

## Student Accommodation Survey 2016-17

### McIntosh Hall

#### Introduction:

This report is based on the responses collected from the November 2016 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. **Where applicable all averages are worked out by averaging all survey responses and not by averaging the hall or survey section percentages.**

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.

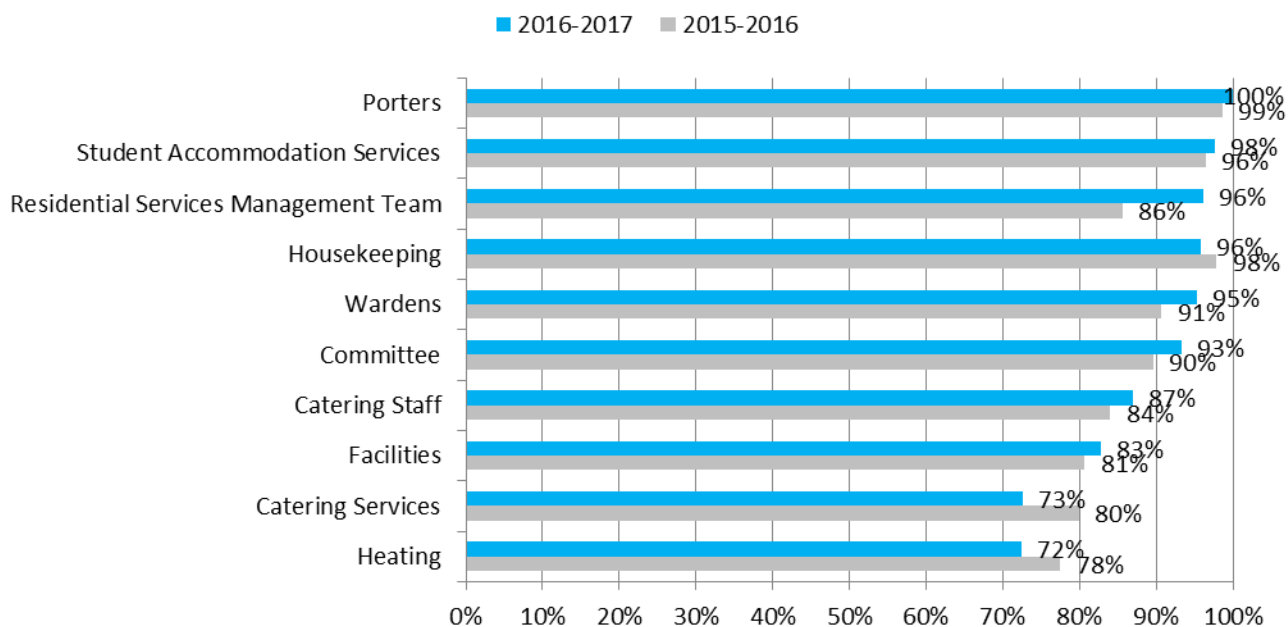
#### Demographic Breakdown:

<b>Total Respondents:</b>	1411		
<b>Male:</b>	513 (36%)	<b>Female:</b>	898 (64%)
<b>Average Age:</b>	19.8		
<b>Undergraduate:</b>	1198 (85%)	<b>Postgraduate:</b>	213 (15%)
<b>Home/EU:</b>	905 (64%)	<b>International:</b>	506 (36%)
<b>Self-Catered:</b>	566 (40%)	<b>Catered:</b>	845 (60%)
<b>Year of Study:</b>			
1st:	847 (60%)	2nd:	207 (14%)
3rd:	161 (11%)	4th:	96 (7%)
Postgraduate:	100 (7%)		

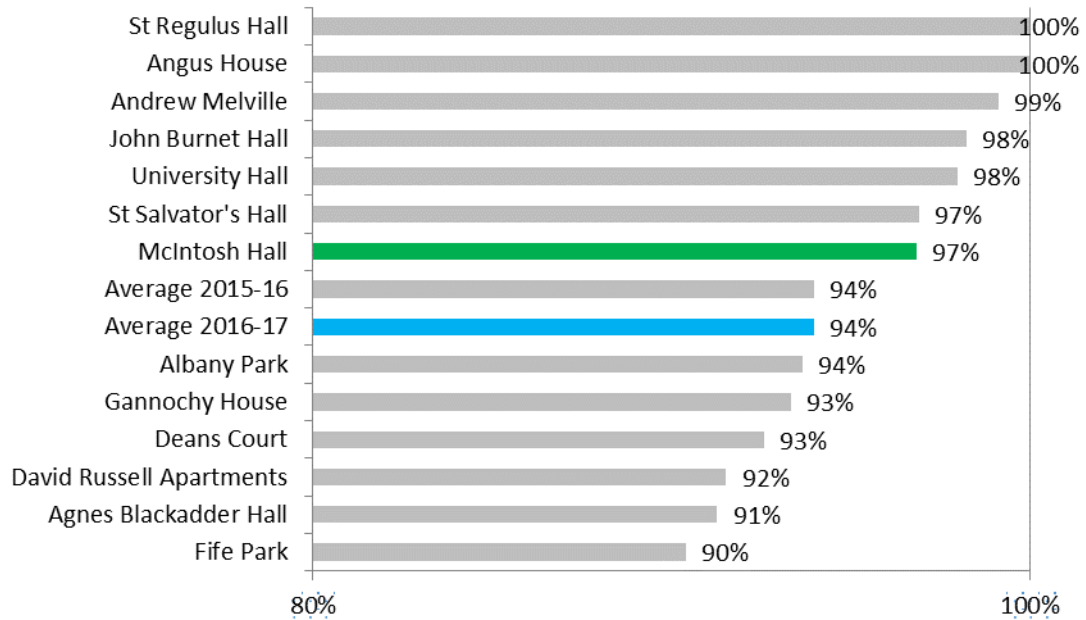
**The No. of Students Per Residence who Completed the Survey**

RESIDENCE	No. Completed Survey	Percentage Per Residence
Agnes Blackadder Hall	247	18%
Albany Park	145	10%
Andrew Melville	118	8%
Angus House	9	1%
David Russell Apartments	325	23%
Deans Court	27	2%
Fife Park	96	7%
Gannochy	30	2%
John Burnet Hall	60	4%
McIntosh Hall	96	7%
St Regulus Hall	65	5%
St Salvator's Hall	98	7%
Stanley Smith House	0	0%
University Hall	95	7%
<b>TOTALS</b>	<b>1411</b>	<b>100%</b>

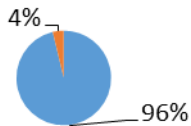
**McIntosh - year on year overall survey service satisfaction**



**How satisfied are you with our service overall?**

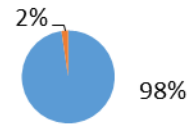


**EU/Home Student overall satisfaction:**



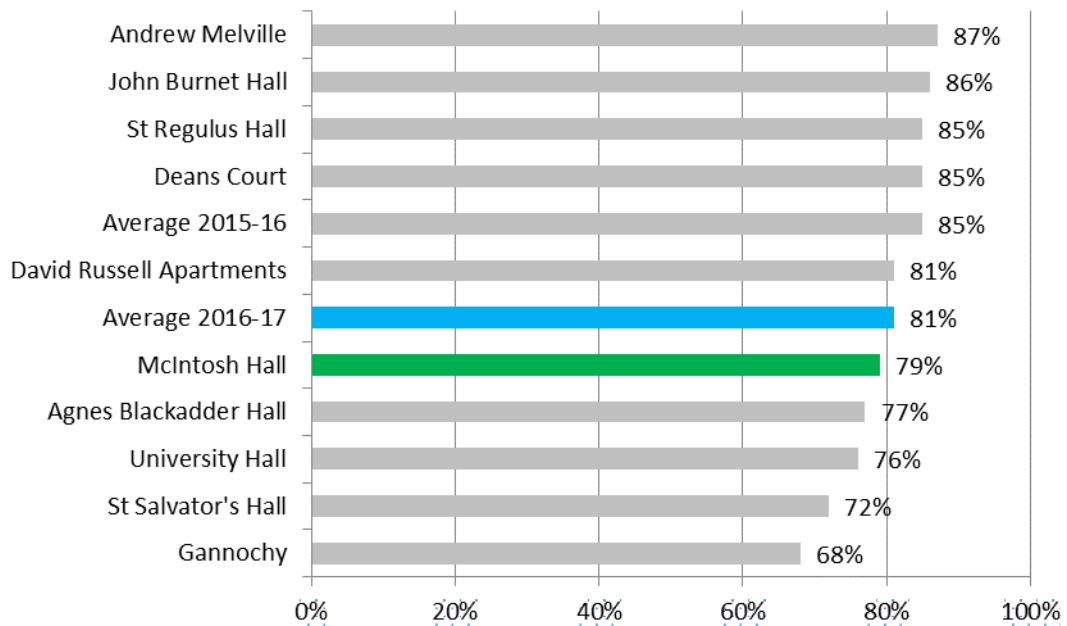
- Very Satisfied or Satisfied
- Dissatisfied or Strongly Dissatisfied

**International Student overall satisfaction:**

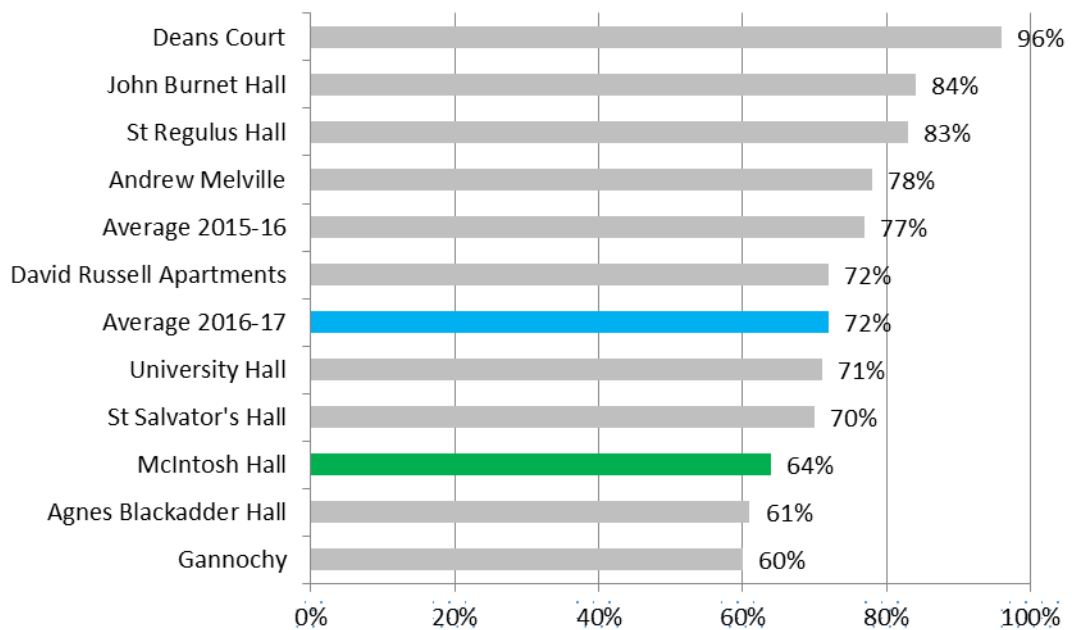


- Very Satisfied or Satisfied
- Dissatisfied or Strongly Dissatisfied

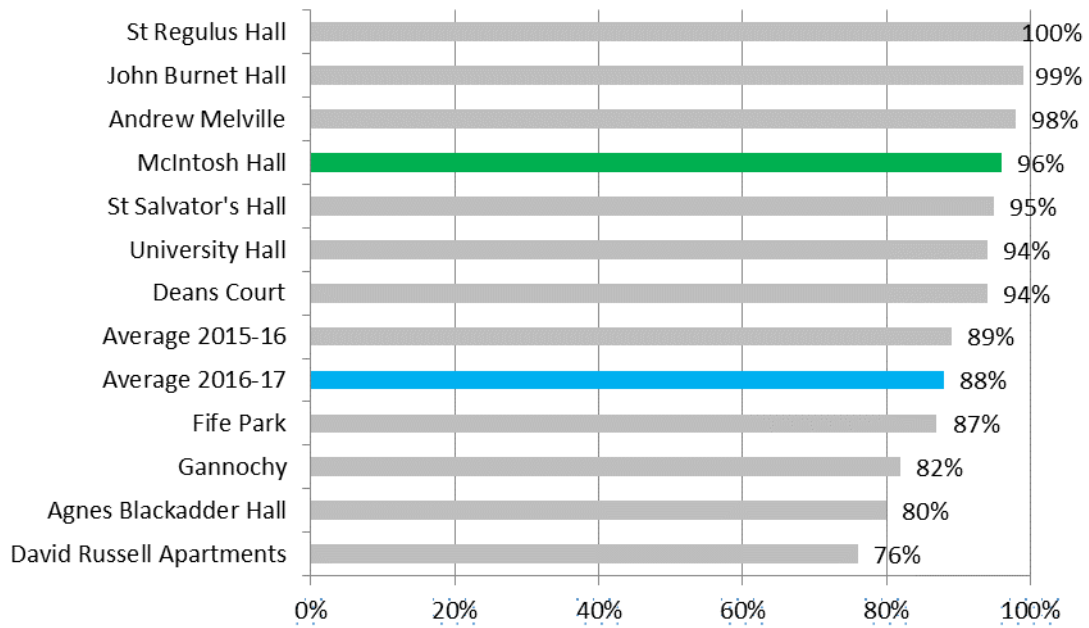
**Overall Home/EU student catering services satisfaction:**



**Overall International student catering services satisfaction:**



**Housekeeping overall averages (Catered):**



## Survey results

### **Overall Satisfaction Question**

How satisfied are you with our services overall?

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	42	44%	29%
Satisfied	50	53%	66%
Dissatisfied	3	3%	5%
Strongly Dissatisfied	0	0%	1%

95

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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	50%	52%
Satisfied	3	50%	44%
Dissatisfied	0	0%	4%
Strongly Dissatisfied	0	0%	0%

6

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### **Cleaning and Housekeeping**

The quality of our cleaning/housekeeping service:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	54	56%	42%
Satisfied	39	41%	45%
Dissatisfied	2	2%	10%
Strongly Dissatisfied	1	1%	4%

96

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	77	80%	56%
Satisfied	16	17%	37%
Dissatisfied	2	2%	5%
Strongly Dissatisfied	1	1%	1%

96

The quantity of cleaning you receive:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	52	54%	41%
Satisfied	38	40%	41%
Dissatisfied	5	5%	13%
Strongly Dissatisfied	1	1%	5%

96

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**Portering Service****The quality of our portering service:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	72	76%	50%
Satisfied	23	24%	46%
Dissatisfied	0	0%	4%
Strongly Dissatisfied	0	0%	1%

95

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	79	83%	55%
Satisfied	16	17%	40%
Dissatisfied	0	0%	4%
Strongly Dissatisfied	0	0%	1%

95

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	49	53%	37%
Satisfied	43	46%	57%
Dissatisfied	1	1%	5%
Strongly Dissatisfied	0	0%	1%

93

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	39	45%	37%
Satisfied	45	52%	56%
Dissatisfied	1	1%	5%
Strongly Dissatisfied	1	1%	1%

86

**The availability of these staff:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	32	34%	30%
Satisfied	52	56%	61%
Dissatisfied	9	10%	7%
Strongly Dissatisfied	0	0%	1%

93

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	57	61%	45%
Satisfied	35	37%	50%
Dissatisfied	1	1%	4%
Strongly Dissatisfied	1	1%	1%

94

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	24	25%	41%
Satisfied	61	64%	51%
Dissatisfied	7	7%	7%
Strongly Dissatisfied	4	4%	1%

96

**the friendliness and approachability of the staff**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	40	42%	51%
Satisfied	41	43%	39%
Dissatisfied	8	8%	7%
Strongly Dissatisfied	6	6%	3%

95

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	36	39%	46%
Satisfied	45	48%	47%
Dissatisfied	8	9%	6%
Strongly Dissatisfied	4	4%	1%

93

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	9	9%	20%
Satisfied	58	60%	60%
Dissatisfied	19	20%	16%
Strongly Dissatisfied	10	10%	5%

96

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	17	19%	27%
Satisfied	58	64%	65%
Dissatisfied	12	13%	7%
Strongly Dissatisfied	3	3%	2%

90

**The taste of the food:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	6	6%	18%
Satisfied	49	51%	60%
Dissatisfied	31	32%	17%
Strongly Dissatisfied	10	10%	5%

96

**the overall catering experience of breakfast:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	33	36%	31%
Satisfied	48	52%	48%
Dissatisfied	9	10%	15%
Strongly Dissatisfied	2	2%	5%

92



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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	15	16%	25%
Satisfied	49	51%	49%
Dissatisfied	23	24%	20%
Strongly Dissatisfied	9	9%	6%

96

**the overall catering experience of lunch:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	14	18%	29%
Satisfied	45	56%	54%
Dissatisfied	17	21%	13%
Strongly Dissatisfied	4	5%	4%

80

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	11	11%	16%
Satisfied	40	42%	47%
Dissatisfied	38	40%	27%
Strongly Dissatisfied	7	7%	9%

96

**the overall catering experience of dinner:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	15	16%	30%
Satisfied	53	55%	55%
Dissatisfied	20	21%	11%
Strongly Dissatisfied	8	8%	4%

96

**The information provided about our menus:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	14	15%	27%
Satisfied	58	60%	55%
Dissatisfied	21	22%	15%
Strongly Dissatisfied	3	3%	3%

96

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	25	26%	25%
Satisfied	53	55%	53%
Dissatisfied	12	13%	18%
Strongly Dissatisfied	6	6%	4%

96

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	32	34%	35%
Satisfied	44	47%	55%
Dissatisfied	13	14%	9%
Strongly Dissatisfied	4	4%	1%

93

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	36	40%	30%
Satisfied	54	60%	64%
Dissatisfied	0	0%	5%
Strongly Dissatisfied	0	0%	1%

90

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	33	42%	33%
Satisfied	45	58%	60%
Dissatisfied	0	0%	6%
Strongly Dissatisfied	0	0%	1%

78

**The application process:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	32	34%	27%
Satisfied	54	57%	60%
Dissatisfied	9	9%	10%
Strongly Dissatisfied	0	0%	3%

95

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	45	54%	40%
Satisfied	38	45%	57%
Dissatisfied	1	1%	2%
Strongly Dissatisfied	0	0%	1%

84

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	32	41%	32%
Satisfied	46	59%	60%
Dissatisfied	0	0%	7%
Strongly Dissatisfied	0	0%	1%

78

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	58	61%	49%
Satisfied	36	38%	47%
Dissatisfied	1	1%	3%
Strongly Dissatisfied	0	0%	1%

95

**Hall/residence discipline:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	39	42%	34%
Satisfied	40	43%	55%
Dissatisfied	10	11%	8%
Strongly Dissatisfied	3	3%	2%

92

**The availability of the Wardennial staff:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	45	47%	43%
Satisfied	44	46%	49%
Dissatisfied	7	7%	6%
Strongly Dissatisfied	0	0%	1%

96

**Pastoral/welfare support and advice:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	37	47%	39%
Satisfied	40	51%	55%
Dissatisfied	0	0%	4%
Strongly Dissatisfied	1	1%	1%

78

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	62	65%	57%
Satisfied	32	33%	39%
Dissatisfied	2	2%	3%
Strongly Dissatisfied	0	0%	1%

96

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	48	55%	45%
Satisfied	40	45%	51%
Dissatisfied	0	0%	3%
Strongly Dissatisfied	0	0%	1%

88

**The hall/residential community:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	60	63%	45%
Satisfied	30	31%	47%
Dissatisfied	6	6%	7%
Strongly Dissatisfied	0	0%	1%

96

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	45	48%	37%
Satisfied	42	45%	55%
Dissatisfied	6	6%	6%
Strongly Dissatisfied	0	0%	1%

93

**The events they organise:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	46	49%	37%
Satisfied	43	46%	52%
Dissatisfied	3	3%	9%
Strongly Dissatisfied	1	1%	2%

93

**The interaction with the Committee:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	44	48%	36%
Satisfied	42	46%	53%
Dissatisfied	5	5%	9%
Strongly Dissatisfied	0	0%	2%

91

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	41	43%	33%
Satisfied	44	46%	53%
Dissatisfied	8	8%	10%
Strongly Dissatisfied	2	2%	3%

95

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	49	52%	36%
Satisfied	42	44%	55%
Dissatisfied	4	4%	7%
Strongly Dissatisfied	0	0%	1%

95

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	51	53%	28%
Satisfied	40	42%	59%
Dissatisfied	4	4%	10%
Strongly Dissatisfied	1	1%	2%

96

**Bathrooms/shower rooms:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	28	29%	23%
Satisfied	51	53%	54%
Dissatisfied	16	17%	18%
Strongly Dissatisfied	1	1%	4%

96

**Kitchens or pantries:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	16	17%	18%
Satisfied	57	60%	56%
Dissatisfied	18	19%	20%
Strongly Dissatisfied	4	4%	6%

95

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	45	47%	40%
Satisfied	46	48%	51%
Dissatisfied	3	3%	6%
Strongly Dissatisfied	2	2%	2%

96

**Cycle Storage:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	22	47%	30%
Satisfied	22	47%	55%
Dissatisfied	3	6%	12%
Strongly Dissatisfied	0	0%	3%

47

**Laundry room and equipment:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	11	11%	11%
Satisfied	29	30%	38%
Dissatisfied	31	32%	33%
Strongly Dissatisfied	25	26%	17%

96

**Recycling facilities in residential areas:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	29	35%	29%
Satisfied	46	55%	58%
Dissatisfied	6	7%	11%
Strongly Dissatisfied	3	4%	2%

84

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	33	34%	25%
Satisfied	36	38%	42%
Dissatisfied	22	23%	20%
Strongly Dissatisfied	5	5%	13%

96

**The heating times in your residence:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	25	26%	21%
Satisfied	45	47%	42%
Dissatisfied	20	21%	24%
Strongly Dissatisfied	6	6%	13%

96

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

	RESPONSES	%	SURVEY AVERAGE
Email	80	64%	68%
Text	8	6%	6%
Wed Memos	10	8%	8%
Social Media	27	22%	18%
Other	0	0%	1%

125



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

"Accommodate students successfully."	"Help students with issues match"
"Accommodation is clean, good value for money"	"I love my hall and roommate!!"
"All very approachable"	"I think all of the aspects specific to housing are incredible."
"Answer queries"	"Keep the buildings nice"
"Approachable"	"Mail services"
"Attempt to allocate students into the right residences."	"Make me feel at ease in halls and I know that they can be contacted when necessary"
"Availability"	"Manage day to day business"
"Being friendly"	"McIntosh has a great community"
"Being very friendly"	"Offer help during times of trouble"
"Breakfast"	"Offering a very satisfactory service for the amount of money we pay"
"Cleaning"	"Organize"
"Collecting parcels is very easy and hassle free"	"Present themselves as cheerful and approachable"
"Create a real community within the halls"	"Provide room for a good community"
"Creating a positive and friendly environment which results in a tight-knit hall community."	"Putting you with a good roommate"
"Encourage hall spirit and enthusiasm through hall sports and events"	"Take feedback and implement it"
"Everyone is generally very friendly."	"The hall is run very smoothly; cleaning services are incredible!"
"Everyone is very available for questions"	"The staff is extremely friendly and helpful."
"Everyone is very friendly, events are fun, all around very pleasant atmosphere"	"They are organized."
"Friendliness"	"They are very approachable and friendly"
"Friendliness and approachability."	"They make a very good sense of community within the Residence. They are very adaptable to requests and queries."
"Friendly and approachable staff in hall"	"Very friendly and welcoming environment, people are quick to resolve any problems. Overall, a very nice place to live!"
"Friendly and available at all times."	"Wardennial tem"
"Friendly and helpful"	
"Giving information and being friendly"	
"Good place to meet people and introduced to life here"	

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

"Allow students to indicate specific hall requests and the reasons why they would prefer said hall."

"Ask the students what they would like their money to be spent on (by hall committee)"

"Being available at more times"

"Better food"

"Better food and wifi"

"Better laundry services"

"Better quality, healthier food"

"Catering- it's disgusting."

"Catering- most vegetarian options are unhealthy and no flavour. I have seen staff touching meat and then the vegetarian options. Cleaning- Kitchen is unhygienic. Also, often cleaners don't leave enough toilet paper so by the Friday night there is none left for the weekend. "

"Communicate rules and expectations better."

"Change meal times, dinner is far too early"

"Circuit is fairly bad for laundry"

"Cook better"

"Demonstrate a greater ability to use common sense and independent thinking by approaching problems with flexibility."

"DINING SERVICES (freedom of menu and more salad bar option and sandwiches and longer meal times"

"Fewer rules at dinner times about what food we can have, when and how much"

"Fix the drying machines, none of them work"

"Food"

"Food can be variable"

"Food is below standard, bland, overcooked. Single pane windows means it's so cold at night and I'm always getting sick. "

"Food is limited when people are dairy free. Since it's such a common condition, it'd be nice to look into it. "

"Have a more specific accommodation survey to match better roommates. Have heating as much of the day as possible. Have larger time slots for meals. "

"Healthier food options at meals"

"I felt the heating levels were inappropriate last week, it was rather cold in my bedroom which made it difficult to recover from being unwell"

"I think a better selection of food at meals would be ideal. The food is good there just aren't many options especially for those who have dietary restrictions."

"I think it would be nice to have a vacuum available for students to use at all times. But other than that everything is great!"

"I wish to have a mirror in our rooms. There are mirrors on the corridor but it is not convenient to go out and check your attire and come back. "

"I would love to see better recycling. There is very limited recycling in the kitchens especially and, in our room, we have 2 normal waste bins- which seems unnecessary! I think we should try to be more eco-friendly in general."

"If there is a problem in your room for it not to take 6 days for it to be fixed, I was without a main light in my room for 6 days before it got fixed."

"Keep us updated about developments"

"Laundry is a big problem in McIntosh -- machines often don't work"

"Match roommates together better"

"Maybe make breakfast go on for longer?"

"Meal times"



"Meal times are sometimes a bit restrictive when you have class"

"More affordable housing (both in quantity and cheapness)."

"More diversity spread out over halls"

"NEED better food."

"Net curtains in ground floor/basement rooms, more cleaning in shared kitchens, single sex bathrooms in shared bathroom residences"

"Nothing much!"

"Please take note and act on the INCESSANT complaints about the laundry system. It is expensive and doesn't wash or dry clothes adequately. WE DESERVE BETTER."

"The dining options for dinner tend to blend together after some time. Some weeks it feels like we are having the same meal multiple times. "

"The dryers are really ineffective, even if you take out heavier items of clothing; the food is quite bland; a greater range of better quality fresh fruit, being able to take more than two pieces. Perhaps also then better vegetables which are not overdone."

"The dryers in the laundry room need to be replaced."

"The food could be better, and cleaning could be better."

"The heating times make no sense - the heaters work during the day when we are not in our rooms, which means that we have to put them up to full in the evening so we don't freeze overnight. If they were on all the time, people wouldn't have to set them to more than 1 or 2 even in the winter. "

"The hours of availability of the RSMs are not great but they are sufficient"

"The kitchen staff are scary"

"The quality of food could be improved."

"The vegetarian options are very limited and usually not that good"

"There are minimal decorating opportunity and options if we aren't allowed to put things on walls and my pin board is hidden behind the sink. I think non-damaging tape should be allowed."