

Student Accommodation Survey 2020-21

Powell 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.

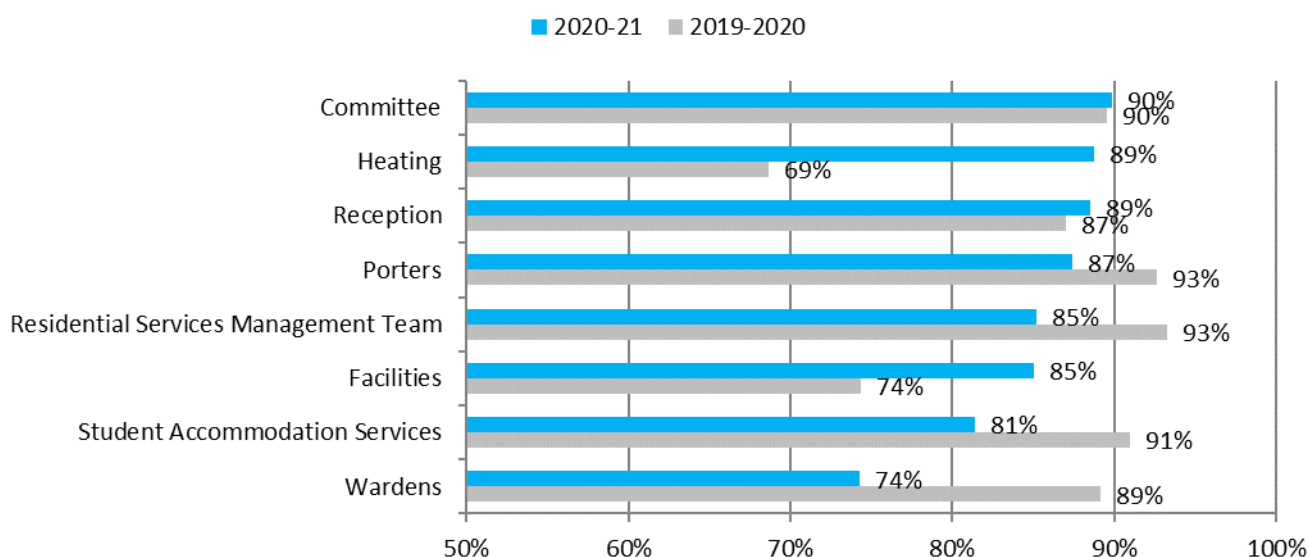
The survey results showed a notable difference in International student satisfaction compared to Home/EU student satisfaction; therefore, the overall satisfaction and catering satisfaction categories are broken down further and also presented by Home/EU and International satisfaction.

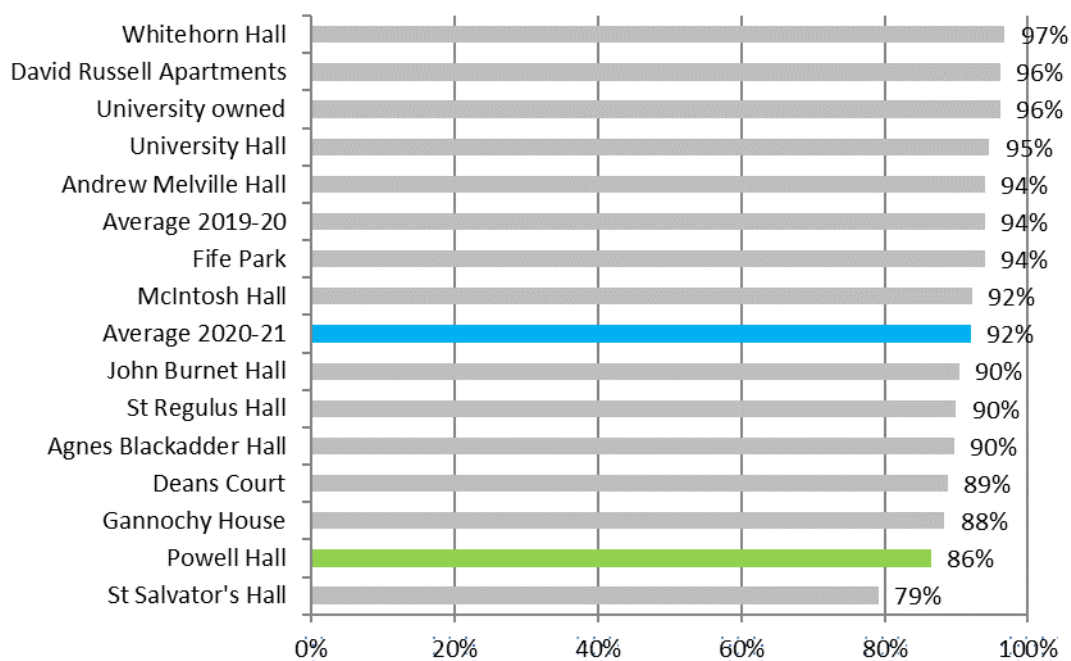
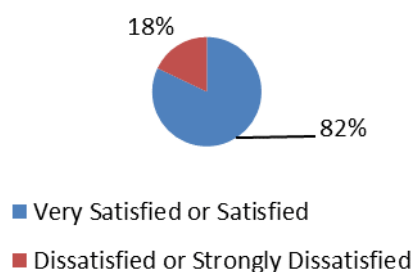
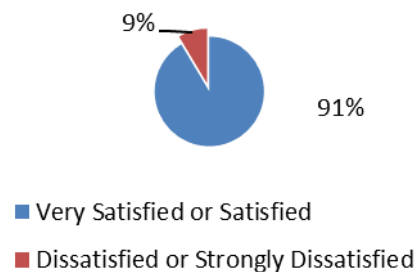
Demographic Breakdown:

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%

Powell Hall - 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

How satisfied are you with our services overall?

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	11	15%	22%
Satisfied	53	72%	71%
Dissatisfied	9	12%	7%
Strongly Dissatisfied	1	1%	1%

74

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	20%	36%
Satisfied	7	70%	47%
Dissatisfied	0	0%	10%
Strongly Dissatisfied	1	10%	7%

10

Portering Service

The quality of our portering service:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	15	21%	39%
Satisfied	47	67%	56%
Dissatisfied	5	7%	3%
Strongly Dissatisfied	3	4%	2%

70

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	21	29%	42%
Satisfied	42	58%	48%
Dissatisfied	7	10%	8%
Strongly Dissatisfied	3	4%	2%

73

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	22	39%	34%
Satisfied	30	54%	58%
Dissatisfied	4	7%	6%
Strongly Dissatisfied	0	0%	1%

56

The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	15	26%	34%
Satisfied	38	67%	58%
Dissatisfied	4	7%	7%
Strongly Dissatisfied	0	0%	2%

57

The availability of these staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	19	33%	25%
Satisfied	27	47%	60%
Dissatisfied	10	18%	13%
Strongly Dissatisfied	1	2%	2%

57

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	21	37%	38%
Satisfied	29	51%	53%
Dissatisfied	7	12%	8%
Strongly Dissatisfied	0	0%	1%

57

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	13	20%	28%
Satisfied	46	70%	64%
Dissatisfied	5	8%	6%
Strongly Dissatisfied	2	3%	2%

66

The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	14	21%	30%
Satisfied	43	65%	60%
Dissatisfied	8	12%	7%
Strongly Dissatisfied	1	2%	3%

66

The availability of these staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	14	21%	25%
Satisfied	39	59%	63%
Dissatisfied	12	18%	10%
Strongly Dissatisfied	1	2%	2%

66

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	14	22%	35%
Satisfied	41	63%	56%
Dissatisfied	7	11%	7%
Strongly Dissatisfied	3	5%	3%

65

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	12	16%	21%
Satisfied	49	67%	69%
Dissatisfied	11	15%	7%
Strongly Dissatisfied	1	1%	2%

73

The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	13	18%	25%
Satisfied	45	63%	64%
Dissatisfied	10	14%	8%
Strongly Dissatisfied	3	4%	3%

71

The application process:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	15	21%	22%
Satisfied	47	64%	62%
Dissatisfied	9	12%	13%
Strongly Dissatisfied	2	3%	3%

73

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	18	25%	34%
Satisfied	43	61%	60%
Dissatisfied	7	10%	4%
Strongly Dissatisfied	3	4%	2%

71

The response time for questions and queries:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	11	15%	24%
Satisfied	40	56%	61%
Dissatisfied	16	22%	12%
Strongly Dissatisfied	5	7%	4%

72

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	12	18%	24%
Satisfied	36	54%	57%
Dissatisfied	13	19%	12%
Strongly Dissatisfied	6	9%	6%

67

Hall/residence discipline:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	7	10%	16%
Satisfied	29	43%	56%
Dissatisfied	20	30%	19%
Strongly Dissatisfied	11	16%	9%

67

The availability of the Wardennial staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	13	21%	25%
Satisfied	38	61%	59%
Dissatisfied	8	13%	12%
Strongly Dissatisfied	3	5%	5%

62

Pastoral/welfare support and advice:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	6	11%	20%
Satisfied	38	69%	59%
Dissatisfied	5	9%	13%
Strongly Dissatisfied	6	11%	8%

55

The friendliness and approachability of Wardennial staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	16	24%	29%
Satisfied	33	49%	49%
Dissatisfied	11	16%	14%
Strongly Dissatisfied	7	10%	8%

67

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	11	19%	24%
Satisfied	40	69%	64%
Dissatisfied	4	7%	8%
Strongly Dissatisfied	3	5%	5%

58

The hall/residential community:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	14	21%	27%
Satisfied	36	54%	57%
Dissatisfied	10	15%	12%
Strongly Dissatisfied	7	10%	4%

67

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	13	25%	27%
Satisfied	37	70%	62%
Dissatisfied	3	6%	9%
Strongly Dissatisfied	0	0%	3%

53

The events they organise:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	23	37%	27%
Satisfied	32	52%	53%
Dissatisfied	7	11%	15%
Strongly Dissatisfied	0	0%	5%

62

The interaction with the Committee:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	12	22%	27%
Satisfied	42	76%	59%
Dissatisfied	1	2%	11%
Strongly Dissatisfied	0	0%	3%

55

How your subscription is spent by the Committee:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	10	18%	20%
Satisfied	35	61%	57%
Dissatisfied	7	12%	15%
Strongly Dissatisfied	5	9%	8%

57

Facilities**Study bedrooms:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	32	44%	35%
Satisfied	34	47%	55%
Dissatisfied	3	4%	7%
Strongly Dissatisfied	3	4%	3%

72

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	13	20%	21%
Satisfied	41	64%	54%
Dissatisfied	7	11%	16%
Strongly Dissatisfied	3	5%	9%

64

Bathrooms/shower rooms:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	19	26%	23%
Satisfied	40	56%	56%
Dissatisfied	8	11%	16%
Strongly Dissatisfied	5	7%	5%

72

Kitchens or pantries:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	16	22%	19%
Satisfied	48	67%	54%
Dissatisfied	6	8%	19%
Strongly Dissatisfied	2	3%	8%

72

Atmosphere and surroundings in the dining room:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	13	28%	27%
Satisfied	29	62%	58%
Dissatisfied	3	6%	11%
Strongly Dissatisfied	2	4%	5%

 47
Cycle Storage:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	13	31%	30%
Satisfied	26	62%	59%
Dissatisfied	3	7%	8%
Strongly Dissatisfied	0	0%	3%

 42
Laundry room and equipment:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	9	13%	20%
Satisfied	34	49%	58%
Dissatisfied	17	24%	17%
Strongly Dissatisfied	10	14%	6%

 70
Recycling facilities in residential areas:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	16	24%	23%
Satisfied	48	71%	60%
Dissatisfied	4	6%	14%
Strongly Dissatisfied	0	0%	3%

 68
Heating**The current heating levels in your residence:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	25	35%	29%
Satisfied	45	63%	52%
Dissatisfied	2	3%	13%
Strongly Dissatisfied	0	0%	5%

 72
The heating times in your residence:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	19	27%	25%
Satisfied	37	53%	52%
Dissatisfied	14	20%	17%
Strongly Dissatisfied	0	0%	6%

 70
Communication**Preferred method of communication:**

	RESPONSES	%	SURVEY AVERAGE
Email	65	79%	74%
Text	5	6%	8%
Wed Memos	4	5%	8%
Social Media	6	7%	10%
Other	2	2%	1%

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What do Residential and Business Services do best?

Being friendly

Catering staff is always friendly and helpful.

Communication

communication

Friendliest staff i have ever anticipated

Give students places to live in exchange for money.

Having the disinfectants in place. There is someone to talk to in case you have a question. Quick response to emails.

i don't know

I have received timely email responses to my enquiries.

I haven't had to contact Residential Services.

I haven't had any major inconveniences since I arrived (apart from covid) which I would assume means that the residential and business services are doing an incredible job.

They do a great job in keeping us updates which I think is very appreciated

Keep everyone up to date

Keep residents up-to-date with all events and occurrences around halls

nice environment and the measurement with the Co-19

Nice service and responsiveness.

Provide friendly information and support

Provide support to questions

Quality and approachability of the wardens, particularly important given the current situation

Quick response from wardinal team

Supply of hand gel during covid 19 and the mask requirement

Take money

The bathroom at Powell Hall still could not function as well as ABH after twice repairing. I could not take shower over 10 minute, there will be standing water in bathroom.

The safety and cleaning procedures in the hall.

Very nice rooms and kitchens, all hallways are kept clean and the staff are friendly.

What could Residential and Business Services do better?

Availability, long times when locked out/ need help. No first aid kit which could be very dangerous. Ex. I cut myself with a knife in my kitchen and was unable to dial the numbers (phones didn't work in lobby) and there was no warden on duty. Sometimes, wardens are overly strict about guidelines.

Be more responsive (it took >2 months for application to be resolved and then only after multiple emails), the information about room allocation was also delayed. The induction process was entirely geared towards September starts, whereas I started in October.

change the sewer system of power hall

Check on students in quarantine to find out how they are doing. These students might need some supplies that they might not have carried while coming to st andrews.

Cleaning the kitchen services, now with covid-19 even more important

Easier availability of the wardennial team contact information would be good.

Enforce a noise and disturbance policy, especially after 23.30.

Fix the shower drainage please, clean the bins before arrival, put people of similar ages together please

Give students places to live in exchange for less money.

group residents according to age; our housemate in her 50s is a nightmare to live with; so rude and condescending and makes the whole kitchen environment unpleasant. No shower drains properly; we're paying ridiculous money for bathrooms. Laundry facilities should be included in the fees.

I don't have any experiences with either so I wouldn't know.

I think the dining hall should be opened to every student. Because we all can wear a mask when we go to the dining hall. Or even only allowing the self-catered students to take a takeaway is also a good idea because it can avoid too many people staying in the dining hall at the same time.

Kitchen checks to ensure people are following the COVID rules as not all people want to tell wardens.

Lower the price for accommodation. If showers refuse to drain properly and wardens reprimand people for not wearing masks in their own households while people have parties, the price for a room shouldn't be 800 pcm for self-catered, especially when the going rate in private is half that.

People are being very loud late at night. I have been having many terrible sleepless nights because people were hanging out around my windows at 10pm-12am.

sometimes it will be left in front of Powell's door, which is unattended. I have lost my parcel twice!!! And i don't know who i should to enquire with in Powell Hall

Quicker response time

Since my hall is clubbed with an undergraduate hall, most of the events seem to be aimed at them. Additionally, Despite being here for 2 months now, I only know 5 people in my hall and would be nice to feel like you belong to this larger hall (I understand covid difficulties)

The general level of noise control/ anti covid party patrols could be improved- the rules are certainly not always followed and i do not believe that the residential team is unaware of that fact

The laundry machines are scarce in Powell Hall.

There are far too few washing machines (and at least one is always out of order:(((

Wardens. And rules. Especially in postgraduate halls.

Powell's parcel is sometimes signed by AB reception room, which is very safe. BUT