

Student Accommodation Survey 2020-21

St Regulus 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.

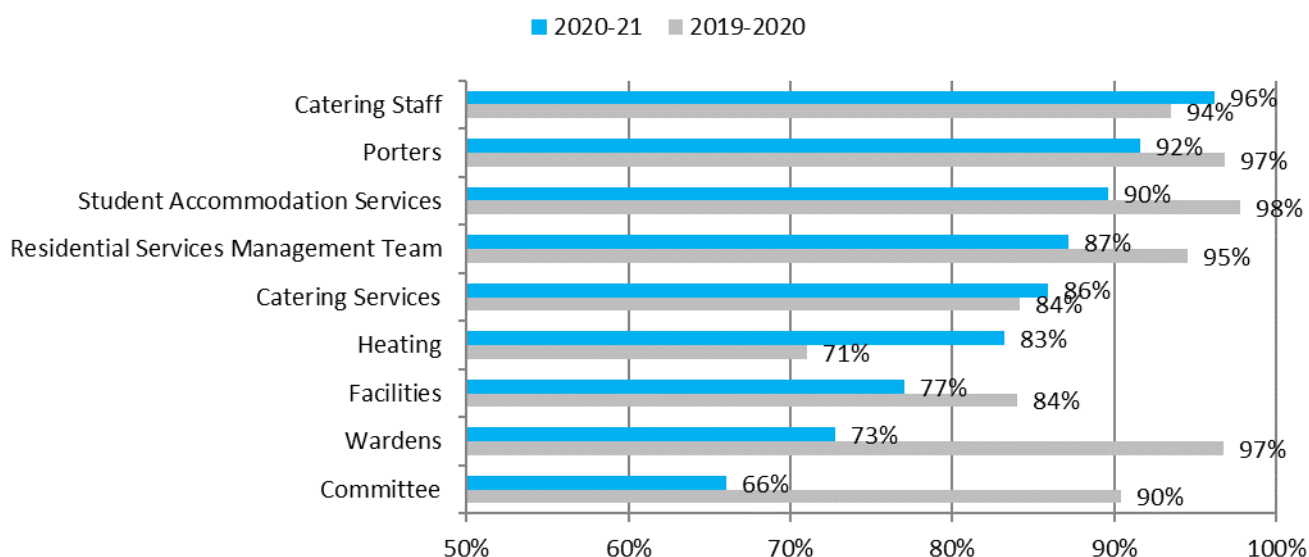
The survey results showed a notable difference in International student satisfaction compared to Home/EU student satisfaction; therefore, the overall satisfaction and catering satisfaction categories are broken down further and also presented by Home/EU and International satisfaction.

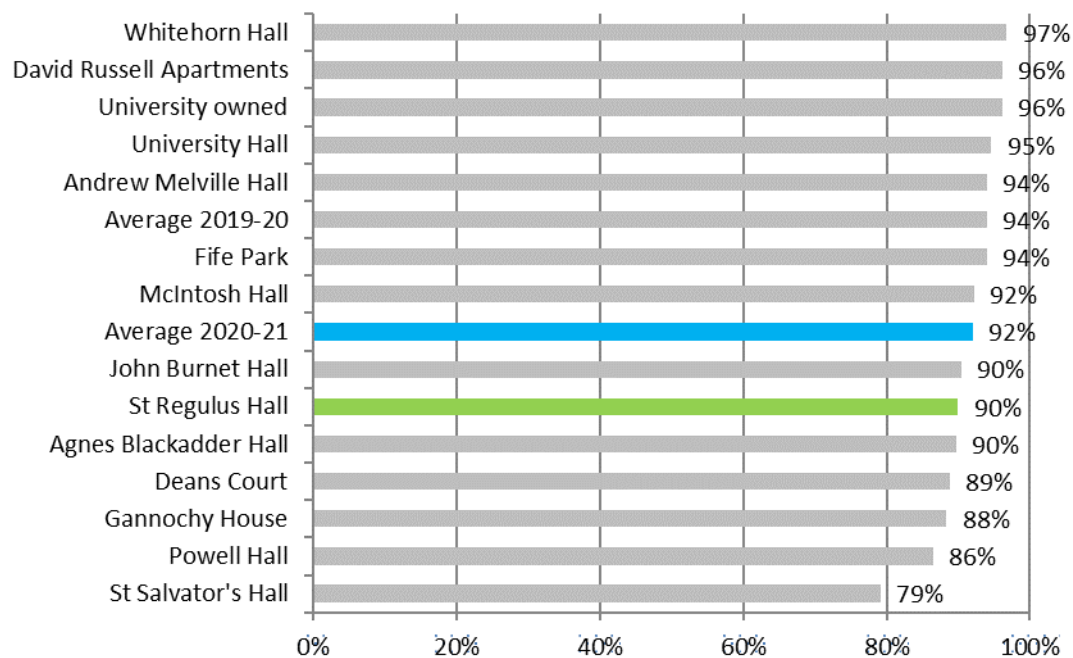
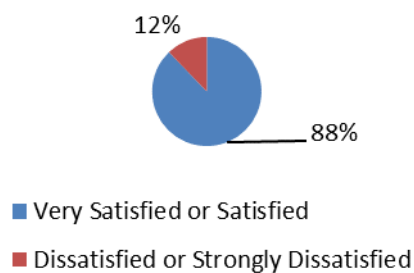
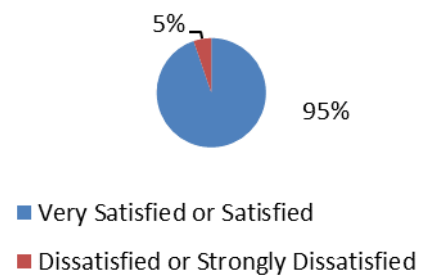
Demographic Breakdown:

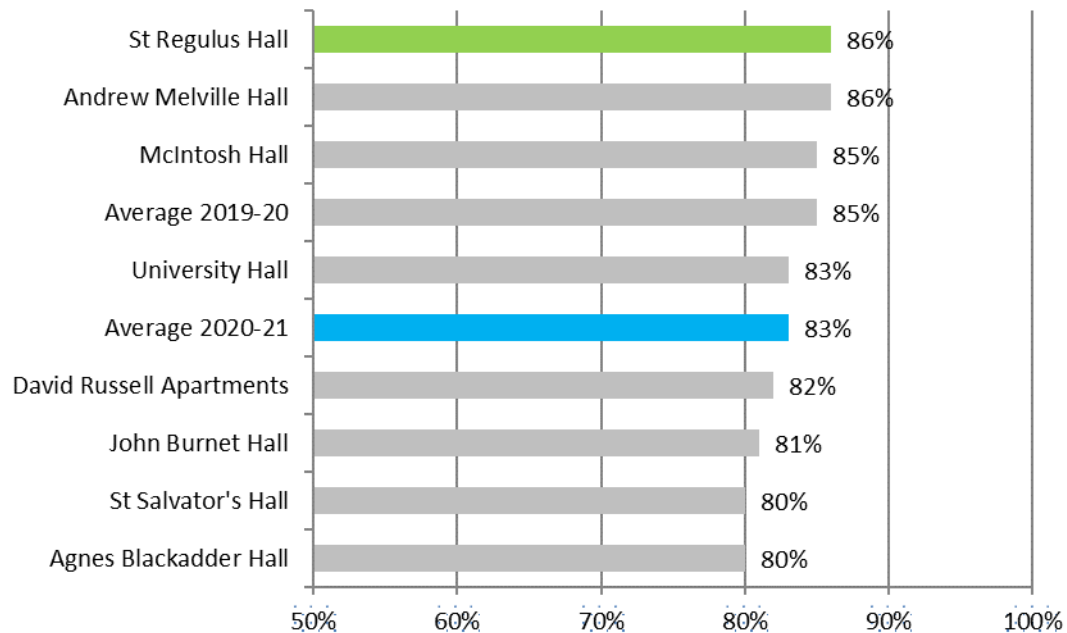
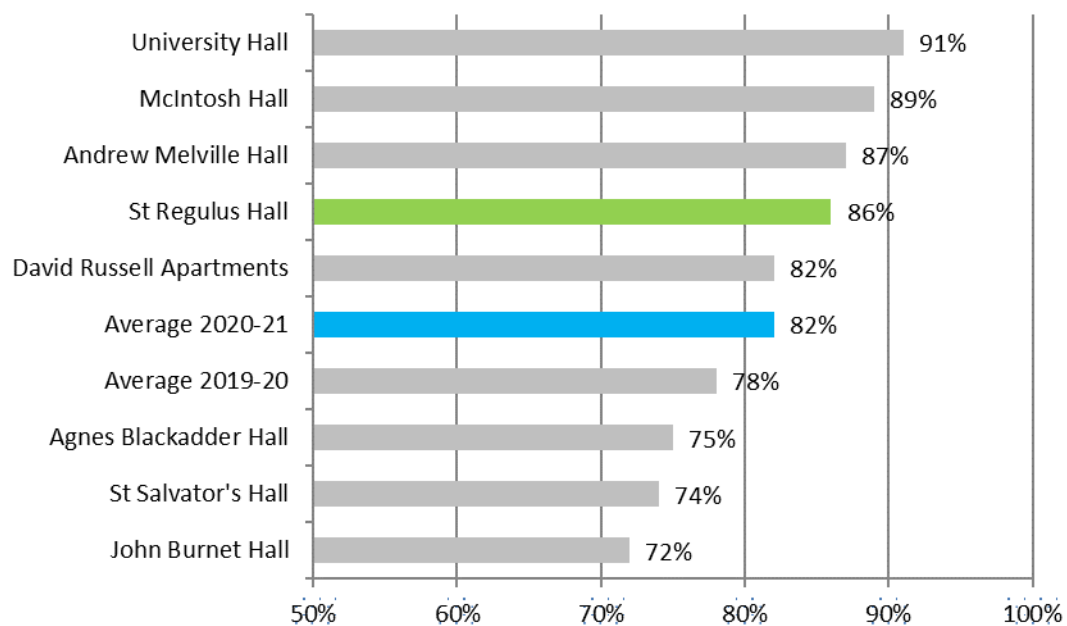
Total respondents:	1501		
Male:	563 (37.5%)	Female:	924 (61.5%)
Non-binary:	13 (1%)	Other:	1 (0%)
Average age:	19.6		
Undergraduate:	1290 (86%)	Postgraduate:	211 (14%)
Home/EU:	1026 (68.4%)	International:	475 (31.6%)
Self-catered:	630 (41.5%)	Catered:	887 (58.5%)
Year of Study:			
1st:	958 (64%)	2nd: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

St Regulus - 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

How satisfied are you with our services overall?

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	14	23%	22%
Satisfied	40	67%	71%
Dissatisfied	6	10%	7%
Strongly Dissatisfied	0	0%	1%

60

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	40%	36%
Satisfied	1	20%	47%
Dissatisfied	2	40%	10%
Strongly Dissatisfied	0	0%	7%

5

Portering Service

The quality of our portering service:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	22	39%	39%
Satisfied	30	53%	56%
Dissatisfied	3	5%	3%
Strongly Dissatisfied	2	4%	2%

57

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	30	48%	42%
Satisfied	27	44%	48%
Dissatisfied	4	6%	8%
Strongly Dissatisfied	1	2%	2%

62

Residential Services Management Team

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	19	32%	28%
Satisfied	36	61%	64%
Dissatisfied	3	5%	6%
Strongly Dissatisfied	1	2%	2%

59

The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	19	37%	30%
Satisfied	25	48%	60%
Dissatisfied	7	13%	7%
Strongly Dissatisfied	1	2%	3%

52

The availability of these staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	13	23%	25%
Satisfied	34	60%	63%
Dissatisfied	9	16%	10%
Strongly Dissatisfied	1	2%	2%

57

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	22	38%	35%
Satisfied	29	50%	56%
Dissatisfied	5	9%	7%
Strongly Dissatisfied	2	3%	3%

58

Catering Staff

the quality of the service provided by the catering staff

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	31	50%	55%
Satisfied	27	44%	41%
Dissatisfied	3	5%	3%
Strongly Dissatisfied	1	2%	1%

62

the friendliness and approachability of the staff

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	46	74%	65%
Satisfied	16	26%	34%
Dissatisfied	0	0%	2%
Strongly Dissatisfied	0	0%	0%

62

the overall responses to questions & queries you ask them

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	32	52%	48%
Satisfied	27	44%	49%
Dissatisfied	1	2%	3%
Strongly Dissatisfied	2	3%	1%

62

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	15	24%	18%
Satisfied	39	63%	62%
Dissatisfied	5	8%	15%
Strongly Dissatisfied	3	5%	5%

 62
The taste of the food:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	12	19%	15%
Satisfied	40	65%	63%
Dissatisfied	8	13%	19%
Strongly Dissatisfied	2	3%	3%

 62
The range and choice you have at different meals:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	9	15%	17%
Satisfied	38	61%	56%
Dissatisfied	13	21%	24%
Strongly Dissatisfied	2	3%	3%

 62
The serving times for meals in residences:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	14	23%	31%
Satisfied	37	60%	56%
Dissatisfied	9	15%	11%
Strongly Dissatisfied	2	3%	2%

 62
the information provided on our Knowledge Information Boards:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	5	8%	11%
Satisfied	50	81%	76%
Dissatisfied	5	8%	11%
Strongly Dissatisfied	2	3%	1%

 62
the overall catering experience of breakfast:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	20	32%	33%
Satisfied	35	56%	51%
Dissatisfied	6	10%	14%
Strongly Dissatisfied	1	2%	2%

 62
the overall catering experience of lunch:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	15	24%	24%
Satisfied	43	69%	64%
Dissatisfied	2	3%	9%
Strongly Dissatisfied	2	3%	2%

 62
the overall catering experience of dinner:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	20	32%	25%
Satisfied	39	63%	63%
Dissatisfied	1	2%	10%
Strongly Dissatisfied	2	3%	3%

 62

The information provided about our menus:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	17	27%	27%
Satisfied	39	63%	56%
Dissatisfied	3	5%	14%
Strongly Dissatisfied	3	5%	3%

62

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	12	19%	19%
Satisfied	36	58%	55%
Dissatisfied	8	13%	20%
Strongly Dissatisfied	6	10%	6%

62

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	3	5%	12%
Satisfied	48	77%	75%
Dissatisfied	8	13%	11%
Strongly Dissatisfied	3	5%	2%

62

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	16	28%	21%
Satisfied	38	67%	69%
Dissatisfied	3	5%	7%
Strongly Dissatisfied	0	0%	2%

57

The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	11	22%	25%
Satisfied	33	66%	64%
Dissatisfied	6	12%	8%
Strongly Dissatisfied	0	0%	3%

50

The application process:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	16	27%	22%
Satisfied	32	54%	62%
Dissatisfied	8	14%	13%
Strongly Dissatisfied	3	5%	3%

59

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	17	31%	34%
Satisfied	35	65%	60%
Dissatisfied	2	4%	4%
Strongly Dissatisfied	0	0%	2%

54

The response time for questions and queries:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	10	20%	24%
Satisfied	34	68%	61%
Dissatisfied	5	10%	12%
Strongly Dissatisfied	1	2%	4%

50

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	10	17%	24%
Satisfied	30	51%	57%
Dissatisfied	16	27%	12%
Strongly Dissatisfied	3	5%	6%

59

Hall/residence discipline:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	9	16%	16%
Satisfied	31	53%	56%
Dissatisfied	11	19%	19%
Strongly Dissatisfied	7	12%	9%

58

The availability of the Wardennial staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	9	16%	25%
Satisfied	33	57%	59%
Dissatisfied	13	22%	12%
Strongly Dissatisfied	3	5%	5%

58

Pastoral/welfare support and advice:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	6	12%	20%
Satisfied	30	60%	59%
Dissatisfied	9	18%	13%
Strongly Dissatisfied	5	10%	8%

50

The friendliness and approachability of Wardennial staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	13	22%	29%
Satisfied	30	50%	49%
Dissatisfied	11	18%	14%
Strongly Dissatisfied	6	10%	8%

60

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	11	20%	24%
Satisfied	29	54%	64%
Dissatisfied	12	22%	8%
Strongly Dissatisfied	2	4%	5%

54

The hall/residential community:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	17	29%	27%
Satisfied	31	53%	57%
Dissatisfied	9	16%	12%
Strongly Dissatisfied	1	2%	4%

58

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	10	19%	27%
Satisfied	32	59%	62%
Dissatisfied	10	19%	9%
Strongly Dissatisfied	2	4%	3%

54

The events they organise:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	8	15%	27%
Satisfied	21	39%	53%
Dissatisfied	20	37%	15%
Strongly Dissatisfied	5	9%	5%

54

The interaction with the Committee:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	6	11%	27%
Satisfied	31	58%	59%
Dissatisfied	14	26%	11%
Strongly Dissatisfied	2	4%	3%

53

How your subscription is spent by the Committee:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	4	8%	20%
Satisfied	26	54%	57%
Dissatisfied	12	25%	15%
Strongly Dissatisfied	6	13%	8%

48

Facilities**Study bedrooms:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	24	42%	35%
Satisfied	25	44%	55%
Dissatisfied	5	9%	7%
Strongly Dissatisfied	3	5%	3%

 57
Common rooms (e.g. libraries in residences, study areas or computer rooms):

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	14	24%	21%
Satisfied	30	51%	54%
Dissatisfied	12	20%	16%
Strongly Dissatisfied	3	5%	9%

 59
Bathrooms/shower rooms:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	17	28%	23%
Satisfied	35	57%	56%
Dissatisfied	8	13%	16%
Strongly Dissatisfied	1	2%	5%

 61
Kitchens or pantries:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	6	10%	19%
Satisfied	28	47%	54%
Dissatisfied	16	27%	19%
Strongly Dissatisfied	10	17%	8%

 60
Atmosphere and surroundings in the dining room:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	21	34%	27%
Satisfied	31	51%	58%
Dissatisfied	8	13%	11%
Strongly Dissatisfied	1	2%	5%

 61
Cycle Storage:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	8	30%	30%
Satisfied	14	52%	59%
Dissatisfied	2	7%	8%
Strongly Dissatisfied	3	11%	3%

 27
Laundry room and equipment:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	15	25%	20%
Satisfied	33	54%	58%
Dissatisfied	11	18%	17%
Strongly Dissatisfied	2	3%	6%

 61
Recycling facilities in residential areas:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	9	17%	23%
Satisfied	29	54%	60%
Dissatisfied	13	24%	14%
Strongly Dissatisfied	3	6%	3%

 54

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	20	33%	29%
Satisfied	30	49%	52%
Dissatisfied	10	16%	13%
Strongly Dissatisfied	1	2%	5%
	<u>61</u>		

The heating times in your residence:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	21	36%	25%
Satisfied	28	48%	52%
Dissatisfied	8	14%	17%
Strongly Dissatisfied	1	2%	6%
	<u>58</u>		

Communication**Preferred method of communication:**

	RESPONSES	%	SURVEY AVERAGE
Email	52	80%	74%
Text	6	9%	8%
Wed Memos	4	6%	8%
Social Media	3	5%	10%
Other	0	0%	1%
	<u>65</u>		

What do Residential and Business Services do best?

Uphold of hall dining through COVID, -
Quality of hall upkeep in Regs

All the catering staff are really lovely!!!

Always approachable and friendly :)

Be available to answer concerns

Catering

Catering

Catering and cleaning services

Comfortable and Liveable Accommodations

Food/catering

Friendliness

Friendly!

hire approachable kitchen and cleaning staff

I think the friendliness of the staff is the best part of the service.

Ignore student's concerns

Promote inclusivity and student support within the hall.

Providing a safe and comforting environment for all students, and being readily available for any questions or concerns.

Repairs and catering.

Sandra the cleaner is really friendly and kind

The facilities as size of rooms available are very good.

They are very friendly

They create a very warm and comforting environment!

What could Residential and Business Services do better?

Reform the accommodation application process

1. It would be great if all doors in residence could be set as to be the least noisy as possible (slamming-doors-free accommodation). 2. If you ever have to buy new washing machines, it would be nicer to have more control over the options. The current programs are very limited and not ideal, but ok.

Be less patronising to guests when explaining social distancing guidelines.

Better communication for covid

Continue to act the way they do and create a good environment.

Have more non-spicy options in the canteen

I can't really think of anything I have been very satisfied with everything so far.

I don't know.

Matching people to their preferences?

My main concerns are solely with the catering aspect of the hall. Most other aspects are without fault.

Nothing in particular

Please stop steaming the vegetables. I love vegetables, but somehow they manage to steam the flavour out of them while simultaneously leaving them tough on the inside. bake them, broil them, sauté them, or leave them raw. Just no more steamed vegetables, please.

Provide friendlier wardens

The WIFI doesn't work properly in the majority of my room, and is poor in others rooms. We have emailed about this but received no response. Also would like Weetabix (or wholemeal cereal) available at breakfast.

Understand student's concerns. An Operations manager claimed student's desire to eat more than 2 sandwiches for dinner was due to a 'difference of appetite.' It was incredibly rude and lacked empathy for students having to isolate. Refurnish the rooms with modern furniture.

wardens should be nicer