

Student Accommodation Survey 2019-20

Andrew Melville 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.

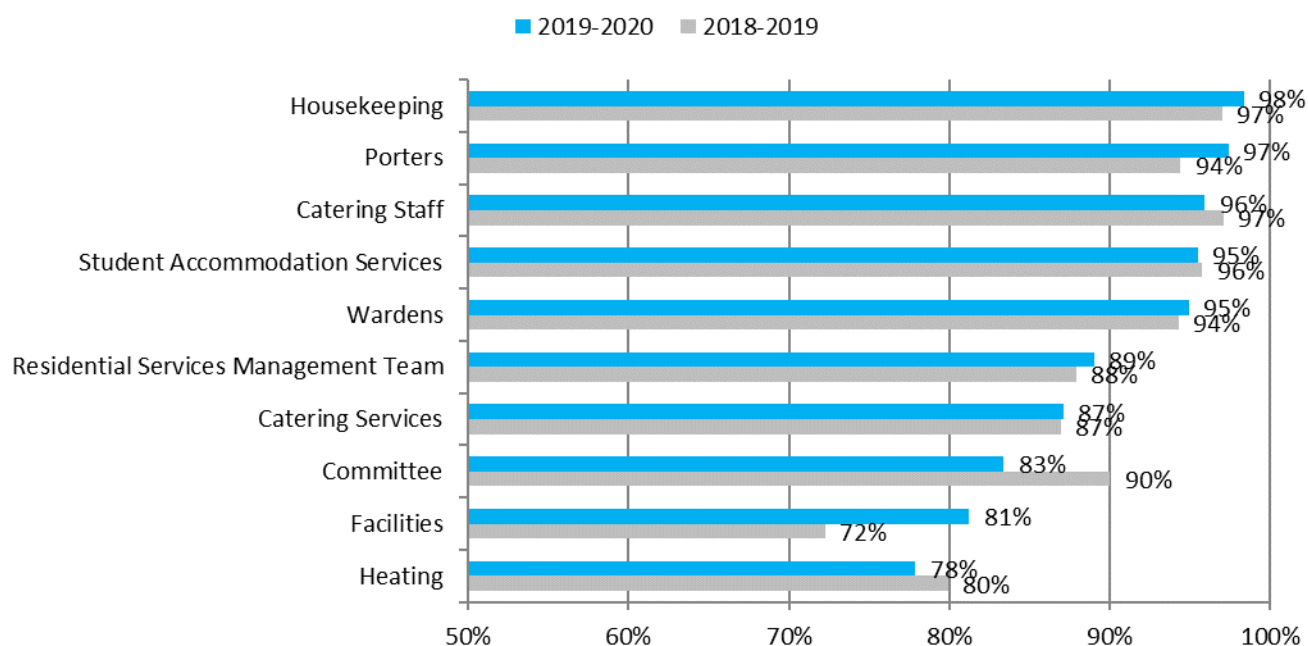
The survey results showed a notable difference in International student satisfaction compared to Home/EU student satisfaction, therefore the overall satisfaction and catering satisfaction categories are broken down further and also presented by Home/EU and International satisfaction.

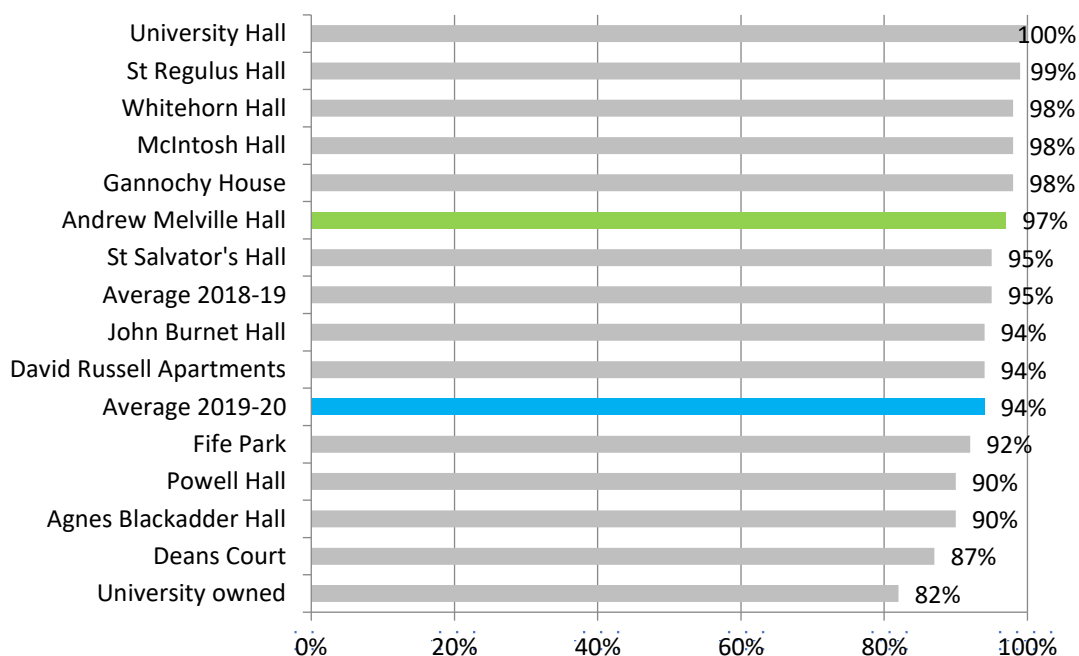
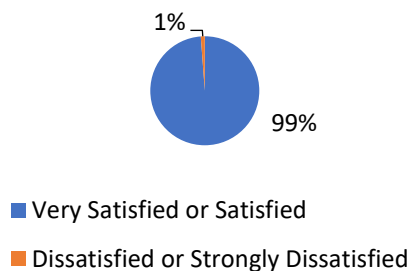
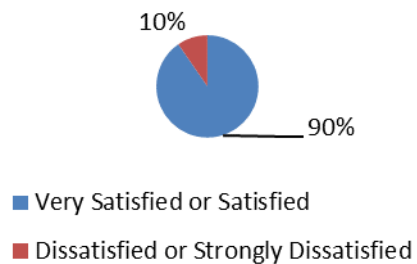
Demographic Breakdown:

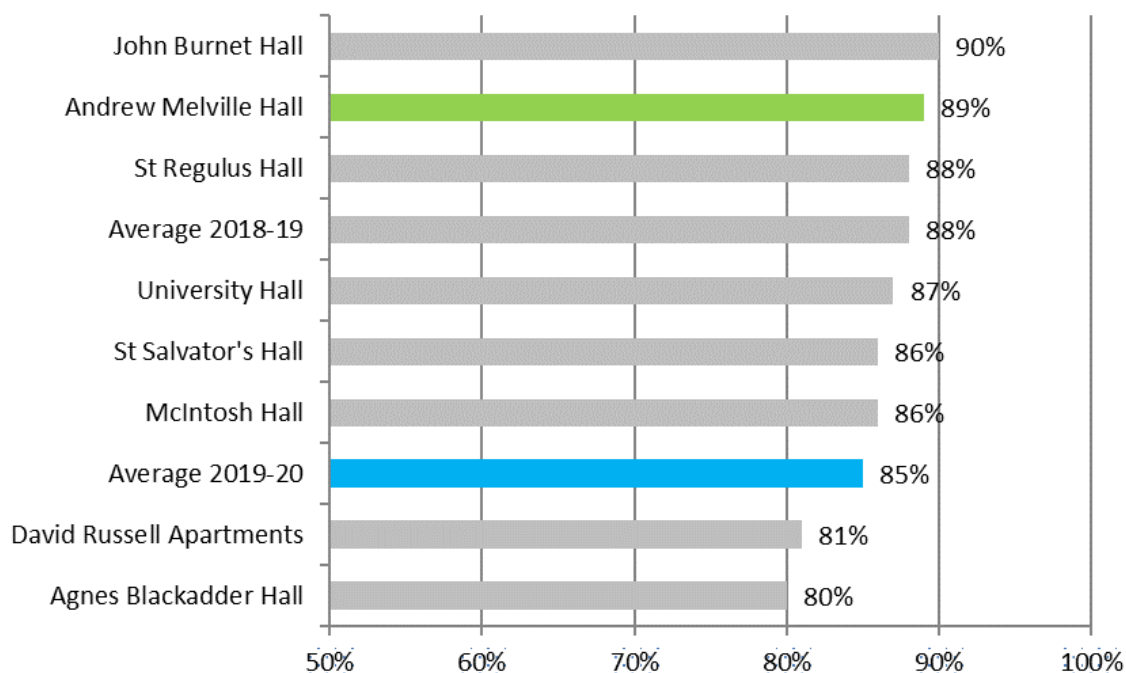
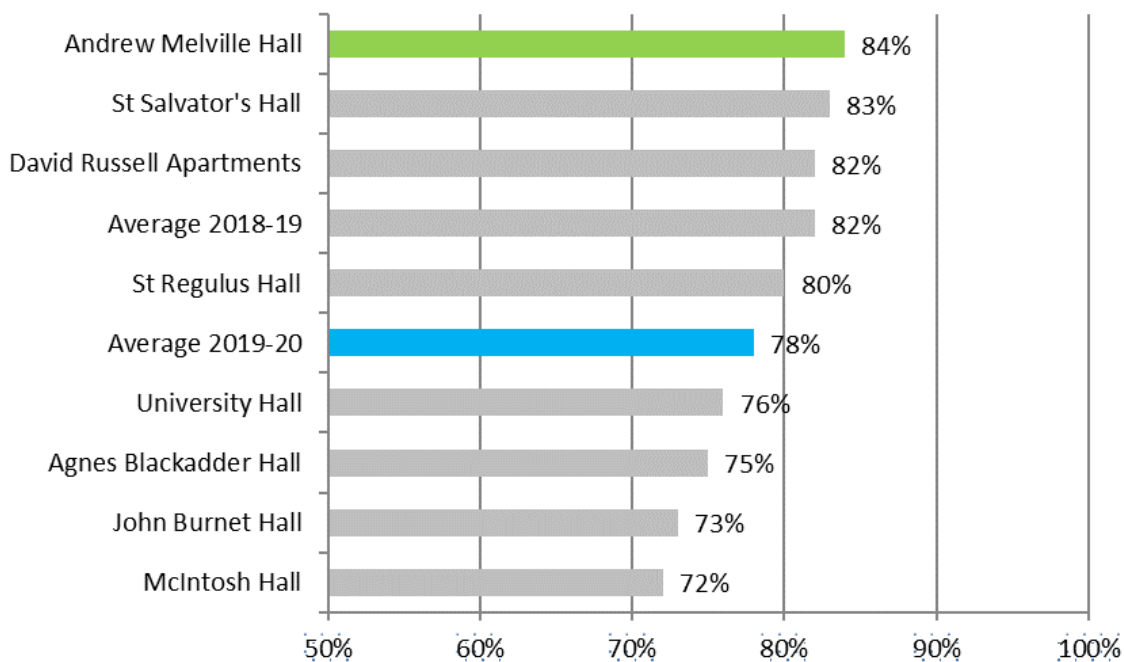
Total respondents:	1517		
Male:	554 (36.5%)	Female:	948 (62.5%)
Non-binary:	15 (1%)	Other:	0 (0%)
Average age:	19.9		
Undergraduate:	1267 (83.5%)	Postgraduate:	250 (16.5%)
Home/EU:	964 (63.5%)	International:	553 (36.5%)
Self-catered:	630 (41.5%)	Catered:	887 (58.5%)
Year of Study:			
1st:	817 (54%)	2nd: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

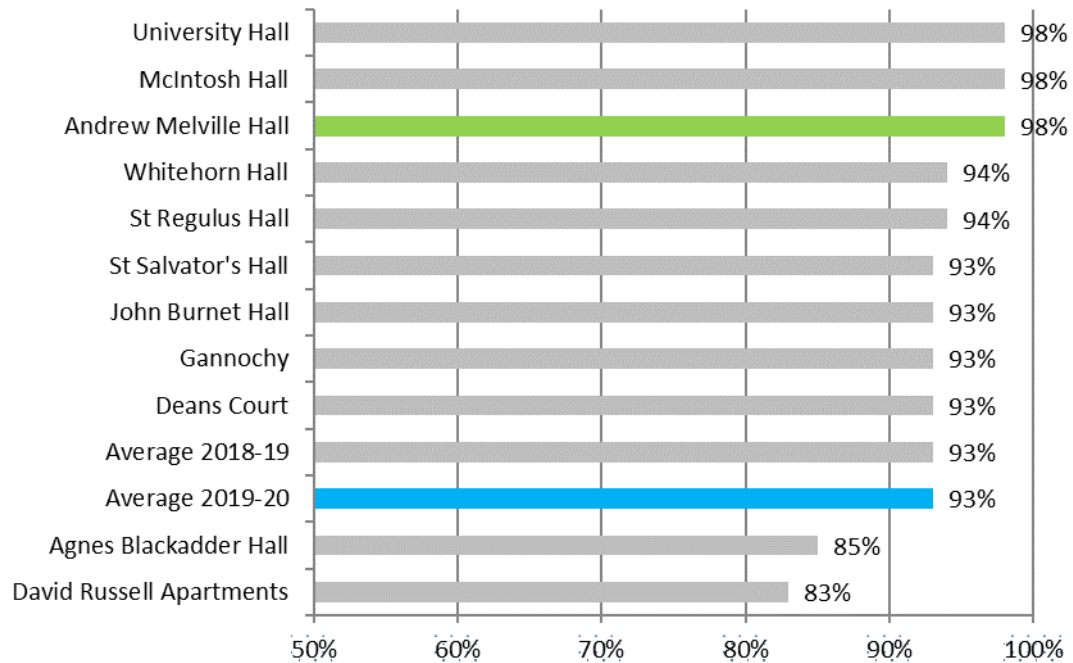
Number of students by residence who completed the survey

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%
TOTALS	1517	100%

AMH - year on year overall survey category 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:**

Housekeeping overall averages (Catered):

Survey results

Overall Satisfaction Question

How satisfied are you with our services overall?

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	44	38%	29%
Satisfied	67	58%	65%
Dissatisfied	2	2%	5%
Strongly Dissatisfied	2	2%	1%

115

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	33%	37%
Satisfied	1	33%	44%
Dissatisfied	1	33%	16%
Strongly Dissatisfied	0	0%	2%

3

Cleaning and Housekeeping

The quality of our cleaning/housekeeping service:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	70	57%	44%
Satisfied	52	43%	46%
Dissatisfied	0	0%	8%
Strongly Dissatisfied	0	0%	3%

122

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	87	71%	57%
Satisfied	34	28%	38%
Dissatisfied	1	1%	4%
Strongly Dissatisfied	0	0%	1%

122

The quantity of cleaning you receive:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	70	57%	40%
Satisfied	47	39%	44%
Dissatisfied	4	3%	12%
Strongly Dissatisfied	1	1%	4%

122

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	59	52%	47%
Satisfied	52	46%	47%
Dissatisfied	2	2%	4%
Strongly Dissatisfied	1	1%	1%

114

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	67	58%	52%
Satisfied	46	40%	42%
Dissatisfied	1	1%	5%
Strongly Dissatisfied	2	2%	1%

116

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	41	34%	34%
Satisfied	64	54%	58%
Dissatisfied	8	7%	6%
Strongly Dissatisfied	6	5%	2%

119

The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	45	42%	37%
Satisfied	52	48%	56%
Dissatisfied	5	5%	6%
Strongly Dissatisfied	6	6%	2%

108

The availability of these staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	38	32%	30%
Satisfied	68	57%	60%
Dissatisfied	10	8%	9%
Strongly Dissatisfied	3	3%	1%

119

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	52	44%	42%
Satisfied	53	45%	52%
Dissatisfied	6	5%	4%
Strongly Dissatisfied	7	6%	2%

118

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	48	39%	39%
Satisfied	69	57%	49%
Dissatisfied	4	3%	9%
Strongly Dissatisfied	1	1%	3%

122

the friendliness and approachability of the staff

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	55	45%	57%
Satisfied	62	51%	39%
Dissatisfied	5	4%	3%
Strongly Dissatisfied	0	0%	1%

122

the overall responses to questions & queries you ask them

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	51	42%	44%
Satisfied	66	54%	50%
Dissatisfied	5	4%	6%
Strongly Dissatisfied	0	0%	1%

122

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	30	25%	18%
Satisfied	72	59%	54%
Dissatisfied	19	16%	20%
Strongly Dissatisfied	1	1%	7%

122

the information provided on our Knowledge Information Boards:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	16	13%	17%
Satisfied	98	81%	79%
Dissatisfied	7	6%	4%
Strongly Dissatisfied	0	0%	0%

121

The taste of the food:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	22	18%	14%
Satisfied	74	61%	59%
Dissatisfied	25	21%	23%
Strongly Dissatisfied	0	0%	4%

121

the overall catering experience of breakfast:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	57	47%	40%
Satisfied	55	45%	48%
Dissatisfied	7	6%	10%
Strongly Dissatisfied	2	2%	2%

121

The range and choice you have at different meals:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	29	24%	20%
Satisfied	67	55%	56%
Dissatisfied	22	18%	22%
Strongly Dissatisfied	3	2%	3%

121

the overall catering experience of lunch:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	35	29%	23%
Satisfied	79	65%	65%
Dissatisfied	7	6%	10%
Strongly Dissatisfied	0	0%	2%

121

The serving times for meals in residences:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	21	17%	15%
Satisfied	67	55%	47%
Dissatisfied	31	26%	34%
Strongly Dissatisfied	2	2%	4%

121

the overall catering experience of dinner:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	38	31%	24%
Satisfied	74	61%	62%
Dissatisfied	8	7%	11%
Strongly Dissatisfied	1	1%	3%

121

The information provided about our menus:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	33	27%	27%
Satisfied	73	60%	63%
Dissatisfied	12	10%	8%
Strongly Dissatisfied	3	2%	2%

121

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	54	45%	21%
Satisfied	56	47%	58%
Dissatisfied	10	8%	18%
Strongly Dissatisfied	0	0%	3%

120

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	19	16%	17%
Satisfied	90	74%	75%
Dissatisfied	9	7%	6%
Strongly Dissatisfied	3	2%	2%

121

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	43	37%	30%
Satisfied	69	59%	63%
Dissatisfied	2	2%	6%
Strongly Dissatisfied	2	2%	1%

116

The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	36	35%	33%
Satisfied	61	60%	59%
Dissatisfied	4	4%	6%
Strongly Dissatisfied	1	1%	2%

102

The application process:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	36	31%	27%
Satisfied	75	64%	59%
Dissatisfied	6	5%	12%
Strongly Dissatisfied	1	1%	3%

118

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	48	43%	42%
Satisfied	61	54%	54%
Dissatisfied	2	2%	3%
Strongly Dissatisfied	1	1%	1%

112

The response time for questions and queries:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	38	37%	33%
Satisfied	59	57%	59%
Dissatisfied	6	6%	7%
Strongly Dissatisfied	0	0%	1%

103

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	59	51%	43%
Satisfied	52	45%	50%
Dissatisfied	4	3%	6%
Strongly Dissatisfied	1	1%	1%

116

Hall/residence discipline:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	45	39%	31%
Satisfied	60	53%	57%
Dissatisfied	6	5%	9%
Strongly Dissatisfied	3	3%	3%

114

The availability of the Wardennial staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	54	47%	39%
Satisfied	56	48%	53%
Dissatisfied	5	4%	6%
Strongly Dissatisfied	1	1%	1%

116

Pastoral/welfare support and advice:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	40	40%	38%
Satisfied	55	55%	57%
Dissatisfied	2	2%	4%
Strongly Dissatisfied	3	3%	1%

100

The friendliness and approachability of Wardennial staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	64	55%	51%
Satisfied	44	38%	44%
Dissatisfied	4	3%	4%
Strongly Dissatisfied	4	3%	1%

116

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	50	46%	41%
Satisfied	56	51%	55%
Dissatisfied	1	1%	3%
Strongly Dissatisfied	2	2%	1%

109

The hall/residential community:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	68	58%	41%
Satisfied	45	38%	51%
Dissatisfied	3	3%	6%
Strongly Dissatisfied	1	1%	2%

98

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	31	27%	33%
Satisfied	70	62%	59%
Dissatisfied	7	6%	6%
Strongly Dissatisfied	5	4%	2%

113

The events they organise:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	41	37%	34%
Satisfied	53	47%	56%
Dissatisfied	15	13%	9%
Strongly Dissatisfied	3	3%	2%

112

The interaction with the Committee:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	29	26%	32%
Satisfied	58	52%	57%
Dissatisfied	18	16%	9%
Strongly Dissatisfied	6	5%	2%

111

How your subscription is spent by the Committee:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	28	26%	28%
Satisfied	61	56%	58%
Dissatisfied	12	11%	11%
Strongly Dissatisfied	8	7%	3%

109

Facilities**Study bedrooms:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	54	47%	41%
Satisfied	58	50%	52%
Dissatisfied	3	3%	5%
Strongly Dissatisfied	0	0%	1%

115

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	41	35%	29%
Satisfied	70	60%	58%
Dissatisfied	6	5%	11%
Strongly Dissatisfied	0	0%	3%

117

Bathrooms/shower rooms:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	21	18%	22%
Satisfied	66	56%	52%
Dissatisfied	21	18%	21%
Strongly Dissatisfied	10	8%	5%

118

Kitchens or pantries:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	25	22%	22%
Satisfied	65	56%	53%
Dissatisfied	20	17%	19%
Strongly Dissatisfied	6	5%	5%

116

Atmosphere and surroundings in the dining room:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	54	46%	37%
Satisfied	61	52%	56%
Dissatisfied	1	1%	5%
Strongly Dissatisfied	1	1%	2%

117

Cycle Storage:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	21	32%	31%
Satisfied	39	59%	55%
Dissatisfied	6	9%	12%
Strongly Dissatisfied	0	0%	2%

66

Laundry room and equipment:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	10	9%	6%
Satisfied	32	27%	25%
Dissatisfied	43	37%	38%
Strongly Dissatisfied	32	27%	31%

117

Recycling facilities in residential areas:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	26	23%	25%
Satisfied	71	63%	59%
Dissatisfied	14	12%	13%
Strongly Dissatisfied	2	2%	3%

113

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	42	36%	29%
Satisfied	61	52%	45%
Dissatisfied	13	11%	18%
Strongly Dissatisfied	2	2%	7%

118

The heating times in your residence:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	24	21%	21%
Satisfied	56	48%	47%
Dissatisfied	30	26%	24%
Strongly Dissatisfied	7	6%	8%

117

Communication**Preferred method of communication:**

	RESPONSES	%	SURVEY AVERAGE
Email	107	71%	70%
Text	7	5%	7%
Wed Memos	11	7%	8%
Social Media	25	17%	14%
Other	1	1%	1%

151

What do Residential and Business Services do best?

Addresses the accommodation shortage issue and plans to build more in the future.

Answer questions

Application process

Approachable and friendly staff

Be friendly and make the whole process less scary than it originally seemed

Bring a sense of community and establish quick communication.

Catering

Cleaning and friendly atmosphere

cleaning service

Cleaning, Approachability, delivery, security

Good food

Great catering and keeping facilities clean for the most part

Have a comfortable and safe place to live and wardens are very useful if you have any issues

Helpful and responsive if any questions about aspect of accommodation

Impose rules which don't exist and accuse students of things they didn't do.

Improving according to feedback received

Inform us of any sudden changes in the hall

Look after residents in a friendly way

Most wardens are very attentive and genuinely care about the halls, cleaning staff too are very friendly.

N/A - no interactions with RBS

Offer comfortable living conditions

Organise accommodation

Organise events,

overall very good experience living here

Providing cheap accommodation.

Strong sense of community in Andrew Melville Hall, 2 vegetarian options at meals :)

Student support and very approachable

The AMH team are so friendly and approachable, they really make the hall a home.

The social aspect and community feel - it's very friendly

There is a great community feeling and I feel cared for in accommodation.

They are very helpful and friendly, makes the hall feel more welcoming

They do a good job of keeping the halls clean and they are approachable if I ever have questions.

trying to make a friendly environment

Unsure

very approachable and friendly

Very good committee

Very responsive to problems.

What could Residential and Business Services do better?

A more flexible eating schedule

An accountable place for students who have problems with residence management. We have had several cases of abuses of power on the part of RSM/DRSM. Existing methods are insufficient, because they are 1) student committees, who then are ignored by RSM/DRSM and 2) Wardennial staff, see 1).

better laundry system (currently no way to get rid of all money on your card, and too expensive), hand dryers in toilets, less meat options on menu

Cannot think of anything

Cheaper accommodation (specifically self-catered standard)

Could listen to the students more and get the prices down because it's very expensive...

Friendliness and effectivity

Giving the students more control over the heat in their rooms, also having more access to drinking water (i.e. water fountain useable out with meal times).

Have a suggestion box

Have leftovers be an option in all halls, have better laundry servicing

Heating and water heating needs to be improved

Heating hours should be extended in the early morning, especially during winter.

Improve The meal times and washing stations

In Andrew Melville I feel the Kitchen Facilities are quite poor.

Increase the opening hours for reception, especially for parcel collection

Increase transparency, actually respond to student questions/concerns, not be actively hostile, and treat students as people rather than commodities.

It is hard with so many people, but the kitchens especially, and the dining room feel a bit sterile and cold. More decoration might make them feel more homely.

Kitchens are quite hot some form of ventilation

Laundry maybe...?

laundry; self-controlled heating time

less food waste/more inclusive accommodation/cheaper. I don't drink (against religion), so why is my money going towards free bars? when what about inclusive events? Our Warden has never formally introduced himself. the problem is money. The cost of this accommodation is ludicrous, and unwarranted.

Make it clear to residents who has responsibility for what - where does individual halls responsibility for issues stop and RBS takes over?

Meal times, events

More involvement of students in decision making process,

Most of the showers in Melville are terrible

Need more washing machines and dryers

Nothing much

offer more cheap self-catered accommodation

Prove indoor glass recycling

Recycling within hall could still be improved - perhaps with a cardboard bin next to reception? It might also be nice to have a meet the staff day in freshers. Additionally, all bedroom doors have a name card slot - could these be provided by RBS in the welcome pack?

Staff can be rude and dismissive of complaints

The allocation policy could be clarified in cases of people with financial hardship needing to be allocated to cheap options; whenever I ask anyone, I got a different response.

The amount of times the fire alarm goes off is ridiculous and unsafe as people are unwilling to evacuate which could cause problems when coming to an actual fire

Unsure