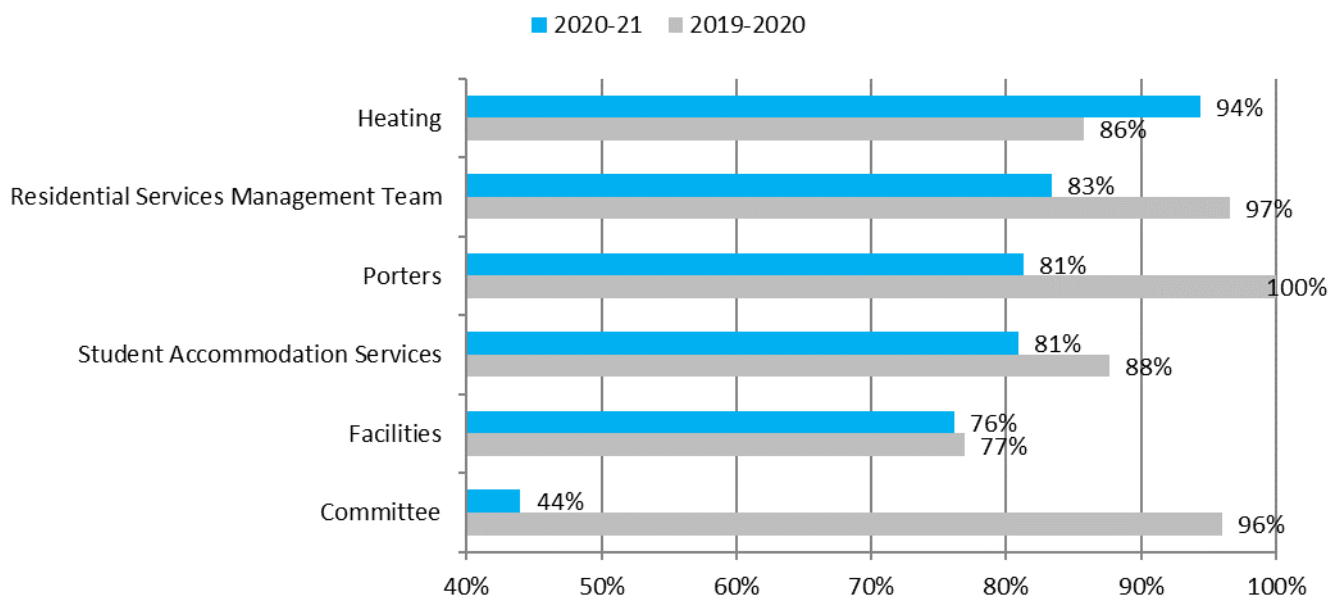
The survey results showed a notable difference in International student satisfaction compared to Home/EU student satisfaction; therefore, the overall satisfaction and catering satisfaction categories are broken down further and also presented by Home/EU and International satisfaction.

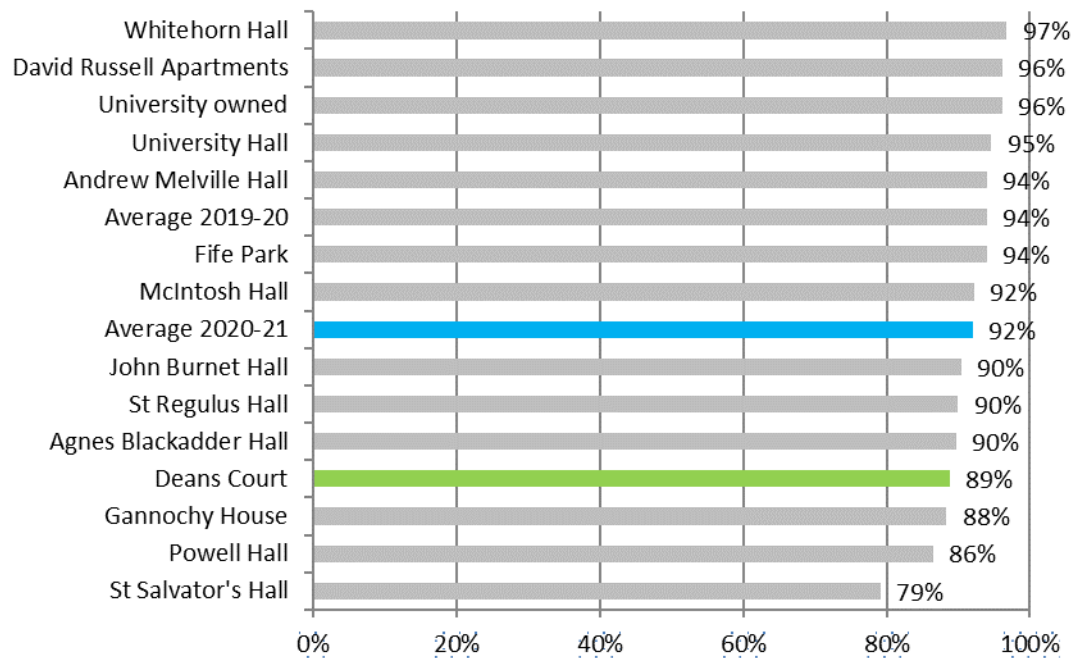
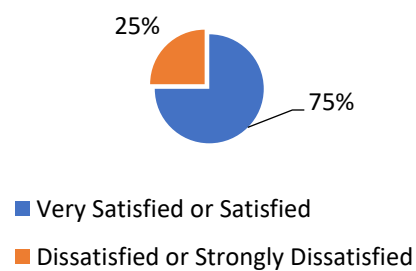
### Demographic Breakdown:

<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 who completed the survey (by residence)**

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>

**Deans Court - year on year overall survey service satisfaction**

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

## **Survey results**

### ***Overall Satisfaction Question***

How satisfied are you with our services overall?

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	2	22%	22%
Satisfied	6	67%	71%
Dissatisfied	1	11%	7%
Strongly Dissatisfied	0	0%	1%

9

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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	0	0%	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	3	38%	39%
Satisfied	4	50%	56%
Dissatisfied	0	0%	3%
Strongly Dissatisfied	1	13%	2%

8

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The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	2	25%	42%
Satisfied	4	50%	48%
Dissatisfied	1	13%	8%
Strongly Dissatisfied	1	13%	2%

8

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***Residential Services Management Team***

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	2	22%	28%
Satisfied	4	44%	64%
Dissatisfied	1	11%	6%
Strongly Dissatisfied	2	22%	2%

9

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	3	33%	30%
Satisfied	5	56%	60%
Dissatisfied	0	0%	7%
Strongly Dissatisfied	1	11%	3%

9

**The availability of these staff:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	3	33%	25%
Satisfied	5	56%	63%
Dissatisfied	0	0%	10%
Strongly Dissatisfied	1	11%	2%

9

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	3	33%	35%
Satisfied	5	56%	56%
Dissatisfied	1	11%	7%
Strongly Dissatisfied	0	0%	3%

9

***Student Accommodation Services***

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	2	22%	21%
Satisfied	6	67%	69%
Dissatisfied	1	11%	7%
Strongly Dissatisfied	0	0%	2%

9

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	2	25%	25%
Satisfied	4	50%	64%
Dissatisfied	2	25%	8%
Strongly Dissatisfied	0	0%	3%

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**The application process:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	3	33%	22%
Satisfied	4	44%	62%
Dissatisfied	2	22%	13%
Strongly Dissatisfied	0	0%	3%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	2	25%	34%
Satisfied	5	63%	60%
Dissatisfied	1	13%	4%
Strongly Dissatisfied	0	0%	2%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	3	38%	24%
Satisfied	3	38%	61%
Dissatisfied	2	25%	12%
Strongly Dissatisfied	0	0%	4%

8

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

	RESPONSES	%	AVERAGE
Very Satisfied	3	60%	27%
Satisfied	0	0%	62%
Dissatisfied	2	40%	9%
Strongly Dissatisfied	0	0%	3%

5

**The events they organise:**

	RESPONSES	%	AVERAGE
Very Satisfied	1	25%	27%
Satisfied	0	0%	53%
Dissatisfied	2	50%	15%
Strongly Dissatisfied	1	25%	5%

4

**The interaction with the Committee:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	3	60%	27%
Satisfied	0	0%	59%
Dissatisfied	2	40%	11%
Strongly Dissatisfied	0	0%	3%

5

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	1	25%	20%
Satisfied	0	0%	57%
Dissatisfied	2	50%	15%
Strongly Dissatisfied	1	25%	8%

4

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	2	22%	35%
Satisfied	7	78%	55%
Dissatisfied	0	0%	7%
Strongly Dissatisfied	0	0%	3%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	1	13%	21%
Satisfied	3	38%	54%
Dissatisfied	0	0%	16%
Strongly Dissatisfied	4	50%	9%

8

**Bathrooms/shower rooms:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	2	22%	23%
Satisfied	6	67%	56%
Dissatisfied	1	11%	16%
Strongly Dissatisfied	0	0%	5%

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**Kitchens or pantries:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	1	11%	19%
Satisfied	6	67%	54%
Dissatisfied	2	22%	19%
Strongly Dissatisfied	0	0%	8%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	1	20%	27%
Satisfied	2	40%	58%
Dissatisfied	1	20%	11%
Strongly Dissatisfied	1	20%	5%

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**Cycle Storage:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	3	60%	30%
Satisfied	1	20%	59%
Dissatisfied	1	20%	8%
Strongly Dissatisfied	0	0%	3%

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**Laundry room and equipment:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	0	0%	20%
Satisfied	5	56%	58%
Dissatisfied	2	22%	17%
Strongly Dissatisfied	2	22%	6%

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**Recycling facilities in residential areas:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	2	22%	23%
Satisfied	6	67%	60%
Dissatisfied	0	0%	14%
Strongly Dissatisfied	1	11%	3%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	3	33%	29%
Satisfied	6	67%	52%
Dissatisfied	0	0%	13%
Strongly Dissatisfied	0	0%	5%
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**The heating times in your residence:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	4	44%	25%
Satisfied	4	44%	52%
Dissatisfied	1	11%	17%
Strongly Dissatisfied	0	0%	6%
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**Communication****Preferred method of communication:**

	RESPONSES	%	SURVEY AVERAGE
Email	8	73%	74%
Text	0	0%	8%
Wed Memos	2	18%	8%
Social Media	0	0%	10%
Other	1	9%	1%
	<u>11</u>		



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

Answer fast

Most staff is very nice!

They are very attentive and always looking to improve their service

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

allocate rooms and flat without issues at the beginning of the Academic year (Checking furniture, broken things, heating system prior to the start of accommodation contract).

Dryer broken often; hard to wash bedsheets, they don't dry in time to put them on again at night. One cleaner makes students so uncomfortable they hide in their room. Same person spends a lot of time sitting on the stairs with their phone while bathrooms aren't always restocked with soap and towels

Our kitchen was not made to be self-catered. We somehow managed but just to state that point.

The communication/ email response times are abysmal. It often feels like Deans Court- outside of the regularly scheduled maintenance- is ignored regarding pressing household issues that any other landlord would deal with immediately.