

Student Accommodation Survey 2019-20

Deans Court

Introduction:

This report is based on the responses collected from the November 2018 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.

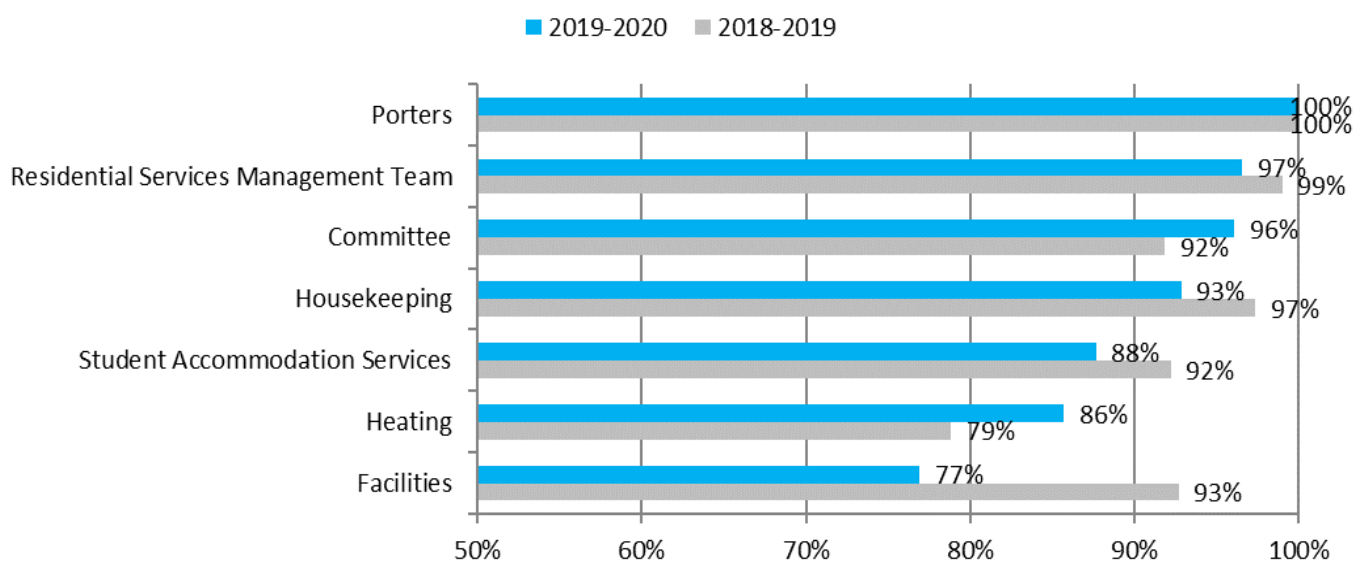
The survey results showed a notable difference in International student satisfaction compared to Home/EU student satisfaction, therefore the overall satisfaction and catering satisfaction categories are broken down further and also presented by Home/EU and International satisfaction.

Demographic Breakdown:

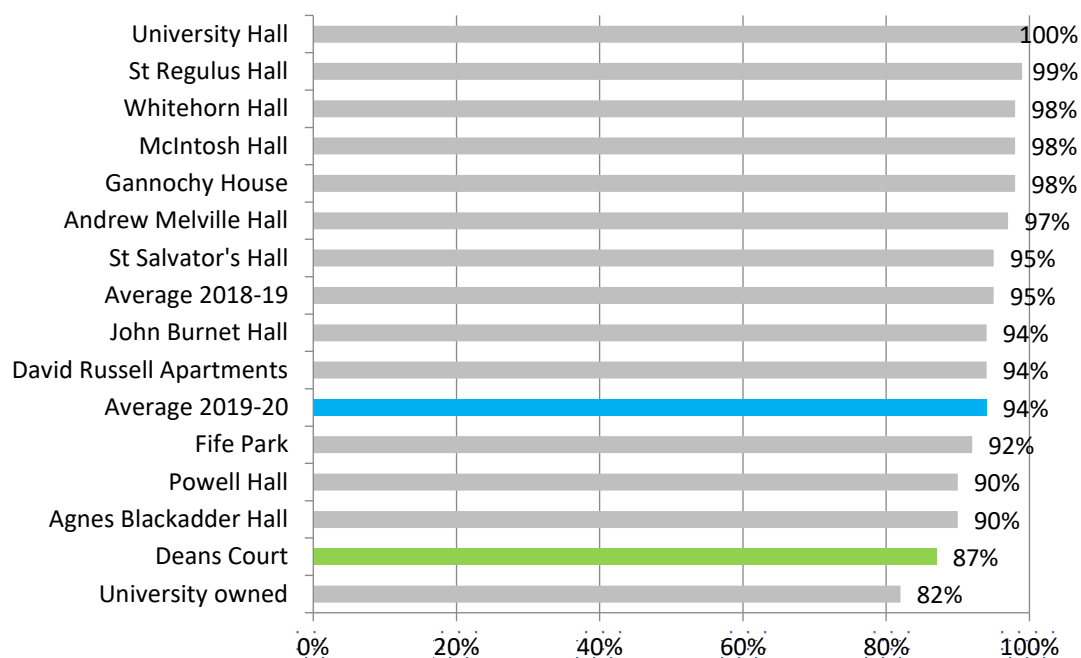
Total respondents:	1517		
Male:	554 (36.5%)	Female:	948 (62.5%)
Non-binary:	15 (1%)	Other:	0 (0%)
Average age:	19.9		
Undergraduate:	1267 (83.5%)	Postgraduate:	250 (16.5%)
Home/EU:	964 (63.5%)	International:	553 (36.5%)
Self-catered:	630 (41.5%)	Catered:	887 (58.5%)
Year of Study:			
1st:	817 (54%)	2nd: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

Number of students who completed the survey (by residence)

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%

Deans Court - year on year overall survey service satisfaction

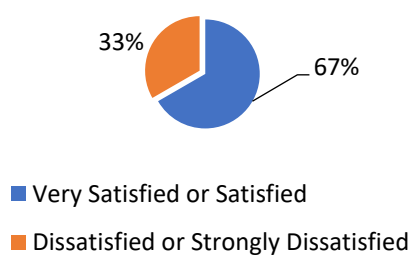
How satisfied are you with our service overall?

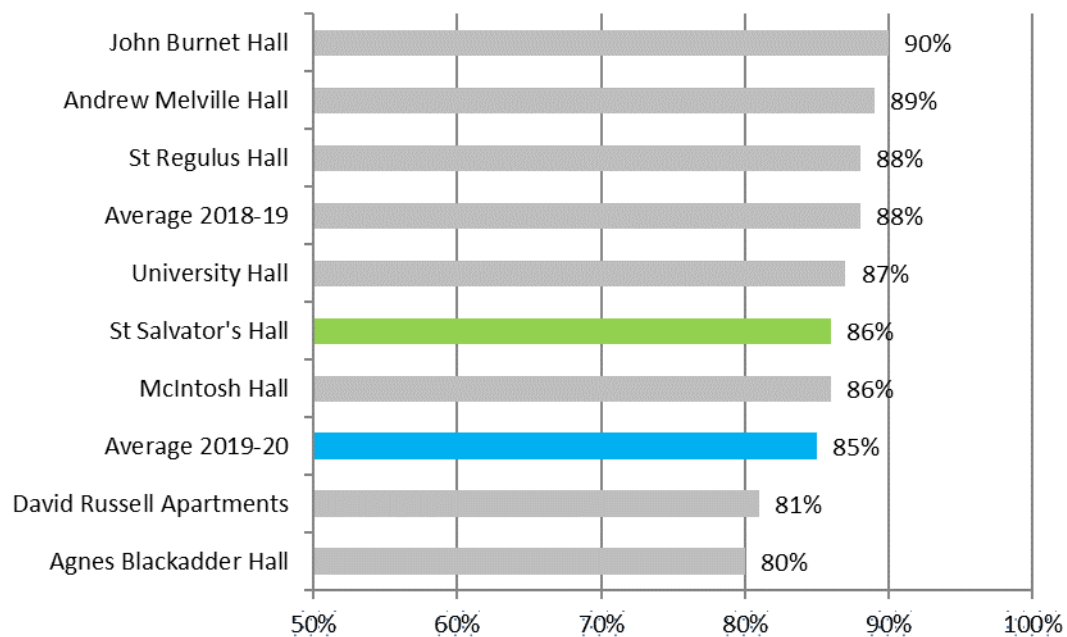
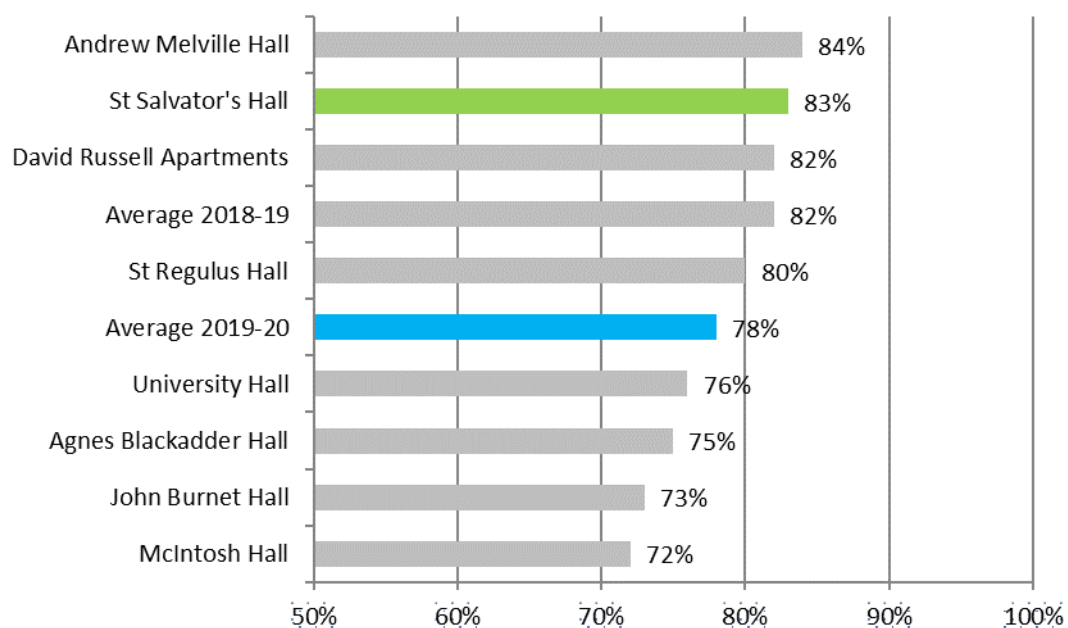


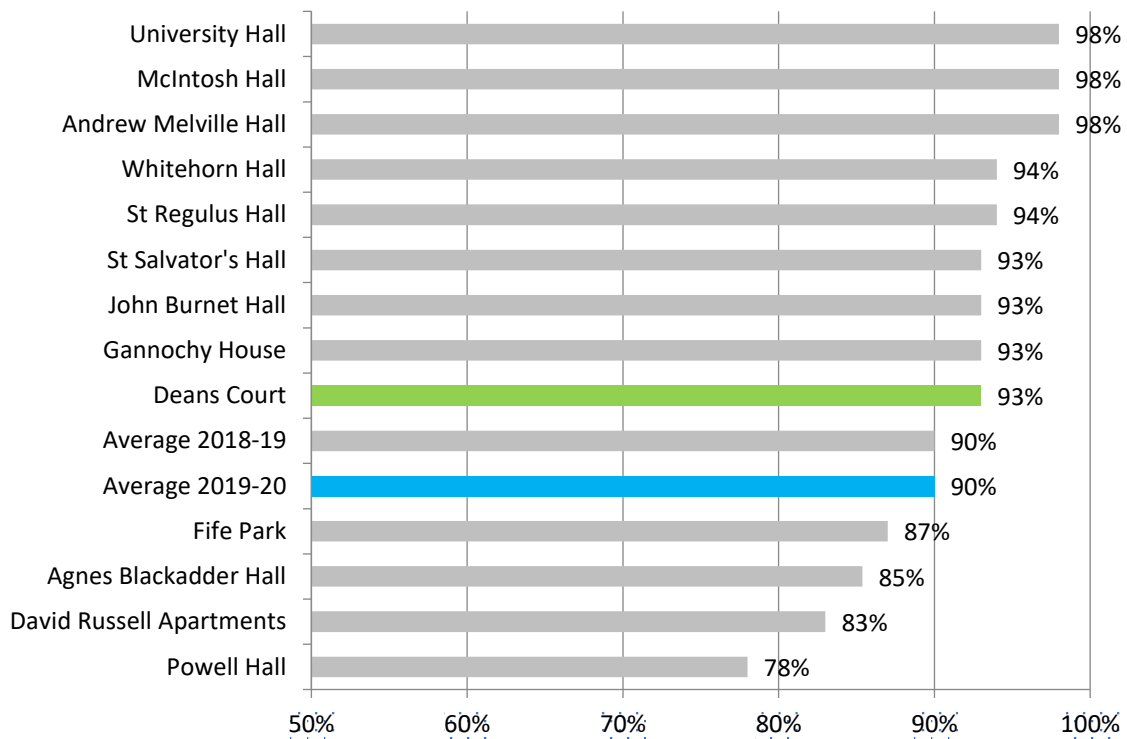
EU/Home Student overall satisfaction:



International Student overall satisfaction:



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

Housekeeping overall satisfaction

Survey results

Overall Satisfaction Question

How satisfied are you with our services overall?

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	4	27%	29%
Satisfied	9	60%	65%
Dissatisfied	2	13%	5%
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	1	100%	37%
Satisfied	0	0%	44%
Dissatisfied	0	0%	16%
Strongly Dissatisfied	0	0%	2%

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Cleaning and Housekeeping

The quality of our cleaning/housekeeping service:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	7	50%	44%
Satisfied	6	43%	46%
Dissatisfied	1	7%	8%
Strongly Dissatisfied	0	0%	3%

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The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	10	67%	57%
Satisfied	5	33%	38%
Dissatisfied	0	0%	4%
Strongly Dissatisfied	0	0%	1%

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The quantity of cleaning you receive:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	7	54%	40%
Satisfied	4	31%	44%
Dissatisfied	2	15%	12%
Strongly Dissatisfied	0	0%	4%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	9	90%	47%
Satisfied	1	10%	47%
Dissatisfied	0	0%	4%
Strongly Dissatisfied	0	0%	1%

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The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	10	91%	52%
Satisfied	1	9%	42%
Dissatisfied	0	0%	5%
Strongly Dissatisfied	0	0%	1%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	7	47%	39%
Satisfied	7	47%	54%
Dissatisfied	1	7%	5%
Strongly Dissatisfied	0	0%	2%

15

The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	8	53%	39%
Satisfied	6	40%	53%
Dissatisfied	1	7%	5%
Strongly Dissatisfied	0	0%	2%

15

The availability of these staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	8	57%	33%
Satisfied	6	43%	59%
Dissatisfied	0	0%	7%
Strongly Dissatisfied	0	0%	2%

14

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	9	64%	42%
Satisfied	5	36%	52%
Dissatisfied	0	0%	4%
Strongly Dissatisfied	0	0%	2%

14

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	6	40%	30%
Satisfied	6	40%	63%
Dissatisfied	3	20%	6%
Strongly Dissatisfied	0	0%	1%

15

The application process:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	5	33%	27%
Satisfied	7	47%	59%
Dissatisfied	1	7%	12%
Strongly Dissatisfied	2	13%	3%

15

The response time for questions and queries:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	7	50%	33%
Satisfied	6	43%	59%
Dissatisfied	0	0%	7%
Strongly Dissatisfied	1	7%	1%

14

The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	6	40%	33%
Satisfied	7	47%	59%
Dissatisfied	1	7%	6%
Strongly Dissatisfied	1	7%	2%

15

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	7	50%	42%
Satisfied	7	50%	54%
Dissatisfied	0	0%	3%
Strongly Dissatisfied	0	0%	1%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	7	54%	33%
Satisfied	6	46%	59%
Dissatisfied	0	0%	6%
Strongly Dissatisfied	0	0%	2%

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The events they organise:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	7	54%	34%
Satisfied	5	38%	56%
Dissatisfied	1	8%	9%
Strongly Dissatisfied	0	0%	2%

13

The interaction with the Committee:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	7	54%	32%
Satisfied	6	46%	57%
Dissatisfied	0	0%	9%
Strongly Dissatisfied	0	0%	2%

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How your subscription is spent by the Committee:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	5	42%	28%
Satisfied	6	50%	58%
Dissatisfied	1	8%	11%
Strongly Dissatisfied	0	0%	3%

12

Facilities**Study bedrooms:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	8	53%	41%
Satisfied	5	33%	52%
Dissatisfied	1	7%	5%
Strongly Dissatisfied	1	7%	1%

15

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	2	15%	29%
Satisfied	3	23%	58%
Dissatisfied	6	46%	11%
Strongly Dissatisfied	2	15%	3%

13

Bathrooms/shower rooms:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	6	40%	22%
Satisfied	8	53%	52%
Dissatisfied	1	7%	21%
Strongly Dissatisfied	0	0%	5%

15

Kitchens or pantries:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	5	33%	22%
Satisfied	10	67%	53%
Dissatisfied	0	0%	19%
Strongly Dissatisfied	0	0%	5%

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Atmosphere and surroundings in the dining room:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	5	45%	37%
Satisfied	5	45%	56%
Dissatisfied	0	0%	5%
Strongly Dissatisfied	1	9%	2%

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Cycle Storage:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	2	33%	31%
Satisfied	3	50%	55%
Dissatisfied	1	17%	12%
Strongly Dissatisfied	0	0%	2%

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Laundry room and equipment:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	2	13%	6%
Satisfied	6	40%	25%
Dissatisfied	3	20%	38%
Strongly Dissatisfied	4	27%	31%

15

Recycling facilities in residential areas:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	5	36%	25%
Satisfied	5	36%	59%
Dissatisfied	1	7%	13%
Strongly Dissatisfied	3	21%	3%

14

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	8	57%	29%
Satisfied	4	29%	45%
Dissatisfied	1	7%	18%
Strongly Dissatisfied	1	7%	7%

14

The heating times in your residence:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	3	21%	21%
Satisfied	9	64%	47%
Dissatisfied	1	7%	24%
Strongly Dissatisfied	1	7%	8%

14

Communication**Preferred method of communication:**

	RESPONSES	%	SURVEY AVERAGE
Email	14	67%	70%
Text	1	5%	7%
Wed Memos	2	10%	8%
Social Media	2	10%	14%
Other	2	10%	1%

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What do Residential and Business Services do best?

Adam from st Salvators is great

Friendly staff, timely replies

I love hall life! So awesome

I think Residential and Business Services are extremely friendly and open to feedback

Interact and listen to students and their feedback

Keeping us up to date with progress of works on the building which is helpful

Respond to staff

They are very responsive and helpful.

They fix issues quickly

What could Residential and Business Services do better?

Allow North street students of Deans Court access to the South Street common room since we don't have one

I would prefer if they were as flexible as other residential services with furnishings and furniture.

It is so important for a strong postgraduate environment, so to have Deans Court back open next year on time with catering would be amazing and essential to foster such a community.

Longer availability hours

Make the entire process of housing allocation more efficient and prepare accommodations prior to student arrival

More contact hours

Post is often slow to arrive or seems to go missing

responding in a timely manner to issues in the residential hall, deans court needs more than 1 custodian

The room inspections/portable appliance testing/fire safety checks are quite frequent and can sometimes feel invasive if not unnecessary. I understand the reasons behind this but I do not believe there need to be so many different checks and so frequently, especially in a postgraduate hall.

The works and scaffolding outside the North St buildings are really noisy and inconvenient, and were not mentioned during the application process. I would have asked to be housed in a different building if I had known about them.