

# Student Accommodation Survey 2020-21

## John Burnet 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.

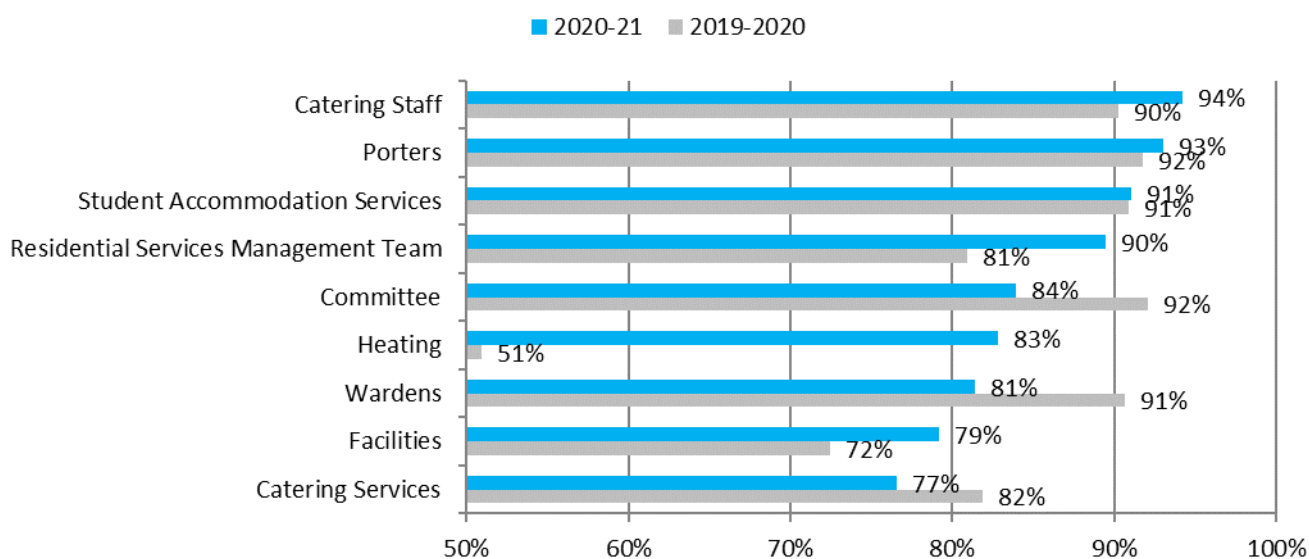
The survey results showed a notable difference in International student satisfaction compared to Home/EU student satisfaction; therefore, the overall satisfaction and catering satisfaction categories are broken down further and also presented by Home/EU and International satisfaction.

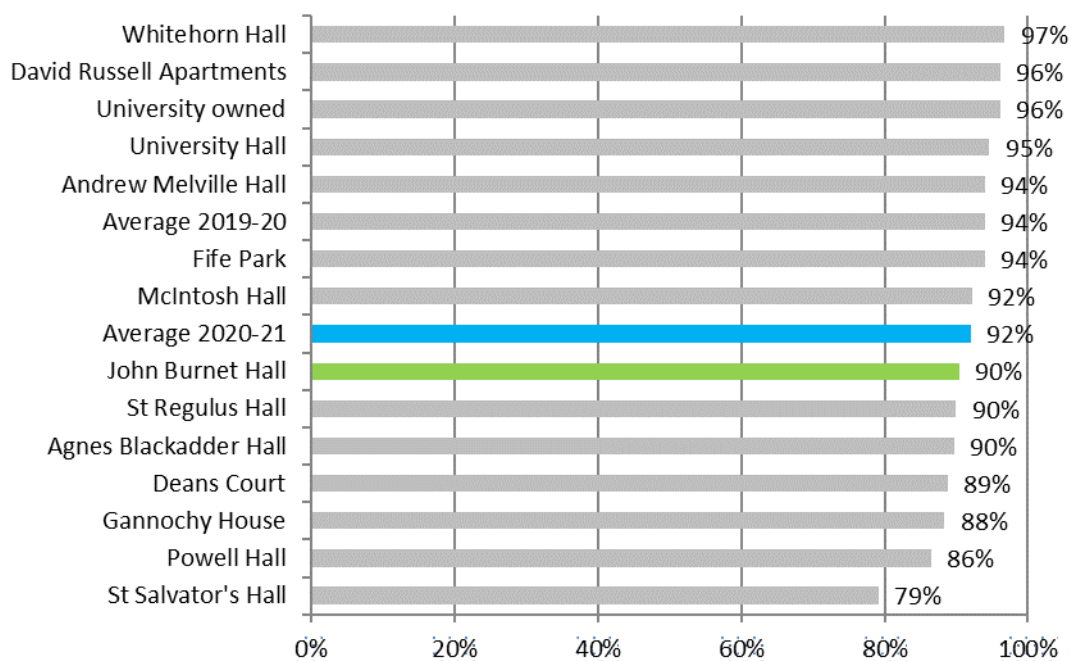
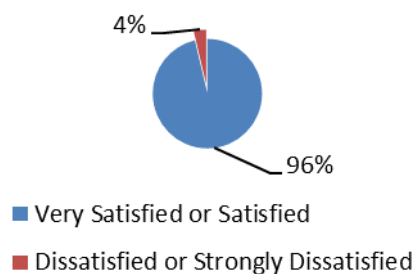
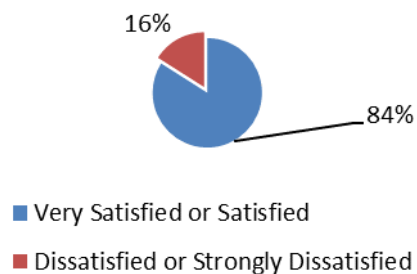
### Demographic Breakdown:

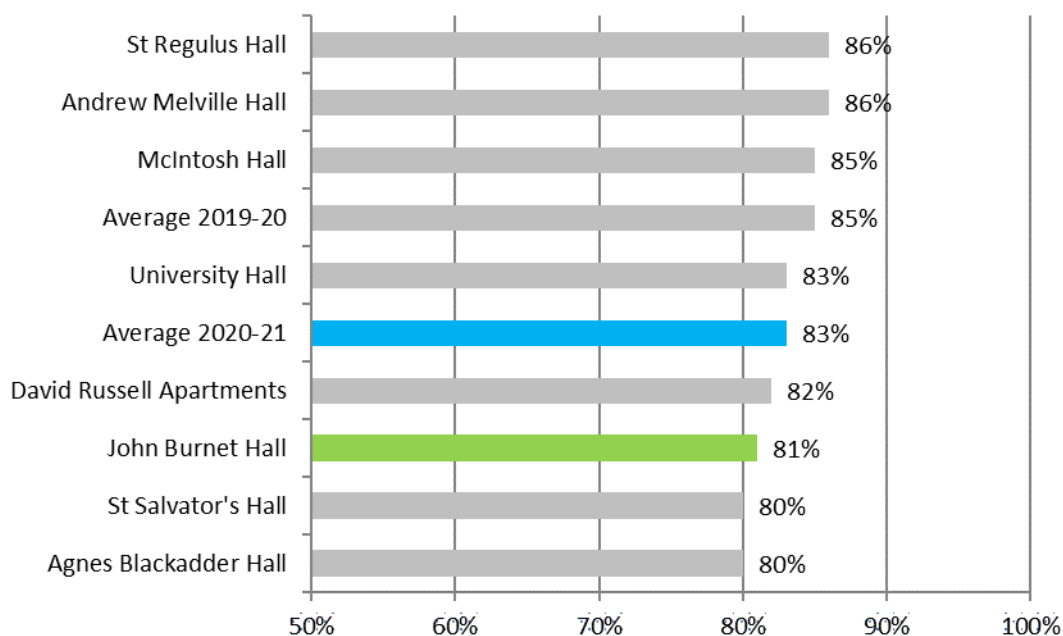
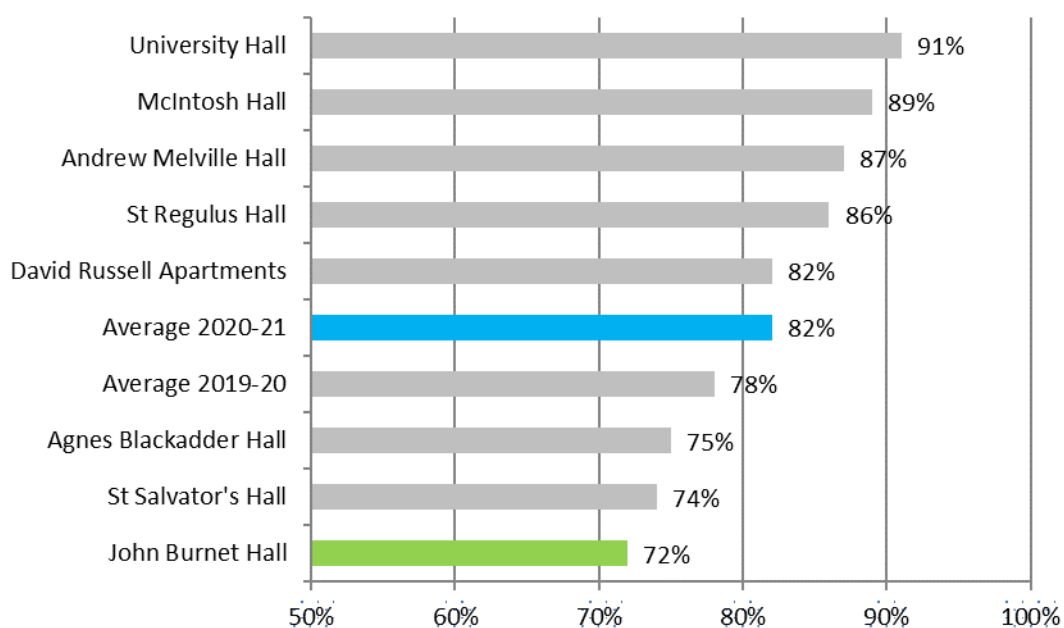
<b>Total respondents:</b>	1501		
<b>Male:</b>	563 (37.5%)	<b>Female:</b>	924 (61.5%)
<b>Non-binary:</b>	13 (1%)	<b>Other:</b>	1 (0%)
<b>Average age:</b>	19.6		
<b>Undergraduate:</b>	1290 (86%)	<b>Postgraduate:</b>	211 (14%)
<b>Home/EU:</b>	1026 (68.4%)	<b>International:</b>	475 (31.6%)
<b>Self-catered: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

**IBH - year on year overall survey service 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	13	25%	22%
Satisfied	34	65%	71%
Dissatisfied	4	8%	7%
Strongly Dissatisfied	1	2%	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	4	67%	36%
Satisfied	2	33%	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	22	46%	39%
Satisfied	25	52%	56%
Dissatisfied	1	2%	3%
Strongly Dissatisfied	0	0%	2%

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The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	25	48%	42%
Satisfied	21	40%	48%
Dissatisfied	6	12%	8%
Strongly Dissatisfied	0	0%	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	13	25%	28%
Satisfied	33	65%	64%
Dissatisfied	4	8%	6%
Strongly Dissatisfied	1	2%	2%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	13	27%	30%
Satisfied	33	67%	60%
Dissatisfied	2	4%	7%
Strongly Dissatisfied	1	2%	3%

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**The availability of these staff:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	8	16%	25%
Satisfied	38	75%	63%
Dissatisfied	3	6%	10%
Strongly Dissatisfied	2	4%	2%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	15	31%	35%
Satisfied	26	53%	56%
Dissatisfied	6	12%	7%
Strongly Dissatisfied	2	4%	3%

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***Catering Staff***

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	26	50%	55%
Satisfied	22	42%	41%
Dissatisfied	2	4%	3%
Strongly Dissatisfied	2	4%	1%

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**the friendliness and approachability of the staff**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	35	67%	65%
Satisfied	16	31%	34%
Dissatisfied	1	2%	2%
Strongly Dissatisfied	0	0%	0%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	26	50%	48%
Satisfied	22	42%	49%
Dissatisfied	3	6%	3%
Strongly Dissatisfied	1	2%	1%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	6	12%	18%
Satisfied	30	58%	62%
Dissatisfied	11	21%	15%
Strongly Dissatisfied	5	10%	5%

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**The taste of the food:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	2	4%	15%
Satisfied	28	54%	63%
Dissatisfied	18	35%	19%
Strongly Dissatisfied	4	8%	3%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	4	8%	17%
Satisfied	30	58%	56%
Dissatisfied	14	27%	24%
Strongly Dissatisfied	4	8%	3%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	6	12%	31%
Satisfied	38	73%	56%
Dissatisfied	7	13%	11%
Strongly Dissatisfied	1	2%	2%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	5	10%	11%
Satisfied	40	77%	76%
Dissatisfied	6	12%	11%
Strongly Dissatisfied	1	2%	1%

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**the overall catering experience of breakfast:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	15	29%	33%
Satisfied	27	52%	51%
Dissatisfied	8	15%	14%
Strongly Dissatisfied	2	4%	2%

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**the overall catering experience of lunch:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	8	15%	24%
Satisfied	34	65%	64%
Dissatisfied	7	13%	9%
Strongly Dissatisfied	3	6%	2%

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**the overall catering experience of dinner:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	10	19%	25%
Satisfied	31	60%	63%
Dissatisfied	8	15%	10%
Strongly Dissatisfied	3	6%	3%

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**The information provided about our menus:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	15	29%	27%
Satisfied	29	56%	56%
Dissatisfied	7	13%	14%
Strongly Dissatisfied	1	2%	3%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	10	19%	19%
Satisfied	28	54%	55%
Dissatisfied	11	21%	20%
Strongly Dissatisfied	3	6%	6%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	5	10%	12%
Satisfied	37	71%	75%
Dissatisfied	7	13%	11%
Strongly Dissatisfied	3	6%	2%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	9	18%	21%
Satisfied	38	75%	69%
Dissatisfied	3	6%	7%
Strongly Dissatisfied	1	2%	2%

51

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	9	19%	25%
Satisfied	36	75%	64%
Dissatisfied	2	4%	8%
Strongly Dissatisfied	1	2%	3%

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**The application process:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	10	19%	22%
Satisfied	36	69%	62%
Dissatisfied	6	12%	13%
Strongly Dissatisfied	0	0%	3%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	13	27%	34%
Satisfied	32	67%	60%
Dissatisfied	2	4%	4%
Strongly Dissatisfied	1	2%	2%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	8	17%	24%
Satisfied	34	71%	61%
Dissatisfied	5	10%	12%
Strongly Dissatisfied	1	2%	4%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	13	25%	24%
Satisfied	29	56%	57%
Dissatisfied	6	12%	12%
Strongly Dissatisfied	4	8%	6%

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**Hall/residence discipline:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	10	20%	16%
Satisfied	29	58%	56%
Dissatisfied	8	16%	19%
Strongly Dissatisfied	3	6%	9%

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**The availability of the Wardennial staff:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	12	24%	25%
Satisfied	30	59%	59%
Dissatisfied	6	12%	12%
Strongly Dissatisfied	3	6%	5%

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**Pastoral/welfare support and advice:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	6	13%	20%
Satisfied	29	64%	59%
Dissatisfied	6	13%	13%
Strongly Dissatisfied	4	9%	8%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	13	25%	29%
Satisfied	26	50%	49%
Dissatisfied Strongly	7	13%	14%
Dissatisfied	6	12%	8%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	10	21%	24%
Satisfied	29	62%	64%
Dissatisfied Strongly	4	9%	8%
Dissatisfied	4	9%	5%

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**The hall/residential community:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	18	35%	27%
Satisfied	30	58%	57%
Dissatisfied	2	4%	12%
Strongly Dissatisfied	2	4%	4%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	20	44%	27%
Satisfied	20	44%	62%
Dissatisfied	5	11%	9%
Strongly Dissatisfied	0	0%	3%

45

**The events they organise:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	11	27%	27%
Satisfied	21	51%	53%
Dissatisfied	8	20%	15%
Strongly Dissatisfied	1	2%	5%

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**The interaction with the Committee:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	20	47%	27%
Satisfied	19	44%	59%
Dissatisfied	4	9%	11%
Strongly Dissatisfied	0	0%	3%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	10	26%	20%
Satisfied	20	51%	57%
Dissatisfied	8	21%	15%
Strongly Dissatisfied	1	3%	8%

39

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	12	24%	35%
Satisfied	33	65%	55%
Dissatisfied	5	10%	7%
Strongly Dissatisfied	1	2%	3%

51

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	12	23%	21%
Satisfied	32	62%	54%
Dissatisfied	6	12%	16%
Strongly Dissatisfied	2	4%	9%

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**Bathrooms/shower rooms:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	14	26%	23%
Satisfied	29	55%	56%
Dissatisfied	6	11%	16%
Strongly Dissatisfied	4	8%	5%

53

**Kitchens or pantries:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	4	8%	19%
Satisfied	18	34%	54%
Dissatisfied	22	42%	19%
Strongly Dissatisfied	9	17%	8%

53

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	13	25%	27%
Satisfied	32	60%	58%
Dissatisfied	4	8%	11%
Strongly Dissatisfied	4	8%	5%

53

**Cycle Storage:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	4	17%	30%
Satisfied	16	67%	59%
Dissatisfied	3	13%	8%
Strongly Dissatisfied	1	4%	3%

24

**Laundry room and equipment:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	10	19%	20%
Satisfied	34	64%	58%
Dissatisfied	8	15%	17%
Strongly Dissatisfied	1	2%	6%

53

**Recycling facilities in residential areas:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	9	18%	23%
Satisfied	36	72%	60%
Dissatisfied	4	8%	14%
Strongly Dissatisfied	1	2%	3%

50

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	8	15%	29%
Satisfied	36	68%	52%
Dissatisfied	7	13%	13%
Strongly Dissatisfied	2	4%	5%

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**The heating times in your residence:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	7	13%	25%
Satisfied	36	69%	52%
Dissatisfied	5	10%	17%
Strongly Dissatisfied	4	8%	6%

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

	RESPONSES	%	SURVEY AVERAGE
Email	44	73%	74%
Text	7	12%	8%
Wed Memos	4	7%	8%
Social Media	5	8%	10%
Other	0	0%	1%

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

Communication

easy to contact

empty bins, clean kitchen

Food and cleaning

Friendliness and approachability of staff

Graham is a rock star, the guy is a kind man and is just on top of it. In addition to Graham Elayne is also nice, but if the entire hall staff could live up to Grahams example it would be a much better place to live.

Heating

keep everything running

Literally nothing

Location of buildings

Match roommates, provide catering

Staff at JBH are extremely friendly and approachable and are one of the main reason I have chosen to come back

The Pavlova pie is really good.

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

Be more like Graham.

better food

Better heating systems, improved hall kitchens and showers

Either make bubbles larger or divide them more sensibly, provide more common areas (JBH)

Everything

Feedback on when an issue has been fixed/seen by an engineer/technician.

if we must have potatoes everyday, then we could at least make those potatoes be chips. Also, only half of my room gets wifi which is not so bad, it just means that I have to do my work on my bed rather than the desk

Provide more recycling facilities. If facilities are not available people are not encouraged to recycle. This has got better recently but i think wider provision of glass/ recycling would be good.

Quicker respond to queries, especially email

Reopen closed common rooms. Phase out social distancing at meal times. PROVIDE KITCHENS WITH HOBS AND OVENS A MICROWAVE IS NOT A KITCHEN

The kitchen situation in JBH is not ideal especially during the pandemic

whilst it is easy to contact the services, i feel a little hesitation to contact them as i do not know them as well and a little unfamiliar