

Student Accommodation Survey 2020-21

Gannochy House

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.

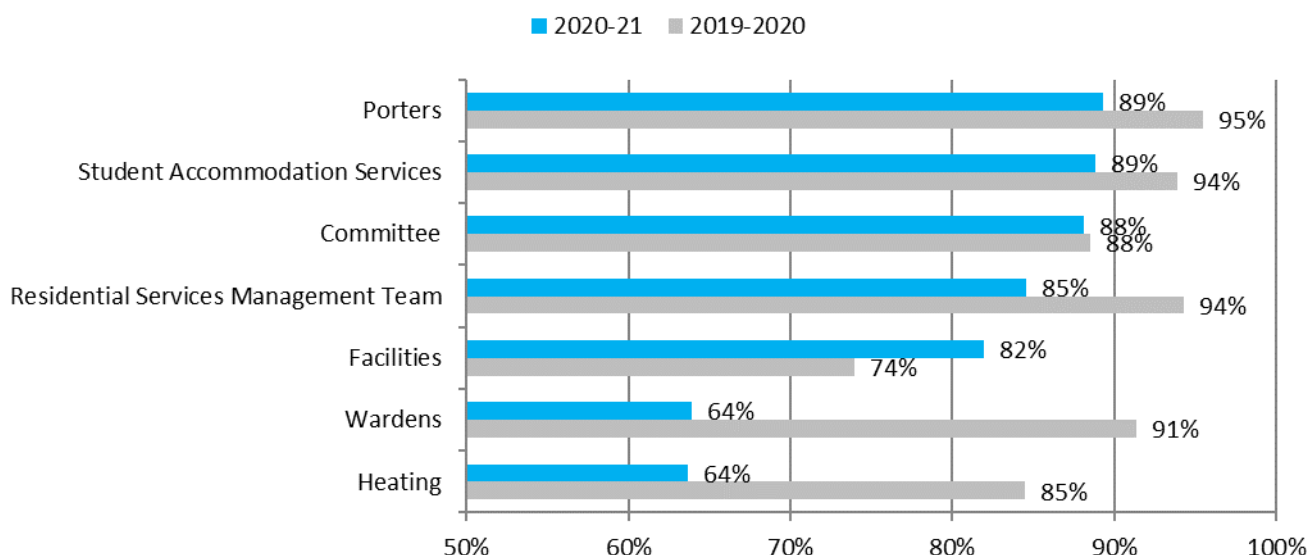
The survey results showed a notable difference in International student satisfaction compared to Home/EU student satisfaction; therefore, the overall satisfaction and catering satisfaction categories are broken down further and also presented by Home/EU and International satisfaction.

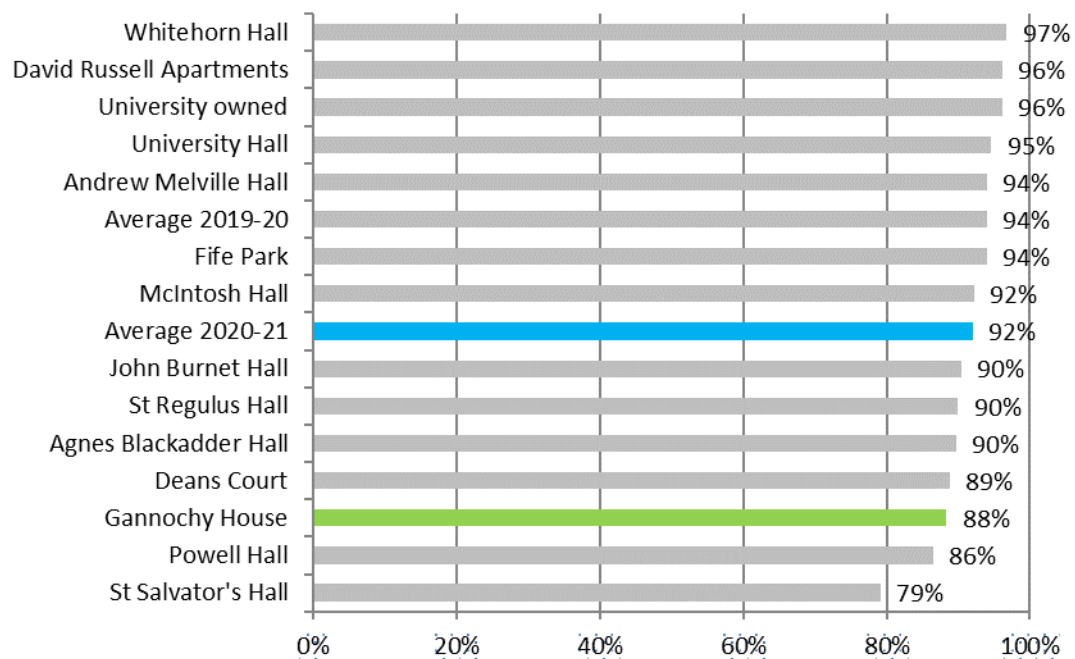
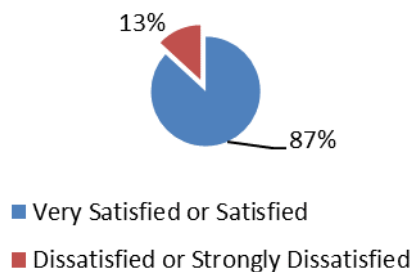
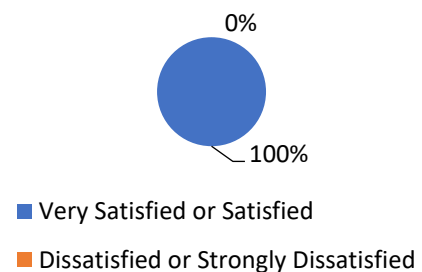
Demographic Breakdown:

| | | | |
|---------------------------|--------------|-----------------------|-------------|
| 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% |

Gannochy - 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 | 5% | 22% |
| Satisfied | 36 | 84% | 71% |
| Dissatisfied | 5 | 12% | 7% |
| Strongly Dissatisfied | 0 | 0% | 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 | 1 | 20% | 36% |
| Satisfied | 3 | 60% | 47% |
| Dissatisfied | 1 | 20% | 10% |
| Strongly Dissatisfied | 0 | 0% | 7% |

5

Portering Service

The quality of our portering service:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 6 | 19% | 39% |
| Satisfied | 24 | 75% | 56% |
| Dissatisfied | 1 | 3% | 3% |
| Strongly Dissatisfied | 1 | 3% | 2% |

32

The friendliness and approachability of the staff:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 10 | 23% | 42% |
| Satisfied | 27 | 63% | 48% |
| Dissatisfied | 2 | 5% | 8% |
| Strongly Dissatisfied | 4 | 9% | 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 | 8 | 19% | 28% |
| Satisfied | 28 | 65% | 64% |
| Dissatisfied | 7 | 16% | 6% |
| Strongly Dissatisfied | 0 | 0% | 2% |

43

The overall responses to questions and queries you ask them:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 10 | 26% | 30% |
| Satisfied | 24 | 63% | 60% |
| Dissatisfied | 2 | 5% | 7% |
| Strongly Dissatisfied | 2 | 5% | 3% |

38

The availability of these staff:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 7 | 17% | 25% |
| Satisfied | 26 | 63% | 63% |
| Dissatisfied | 8 | 20% | 10% |
| Strongly Dissatisfied | 0 | 0% | 2% |

41

The friendliness and approachability of the staff:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 11 | 28% | 35% |
| Satisfied | 23 | 58% | 56% |
| Dissatisfied | 4 | 10% | 7% |
| Strongly Dissatisfied | 2 | 5% | 3% |

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Student Accommodation Services

The quality of the services provided by Student Accommodation Services:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 6 | 15% | 21% |
| Satisfied | 29 | 73% | 69% |
| Dissatisfied | 2 | 5% | 7% |
| Strongly Dissatisfied | 3 | 8% | 2% |

40

The overall responses to questions and queries you ask them:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 6 | 15% | 25% |
| Satisfied | 32 | 78% | 64% |
| Dissatisfied | 2 | 5% | 8% |
| Strongly Dissatisfied | 1 | 2% | 3% |

41

The application process:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 2 | 5% | 22% |
| Satisfied | 34 | 79% | 62% |
| Dissatisfied | 7 | 16% | 13% |
| Strongly Dissatisfied | 0 | 0% | 3% |

43

The friendliness and approachability of the staff:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 11 | 27% | 34% |
| Satisfied | 26 | 63% | 60% |
| Dissatisfied | 3 | 7% | 4% |
| Strongly Dissatisfied | 1 | 2% | 2% |

41

The response time for questions and queries:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 5 | 12% | 24% |
| Satisfied | 32 | 78% | 61% |
| Dissatisfied | 3 | 7% | 12% |
| Strongly Dissatisfied | 1 | 2% | 4% |

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

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 5 | 12% | 24% |
| Satisfied | 21 | 49% | 57% |
| Dissatisfied | 7 | 16% | 12% |
| Strongly Dissatisfied | 10 | 23% | 6% |

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Hall/residence discipline:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 4 | 9% | 16% |
| Satisfied | 17 | 40% | 56% |
| Dissatisfied | 10 | 23% | 19% |
| Strongly Dissatisfied | 12 | 28% | 9% |

43

The availability of the Wardennial staff:

| | RESPONSES | % | SURVEY |
|-----------------------|-----------|-----|--------|
| Very Satisfied | 5 | 12% | 25% |
| Satisfied | 26 | 62% | 59% |
| Dissatisfied | 4 | 10% | 12% |
| Strongly Dissatisfied | 7 | 17% | 5% |

42

Pastoral/welfare support and advice:

| | RESPONSES | % | SURVEY |
|-----------------------|-----------|-----|--------|
| Very Satisfied | 3 | 8% | 20% |
| Satisfied | 19 | 49% | 59% |
| Dissatisfied | 5 | 13% | 13% |
| Strongly Dissatisfied | 12 | 31% | 8% |

39

The friendliness and approachability of Wardennial staff:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 6 | 14% | 29% |
| Satisfied | 17 | 39% | 49% |
| Dissatisfied | 10 | 23% | 14% |
| Strongly Dissatisfied | 11 | 25% | 8% |

44

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

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 6 | 17% | 24% |
| Satisfied | 24 | 67% | 64% |
| Dissatisfied | 1 | 3% | 8% |
| Strongly Dissatisfied | 5 | 14% | 5% |

36

The hall/residential community:

| | RESPONSES | % | SURVEY AVERAGE |
|--------------------------|-----------|-----|-------------------|
| Very Satisfied | 8 | 20% | 27% |
| Satisfied | 23 | 56% | 57% |
| Dissatisfied | 5 | 12% | 12% |
| Strongly Dissatisfied | 5 | 12% | 4% |

41

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

| | RESPONSES | % | AVERAGE |
|--------------------------|-----------|-----|---------|
| Very Satisfied | 5 | 14% | 27% |
| Satisfied | 29 | 81% | 62% |
| Dissatisfied | 1 | 3% | 9% |
| Strongly Dissatisfied | 1 | 3% | 3% |

36

The events they organise:

| | RESPONSES | % | AVERAGE |
|--------------------------|-----------|-----|---------|
| Very Satisfied | 8 | 21% | 27% |
| Satisfied | 27 | 71% | 53% |
| Dissatisfied | 1 | 3% | 15% |
| Strongly Dissatisfied | 2 | 5% | 5% |

38

The interaction with the Committee:

| | RESPONSES | % | SURVEY AVERAGE |
|--------------------------|-----------|-----|-------------------|
| Very Satisfied | 7 | 19% | 27% |
| Satisfied | 26 | 72% | 59% |
| Dissatisfied | 2 | 6% | 11% |
| Strongly Dissatisfied | 1 | 3% | 3% |

36

How your subscription is spent by the Committee:

| | RESPONSES | % | SURVEY AVERAGE |
|--------------------------|-----------|-----|-------------------|
| Very Satisfied | 4 | 12% | 20% |
| Satisfied | 20 | 61% | 57% |
| Dissatisfied | 6 | 18% | 15% |
| Strongly Dissatisfied | 3 | 9% | 8% |

33

Facilities**Study bedrooms:**

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 10 | 23% | 35% |
| Satisfied | 32 | 74% | 55% |
| Dissatisfied | 1 | 2% | 7% |
| Strongly Dissatisfied | 0 | 0% | 3% |

 43
Common rooms (e.g. libraries in residences, study areas or computer rooms):

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 7 | 18% | 21% |
| Satisfied | 26 | 65% | 54% |
| Dissatisfied | 5 | 13% | 16% |
| Strongly Dissatisfied | 2 | 5% | 9% |

 40
Bathrooms/shower rooms:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 11 | 25% | 23% |
| Satisfied | 20 | 45% | 56% |
| Dissatisfied | 9 | 20% | 16% |
| Strongly Dissatisfied | 4 | 9% | 5% |

 44
Kitchens or pantries:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 8 | 18% | 19% |
| Satisfied | 35 | 80% | 54% |
| Dissatisfied | 1 | 2% | 19% |
| Strongly Dissatisfied | 0 | 0% | 8% |

 44
Atmosphere and surroundings in the dining room:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 4 | 15% | 27% |
| Satisfied | 19 | 73% | 58% |
| Dissatisfied | 3 | 12% | 11% |
| Strongly Dissatisfied | 0 | 0% | 5% |

 26
Cycle Storage:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 5 | 18% | 30% |
| Satisfied | 14 | 50% | 59% |
| Dissatisfied | 5 | 18% | 8% |
| Strongly Dissatisfied | 4 | 14% | 3% |

 28
Laundry room and equipment:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 7 | 17% | 20% |
| Satisfied | 26 | 63% | 58% |
| Dissatisfied | 8 | 20% | 17% |
| Strongly Dissatisfied | 0 | 0% | 6% |

 41
Recycling facilities in residential areas:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 4 | 9% | 23% |
| Satisfied | 26 | 59% | 60% |
| Dissatisfied | 12 | 27% | 14% |
| Strongly Dissatisfied | 2 | 5% | 3% |

 44

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

| | RESPONSES | % | SURVEY AVERAGE |
|--------------------------|-----------|-----|-------------------|
| Very Satisfied | 6 | 14% | 29% |
| Satisfied | 23 | 52% | 52% |
| Dissatisfied | 11 | 25% | 13% |
| Strongly Dissatisfied | 4 | 9% | 5% |
| | <u>44</u> | | |

The heating times in your residence:

| | RESPONSES | % | SURVEY AVERAGE |
|--------------------------|-----------|-----|-------------------|
| Very Satisfied | 4 | 9% | 25% |
| Satisfied | 23 | 52% | 52% |
| Dissatisfied | 11 | 25% | 17% |
| Strongly Dissatisfied | 6 | 14% | 6% |
| | <u>44</u> | | |

Communication**Preferred method of communication:**

| | RESPONSES | % | SURVEY AVERAGE |
|--------------|-----------|-----|-------------------|
| Email | 38 | 63% | 74% |
| Text | 5 | 8% | 8% |
| Wed Memos | 6 | 10% | 8% |
| Social Media | 10 | 17% | 10% |
| Other | 1 | 2% | 1% |
| | <u>60</u> | | |

What do Residential and Business Services do best?

Catering staff is very friendly

Fast replies about issues e.g. heating

Immediate response to queries and any technical issues within the accommodation, everything is usually fixed practically overnight.

Not sure

Provide a safe and comfortable living and working environment

Staff are generally friendly, and the building is good and cheap

Take care in need and RBS has the funniest and most approachable staff

the cleaners are lovely

The cleaning staff are really nice and Gannochy has good heating and showers

The committee is amazing - Stella deserves a lot of clout as she is dedicated to making sure you get the experiences you sign up for

They can be nice

What could Residential and Business Services do better?

Allow earlier hot water times in Gannochy eg from 5:00 AM as I wake early and like hot showers

Change the organisation of the floors. Put second years and older students together in their own floors to allow freshers to live with only freshers. Having two freshers on a floor with all older students is very isolating and makes it difficult to meet new friends.

Consistency of disciplinary measures between students with some receiving far harsher punishments for offending less or less seriously than others

Create a more welcoming and community feel in halls

Discouraging illegal parties in accommodation.

Fix the water issue with the showers since they no longer work properly after the legionella bacteria are "sorted out"

For the quarantine meals, please cater a little better to individual needs, this will create much less waste. Also please give fresh veggies in the meals, there was basically no fibre in what we got and my bowel was unhappy:)

I don't know any of the wardens, I don't even know their names or what they look like. Reception staff can be unapproachable

i think organisation of COVID measures have been poor at time and there has been a lack of appreciation for the mental health of students

Keep us more updated on the schedule at which cleaners are supposed to come into Gannochy, so facilities that need cleaning are not occupied at that time.

Not ignore students emails, if there's nothing more you can do then email saying this don't just ignore us! Have better bike storage so I'm not down £500 and cannot get about to class as easily. Improve Gannochy showers

One of my close friends was kicked out of Gannochy House for having two fines, despite many more people having the same or more fines than him. This action to me was extremely unjustified and should be reversed. To break apart his friendship group showed a lack of empathy.

Provide more support with people with mental health issues

Replying to important issues you send them and not ignore your emails for over a month even after you re-email them

response to legionnaires incident in gannochy, should have provided catering to self-catered students while there was no dish washing facilities

the legionnaires problem could have been handled better. Had to vacate accommodation, Friday, late notice. I had lectures in town and study space in DRA too far. Would be good if regular updates on situation, until today didn't know how long it'll last. Still unsure if water safe to drink.