

Student Accommodation Survey 2020-21

Whitehorn 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.

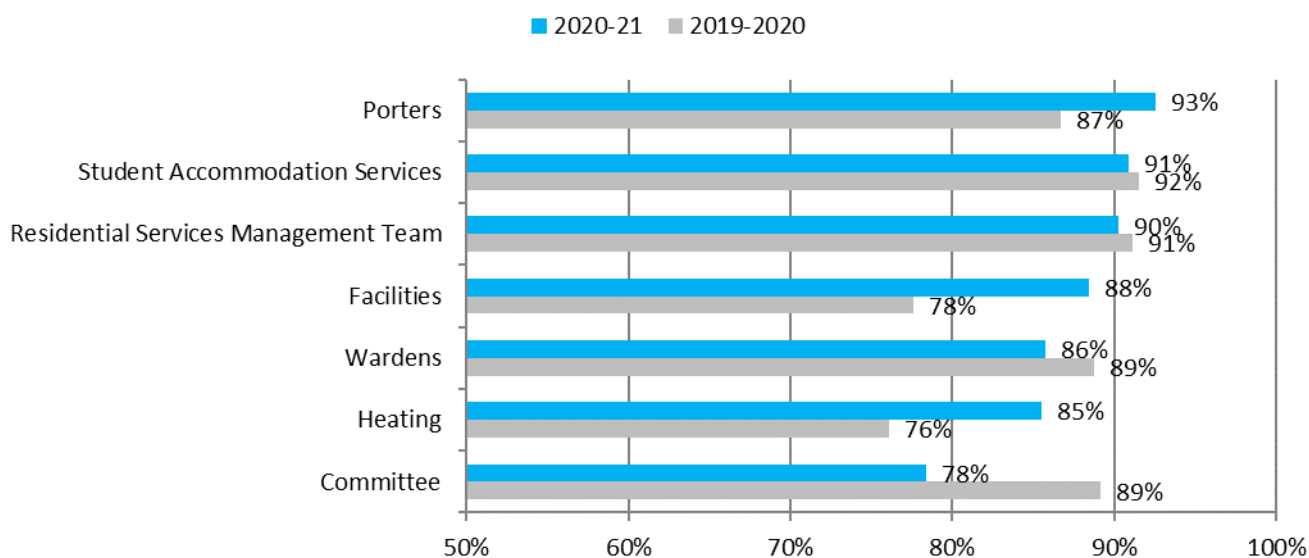
The survey results showed a notable difference in International student satisfaction compared to Home/EU student satisfaction; therefore, the overall satisfaction and catering satisfaction categories are broken down further and also presented by Home/EU and International satisfaction.

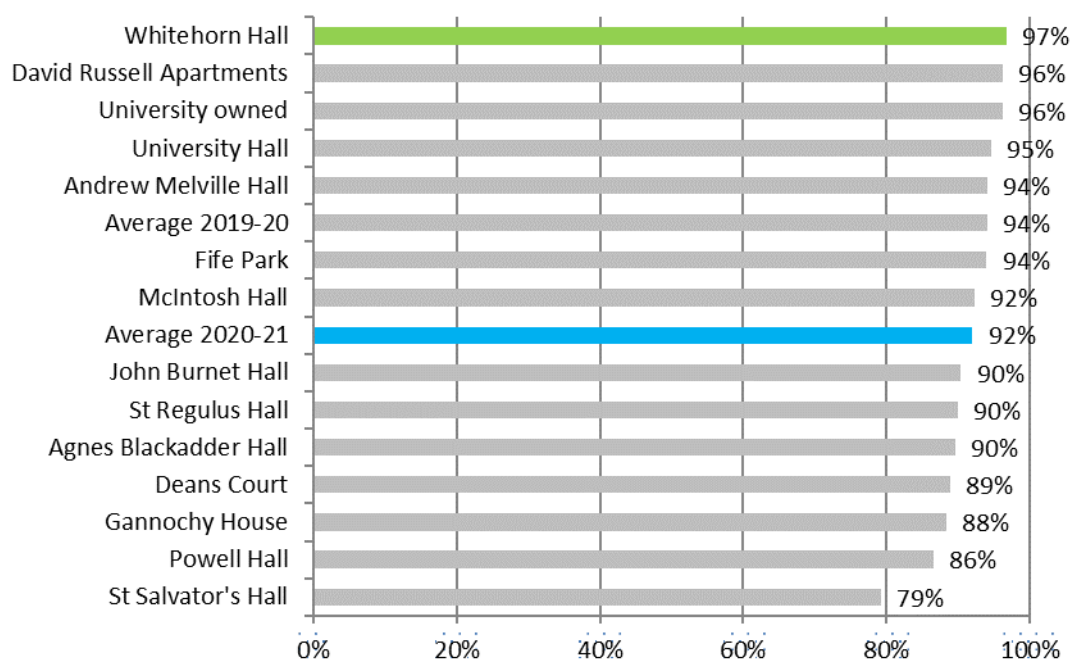
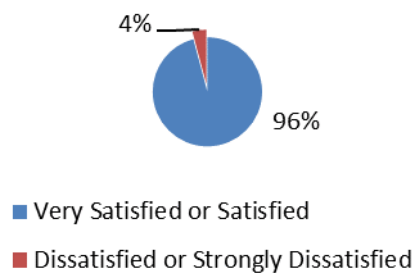
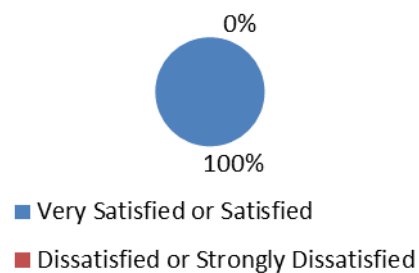
Demographic Breakdown:

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%

Whitehorn 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

Overall Satisfaction Question

How satisfied are you with our services overall?

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	22	35%	22%
Satisfied	38	61%	71%
Dissatisfied	2	3%	7%
Strongly Dissatisfied	0	0%	1%

62

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	5	63%	36%
Satisfied	1	13%	47%
Dissatisfied	0	0%	10%
Strongly Dissatisfied	2	25%	7%

8

Portering Service

The quality of our portering service:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	25	43%	39%
Satisfied	28	48%	56%
Dissatisfied	3	5%	3%
Strongly Dissatisfied	2	3%	2%

58

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	33	52%	42%
Satisfied	26	41%	48%
Dissatisfied	2	3%	8%
Strongly Dissatisfied	2	3%	2%

63

Residential Services Management Team

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	19	30%	28%
Satisfied	41	64%	64%
Dissatisfied	4	6%	6%
Strongly Dissatisfied	0	0%	2%

64

The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	16	28%	30%
Satisfied	32	56%	60%
Dissatisfied	7	12%	7%
Strongly Dissatisfied	2	4%	3%

57

The availability of these staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	18	29%	25%
Satisfied	35	56%	63%
Dissatisfied	8	13%	10%
Strongly Dissatisfied	1	2%	2%

62

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	27	43%	35%
Satisfied	34	54%	56%
Dissatisfied	2	3%	7%
Strongly Dissatisfied	0	0%	3%

63

Student Accommodation Services

The quality of the services provided by Student Accommodation Services:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	15	24%	21%
Satisfied	43	69%	69%
Dissatisfied	4	6%	7%
Strongly Dissatisfied	0	0%	2%

62

The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	16	26%	25%
Satisfied	38	62%	64%
Dissatisfied	6	10%	8%
Strongly Dissatisfied	1	2%	3%

61

The application process:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	13	21%	22%
Satisfied	41	66%	62%
Dissatisfied	5	8%	13%
Strongly Dissatisfied	3	5%	3%

62

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	21	34%	34%
Satisfied	38	62%	60%
Dissatisfied	0	0%	4%
Strongly Dissatisfied	2	3%	2%

61

The response time for questions and queries:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	17	28%	24%
Satisfied	37	61%	61%
Dissatisfied	5	8%	12%
Strongly Dissatisfied	2	3%	4%

61

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	18	31%	24%
Satisfied	33	57%	57%
Dissatisfied	6	10%	12%
Strongly Dissatisfied	1	2%	6%

58

Hall/residence discipline:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	11	19%	16%
Satisfied	37	64%	56%
Dissatisfied	8	14%	19%
Strongly Dissatisfied	2	3%	9%

58

The availability of the Wardennial staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	15	26%	25%
Satisfied	32	55%	59%
Dissatisfied	9	16%	12%
Strongly Dissatisfied	2	3%	5%

58

Pastoral/welfare support and advice:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	14	27%	20%
Satisfied	30	59%	59%
Dissatisfied	5	10%	13%
Strongly Dissatisfied	2	4%	8%

51

The friendliness and approachability of Wardennial staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	26	44%	29%
Satisfied	26	44%	49%
Dissatisfied	6	10%	14%
Strongly Dissatisfied	1	2%	8%

59

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	17	30%	24%
Satisfied	35	61%	64%
Dissatisfied	4	7%	8%
Strongly Dissatisfied	1	2%	5%

57

The hall/residential community:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	14	24%	27%
Satisfied	35	59%	57%
Dissatisfied	9	15%	12%
Strongly Dissatisfied	1	2%	4%

59

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	13	25%	27%
Satisfied	34	64%	62%
Dissatisfied	3	6%	9%
Strongly Dissatisfied	3	6%	3%

53

The events they organise:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	10	19%	27%
Satisfied	30	57%	53%
Dissatisfied	9	17%	15%
Strongly Dissatisfied	4	8%	5%

53

The interaction with the Committee:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	14	26%	27%
Satisfied	29	54%	59%
Dissatisfied	8	15%	11%
Strongly Dissatisfied	3	6%	3%

54

How your subscription is spent by the Committee:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	7	15%	20%
Satisfied	26	54%	57%
Dissatisfied	10	21%	15%
Strongly Dissatisfied	5	10%	8%

48

Facilities**Study bedrooms:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	31	51%	35%
Satisfied	27	44%	55%
Dissatisfied	1	2%	7%
Strongly Dissatisfied	2	3%	3%

 61
Common rooms (e.g. libraries in residences, study areas or computer rooms):

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	23	39%	21%
Satisfied	29	49%	54%
Dissatisfied	5	8%	16%
Strongly Dissatisfied	2	3%	9%

 59
Bathrooms/shower rooms:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	23	39%	23%
Satisfied	29	49%	56%
Dissatisfied	4	7%	16%
Strongly Dissatisfied	3	5%	5%

 59
Kitchens or pantries:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	25	40%	19%
Satisfied	34	54%	54%
Dissatisfied	4	6%	19%
Strongly Dissatisfied	0	0%	8%

 63
Atmosphere and surroundings in the dining room:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	14	40%	27%
Satisfied	19	54%	58%
Dissatisfied	1	3%	11%
Strongly Dissatisfied	1	3%	5%

 35
Cycle Storage:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	12	29%	30%
Satisfied	25	61%	59%
Dissatisfied	2	5%	8%
Strongly Dissatisfied	2	5%	3%

 41
Laundry room and equipment:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	10	16%	20%
Satisfied	34	54%	58%
Dissatisfied	17	27%	17%
Strongly Dissatisfied	2	3%	6%

 63
Recycling facilities in residential areas:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	24	39%	23%
Satisfied	32	52%	60%
Dissatisfied	4	7%	14%
Strongly Dissatisfied	1	2%	3%

 61

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	32	51%	29%
Satisfied	24	38%	52%
Dissatisfied	5	8%	13%
Strongly Dissatisfied	2	3%	5%
	63		

The heating times in your residence:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	21	34%	25%
Satisfied	29	48%	52%
Dissatisfied	7	11%	17%
Strongly Dissatisfied	4	7%	6%
	61		

Communication**Preferred method of communication:**

	RESPONSES	%	SURVEY AVERAGE
Email	56	75%	74%
Text	8	11%	8%
Wed Memos	3	4%	8%
Social Media	8	11%	10%
Other	0	0%	1%
	75		

What do Residential and Business Services do best?

Being friendly

Provide accommodation

Provide good quality at Whitehorn Hall

Sort out issues

support and be approachable

The staff I see in the halls/corridors, the bathroom cleaning staff are so friendly. They always say hello to me first and it makes my day.

They are good at answering questions

Thorough cleaning every day in corridors and shared bathrooms

Timely responses

Very friendly staff - porters, cleaners and reception staff. 10/10. Also quick email responses,

Very friendly staff, really great at coping with COVID

What could Residential and Business Services do better?

Allow people to form extended households.

Disabled student's needs could be handled better. I suffer badly from Seasonal Affective Disorder and have made my need for a room with lots of natural light very clear. The bedroom I was allocated this year faces the courtyard and receives no direct sunlight what-so-ever; this is the 3rd occurrence.

Enforce the rule of only using the bathroom for your household and only allowing to see people from your household inside, NO visitors!

Fix the green box outside Whitehorn (keeps beeping)

I need cheaper accommodation!

Make kitchens that have 5 drawers instead of 4 drawers when 5 people are sharing the kitchen.

Not having the threat of being charged if I forget my key would be nice

Offer more self catered standard (affordable!!) accommodation

Plumbing of toilets is unsatisfactory and laundry prices could be reduced slightly

Proactive student support maybe, radiators are noisy, overall superb.

Put more events on within the accommodation

Timing if response

Try and contact on an individual basis to check in. People don't like to ask for help, especially in these dark times

Upon arrival, I found my room absolutely filthy- all surfaces covered in grime and crumbs, and a mysterious brown substance on the chair. Very unsettling, especially given the current situation.

When noise complaints come in I wish they were dealt with faster/better

Whitehorn is very poorly isolated, so it is very difficult to keep rooms and kitchens warm when it is cold outside.

