

Student Accommodation Survey 2020-21

Fife Park

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.

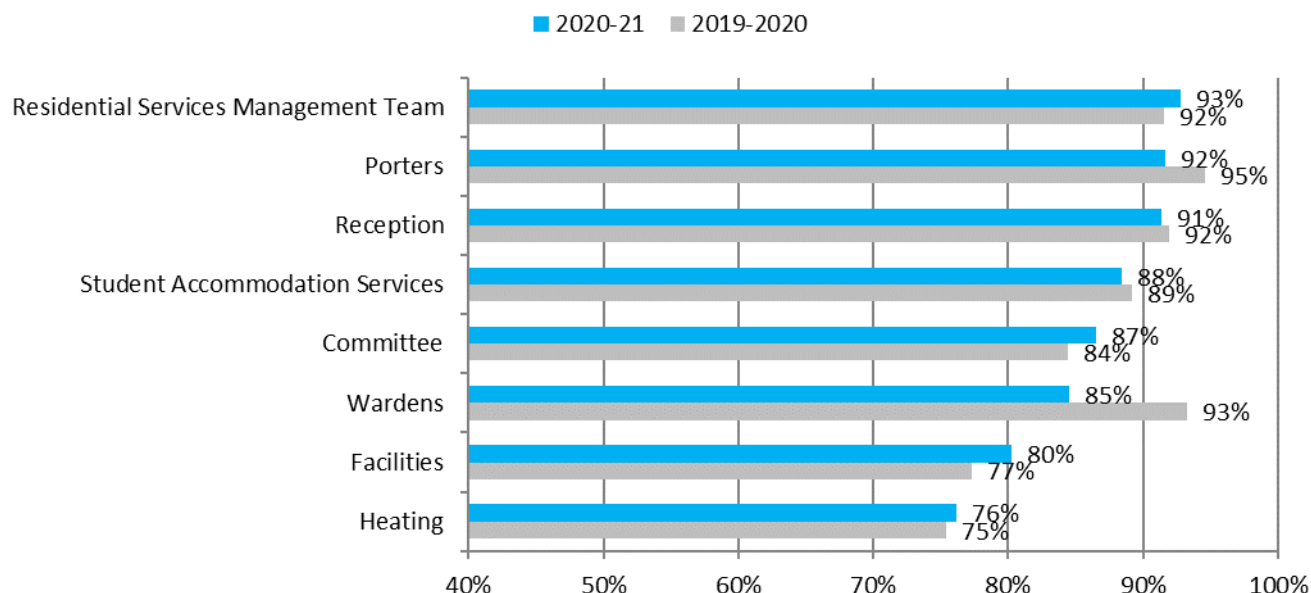
The survey results showed a notable difference in International student satisfaction compared to Home/EU student satisfaction; therefore, the overall satisfaction and catering satisfaction categories are broken down further and also presented by Home/EU and International satisfaction.

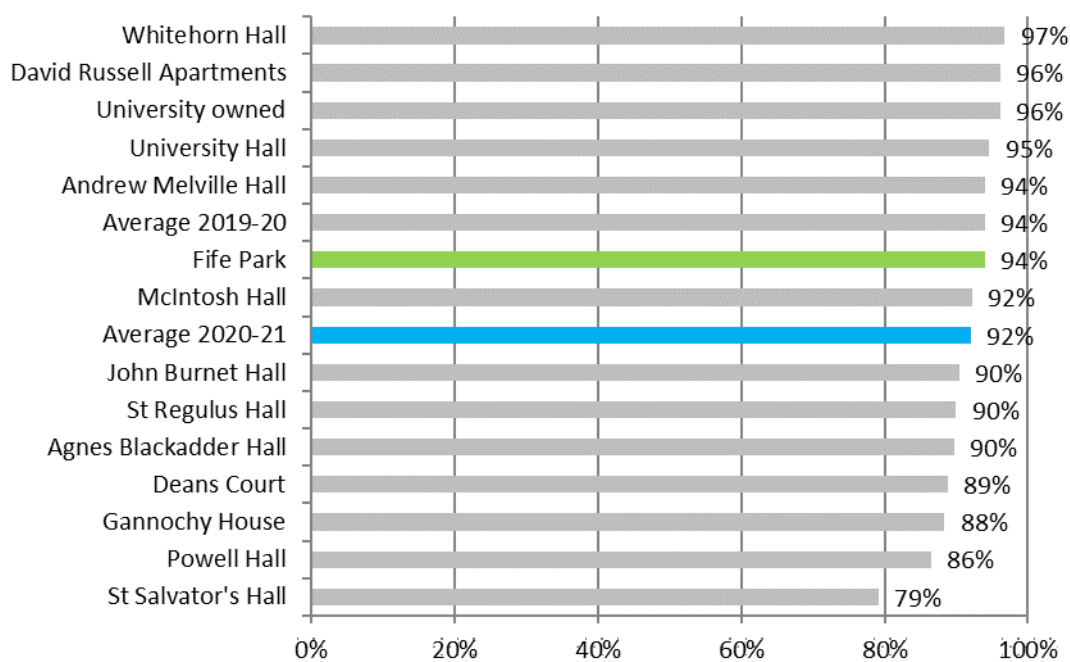
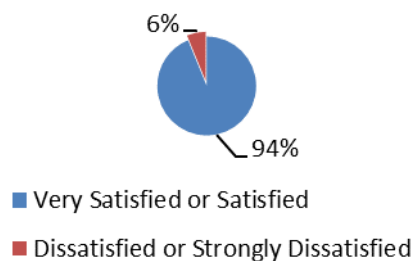
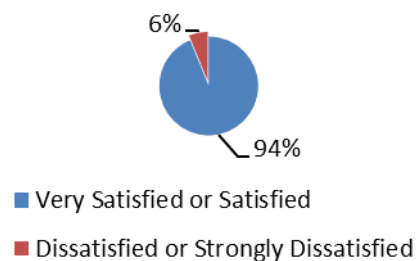
Demographic Breakdown:

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 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%
TOTALS	1501	100%

Fife Park - 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	30	20%	22%
Satisfied	110	74%	71%
Dissatisfied	7	5%	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	43%	36%
Satisfied	2	29%	47%
Dissatisfied	1	14%	10%
Strongly Dissatisfied	1	14%	7%

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Portering Service

The quality of our portering service:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	54	38%	39%
Satisfied	81	57%	56%
Dissatisfied	4	3%	3%
Strongly Dissatisfied	4	3%	2%

143

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	54	37%	42%
Satisfied	75	52%	48%
Dissatisfied	14	10%	8%
Strongly Dissatisfied	2	1%	2%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	50	33%	34%
Satisfied	90	59%	58%
Dissatisfied	8	5%	6%
Strongly Dissatisfied	4	3%	1%

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The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	50	33%	34%
Satisfied	88	59%	58%
Dissatisfied	10	7%	7%
Strongly Dissatisfied	2	1%	2%

150

The availability of these staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	39	26%	25%
Satisfied	95	64%	60%
Dissatisfied	13	9%	13%
Strongly Dissatisfied	2	1%	2%

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The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	59	39%	38%
Satisfied	79	52%	53%
Dissatisfied	11	7%	8%
Strongly Dissatisfied	2	1%	1%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	34	27%	28%
Satisfied	80	63%	64%
Dissatisfied	8	6%	6%
Strongly Dissatisfied	4	3%	2%

126

The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	30	26%	30%
Satisfied	77	67%	60%
Dissatisfied	5	4%	7%
Strongly Dissatisfied	3	3%	3%

115

The availability of these staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	35	29%	25%
Satisfied	79	65%	63%
Dissatisfied	5	4%	10%
Strongly Dissatisfied	2	2%	2%

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The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	38	31%	35%
Satisfied	75	62%	56%
Dissatisfied	5	4%	7%
Strongly Dissatisfied	3	2%	3%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	27	19%	21%
Satisfied	101	72%	69%
Dissatisfied	5	4%	7%
Strongly Dissatisfied	8	6%	2%

141

The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	28	22%	25%
Satisfied	85	66%	64%
Dissatisfied	9	7%	8%
Strongly Dissatisfied	6	5%	3%

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The application process:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	35	24%	22%
Satisfied	86	58%	62%
Dissatisfied	23	16%	13%
Strongly Dissatisfied	4	3%	3%

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The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	39	29%	34%
Satisfied	91	67%	60%
Dissatisfied	3	2%	4%
Strongly Dissatisfied	3	2%	2%

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The response time for questions and queries:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	25	19%	24%
Satisfied	88	67%	61%
Dissatisfied	12	9%	12%
Strongly Dissatisfied	6	5%	4%

131

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	25	21%	24%
Satisfied	76	63%	57%
Dissatisfied	15	13%	12%
Strongly Dissatisfied	4	3%	6%

120

Hall/residence discipline:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	19	15%	16%
Satisfied	80	63%	56%
Dissatisfied	20	16%	19%
Strongly Dissatisfied	7	6%	9%

126

The availability of the Wardennial staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	24	22%	25%
Satisfied	70	64%	59%
Dissatisfied	10	9%	12%
Strongly Dissatisfied	5	5%	5%

109

Pastoral/welfare support and advice:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	21	21%	20%
Satisfied	60	61%	59%
Dissatisfied	12	12%	13%
Strongly Dissatisfied	5	5%	8%

98

The friendliness and approachability of Wardennial staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	29	26%	29%
Satisfied	67	59%	49%
Dissatisfied	7	6%	14%
Strongly Dissatisfied	10	9%	8%

113

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	22	21%	24%
Satisfied	70	68%	64%
Dissatisfied	6	6%	8%
Strongly Dissatisfied	5	5%	5%

103

The hall/residential community:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	28	22%	27%
Satisfied	80	64%	57%
Dissatisfied	12	10%	12%
Strongly Dissatisfied	5	4%	4%

125

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

	RESPONSES	%	AVERAGE
Very Satisfied	17	16%	27%
Satisfied	78	75%	62%
Dissatisfied	8	8%	9%
Strongly Dissatisfied	1	1%	3%

104

The events they organise:

	RESPONSES	%	AVERAGE
Very Satisfied	28	25%	27%
Satisfied	69	62%	53%
Dissatisfied	12	11%	15%
Strongly Dissatisfied	3	3%	5%

112

The interaction with the Committee:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	21	20%	27%
Satisfied	74	69%	59%
Dissatisfied	10	9%	11%
Strongly Dissatisfied	2	2%	3%

107

How your subscription is spent by the Committee:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	15	15%	20%
Satisfied	65	64%	57%
Dissatisfied	16	16%	15%
Strongly Dissatisfied	5	5%	8%

101

Facilities**Study bedrooms:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	67	46%	35%
Satisfied	70	48%	55%
Dissatisfied	4	3%	7%
Strongly Dissatisfied	5	3%	3%

146

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	18	19%	21%
Satisfied	49	52%	54%
Dissatisfied	19	20%	16%
Strongly Dissatisfied	8	9%	9%

94

Bathrooms/shower rooms:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	45	30%	23%
Satisfied	85	56%	56%
Dissatisfied	12	8%	16%
Strongly Dissatisfied	10	7%	5%

152

Kitchens or pantries:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	42	28%	19%
Satisfied	79	53%	54%
Dissatisfied	20	14%	19%
Strongly Dissatisfied	7	5%	8%

148

Atmosphere and surroundings in the dining room:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	28	33%	27%
Satisfied	44	52%	58%
Dissatisfied	7	8%	11%
Strongly Dissatisfied	5	6%	5%

84
Cycle Storage:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	28	29%	30%
Satisfied	57	59%	59%
Dissatisfied	6	6%	8%
Strongly Dissatisfied	6	6%	3%

97
Laundry room and equipment:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	16	11%	20%
Satisfied	69	46%	58%
Dissatisfied	34	23%	17%
Strongly Dissatisfied	30	20%	6%

149
Recycling facilities in residential areas:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	36	24%	23%
Satisfied	83	56%	60%
Dissatisfied	23	16%	14%
Strongly Dissatisfied	5	3%	3%

147
Heating**The current heating levels in your residence:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	48	32%	29%
Satisfied	69	46%	52%
Dissatisfied	21	14%	13%
Strongly Dissatisfied	13	9%	5%

151
The heating times in your residence:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	41	29%	25%
Satisfied	66	46%	52%
Dissatisfied	24	17%	17%
Strongly Dissatisfied	12	8%	6%

143
Communication**Preferred method of communication:**

	RESPONSES	%	SURVEY AVERAGE
Email	136	76%	74%
Text	8	4%	8%
Wed Memos	11	6%	8%
Social Media	21	12%	10%
Other	2	1%	1%

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What do Residential and Business Services do best?

Absolutely nothing, quality of service is terrible and costs are astronomical

Accommodation is nice

Always available support and good maintenance of residential area

answer emails, deliver letters and parcels

Being available and friendly at all times.

Communicate

Communication

Communication

Deal with my Royal mail packages rather than having to make sure that I am in my flat all day

Everything is very clean and organised.

Friendly and approachable. Helpful. Our flat's oven exploded once and the staff was quick to respond and replace it.

General availability and helpful emails

Give me a nice, and comfortable place to live

Good communication and rooms + surrounding area really nice.

Good email updates and information (my experience with a certain badly organised module has shown me how valuable that is!)

Great at replacing and fixing things in accommodation rooms and shared spaces!

Great at unlocking doors

I don't know what either of those are which indicates their significance

I don't know

I don't know what group of people this refers to

I honestly don't really know who they are

I like the excessive communication in the facebook group, thanks for not spamming our email inboxes. I especially like the Bake-off and photography competitions.

I think they are very well informed about the place in which they work and fully comfort

students with any help they may need- particularly during quarantine

I think what they do best is just how friendly they are, I've had a few things break in my flat and when they came in to fix them they were very chatty and I think this is really important especially for new students

I'm honestly not too sure who they are

inform the laundry use

Keep areas clean

Keep students up to date with anything they should know

keep us satisfied

Keep us updated about the work in progress

Keeping the grounds clean

Look after students

lounge area is good

Maintenance

Make money

nice bedrooms / bathrooms

Nice facilities that are well taken care of

Overall maintenance of the facilities

Provide communication on what is happening throughout and if someone needs to enter your building. This is important especially during COVID times.

quick response

Quick responses, Accommodation awards, providing accommodation during these desperate times.

Respond quickly to questions and concerns, ESPECIALLY porters!!

Respond to questions and problems very quickly

Respond to questions quickly

Respond to questions via email.

Response time

rooms are nice

Security and welfare. Response to emails.
staff

Staff are incredibly friendly and approachable
- overall engagement with students

Student Committee seem great, and Wardens
are pretty good

Taking care of people in isolation

The little things, sending porters out to unlock
rooms, respond to queries, etc

They are very friendly and respond quickly

They are very helpful and provide everything
you need.

They provide a safe and friendly hall
environment that overall is a very pleasant
place to live. They also in general are very
quick to respond to any queries.

They respond to queries quickly and
effectively

They're pleasant

They're friendly and willing to help with a
situation

Use the same laundry card in all the laundry
room

What could Residential and Business Services do better?

I would like to see more improvement with
recycling within the halls mainly more food
waste bins around the DRAFP site but saying
that it is my understanding that RBS are
already trying to make that happen it's just
time and logistics in the way

24/7 reception

Allow for better postal reception for buildings
in DRAFP.

Be a bit more communicative

Be more flexible with parcel pickup

Be more proactive in regards to
accommodation. Had some of the things in
the kitchen been checked prior than we
wouldn't have to keep emailing regarding
them.

Be nicer on the phone when calling for lock
out, not randomly enter flat, wear mask
correctly, have happier staff in reception,
unclog the bathroom drains, smile:)

Charge less money

Cheaper accommodation. More
laundry/cheaper laundry. Cupboard
availability for cleaning stuff. Availability to
reset fuse (having to wait 3 hours for
electrician to flick switch)

Communicate

Communication within RBS itself has
significant room for improvement.

Communication. We have an empty room in
our flat that mould was found in. No one told
us it was there and no one told us that men
were coming in to fix it. Our all female flat just
woke up one morning to men talking loudly in
our hallway.

community

Control room temperatures individually rather
than only being able to change the
temperature of the whole building.

Covid rules updates are threatening, staff are
grumpy, mattresses are absolutely sh*t,
showers are appalling

Finally fix our broken shower or at least reply
to one of our 6 emails about it.

Fridges are too small, bins are too small or too
few, Pricing is too high for quality of
accommodation

Get a proper, efficient method of parcel
collection in DRA/FP with consistent opening
times

Get issues with things like the bathroom
sorted more quickly

Give individuals control over the heating of their flat and the hours when hot water is available. Also, given that most of our classes are being held online due to the ongoing pandemic, having teams calls cut out on multiple occasions due to the internet service isn't great.

Have a better response system when our key cards are disconnected. Knowing that its not our fault but a fault with the technology

Have a clearer website with useful info to residents in a easily understood manner, eg; a map, where laundry services can be found, etc

Having a freezer with only four drawers for five people is annoying and not fair. Also, only two washing machines is ridiculous. There should be at least 6, especially as they break so often

help new students carry bags

Help those students feeling lonely by fostering a greater sense of community

I don't think they could do anything better they are all so nice

I don't have a lot of money and I don't have a lot of clothes and can I just say that asking me to pay that kind of money just to wash my clothes once a week is fucking ludicrous considering how much I pay in rent. Also the shower water here gives me skin rashes (MacIver, pls fix this).

I dont see the support or events, vending machines are horrible, no convenience store in within decent range (fife park/dra), the laundry machines are often broken or not properly working. The time frame available to pick up parcels is very small. Parcel staff is not the nicest/rude sometimes.

I feel like corners have been cut in the name of saving money, and those savings aren't passed on to us. The mattresses are cheap and uncomfortable, the walls are PAPER thin (really not ideal when attending online class!) and yet the accommodation is really expensive

I found out much later I got assigned in all-female accommodation. I am a transgender man but my passport says "female" which is

why this happened, so I wish the university put more effort into sorting students or at least informed me when i got my offer.

inform residents about the status of outstanding repairs

Install more laundry machines in Fife Park, as it is hard to gain access to an open machine when 2 out of the 3 of them are out of order.

it would be nice if you took more effort to match people with others they have things in common with, i don't get the point of the interest survey if i'm going to be matched with people i have nothing in common with

make show contractors get hired if not able to fix stuff on their own!

Maybe do the electronical equipment safety checks by asking the students to go to a certain place rather than having a team enter all the buildings, especially with COVID.

Maybe let students know that laundry machines need to be left open. The ones in Chariots are starting to look suspicious (mould...).

Mental health support

more storage in kitchens, e.g. a pan rack, tell students most pans don't work on induction hobs, KNOCK BEFORE ENTERING - there is a notice in our flat saying you will always knock, this had not been to case on multiple occasions, we were all quite upset that this policy was routinely not followed

My main complaint is that my room was quite dirty and unclean on arrival. This was not unique to me.

No any cleaning supplies being supplied neither during quarantine nor after that!!!

Nothing in particular, they are a good bunch :)

Offer more support and do evening checks of building to make sure people aren't breaking covid regulations

Organise room allocation better, I was notified that my room got changed although I had already accepted the offer for the previous room. There also seems to some empty rooms though this could be the fault of students.

Please liaise with the council re bins. 2 food waste bins in DRAFP are not enough for 1500 residents.

Prioritise the needs of the students who pay them

Quarantine food could be better. More approachable/helpful to questions when people are in quarantine. Laundry machines always broken and the number of machines per residence is ridiculous.

Recycle more regularly and offer more washing machines if they can

Recycling bins often over full bags left at the side

Reinforce COVID safety messages by Principal to DRA and Fife Park

Rooms should not lock instantly as you leave, there is no need, even double dipping stops at 12. Just having keys and then a lock inside like at St Salvators halls or just having a tap to lock system would be 100 times better. A separate key from the matric should be provided.

Somehow the virtual events aren't quite the same as in-person events but I realise there's not much you can do with Covid.

The procedure when being locked out of one's room is quite annoying

They could be more caring about deliveries. Amazon and other companies deliver parcels around the buildings so often. Yet there are constant thefts from students. I had to reorder many parcels as someone is taking quickly my parcels beforehand.

Time for porters

Warmer rooms.

wear masks over their noses

When initially re-applying to halls I had some trouble but after going to speak to accommodation services in town this problem was resolved.

When students are locked out of their rooms sometimes staff show annoyance and it can be unsettling apart from this they are very nice