

# Student Accommodation Survey 2019-20

## Agnes Blackadder Hall

### Introduction:

This report is based on the responses collected from the November 2019 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.

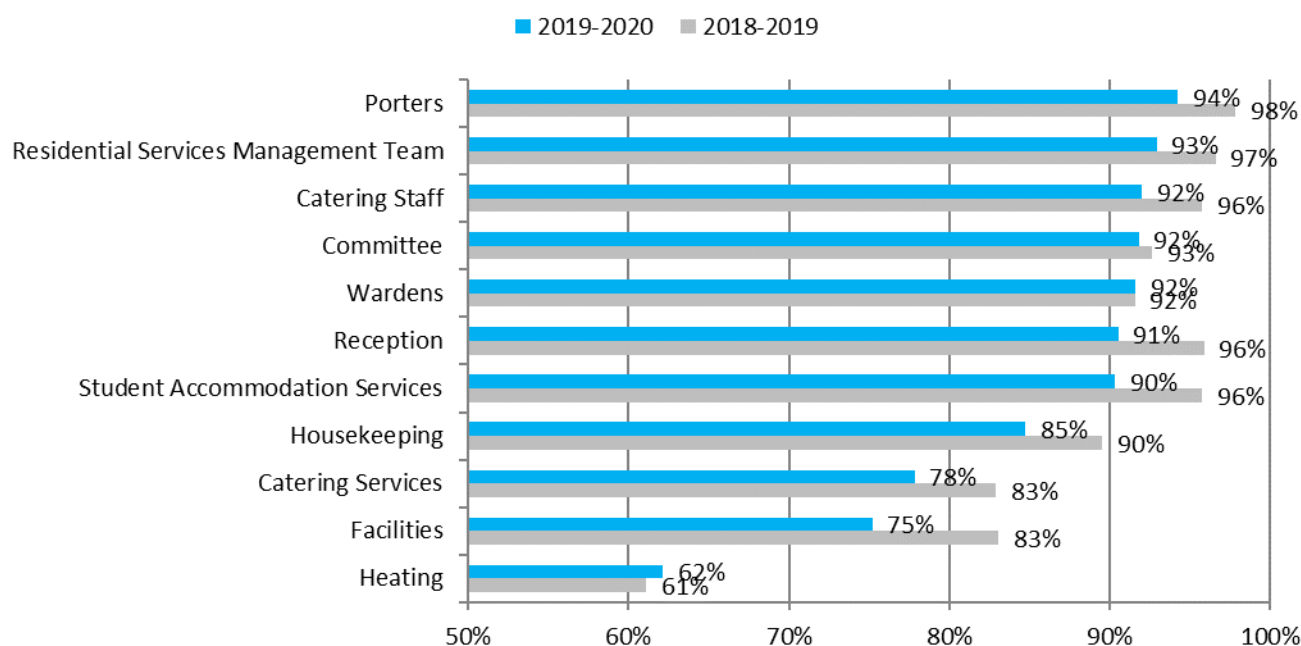
The survey results showed a notable difference in International student satisfaction compared to Home/EU student satisfaction, therefore the overall satisfaction and catering satisfaction categories are broken down further and also presented by Home/EU and International satisfaction.

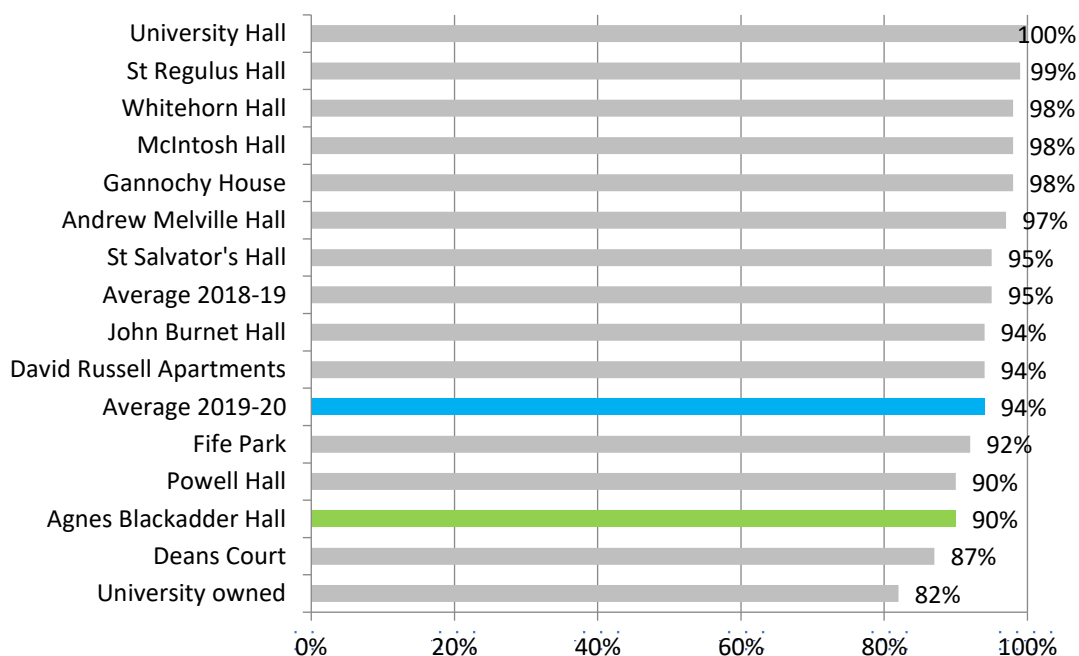
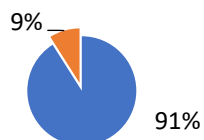
### Demographic Breakdown:

<b>Total respondents:</b>	1517		
<b>Male:</b>	554 (36.5%)	<b>Female:</b>	948 (62.5%)
<b>Non-binary:</b>	15 (1%)	<b>Other:</b>	0 (0%)
<b>Average age:</b>	19.9		
<b>Undergraduate:</b>	1267 (83.5%)	<b>Postgraduate:</b>	250 (16.5%)
<b>Home/EU:</b>	964 (63.5%)	<b>International:</b>	553 (36.5%)
<b>Self-catered:</b>	630 (41.5%)	<b>Catered:</b>	887 (58.5%)
<b>Year of Study:</b>			
1st:	817 (54%)	2nd:	275 (18%)
3rd:	175 (11.5%)	4th:	93 (6%)
Postgraduate:	157 (10.5%)		

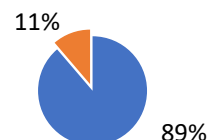
**Number of students by residence who completed the survey**

Residence	Survey responses	As a percentage
Agnes Blackadder Hall	197	13%
Andrew Melville Hall	122	8%
Angus House	9	1%
David Russell Apartments	414	27%
Deans Court	15	1%
Fife Park	174	11%
Gannochy House	38	3%
Gregory Place	6	0%
John Burnet Hall	56	4%
McIntosh Hall	87	6%
Powell Hall	68	4%
St Gregory's	7	0%
St Regulus Hall	72	5%
St Salvator's Hall	82	5%
Stanley Smith House	6	0%
University Hall	103	7%
Whitehorn Hall	61	4%
<b>TOTALS</b>	<b>1517</b>	<b>100%</b>

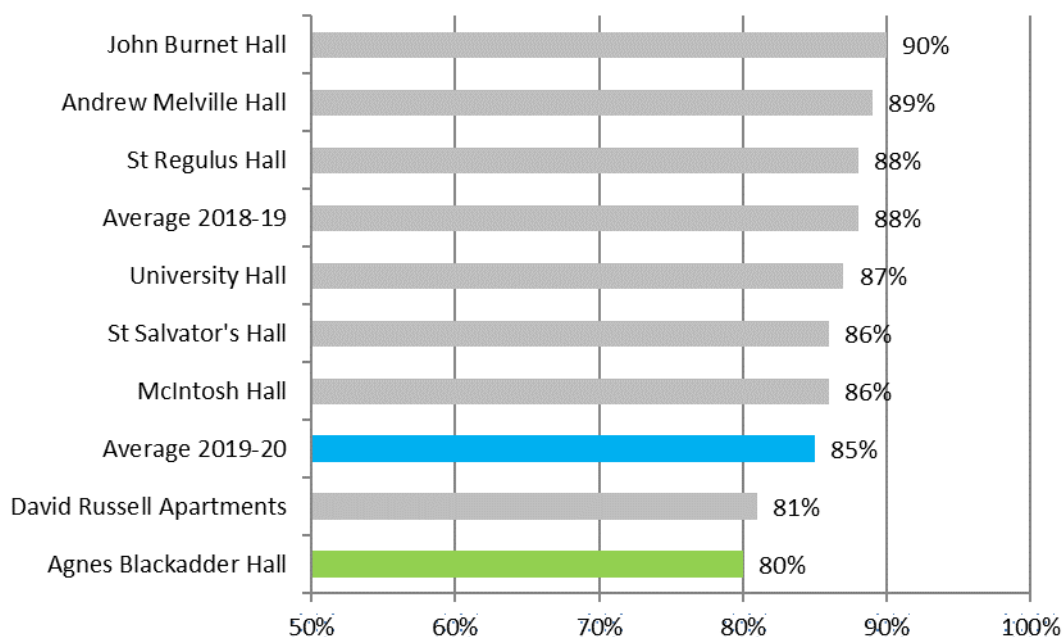
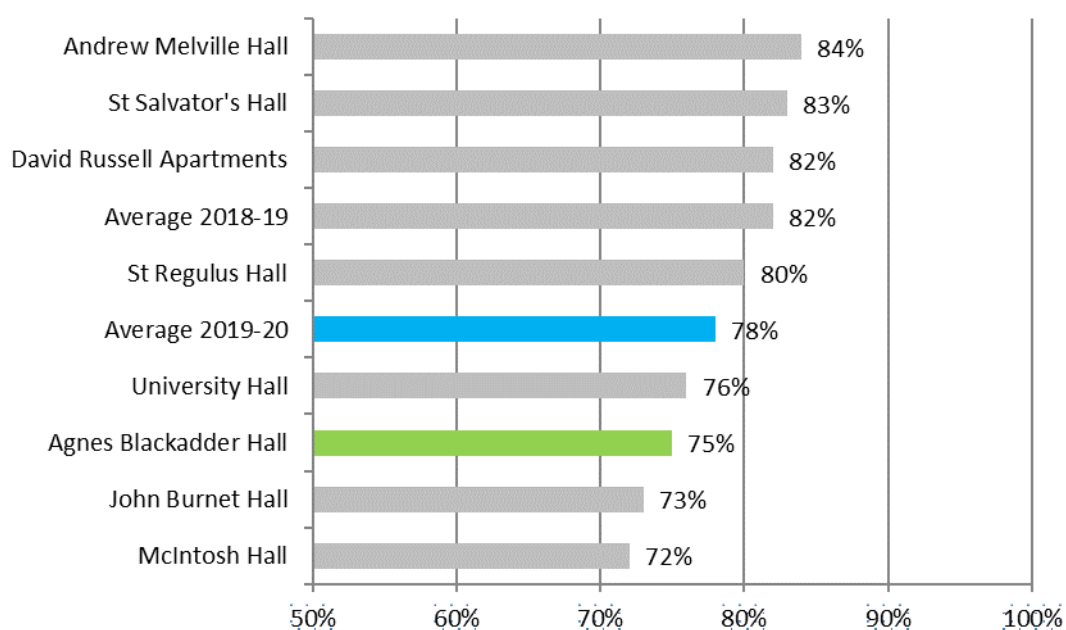
**ABH - year on year overall survey category satisfaction**

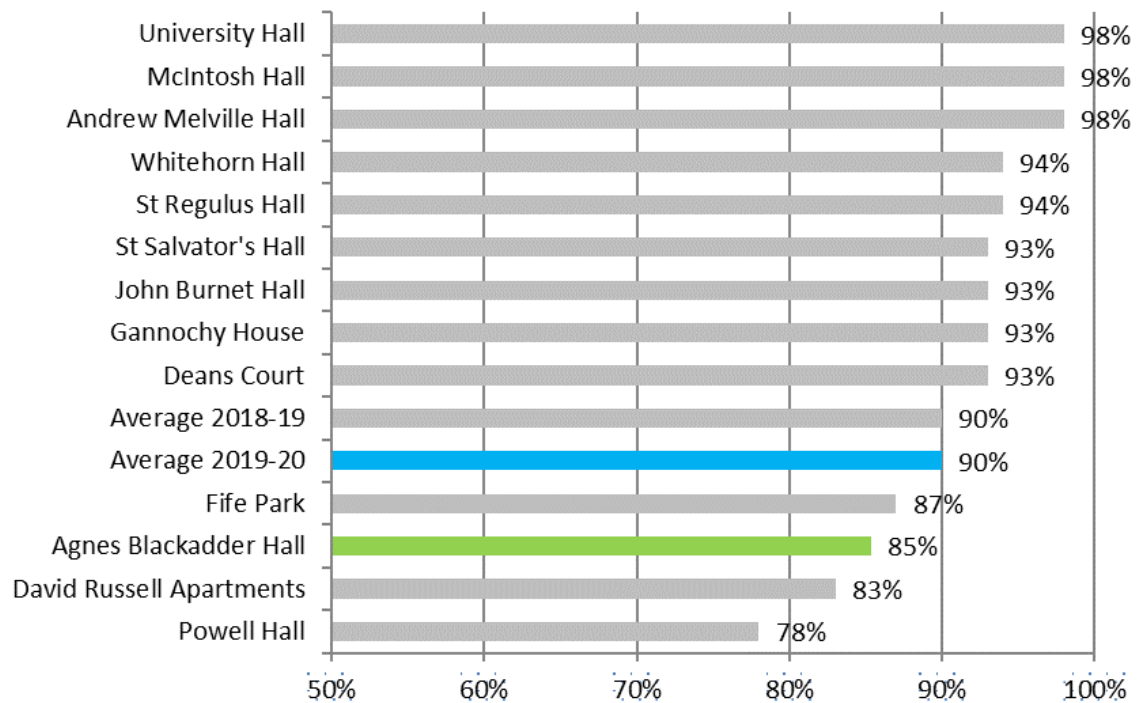
**How satisfied are you with our service overall?****EU/Home student overall satisfaction:**

■ Very Satisfied or Satisfied  
 ■ Dissatisfied or Strongly Dissatisfied

**International student overall satisfaction:**

■ Very Satisfied or Satisfied  
 ■ Dissatisfied or Strongly Dissatisfied

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

**Housekeeping overall averages**

## Survey results

### ***Overall Satisfaction Question***

How satisfied are you with our services overall?

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	35	19%	29%
Satisfied	133	71%	65%
Dissatisfied	17	9%	5%
Strongly Dissatisfied	2	1%	1%

187

### ***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	1	14%	37%
Satisfied	3	43%	44%
Dissatisfied	3	43%	16%
Strongly Dissatisfied	0	0%	2%

7

### ***Cleaning and Housekeeping***

The quality of our cleaning/housekeeping service:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	57	31%	44%
Satisfied	98	53%	46%
Dissatisfied	23	13%	8%
Strongly Dissatisfied	6	3%	3%

184

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	89	46%	57%
Satisfied	90	47%	38%
Dissatisfied	10	5%	4%
Strongly Dissatisfied	4	2%	1%

193

The quantity of cleaning you receive:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	53	29%	40%
Satisfied	85	47%	44%
Dissatisfied	31	17%	12%
Strongly Dissatisfied	11	6%	4%

180

**Portering Service****The quality of our portering service:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	77	41%	47%
Satisfied	102	54%	47%
Dissatisfied	7	4%	4%
Strongly Dissatisfied	4	2%	1%

190

**The friendliness and approachability of the staff:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	90	47%	52%
Satisfied	92	48%	42%
Dissatisfied	9	5%	5%
Strongly Dissatisfied	2	1%	1%

193

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	90	46%	43%
Satisfied	96	49%	53%
Dissatisfied	6	3%	4%
Strongly Dissatisfied	4	2%	1%

196

**The overall responses to questions and queries you ask them:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	72	38%	39%
Satisfied	104	54%	53%
Dissatisfied	10	5%	6%
Strongly Dissatisfied	5	3%	2%

191

**The availability of these staff:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	47	24%	24%
Satisfied	112	57%	59%
Dissatisfied	33	17%	15%
Strongly Dissatisfied	5	3%	2%

197

**The friendliness and approachability of the staff:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	97	49%	47%
Satisfied	89	45%	49%
Dissatisfied	8	4%	3%
Strongly Dissatisfied	3	2%	1%

197

**Residential Services Management Team**

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	56	33%	34%
Satisfied	104	61%	58%
Dissatisfied	7	4%	6%
Strongly Dissatisfied	3	2%	2%

170

**The overall responses to questions and queries you ask them:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	56	35%	37%
Satisfied	95	59%	56%
Dissatisfied	7	4%	6%
Strongly Dissatisfied	3	2%	2%

161

**The availability of these staff:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	48	29%	30%
Satisfied	99	60%	60%
Dissatisfied	17	10%	9%
Strongly Dissatisfied	2	1%	1%

166

**The friendliness and approachability of the staff:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	75	45%	42%
Satisfied	85	51%	52%
Dissatisfied	7	4%	4%
Strongly Dissatisfied	1	1%	2%

168

**Catering Staff**

**the quality of the service provided by the catering staff**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	48	32%	39%
Satisfied	80	53%	49%
Dissatisfied	15	10%	9%
Strongly Dissatisfied	7	5%	3%

150

**the friendliness and approachability of the staff**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	87	58%	57%
Satisfied	57	38%	39%
Dissatisfied	5	3%	3%
Strongly Dissatisfied	1	1%	1%

150

**the overall responses to questions & queries you ask them**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	63	42%	44%
Satisfied	79	53%	50%
Dissatisfied	6	4%	6%
Strongly Dissatisfied	2	1%	1%

150



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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	12	8%	18%
Satisfied	82	55%	54%
Dissatisfied	41	27%	20%
Strongly Dissatisfied	15	10%	7%

150

**The taste of the food:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	9	6%	14%
Satisfied	92	63%	59%
Dissatisfied	39	27%	23%
Strongly Dissatisfied	7	5%	4%

147

**The range and choice you have at different meals:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	16	11%	20%
Satisfied	96	65%	56%
Dissatisfied	32	22%	22%
Strongly Dissatisfied	3	2%	3%

147

**The serving times for meals in residences:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	13	9%	15%
Satisfied	68	46%	47%
Dissatisfied	57	39%	34%
Strongly Dissatisfied	9	6%	4%

147

**the information provided on our Knowledge Information Boards:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	18	12%	17%
Satisfied	124	84%	79%
Dissatisfied	5	3%	4%
Strongly Dissatisfied	0	0%	0%

147

**the overall catering experience of breakfast:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	42	29%	40%
Satisfied	87	60%	48%
Dissatisfied	14	10%	10%
Strongly Dissatisfied	3	2%	2%

146

**the overall catering experience of lunch:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	19	13%	23%
Satisfied	95	66%	65%
Dissatisfied	25	17%	10%
Strongly Dissatisfied	5	3%	2%

144

**the overall catering experience of dinner:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	28	20%	24%
Satisfied	86	61%	62%
Dissatisfied	23	16%	11%
Strongly Dissatisfied	5	4%	3%

142

**The information provided about our menus:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	27	18%	27%
Satisfied	107	73%	63%
Dissatisfied	9	6%	8%
Strongly Dissatisfied	4	3%	2%

147

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	11	8%	21%
Satisfied	86	61%	58%
Dissatisfied	38	27%	18%
Strongly Dissatisfied	7	5%	3%

142

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	15	10%	17%
Satisfied	117	80%	75%
Dissatisfied	11	7%	6%
Strongly Dissatisfied	4	3%	2%

147

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	40	23%	30%
Satisfied	115	67%	63%
Dissatisfied	12	7%	6%
Strongly Dissatisfied	4	2%	1%

171

**The overall responses to questions and queries you ask them:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	43	28%	33%
Satisfied	101	65%	59%
Dissatisfied	11	7%	6%
Strongly Dissatisfied	1	1%	2%

156

**The application process:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	40	22%	27%
Satisfied	109	59%	59%
Dissatisfied	29	16%	12%
Strongly Dissatisfied	6	3%	3%

184

**The friendliness and approachability of the staff:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	63	37%	42%
Satisfied	102	60%	54%
Dissatisfied	3	2%	3%
Strongly Dissatisfied	2	1%	1%

170

**The response time for questions and queries:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	41	26%	33%
Satisfied	103	66%	59%
Dissatisfied	13	8%	7%
Strongly Dissatisfied	0	0%	1%

157

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	69	39%	43%
Satisfied	92	52%	50%
Dissatisfied	11	6%	6%
Strongly Dissatisfied	4	2%	1%

176

**Hall/residence discipline:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	37	22%	31%
Satisfied	109	64%	57%
Dissatisfied	18	11%	9%
Strongly Dissatisfied	6	4%	3%

170

**The availability of the Wardennial staff:**

	RESPONSES	%	SURVEY
Very Satisfied	54	32%	39%
Satisfied	99	58%	53%
Dissatisfied	15	9%	6%
Strongly Dissatisfied	3	2%	1%

171

**Pastoral/welfare support and advice:**

	RESPONSES	%	SURVEY
Very Satisfied	50	35%	38%
Satisfied	84	60%	57%
Dissatisfied	5	4%	4%
Strongly Dissatisfied	2	1%	1%

141

**The friendliness and approachability of Wardennial staff:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	81	46%	51%
Satisfied	85	48%	44%
Dissatisfied	8	5%	4%
Strongly Dissatisfied	3	2%	1%

177

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	52	34%	41%
Satisfied	96	62%	55%
Dissatisfied	4	3%	3%
Strongly Dissatisfied	3	2%	1%

155

**The hall/residential community:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	63	35%	41%
Satisfied	101	56%	51%
Dissatisfied	12	7%	6%
Strongly Dissatisfied	4	2%	2%

---



---

180
**Student Committee****The accessibility of the Committee:**

	RESPONSES	%	AVERAGE
Very Satisfied	54	34%	33%
Satisfied	98	62%	59%
Dissatisfied	5	3%	6%
Strongly Dissatisfied	2	1%	2%

---



---

159
**The events they organise:**

	RESPONSES	%	AVERAGE
Very Satisfied	54	33%	34%
Satisfied	97	60%	56%
Dissatisfied	9	6%	9%
Strongly Dissatisfied	2	1%	2%

---



---

162
**The interaction with the Committee:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	53	35%	32%
Satisfied	86	57%	57%
Dissatisfied	9	6%	9%
Strongly Dissatisfied	3	2%	2%

---



---

151
**How your subscription is spent by the Committee:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	41	29%	28%
Satisfied	78	56%	58%
Dissatisfied	18	13%	11%
Strongly Dissatisfied	2	1%	3%

---



---

139

**Facilities****Study bedrooms:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	26	23%	41%
Satisfied	64	58%	52%
Dissatisfied	14	13%	5%
Strongly Dissatisfied	7	6%	1%

111

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	36	20%	29%
Satisfied	118	65%	58%
Dissatisfied	24	13%	11%
Strongly Dissatisfied	3	2%	3%

181

**Bathrooms/shower rooms:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	23	12%	22%
Satisfied	113	61%	52%
Dissatisfied	42	23%	21%
Strongly Dissatisfied	7	4%	5%

185

**Kitchens or pantries:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	26	14%	22%
Satisfied	113	61%	53%
Dissatisfied	36	19%	19%
Strongly Dissatisfied	11	6%	5%

186

**Atmosphere and surroundings in the dining room:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	36	23%	37%
Satisfied	97	61%	56%
Dissatisfied	20	13%	5%
Strongly Dissatisfied	5	3%	2%

158

**Cycle Storage:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	35	38%	31%
Satisfied	52	57%	55%
Dissatisfied	4	4%	12%
Strongly Dissatisfied	0	0%	2%

91

**Laundry room and equipment:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	8	4%	6%
Satisfied	51	28%	25%
Dissatisfied	80	43%	38%
Strongly Dissatisfied	46	25%	31%

185

**Recycling facilities in residential areas:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	48	28%	25%
Satisfied	109	63%	59%
Dissatisfied	16	9%	13%
Strongly Dissatisfied	0	0%	3%

173

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	30	16%	29%
Satisfied	98	52%	45%
Dissatisfied	40	21%	18%
Strongly Dissatisfied	19	10%	7%

187

**The heating times in your residence:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	19	10%	21%
Satisfied	83	45%	47%
Dissatisfied	63	34%	24%
Strongly Dissatisfied	18	10%	8%

183

**Communication****Preferred method of communication:**

	RESPONSES	%	SURVEY AVERAGE
Email	163	70%	70%
Text	15	6%	7%
Wed Memos	20	9%	8%
Social Media	34	15%	14%
Other	2	1%	1%

234

### What do Residential and Business Services do best?

A room lockout can sometimes take 30 minutes to answer to due to "being busy" when they send two people to let someone into a room which seems like a complete waste of staff time.

Accommodates student lifestyle without being too restrictive

Always give out quick response and the staff are all nice.

Answer queries promptly

Approachability

Assist students

Available 24hr

Being approachable

catering is overall good, meals are a good socializing experience

Cleaning

Cleaning services offered.

Cleaning the bins in kitchen really helped! Thanks a lot!

Communication

Every year catering menu is getting better

Everything is at a decent standard overall

Food

Friendliness and Helpfulness

Friendly and approachable

Friendly and helpful staff

Generally helpful

Give advice to newbies

Gives students enough freedom to be adults

Good at answering/resolving queries quickly and professionally, offer useful advice on accommodation options, all the staff I've interacted with have been lovely.

Great staff

handling deliveries

I found my roommate pairing to be very well suited. It was also convenient to have the laundry and dining hall in the same building as my bedroom. the biking facilities are very good.

Keep me fed and warm.

Keep me sheltered.

keep the building clean

Keep us up to date with everything happening

Maintain a consistent and reliable service

Maintain a supportive presence at reception

Majority of the time, very approachable and good to talk to.

make sure everything is tidy and in order which can be tough to be fair

Overall accommodation is great for what I need.

Provide a place to meet people

Provide answers and information to questions

Provide exactly what students need and they listen to students

Provide good quality food

provided many activities

Residential and Business Services are best at providing meals and organizing events.

Respond to problems

Showers are amazing. To die for.

Social interactions

Socializing events

Support students and help them solving possible issues

Support students when they have queries or when things go wrong

The porters and reception people in ABH are great

The staff are so kind and welcoming and go way beyond their job in being supportive of

students. I appreciate the kitchen staff very much.

The Wardens are very approachable and helpful

They are approachable

They are quick to respond to complaints

They're all very friendly

Uni halls are a great friendly environment

Very friendly people

Wait a week to reply to emails

### **What could Residential and Business Services do better?**

A more convenient way to empty bins than lugging them down the stairs, through the lobby, and outside

Application, pricing, hall services.

As a disabled person, many of the facilities in my room are not ideal for me. The lighting often flickers which is bad for my sensory issues and the mattress is very uncomfortable for my scoliosis. My health has declined because of accommodations.

Basically everything. ABH reception staff are moody and unapproachable, ABH community feel is terrible, I feel trapped and alone all of the time and can't wait to get my own flat

Be more available. They are never available and sort out the whole catering situation

Better heating of water for HOT showers

Better meals and better value in abh for all of the money it costs

Better recycling in the kitchens as only plastic, glass and tin recycling, not cardboard.

Although indicated on the inventory that items were missing from the room on arrival, not all items were then sourced.

Better value for money, in terms of quality of food and accommodation

Bring back trays at meal times as without them the whole dining room gets very messy

Catering, cleaning, laundry rooms, the temperature of water in the shower is too cold sometimes, or you have to wait a long time for it to become hot

Certain aspects such as meal times could be more flexible

Clearer student application

Contact students before making changes regarding individual halls and make sure it is an appropriate idea before implementing

don't make students who wants self-catering catered / the shower water in abh is not strong and hot enough / the heating time is too short and the heating is not warm enough so my room is always cold / I don't get what the renewing card for

Enforce more cleaning in the kitchens, some people never wash their things. Remove the movement sensor in the kitchen so that if someone wants to use the oven, they don't have to stand there for 2-3 hours...

Equal preference to catered and self catered

Everything is satisfactory

fans in the bathrooms in abh, accommodation should be sorted by preference of hall, alternative to lock out times, choose which meals I would like catered.

Fix broken things in rooms, and kitchen. We are still waiting since the beginning of September for stuff to be fixed.

food

Have a display with all the staff members on rather than just the Wardennial team - helps when multiple receptionists reply to your email chain

Have hot water on earlier in the morning.

Have porters back in ABH on a 24/7 to have a safer feeling within hall and to improve the student experience with a better community spirit



## Heating

## Heating times

Help students instead of lounging around the office. There are now times when you can pick up packages even when there are staff sitting in the office and for a task that takes under 1 minute this seems ridiculous.

Honestly I think it's outrageous that we in ABH pay extortionately for our accommodation and yet our services are worse than others halls like for instance Andrew Melville where their rooms get cleaned and bins are emptied weekly. I cannot for the life of me see where all this money I spend ends up.

I am satisfied with everything

I live in a shared room in ABH and my roommate and I wish that the cleaning service would come to our room in addition to the rest of the rooms in the dorm. I also wish that the meal times were longer because I often have class during the times that the dining hall is open for meals.

I really miss having 24 hour porter duty. Don't feel as safe in Hall without it. Reception hours should be increased too. We only have a short period when we can collect parcels for example. Hearing times need to be adjusted. Afternoons and nights are very cold.

I think it is ridiculous that we have to pay a 15 pound fine for only 3 lockouts, no matter how far apart they are, it is such an easy mistake to make and often happens that you remember your card is in your room right after you close your door and you can't do anything about it.

Improve availability times

Improve heating times, strictness of room inspections. Common areas in Abh

Improve laundry facilities

Improve meal and heating times

Improve the quality of catered food

Improve the quality of foods, allow students to rank their accommodation choices based on the halls, provide more equipment in the kitchens, have an easier system to ask for maintenance, provide more and cheaper

laundry services, give students a choice between a couple of accommodation choices

In my opinion, I think the heating system should be made better in terms of the hours of when it is switched on and off especially because it is getting cold. The heater should be left on for longer hours.

Inform people about the implications and consequences of choosing catered/self-catered

Keep me entertained.

Laundry facilities: expensive and often not enough machines

Look out for more feedback

Make lunch longer.

Make sure Agnes Blackadder showers don't leak on to the floor - this is an issue for everyone I know. Longer meal times. Cheaper laundry with a way of topping up exact amounts instead of multiples of £5.

Modernisation online (easier to navigate webpages) and in halls (decor/services). For the cost of university accommodation, there are aspects of the halls which I think should be better quality/more reliable (e.g. room furnishings, cookers, bedroom lights).).

Not use paper plates at meals

Provide heating more than just a couple of hours a day because it gets really cold and it is hard to study in a cold environment.

provide summer storage

Put money for student committee to providing a toaster in each kitchen

Recycling accessibility

Response to broken equipment

seems unfair that we all pay the same amount for rooms and kitchens in ABH and some people get dishwashers and others don't

Stop cutting facility staff such as the porters which were very helpful last year.

The food could be improved and the heating time could be longer.

The Warden team don't seem very approachable at all and they seem quite moody at times when you ask them questions.

There is not enough cheaper accommodation available, I'm paying £2250 above my loan for my room. The university really needs to take into consideration young people who aren't having everything paid out of parents' pockets.

they could clean our rooms

Toasters in kitchens

We had to move rooms due to renovation works, and we were given very short notice and minimal help or support during the moving process. The new rooms also had multiple issues that took a long time to address. This process could have been improved a lot.