

Student Accommodation Survey 2020-21

University 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.

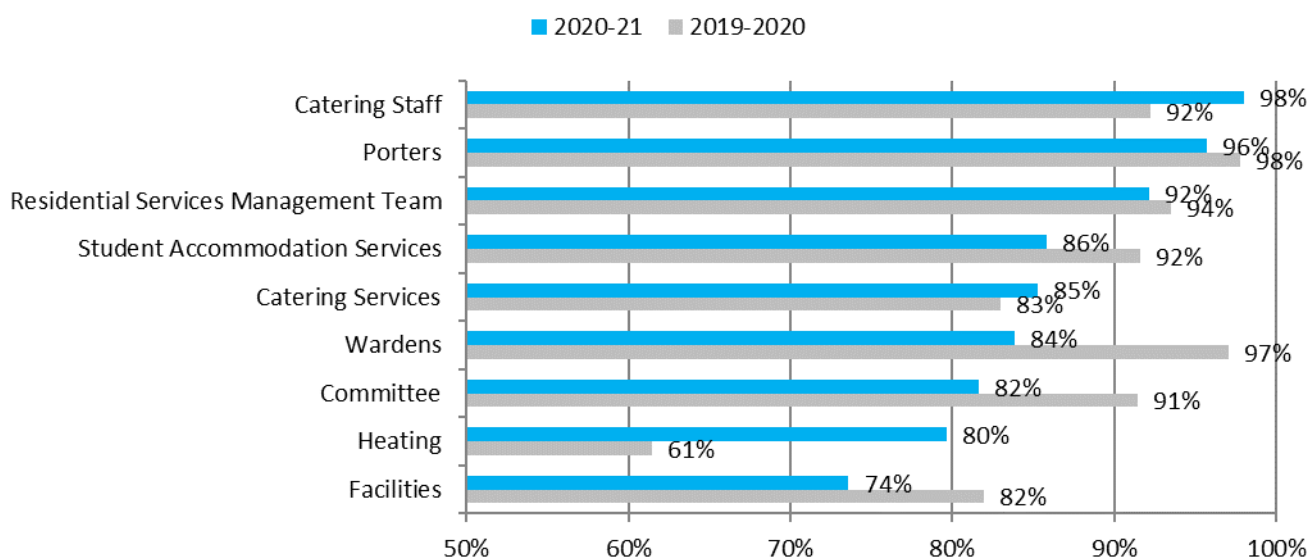
The survey results showed a notable difference in International student satisfaction compared to Home/EU student satisfaction; therefore, the overall satisfaction and catering satisfaction categories are broken down further and also presented by Home/EU and International satisfaction.

Demographic Breakdown:

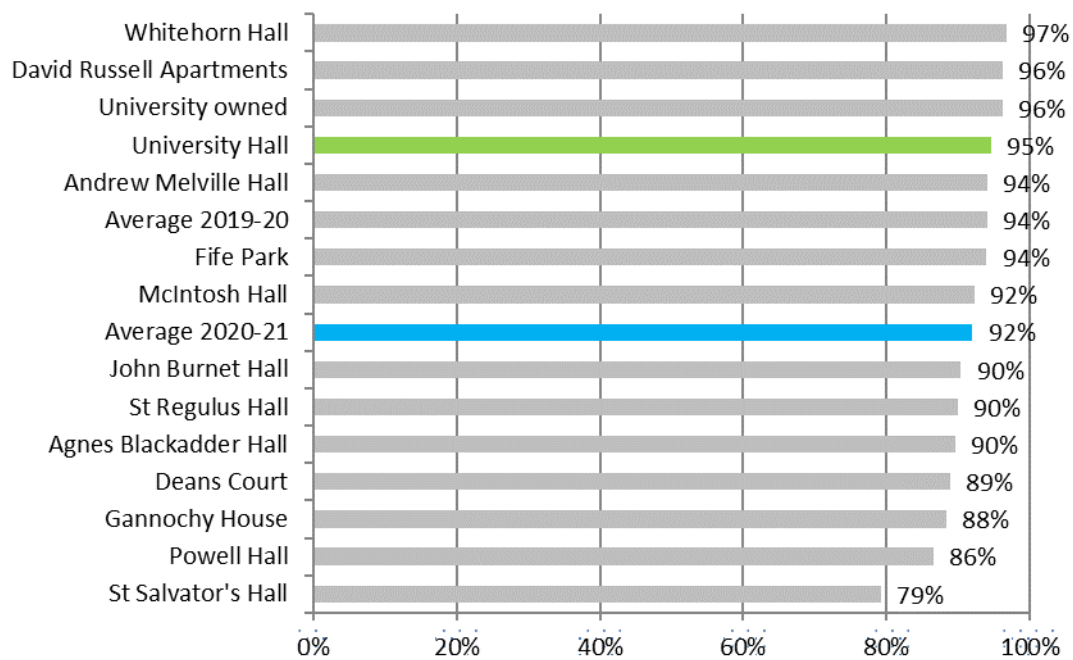
Total respondents:	1501		
Male:	563 (37.5%)	Female:	924 (61.5%)
Non-binary:	13 (1%)	Other:	1 (0%)
Average age:	19.6		
Undergraduate:	1290 (86%)	Postgraduate:	211 (14%)
Home/EU:	1026 (68.4%)	International:	475 (31.6%)
Self-catered:	630 (41.5%)	Catered:	887 (58.5%)
Year of Study:			
1st:	958 (64%)	2nd:	221 (15%)
3rd:	98 (6%)	4th:	74 (5%)
Postgraduate:	150 (10%)		

Number of students who completed the survey (by residence)

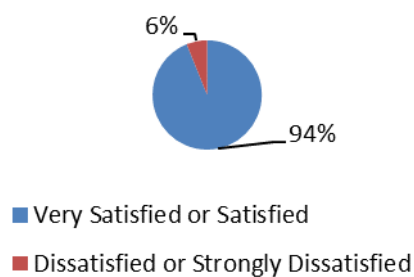
Residence	Survey responses	As a percentage
Agnes Blackadder Hall	215	14%
Andrew Melville Hall	139	9%
Angus House	4	0%
David Russell Apartments	381	25%
Deans Court	9	1%
Fife Park	155	10%
Gannochy House	45	3%
Gregory Place	5	0%
John Burnet Hall	53	4%
McIntosh Hall	83	6%
Powell Hall	76	5%
St Gregory's	6	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%

University Hall - year on year overall survey service satisfaction

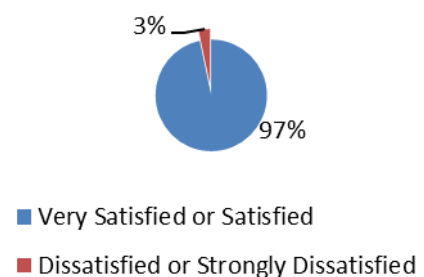
How satisfied are you with our service overall?

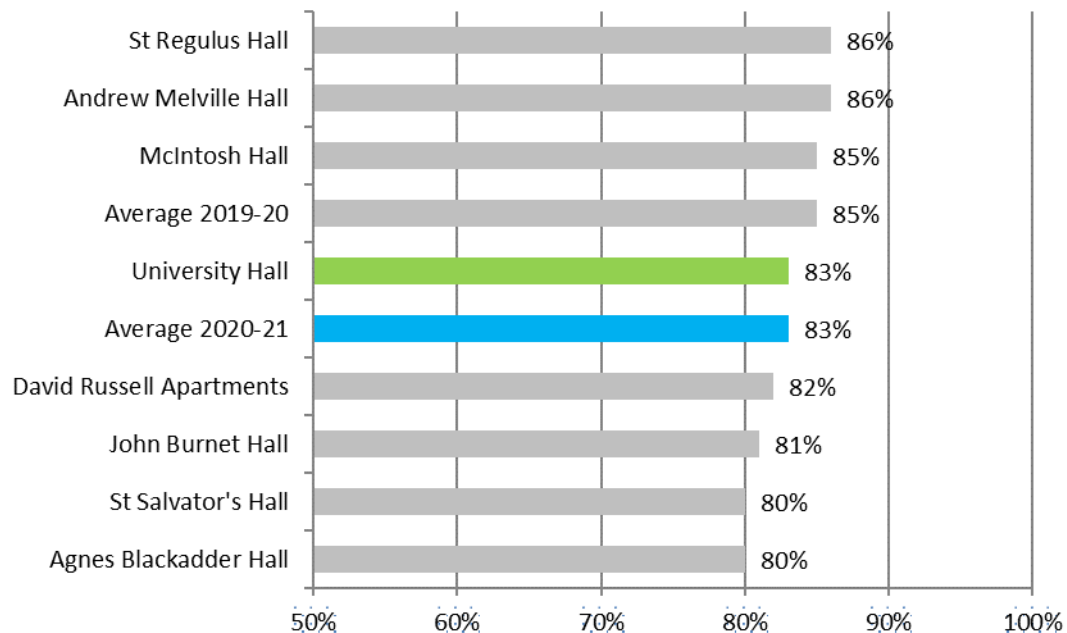
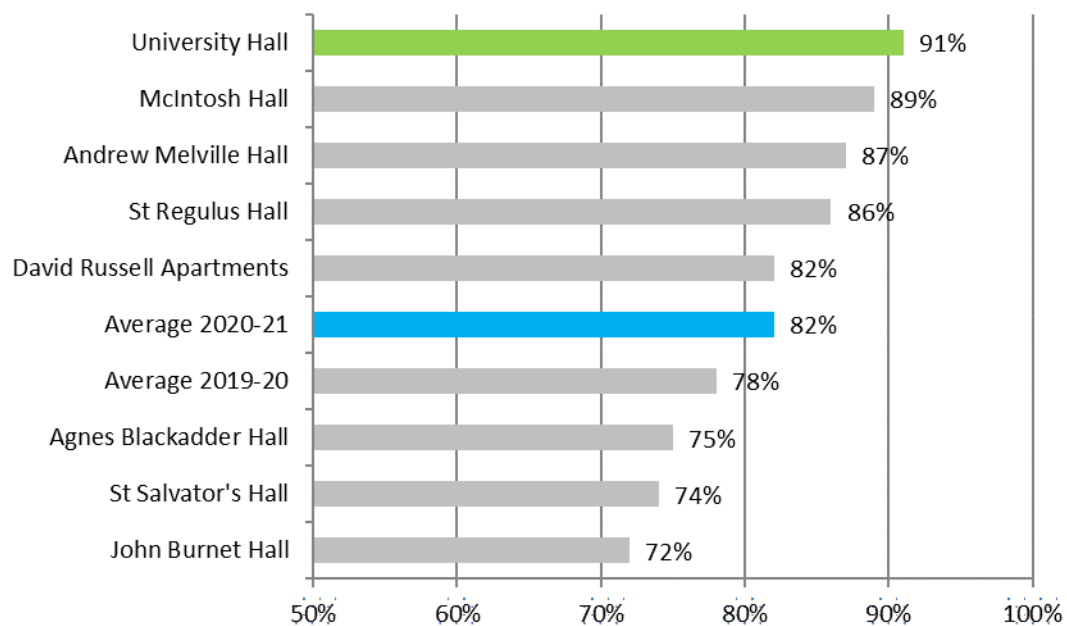


EU/Home Student Overall Satisfaction:



International Student Overall Satisfaction:



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

Survey results

How satisfied are you with our services overall?

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	27	24%	22%
Satisfied	79	71%	71%
Dissatisfied	6	5%	7%
Strongly Dissatisfied	0	0%	1%

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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	29%	36%
Satisfied	6	63%	47%
Dissatisfied	0	9%	10%
Strongly Dissatisfied	0	0%	7%

9

Portering Service

The quality of our portering service:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	34	34%	39%
Satisfied	66	65%	56%
Dissatisfied	1	1%	3%
Strongly Dissatisfied	0	0%	2%

101

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	55	50%	42%
Satisfied	48	43%	48%
Dissatisfied	6	5%	8%
Strongly Dissatisfied	2	2%	2%

111

Residential Services Management Team

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	38	34%	28%
Satisfied	67	60%	64%
Dissatisfied	6	5%	6%
Strongly Dissatisfied	0	0%	2%

111

The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	33	32%	30%
Satisfied	61	59%	60%
Dissatisfied	6	6%	7%
Strongly Dissatisfied	3	3%	3%

103

The availability of these staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	31	28%	25%
Satisfied	68	62%	63%
Dissatisfied	10	9%	10%
Strongly Dissatisfied	0	0%	2%

109

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	44	40%	35%
Satisfied	58	52%	56%
Dissatisfied	8	7%	7%
Strongly Dissatisfied	1	1%	3%

111

Catering Staff

the quality of the service provided by the catering staff

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	69	52%	55%
Satisfied	59	44%	41%
Dissatisfied	5	4%	3%
Strongly Dissatisfied	0	0%	1%

133

the friendliness and approachability of the staff

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	80	60%	65%
Satisfied	53	40%	34%
Dissatisfied	0	0%	2%
Strongly Dissatisfied	0	0%	0%

133

the overall responses to questions & queries you ask them

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	61	46%	48%
Satisfied	69	52%	49%
Dissatisfied	2	2%	3%
Strongly Dissatisfied	1	1%	1%

133

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	22	17%	18%
Satisfied	89	67%	62%
Dissatisfied	18	14%	15%
Strongly Dissatisfied	4	3%	5%

133

The taste of the food:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	19	14%	15%
Satisfied	84	63%	63%
Dissatisfied	26	20%	19%
Strongly Dissatisfied	4	3%	3%

133

The range and choice you have at different meals:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	24	18%	17%
Satisfied	77	58%	56%
Dissatisfied	30	23%	24%
Strongly Dissatisfied	2	2%	3%

133

The serving times for meals in residences:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	54	41%	31%
Satisfied	70	53%	56%
Dissatisfied	8	6%	11%
Strongly Dissatisfied	1	1%	2%

133

the information provided on our Knowledge Information Boards:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	14	11%	11%
Satisfied	104	78%	76%
Dissatisfied	15	11%	11%
Strongly Dissatisfied	0	0%	1%

133

the overall catering experience of breakfast:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	41	31%	33%
Satisfied	66	50%	51%
Dissatisfied	21	16%	14%
Strongly Dissatisfied	5	4%	2%

133

the overall catering experience of lunch:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	28	21%	24%
Satisfied	95	71%	64%
Dissatisfied	10	8%	9%
Strongly Dissatisfied	0	0%	2%

133

the overall catering experience of dinner:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	27	20%	25%
Satisfied	93	70%	63%
Dissatisfied	13	10%	10%
Strongly Dissatisfied	0	0%	3%

133

The information provided about our menus:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	37	28%	27%
Satisfied	75	56%	56%
Dissatisfied	18	14%	14%
Strongly Dissatisfied	3	2%	3%

133

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	26	20%	19%
Satisfied	80	60%	55%
Dissatisfied	24	18%	20%
Strongly Dissatisfied	3	2%	6%

133

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	20	15%	12%
Satisfied	103	77%	75%
Dissatisfied	10	8%	11%
Strongly Dissatisfied	0	0%	2%

133

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	21	19%	21%
Satisfied	82	74%	69%
Dissatisfied	5	5%	7%
Strongly Dissatisfied	3	3%	2%

111

The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	25	23%	25%
Satisfied	67	63%	64%
Dissatisfied	11	10%	8%
Strongly Dissatisfied	4	4%	3%

107

The application process:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	19	17%	22%
Satisfied	73	64%	62%
Dissatisfied	21	18%	13%
Strongly Dissatisfied	1	1%	3%

114

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	34	31%	34%
Satisfied	66	60%	60%
Dissatisfied	7	6%	4%
Strongly Dissatisfied	3	3%	2%

110

The response time for questions and queries:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	23	21%	24%
Satisfied	64	58%	61%
Dissatisfied	18	16%	12%
Strongly Dissatisfied	5	5%	4%

110

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	36	34%	24%
Satisfied	58	55%	57%
Dissatisfied	7	7%	12%
Strongly Dissatisfied	4	4%	6%

105

Hall/residence discipline:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	25	24%	16%
Satisfied	52	50%	56%
Dissatisfied	15	15%	19%
Strongly Dissatisfied	11	11%	9%

103

The availability of the Wardennial staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	34	33%	25%
Satisfied	53	51%	59%
Dissatisfied	13	13%	12%
Strongly Dissatisfied	4	4%	5%

104

Pastoral/welfare support and advice:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	23	26%	20%
Satisfied	54	61%	59%
Dissatisfied	5	6%	13%
Strongly Dissatisfied	7	8%	8%

89

The friendliness and approachability of Wardennial staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	39	37%	29%
Satisfied	53	50%	49%
Dissatisfied	10	10%	14%
Strongly Dissatisfied	3	3%	8%

105

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	24	26%	24%
Satisfied	59	63%	64%
Dissatisfied	7	8%	8%
Strongly Dissatisfied	3	3%	5%

93

The hall/residential community:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	33	31%	27%
Satisfied	48	45%	57%
Dissatisfied	20	19%	12%
Strongly Dissatisfied	5	5%	4%

106

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	25	26%	27%
Satisfied	61	62%	62%
Dissatisfied	11	11%	9%
Strongly Dissatisfied	1	1%	3%

98

The events they organise:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	24	25%	27%
Satisfied	51	53%	53%
Dissatisfied	15	16%	15%
Strongly Dissatisfied	6	6%	5%

96

The interaction with the Committee:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	22	22%	27%
Satisfied	59	60%	59%
Dissatisfied	16	16%	11%
Strongly Dissatisfied	2	2%	3%

99

How your subscription is spent by the Committee:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	19	21%	20%
Satisfied	51	57%	57%
Dissatisfied	13	15%	15%
Strongly Dissatisfied	6	7%	8%

89

Facilities**Study bedrooms:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	32	30%	35%
Satisfied	61	58%	55%
Dissatisfied	7	7%	7%
Strongly Dissatisfied	6	6%	3%

106

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	21	18%	21%
Satisfied	43	36%	54%
Dissatisfied	42	35%	16%
Strongly Dissatisfied	14	12%	9%

120

Bathrooms/shower rooms:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	25	23%	23%
Satisfied	73	66%	56%
Dissatisfied	11	10%	16%
Strongly Dissatisfied	1	1%	5%

110

Kitchens or pantries:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	12	11%	19%
Satisfied	43	39%	54%
Dissatisfied	42	38%	19%
Strongly Dissatisfied	14	13%	8%

111

Atmosphere and surroundings in the dining room:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	32	29%	27%
Satisfied	64	58%	58%
Dissatisfied	12	11%	11%
Strongly Dissatisfied	2	2%	5%

110

Cycle Storage:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	14	25%	30%
Satisfied	35	64%	59%
Dissatisfied	6	11%	8%
Strongly Dissatisfied	0	0%	3%

55

Laundry room and equipment:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	13	12%	20%
Satisfied	57	52%	58%
Dissatisfied	33	30%	17%
Strongly Dissatisfied	6	6%	6%

109

Recycling facilities in residential areas:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	18	18%	23%
Satisfied	62	61%	60%
Dissatisfied	18	18%	14%
Strongly Dissatisfied	3	3%	3%

101

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	29	26%	29%
Satisfied	59	53%	52%
Dissatisfied	16	14%	13%
Strongly Dissatisfied	7	6%	5%

111

The heating times in your residence:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	29	28%	25%
Satisfied	55	52%	52%
Dissatisfied	16	15%	17%
Strongly Dissatisfied	5	5%	6%

105

Communication

Preferred method of communication:

	RESPONSES	%	SURVEY AVERAGE
Email	90	73%	74%
Text	10	8%	8%
Wed Memos	11	9%	8%
Social Media	11	9%	10%
Other	1	1%	1%

123

What do Residential and Business Services do best?

cleaning bathrooms, supplying bathroom with necessities, good and reliable catering. a pleasant room.

Communicate effectively and in a friendly manner

Communicate our options in an easy to understand manner

Communicate relevant information about maintenance in Halls

Communication is very good and all of the staff I have interacted with have been lovely.

Community feel

Continue maintenance throughout the year

Convenient facilities.

everything but pastoral care

Friendliness!

Friendly service

Friendly staff who make you feel at home

help with room keys

I think the wardennial teams, as well as catering staff are well-organised and approachable.

It seems like the heating is on ~a lot~ more this year, so thank you

Keep accommodations running meals

Provide a large range of accommodation types

provide good bedrooms and bathrooms

Providing easy to access to accommodation information through the uni website, and replying fast to inquiry emails.

Respond to enquiries

Run a number of high-quality residences in which I have not heard of anything calamitous occurring - given the nature of student living, that's impressive.

Safety measures are well defined. Staff is usually friendly and helpful. I feel they always try to improve based on feedback.

Some staff are friendly

The catering staff are truly lovely at uni hall the cleaning staff are so friendly and always say hello to me when i pass, it really makes my day

The dining hall and cleaning staff are very nice and considerate.

Their manner, always helpful and pleasant. Small things like if you pass them in corridor etc always say good morning and a quick pleasant change, helps build them homely atmosphere in spite of all the covid measures

They are easy to deal with

They are kind, caring, supportive, approachable and helpful! Their friendliness really contributes to the good atmosphere of the hall :)

Whenever I have needed something fixed it has been really quick.

What could Residential and Business Services do better?

improve the food provided

Accommodation is incredibly ableist and the stress caused by their incapability has caused major disruption in my studies and they're making me pay for something that is actively hurting me.

Better communication with students

Better Lights in rooms

Communicate better and create logical COVID ruled rather than harass students about using their kitchens but not promote social distancing in the line for the dining hall.

Consistent healthy vegan options.

Communicate COVID rules better.

Help us feel less isolated. It's hard enough, and many don't feel support whatsoever. feels as though hall life is Warden vs. Students regarding covid. Cant turn to Wardens for support when we are being punished & struggling to abide by the constantly changing and extremely harsh household rules.

I don't have enough knowledge of the remit, organisation and operations of RBS to say.

I'd say that overall, the services are fine. However, one slight criticism could be the approachability of staff - this may be a result of COVID restrictions limiting how halls function - there is often a hostile atmosphere and reception to queries and/or services just now.

Improve the gluten free range

Increase communication and give more options for dining

lounges in lumsden so that students can make friends and socialise with their household as is encouraged but almost impossible without any common space and detriment on mental health

Make information involving the covid measures in halls more apparent in the beginning of the term when everyone was moving in.

Make the accommodation portal easier to use

More cold options at lunch.

Not sure as with Covid situation is very different to normal

Nothing - they are lovely

Offer more help to those in self-isolation

Open the games room in university hall

please just make rules that actually make sense and we are able to follow.

Please stop serving mushrooms in all the mains in one meal :(

provide a friendlier and more supportive environment within covid 19- ie) less hostile covid saints. put freshers with other freshers in their 1st year NOT RETURNING STUDENTS

provide more timely information in regard to moving in, quarantine rules, hall availability over the inter-semester break, etc

Provide sufficient heating in Warldlaw...

Replace the current wash station service with another service (whether a different company or an in-house development). Frankly, the service of wash station is SHOCKING at best - days of down-time and prices are ridiculous.

Replace/fix kitchen appliances that have broken. Create a survey to help choose meal options.

Reply to emails, be more inclusive and considerate of disabled students

stop making halls of residence feel like a prison for freshers especially during the pandemic. i have friends outside my household who have no option to move into my household

The kitchens could be upgraded because some are not nice. Also, maybe some more washer/driers in Uni Hall if possible?

wardens are incredibly rude and unhelpful. need an easier process to transfer rooms

Work on providing more food choice (also replacing the coffee machines would be great), provide more financial options for people struggling and wanting cheaper accommodation, provide more laundry services especially in big halls of residence.

study areas