

Student Accommodation Survey 2020-21

St Salvator's 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.

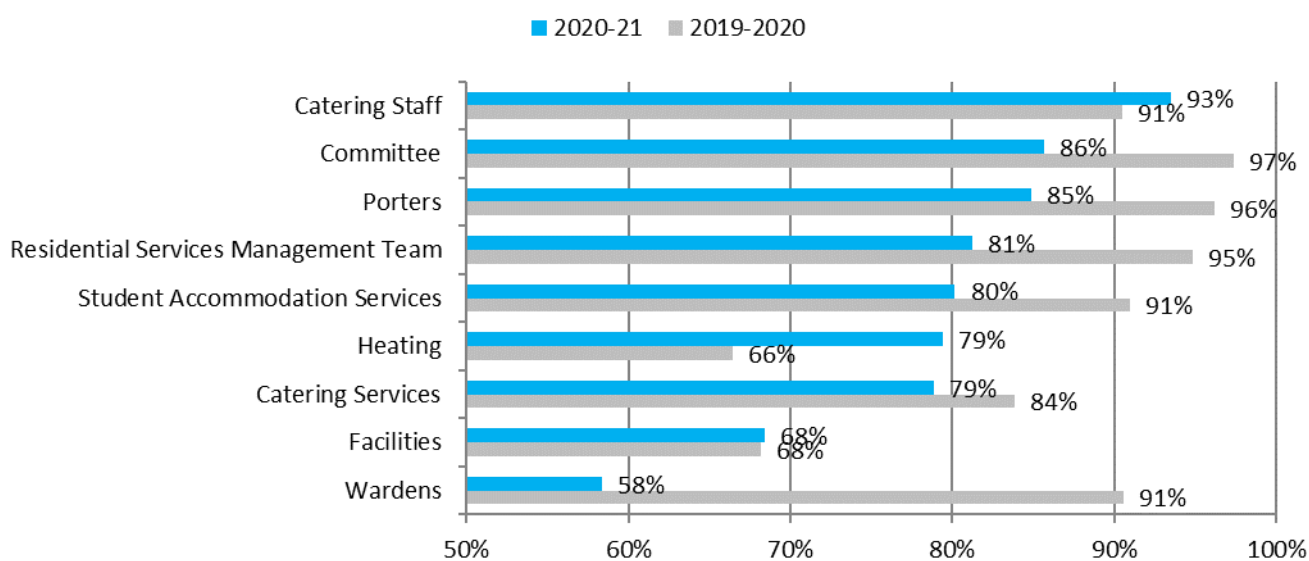
The survey results showed a notable difference in International student satisfaction compared to Home/EU student satisfaction; therefore, the overall satisfaction and catering satisfaction categories are broken down further and also presented by Home/EU and International satisfaction.

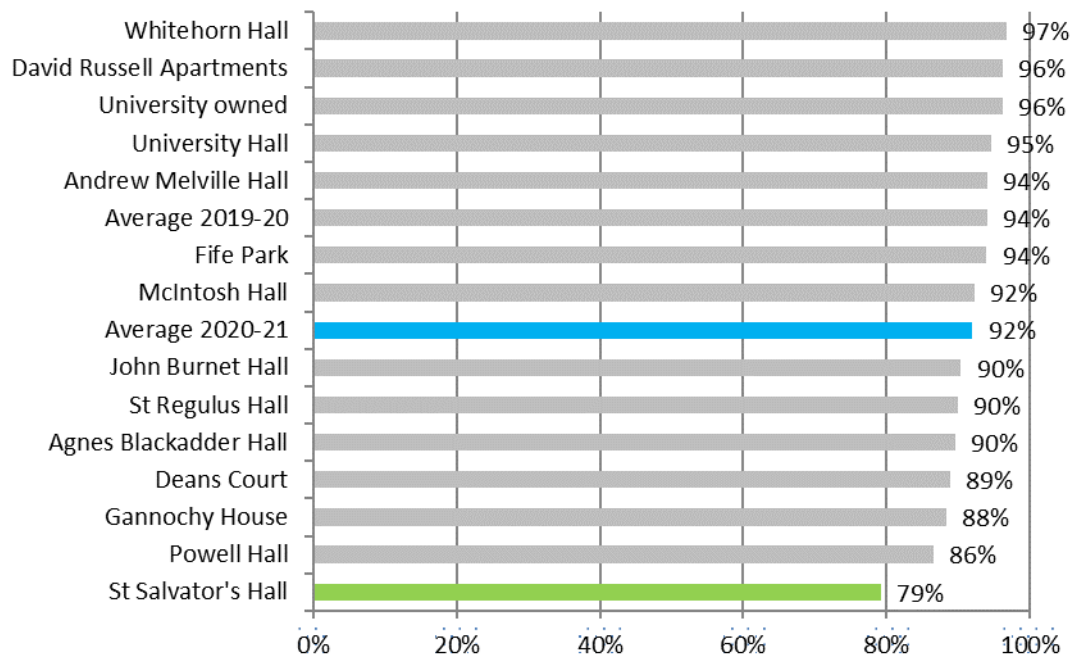
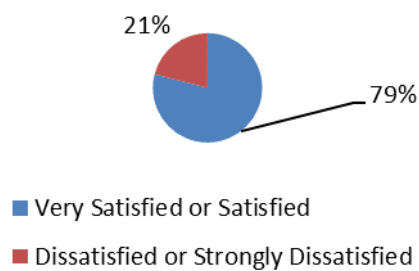
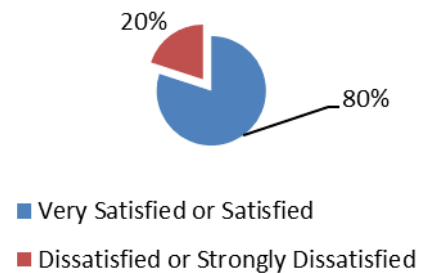
Demographic Breakdown:

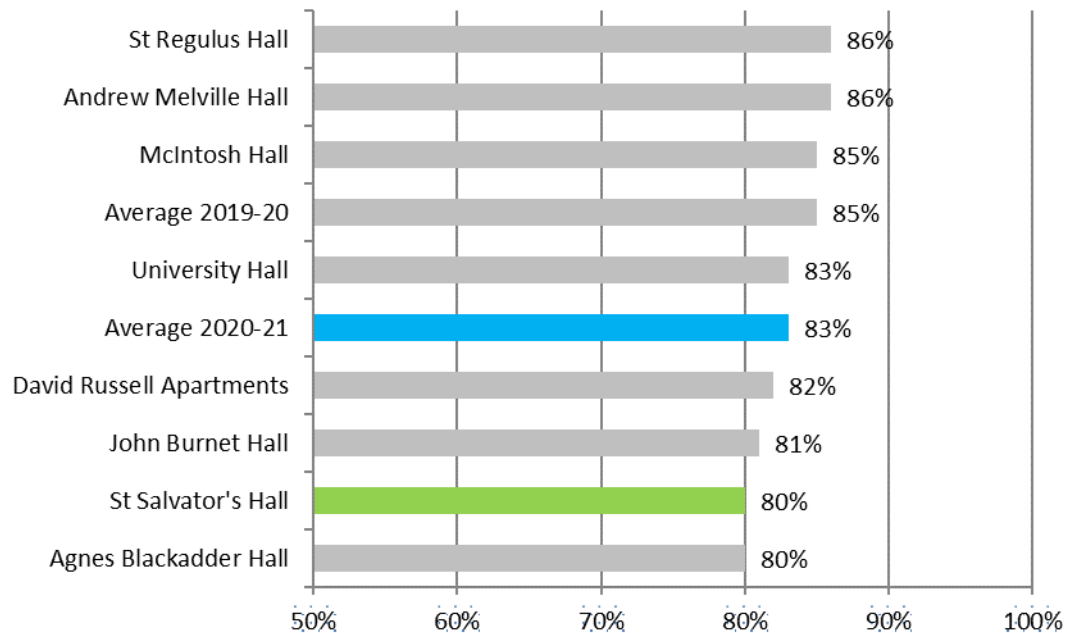
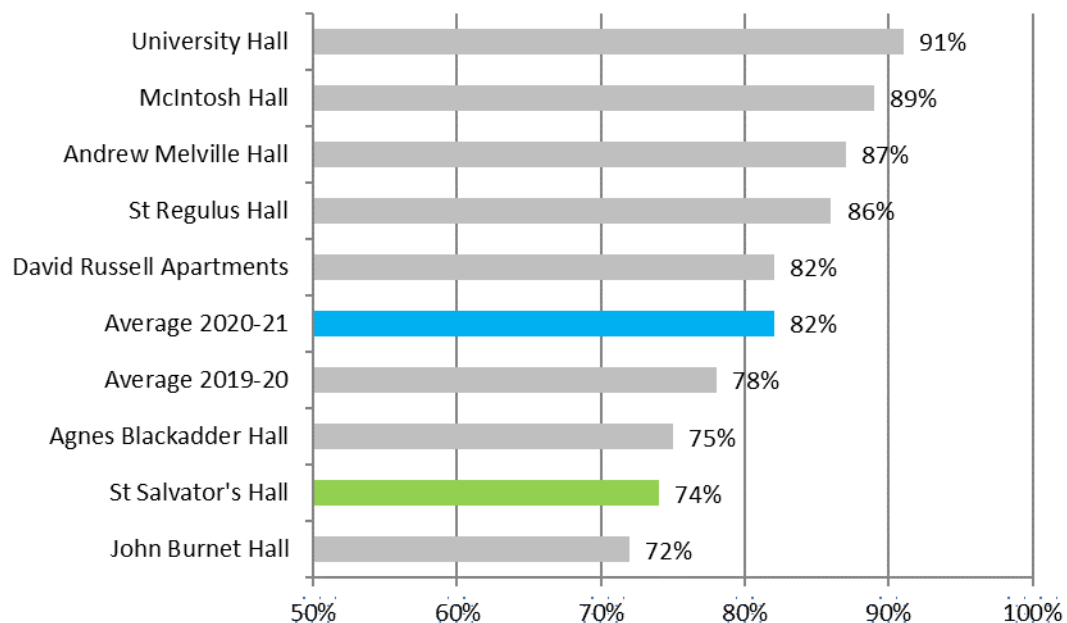
Total respondents:	1501		
Male:	563 (37.5%)	Female:	924 (61.5%)
Non-binary:	13 (1%)	Other:	1 (0%)
Average age:	19.6		
Undergraduate:	1290 (86%)	Postgraduate:	211 (14%)
Home/EU:	1026 (68.4%)	International:	475 (31.6%)
Self-catered:	630 (41.5%)	Catered:	887 (58.5%)
Year of Study:			
1st:	958 (64%)	2nd: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

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	10	14%	22%
Satisfied	47	65%	71%
Dissatisfied	13	18%	7%
Strongly Dissatisfied	2	3%	1%

72

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	27%	36%
Satisfied	6	55%	47%
Dissatisfied	2	18%	10%
Strongly Dissatisfied	0	0%	7%

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Portering Service

The quality of our portering service:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	19	29%	39%
Satisfied	42	64%	56%
Dissatisfied	3	5%	3%
Strongly Dissatisfied	2	3%	2%

66

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	19	26%	42%
Satisfied	38	52%	48%
Dissatisfied	14	19%	8%
Strongly Dissatisfied	2	3%	2%

73

Residential Services Management Team

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	17	24%	28%
Satisfied	42	58%	64%
Dissatisfied	10	14%	6%
Strongly Dissatisfied	3	4%	2%

72

The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	17	25%	30%
Satisfied	39	58%	60%
Dissatisfied	7	10%	7%
Strongly Dissatisfied	4	6%	3%

67

The availability of these staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	13	19%	25%
Satisfied	41	59%	63%
Dissatisfied	13	19%	10%
Strongly Dissatisfied	3	4%	2%

70

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	22	30%	35%
Satisfied	39	53%	56%
Dissatisfied	9	12%	7%
Strongly Dissatisfied	4	5%	3%

74

Catering Staff

the quality of the service provided by the catering staff

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	43	47%	55%
Satisfied	41	45%	41%
Dissatisfied	7	8%	3%
Strongly Dissatisfied	1	1%	1%

92

the friendliness and approachability of the staff

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	47	51%	65%
Satisfied	39	42%	34%
Dissatisfied	6	7%	2%
Strongly Dissatisfied	0	0%	0%

92

the overall responses to questions & queries you ask them

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	36	39%	48%
Satisfied	52	57%	49%
Dissatisfied	3	3%	3%
Strongly Dissatisfied	1	1%	1%

92

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	15	16%	18%
Satisfied	49	53%	62%
Dissatisfied	19	21%	15%
Strongly Dissatisfied	9	10%	5%

 92
The taste of the food:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	14	15%	15%
Satisfied	54	59%	63%
Dissatisfied	20	22%	19%
Strongly Dissatisfied	4	4%	3%

 92
The range and choice you have at different meals:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	14	15%	17%
Satisfied	54	59%	56%
Dissatisfied	21	23%	24%
Strongly Dissatisfied	3	3%	3%

 92
The serving times for meals in residences:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	20	22%	31%
Satisfied	59	64%	56%
Dissatisfied	12	13%	11%
Strongly Dissatisfied	1	1%	2%

 92
the information provided on our Knowledge Information Boards:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	4	4%	11%
Satisfied	72	79%	76%
Dissatisfied	14	15%	11%
Strongly Dissatisfied	1	1%	1%

 91
the overall catering experience of breakfast:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	28	31%	33%
Satisfied	53	58%	51%
Dissatisfied	9	10%	14%
Strongly Dissatisfied	1	1%	2%

 91
the overall catering experience of lunch:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	19	21%	24%
Satisfied	53	58%	64%
Dissatisfied	15	16%	9%
Strongly Dissatisfied	4	4%	2%

 91
the overall catering experience of dinner:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	24	26%	25%
Satisfied	46	51%	63%
Dissatisfied	17	19%	10%
Strongly Dissatisfied	4	4%	3%

 91

The information provided about our menus:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	19	21%	27%
Satisfied	58	63%	56%
Dissatisfied	11	12%	14%
Strongly Dissatisfied	4	4%	3%

92

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	17	19%	19%
Satisfied	51	56%	55%
Dissatisfied	14	15%	20%
Strongly Dissatisfied	9	10%	6%

91

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	8	9%	12%
Satisfied	62	68%	75%
Dissatisfied	16	18%	11%
Strongly Dissatisfied	5	5%	2%

91

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	9	13%	21%
Satisfied	46	66%	69%
Dissatisfied	11	16%	7%
Strongly Dissatisfied	4	6%	2%

70

The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	10	15%	25%
Satisfied	46	68%	64%
Dissatisfied	8	12%	8%
Strongly Dissatisfied	4	6%	3%

68

The application process:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	8	11%	22%
Satisfied	49	67%	62%
Dissatisfied	12	16%	13%
Strongly Dissatisfied	4	5%	3%

73

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	17	25%	34%
Satisfied	43	62%	60%
Dissatisfied	8	12%	4%
Strongly Dissatisfied	1	1%	2%

69

The response time for questions and queries:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	11	16%	24%
Satisfied	40	59%	61%
Dissatisfied	15	22%	12%
Strongly Dissatisfied	2	3%	4%

68

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	10	15%	24%
Satisfied	26	38%	57%
Dissatisfied	18	26%	12%
Strongly Dissatisfied	14	21%	6%

68

Hall/residence discipline:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	6	8%	16%
Satisfied	28	39%	56%
Dissatisfied	18	25%	19%
Strongly Dissatisfied	19	27%	9%

71

The availability of the Wardennial staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	11	17%	25%
Satisfied	30	45%	59%
Dissatisfied	15	23%	12%
Strongly Dissatisfied	10	15%	5%

66

Pastoral/welfare support and advice:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	7	11%	20%
Satisfied	27	42%	59%
Dissatisfied	18	28%	13%
Strongly Dissatisfied	12	19%	8%

64

The friendliness and approachability of Wardennial staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	8	11%	29%
Satisfied	28	39%	49%
Dissatisfied	19	26%	14%
Strongly Dissatisfied	17	24%	8%

72

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	9	15%	24%
Satisfied	34	56%	64%
Dissatisfied	10	16%	8%
Strongly Dissatisfied	8	13%	5%

61

The hall/residential community:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	10	14%	27%
Satisfied	42	59%	57%
Dissatisfied	14	20%	12%
Strongly Dissatisfied	5	7%	4%

71

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	25	40%	27%
Satisfied	30	48%	62%
Dissatisfied	5	8%	9%
Strongly Dissatisfied	3	5%	3%

63

The events they organise:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	26	39%	27%
Satisfied	31	47%	53%
Dissatisfied	6	9%	15%
Strongly Dissatisfied	3	5%	5%

66

The interaction with the Committee:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	24	38%	27%
Satisfied	32	51%	59%
Dissatisfied	6	10%	11%
Strongly Dissatisfied	1	2%	3%

63

How your subscription is spent by the Committee:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	21	32%	20%
Satisfied	32	48%	57%
Dissatisfied	9	14%	15%
Strongly Dissatisfied	4	6%	8%

66

Facilities**Study bedrooms:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	17	24%	35%
Satisfied	42	58%	55%
Dissatisfied	9	13%	7%
Strongly Dissatisfied	4	6%	3%

72

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	9	13%	21%
Satisfied	31	45%	54%
Dissatisfied	16	23%	16%
Strongly Dissatisfied	13	19%	9%

69

Bathrooms/shower rooms:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	7	10%	23%
Satisfied	32	44%	56%
Dissatisfied	19	26%	16%
Strongly Dissatisfied	15	21%	5%

73

Kitchens or pantries:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	3	4%	19%
Satisfied	20	27%	54%
Dissatisfied	29	40%	19%
Strongly Dissatisfied	21	29%	8%

73

Atmosphere and surroundings in the dining room:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	21	30%	27%
Satisfied	32	45%	58%
Dissatisfied	13	18%	11%
Strongly Dissatisfied	5	7%	5%

71

Cycle Storage:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	8	19%	30%
Satisfied	28	65%	59%
Dissatisfied	6	14%	8%
Strongly Dissatisfied	1	2%	3%

43

Laundry room and equipment:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	13	19%	20%
Satisfied	47	67%	58%
Dissatisfied	6	9%	17%
Strongly Dissatisfied	4	6%	6%

70

Recycling facilities in residential areas:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	10	15%	23%
Satisfied	48	72%	60%
Dissatisfied	6	9%	14%
Strongly Dissatisfied	3	4%	3%

67

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	17	24%	29%
Satisfied	38	54%	52%
Dissatisfied	11	15%	13%
Strongly Dissatisfied	5	7%	5%

71
The heating times in your residence:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	17	24%	25%
Satisfied	40	57%	52%
Dissatisfied	9	13%	17%
Strongly Dissatisfied	4	6%	6%

70
Communication**Preferred method of communication:**

	RESPONSES	%	SURVEY AVERAGE
Email	66	73%	74%
Text	11	12%	8%
Wed Memos	7	8%	8%
Social Media	7	8%	10%
Other	0	0%	1%

91
What do Residential and Business Services do best?

Cleaning staff are great and the halls feels very clean, the majority of staff are very friendly

Communication

Communication with students

Give us Residence

Good rooms for study

Hall maintained to a good standard

Hall spirit and committee events

Have several friendly staff that are happy to answer basic questions

If I'm honest I don't know what is meant by RBS staff? Is this all staff who work inside halls of residence I'm unsure?

make you feel welcomed/ offer support

Not much...

Occasionally say a friendly hello

prompt replies to emails

Provide accommodation which is close to town

Provide food

provide good residence

Surveys

Take our money

The cleaning staff are faultless.

They are kind and approachable.

They try to fix issues rapidly, ie the water problem

Vague regulations

very clear communication about events, catering etc

Very friendly an approachable staff, willing to help however possible

Very little

What could Residential and Business Services do better?

Dealing with the water issues in Sallies this year

Accommodation fee rebates for the astoundingly disappointing experience

allow laundry room to stay open later

Be far more receptive to our comments and suggestions and less dismissive outright

Better food portions

Consideration for mobility issues

Consistency with fines and punishments across halls. Less variety of food and better quality.

Create a more trusting environment for their staff so they don't feel obliged to take out their insecurities by fining students.

earlier breakfast times for weekends, sports training run at weekends at there are few options if you are having breakfast early

Enthusiasm idk

Especially given the current situation I think it is a shame students live in fear of the wardens when they should be there to help and support us

Everything, but especially student welfare and wellbeing.

Food is at time inedible, wardenial team show little interest in our wellbeing, lack of showering facilities in the last two weeks is also shocking

FOOD! making life more comfortable for students to live in halls in this difficult and strange time.

Have more open communication links with the students

Have working showers all the time. Ensure that the doors to the showers actually work and aren't falling off their hinges. Make sure radiators actually work when you try and turn them on and off.

I have had little face-to-face interaction with them

I was told that if I applied for a single bedroom I would definitely not be put in a shared room however this didn't prove to be true. I find that in halls it is very hard to seek out support and there is very little space in the halls to go to apart from your bedroom

Improve response to problems. Be more communicative with status of problem. Improve food options.

Inform us better of developing situations, leniency in how many people are allowed in a kitchen on the weekends, social distancing in the dining room between people in the same room/household

It is impossible to work in Sallies library most of the time as a massive group of the same people have started treating it like a common room. More presence of wardens in the library.

it's irritating having window locks, and not being able to share large common spaces with

more than six people even though other halls are allowed to do so legally

Make it clear how to contact them when their office isn't open and have some staff slightly more friendly like the others

refund for giving us legionnaires disease xx

The conduct of residents needs to be addressed more quickly and thoroughly by the University. The wardennial teams should not be the ones policing residents' behaviour regarding COVID as they need to be approachable for students.

The library needs to be kept as a quiet study space, not as a common room for one group of students. It gets way too loud every night and makes it impossible to study.

They could communicate better so we understand what is happening.