

Student Accommodation Survey 2020-21

McIntosh 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.

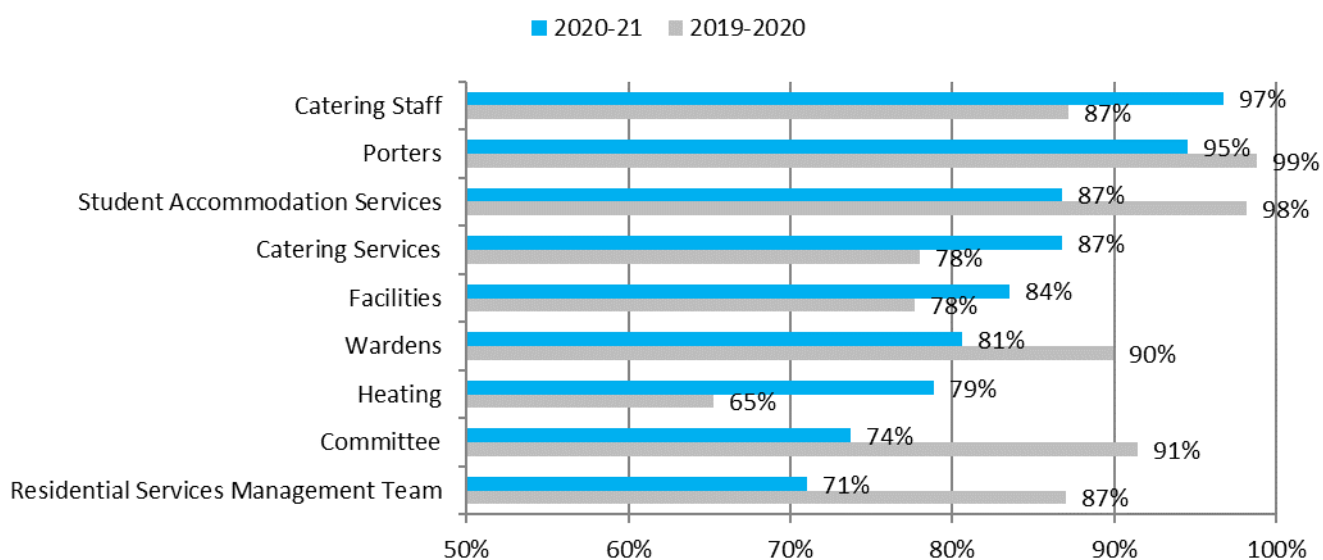
The survey results showed a notable difference in International student satisfaction compared to Home/EU student satisfaction; therefore, the overall satisfaction and catering satisfaction categories are broken down further and also presented by Home/EU and International satisfaction.

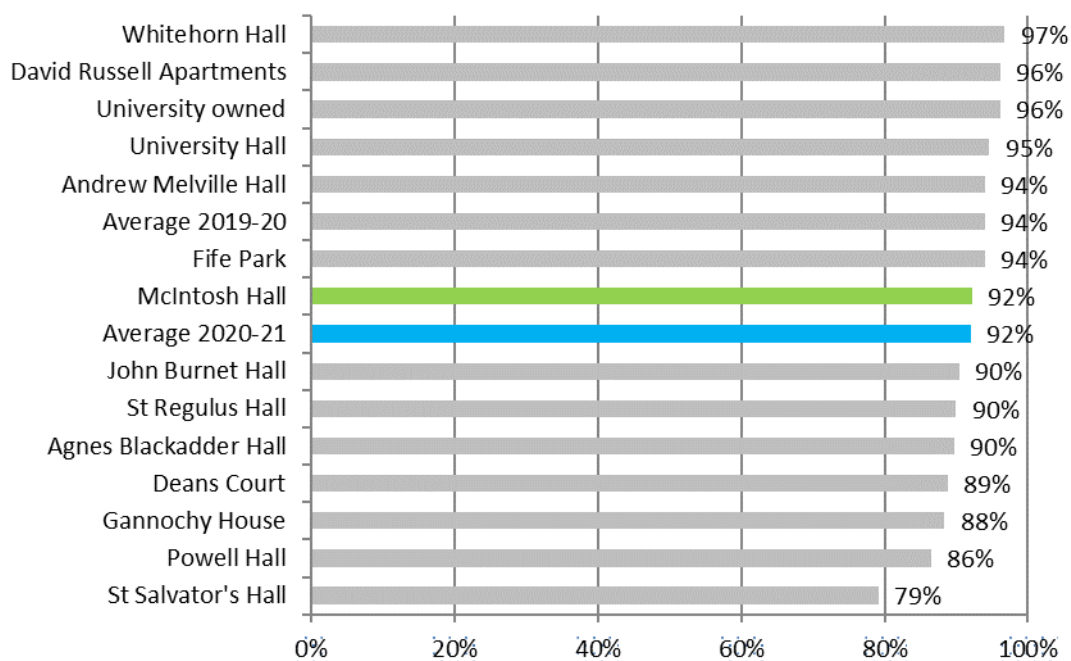
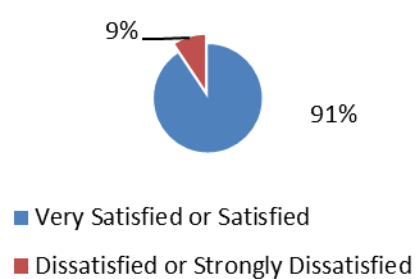
Demographic Breakdown:

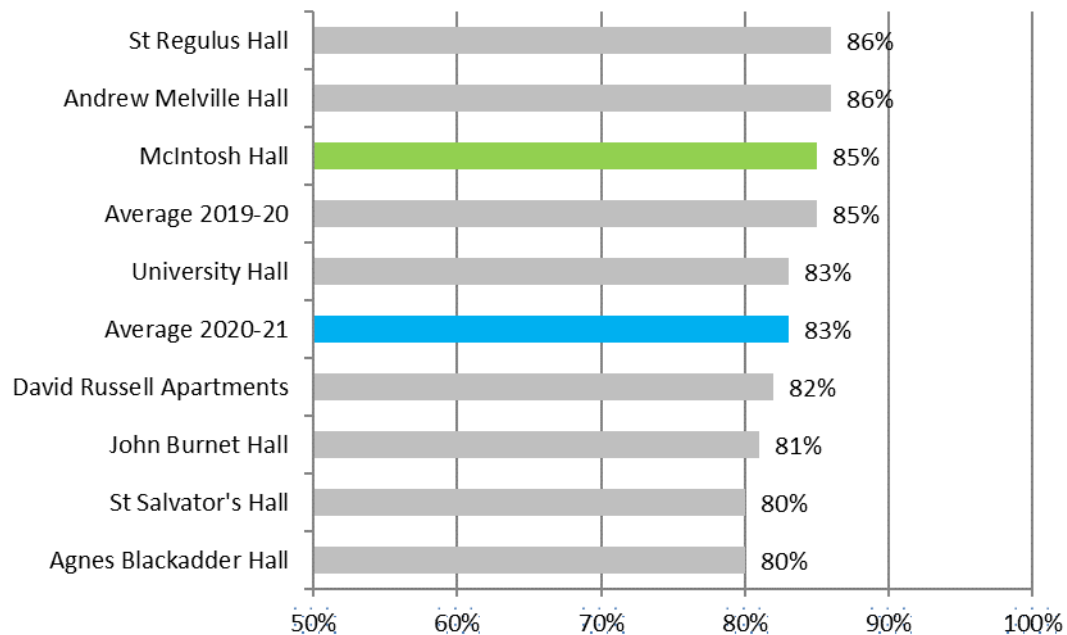
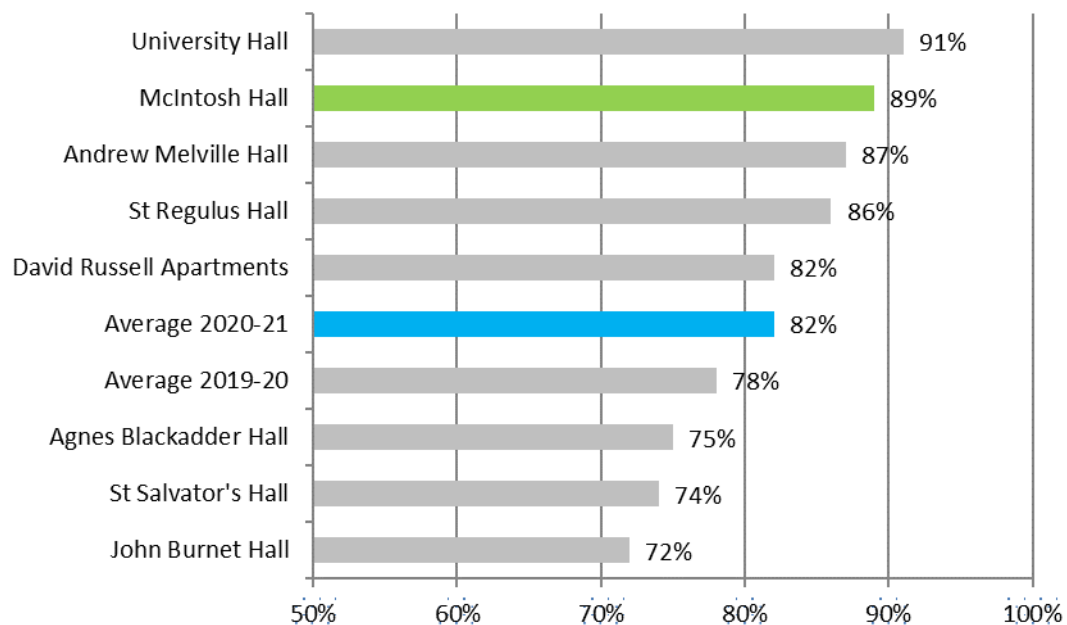
Total respondents:	1501		
Male:	563 (37.5%)	Female:	924 (61.5%)
Non-binary:	13 (1%)	Other:	1 (0%)
Average age:	19.6		
Undergraduate:	1290 (86%)	Postgraduate:	211 (14%)
Home/EU:	1026 (68.4%)	International:	475 (31.6%)
Self-catered:	630 (41.5%)	Catered:	887 (58.5%)
Year of Study:			
1st:	958 (64%)	2nd:	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%

McIntosh - 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	20	26%	22%
Satisfied	51	66%	71%
Dissatisfied	5	6%	7%
Strongly Dissatisfied	1	1%	1%

77

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	2	25%	36%
Satisfied	3	38%	47%
Dissatisfied	2	25%	10%
Strongly Dissatisfied	1	13%	7%

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Portering Service

The quality of our portering service:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	66	81%	39%
Satisfied	14	17%	56%
Dissatisfied	1	1%	3%
Strongly Dissatisfied	0	0%	2%

81

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	46	55%	42%
Satisfied	29	35%	48%
Dissatisfied	7	8%	8%
Strongly Dissatisfied	1	1%	2%

83

Residential Services Management Team

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	16	20%	28%
Satisfied	45	57%	64%
Dissatisfied	13	16%	6%
Strongly Dissatisfied	5	6%	2%

79

The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	14	19%	30%
Satisfied	36	50%	60%
Dissatisfied	16	22%	7%
Strongly Dissatisfied	6	8%	3%

72

The availability of these staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	16	20%	25%
Satisfied	37	47%	63%
Dissatisfied	22	28%	10%
Strongly Dissatisfied	4	5%	2%

79

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	20	25%	35%
Satisfied	37	46%	56%
Dissatisfied	14	17%	7%
Strongly Dissatisfied	10	12%	3%

81

Catering Staff

the quality of the service provided by the catering staff

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	49	59%	55%
Satisfied	32	39%	41%
Dissatisfied	2	2%	3%
Strongly Dissatisfied	0	0%	1%

83

the friendliness and approachability of the staff

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	53	64%	65%
Satisfied	27	33%	34%
Dissatisfied	3	4%	2%
Strongly Dissatisfied	0	0%	0%

83

the overall responses to questions & queries you ask them

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	42	51%	48%
Satisfied	38	46%	49%
Dissatisfied	3	4%	3%
Strongly Dissatisfied	0	0%	1%

83

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	19	23%	18%
Satisfied	52	63%	62%
Dissatisfied	11	13%	15%
Strongly Dissatisfied	1	1%	5%

83
The taste of the food:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	16	19%	15%
Satisfied	58	70%	63%
Dissatisfied	8	10%	19%
Strongly Dissatisfied	1	1%	3%

83
The range and choice you have at different meals:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	17	20%	17%
Satisfied	45	54%	56%
Dissatisfied	18	22%	24%
Strongly Dissatisfied	3	4%	3%

83
The serving times for meals in residences:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	40	48%	31%
Satisfied	39	47%	56%
Dissatisfied	4	5%	11%
Strongly Dissatisfied	0	0%	2%

83
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%

52
the overall catering experience of breakfast:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	34	41%	33%
Satisfied	39	47%	51%
Dissatisfied	9	11%	14%
Strongly Dissatisfied	1	1%	2%

83
the overall catering experience of lunch:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	24	29%	24%
Satisfied	56	67%	64%
Dissatisfied	1	1%	9%
Strongly Dissatisfied	2	2%	2%

83
the overall catering experience of dinner:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	27	33%	25%
Satisfied	51	61%	63%
Dissatisfied	3	4%	10%
Strongly Dissatisfied	2	2%	3%

83

The information provided about our menus:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	27	33%	27%
Satisfied	45	54%	56%
Dissatisfied	10	12%	14%
Strongly Dissatisfied	1	1%	3%

83

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	20	24%	19%
Satisfied	46	55%	55%
Dissatisfied	16	19%	20%
Strongly Dissatisfied	1	1%	6%

83

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	10	12%	12%
Satisfied	62	75%	75%
Dissatisfied	11	13%	11%
Strongly Dissatisfied	0	0%	2%

83

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	16	21%	21%
Satisfied	51	67%	69%
Dissatisfied	6	8%	7%
Strongly Dissatisfied	3	4%	2%

76

The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	19	27%	25%
Satisfied	42	59%	64%
Dissatisfied	5	7%	8%
Strongly Dissatisfied	5	7%	3%

71

The application process:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	19	25%	22%
Satisfied	51	67%	62%
Dissatisfied	3	4%	13%
Strongly Dissatisfied	3	4%	3%

76

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	27	36%	34%
Satisfied	39	53%	60%
Dissatisfied	5	7%	4%
Strongly Dissatisfied	3	4%	2%

74

The response time for questions and queries:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	19	26%	24%
Satisfied	38	52%	61%
Dissatisfied	10	14%	12%
Strongly Dissatisfied	6	8%	4%

73

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	17	22%	24%
Satisfied	49	64%	57%
Dissatisfied	6	8%	12%
Strongly Dissatisfied	4	5%	6%

76

Hall/residence discipline:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	13	17%	16%
Satisfied	42	55%	56%
Dissatisfied	17	22%	19%
Strongly Dissatisfied	5	6%	9%

77

The availability of the Wardennial staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	17	23%	25%
Satisfied	44	59%	59%
Dissatisfied	10	14%	12%
Strongly Dissatisfied	3	4%	5%

74

Pastoral/welfare support and advice:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	15	23%	20%
Satisfied	33	51%	59%
Dissatisfied	12	18%	13%
Strongly Dissatisfied	5	8%	8%

65

The friendliness and approachability of Wardennial staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	23	31%	29%
Satisfied	34	45%	49%
Dissatisfied	12	16%	14%
Strongly Dissatisfied	6	8%	8%

75

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	16	24%	24%
Satisfied	42	64%	64%
Dissatisfied	6	9%	8%
Strongly Dissatisfied	2	3%	5%

66

The hall/residential community:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	23	30%	27%
Satisfied	43	56%	57%
Dissatisfied	9	12%	12%
Strongly Dissatisfied	2	3%	4%

77

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	21	32%	27%
Satisfied	35	53%	62%
Dissatisfied	8	12%	9%
Strongly Dissatisfied	2	3%	3%

66

The events they organise:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	13	22%	27%
Satisfied	29	48%	53%
Dissatisfied	12	20%	15%
Strongly Dissatisfied	6	10%	5%

60

The interaction with the Committee:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	18	27%	27%
Satisfied	32	48%	59%
Dissatisfied	12	18%	11%
Strongly Dissatisfied	5	7%	3%

67

How your subscription is spent by the Committee:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	11	19%	20%
Satisfied	26	45%	57%
Dissatisfied	11	19%	15%
Strongly Dissatisfied	10	17%	8%

58

Facilities**Study bedrooms:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	26	35%	35%
Satisfied	47	63%	55%
Dissatisfied	2	3%	7%
Strongly Dissatisfied	0	0%	3%

75

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	26	34%	21%
Satisfied	48	62%	54%
Dissatisfied	3	4%	16%
Strongly Dissatisfied	0	0%	9%

77

Bathrooms/shower rooms:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	17	22%	23%
Satisfied	44	57%	56%
Dissatisfied	14	18%	16%
Strongly Dissatisfied	2	3%	5%

77

Kitchens or pantries:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	10	13%	19%
Satisfied	38	49%	54%
Dissatisfied	24	31%	19%
Strongly Dissatisfied	6	8%	8%

78

Atmosphere and surroundings in the dining room:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	18	23%	27%
Satisfied	47	60%	58%
Dissatisfied	9	12%	11%
Strongly Dissatisfied	4	5%	5%

78

Cycle Storage:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	12	30%	30%
Satisfied	24	60%	59%
Dissatisfied	3	8%	8%
Strongly Dissatisfied	1	3%	3%

40

Laundry room and equipment:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	15	20%	20%
Satisfied	49	64%	58%
Dissatisfied	11	14%	17%
Strongly Dissatisfied	1	1%	6%

76

Recycling facilities in residential areas:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	18	24%	23%
Satisfied	43	57%	60%
Dissatisfied	12	16%	14%
Strongly Dissatisfied	3	4%	3%

76

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	24	31%	29%
Satisfied	39	50%	52%
Dissatisfied	12	15%	13%
Strongly Dissatisfied	3	4%	5%
	<u>78</u>		

The heating times in your residence:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	20	26%	25%
Satisfied	40	51%	52%
Dissatisfied	13	17%	17%
Strongly Dissatisfied	5	6%	6%
	<u>78</u>		

Communication**Preferred method of communication:**

	RESPONSES	%	SURVEY AVERAGE
Email	69	71%	74%
Text	6	6%	8%
Wed Memos	12	12%	8%
Social Media	9	9%	10%
Other	1	1%	1%
	<u>97</u>		

What do Residential and Business Services do best?

Breakfast

Charlie, our maintenance man is amazing. My room is very nice.

Communication

Create a good hall atmosphere

Good communication. Approachable and prompt to respond to queries.

Help students

I think the state and the repair of the facilities are great. I appreciate how quickly everything gets fixed when something breaks down.

Keep us updated via email

Keeping the hall clean, warm, and working - they always respond to any issues helpfully and quickly.

Know where to contact them, always approachable

Meals and hall cleanliness

Overall, mcintosh is a pretty great place to live

Quickly solve issues with accommodation and relocate you if need be

The porters and kitchen staff are lovely.

The staff are very friendly

They are good at allocating shared rooms

They do a good job of providing food in the dining hall and getting people in and out fairly quickly.

They help organise everything for Covid support.

They're very prompt responding to emails and questions.

very friendly

We get questions answered relatively easily. The cleaning is also really nice.

What could Residential and Business Services do better?

The porter is very rude making it difficult to ask questions, the kitchen situation is horrible because people constantly steal other people's food. And the dining hall selection for vegans is always curry. Also there should be more than one person allowed in our kitchen at a time.

Be friendlier and more considerate to students.

Be more present. If someone were to ask me what their job was in St Andrews I wouldn't be able to say

Breakfast and room furnishings

Communication with all students not just the committee

I have been disappointed with my interactions with McIntosh RSMs. I've reached out about a few of things but only received a response

to one of my queries. When I tried to ask in person I was met with an unfriendly response and some of the issues (a broken radiator) were never resolved..

I think some of the RSMs could be friendlier. I and others have had many poor experiences with them.

Make more of an effort to support, especially in September when I started, there was no support considering the circumstances

More choice of food for people in isolation might be good

More events for students

More specific times for room checks/PAT testing

My main issue is the portions sizes of meals, but I gather that is more of a catering services issue.

My only complaint is about the laundry services. Two more washing machines would be a massive improvement.

Offer more information r.e heating and cleaning times

Some of the McIntosh staff have been unnecessarily rude to multiple students.

The quarantine food needs to be better.

They could answer emails more promptly, and be more approachable

They were hard to contact at some points

Please longer heating, gets very cold after 23:30

Please please be nice! When dealing with a query, don't scare the students!! It doesn't cost a lot to smile

Provide better kitchen equipment, kettles always broken, toaster broke (being fixed), and hoovers r always missing

Quickly respond to accommodation queries and be more compassionate towards student complaints.