

Student Accommodation Survey 2019-20

Fife Park

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.

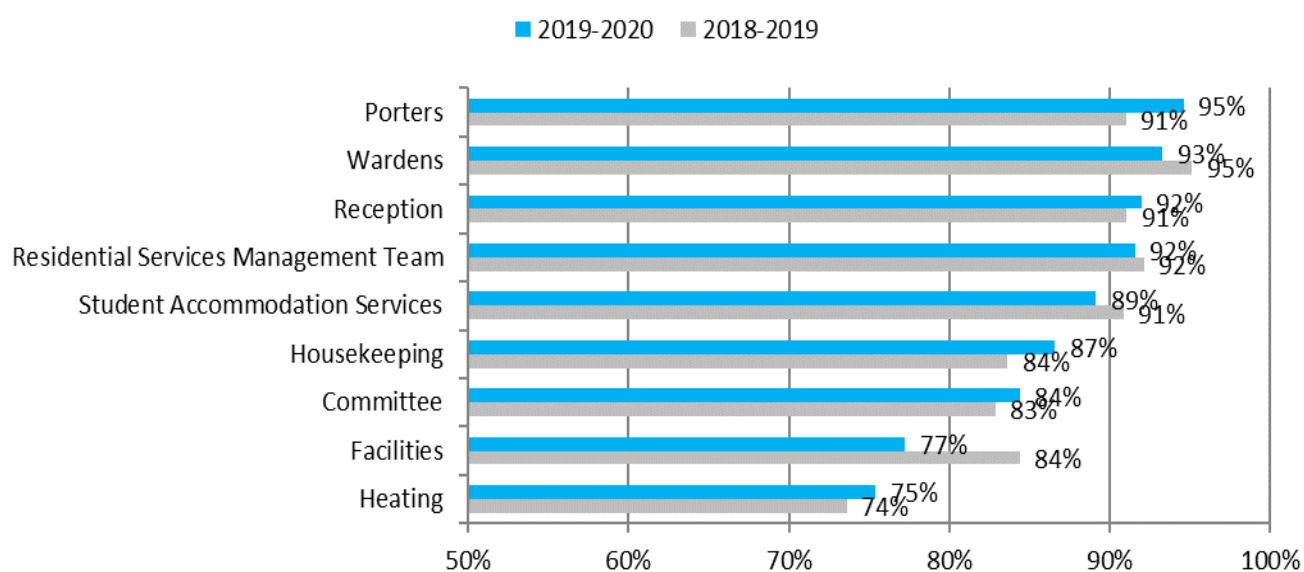
The survey results showed a notable difference in International student satisfaction compared to Home/EU student satisfaction, therefore the overall satisfaction and catering satisfaction categories are broken down further and also presented by Home/EU and International satisfaction.

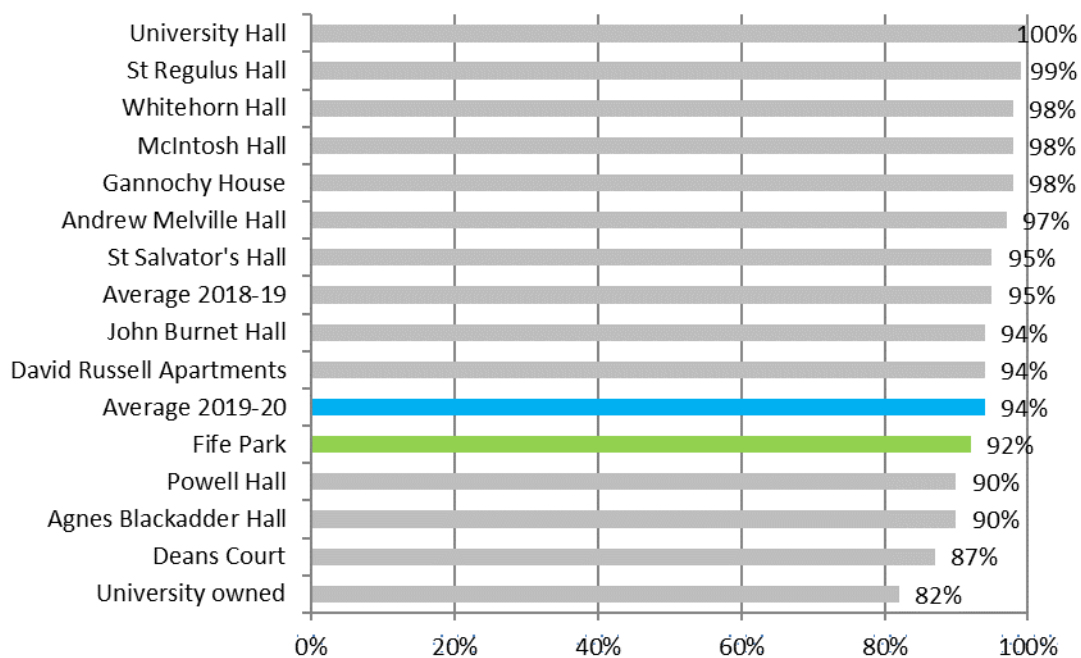
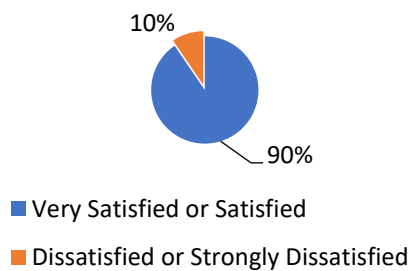
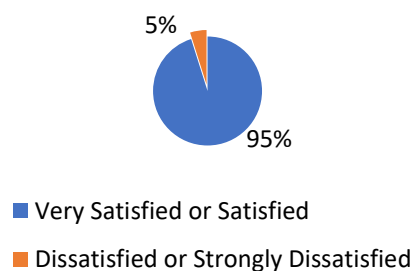
Demographic Breakdown:

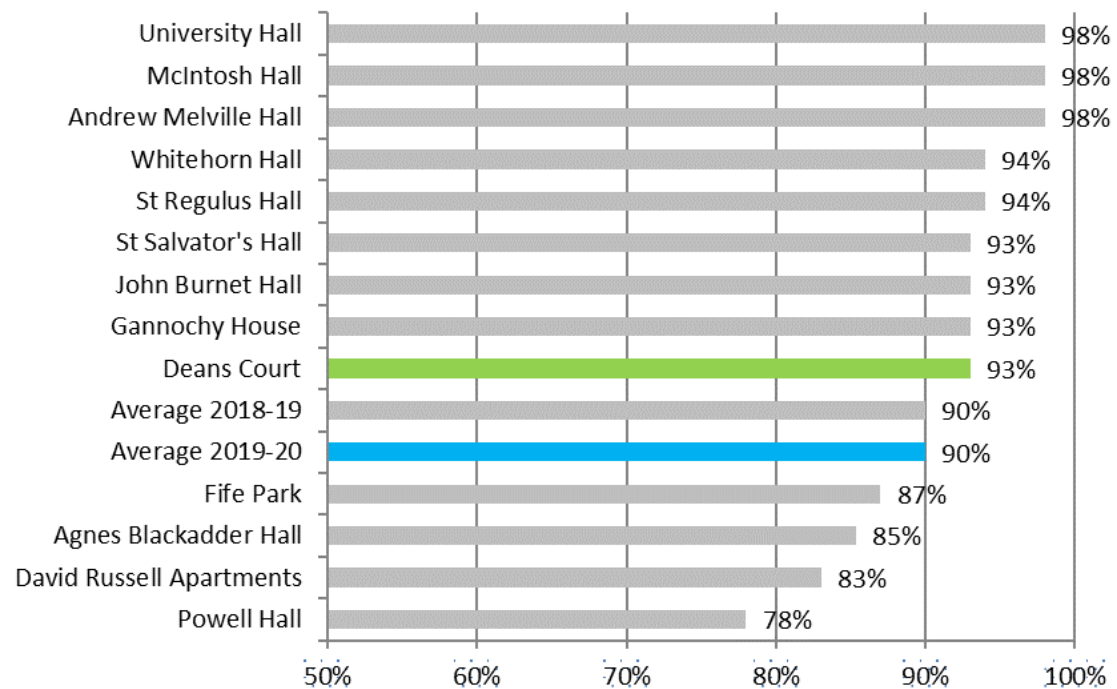
Total respondents:	1517		
Male:	554 (36.5%)	Female:	948 (62.5%)
Non-binary:	15 (1%)	Other:	0 (0%)
Average age:	19.9		
Undergraduate:	1267 (83.5%)	Postgraduate:	250 (16.5%)
Home/EU:	964 (63.5%)	International:	553 (36.5%)
Self-catered:	630 (41.5%)	Catered:	887 (58.5%)
Year of Study:			
1st:	817 (54%)	2nd: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

Number of students 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%

Fife Park - year on year overall survey service satisfaction

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

Housekeeping overall satisfaction

Survey results

Overall Satisfaction Question

How satisfied are you with our services overall?

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	44	26%	29%
Satisfied	109	65%	65%
Dissatisfied	13	8%	5%
Strongly Dissatisfied	1	1%	1%

167

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	2	40%	37%
Satisfied	2	40%	44%
Dissatisfied	1	20%	16%
Strongly Dissatisfied	0	0%	2%

5

Cleaning and Housekeeping

The quality of our cleaning/housekeeping service:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	2	40%	37%
Satisfied	2	40%	44%
Dissatisfied	1	20%	16%
Strongly Dissatisfied	0	0%	2%

5

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	63	44%	57%
Satisfied	73	51%	38%
Dissatisfied	7	5%	4%
Strongly Dissatisfied	0	0%	1%

143

The quantity of cleaning you receive:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	18	22%	40%
Satisfied	42	52%	44%
Dissatisfied	16	20%	12%
Strongly Dissatisfied	5	6%	4%

81

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	60	38%	47%
Satisfied	89	57%	47%
Dissatisfied	7	4%	4%
Strongly Dissatisfied	0	0%	1%

156

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	66	42%	52%
Satisfied	82	52%	42%
Dissatisfied	9	6%	5%
Strongly Dissatisfied	1	1%	1%

158

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	69	40%	43%
Satisfied	94	55%	53%
Dissatisfied	9	5%	4%
Strongly Dissatisfied	0	0%	1%

172

The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	71	42%	39%
Satisfied	83	49%	53%
Dissatisfied	12	7%	6%
Strongly Dissatisfied	2	1%	2%

168

The availability of these staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	48	28%	24%
Satisfied	100	59%	59%
Dissatisfied	20	12%	15%
Strongly Dissatisfied	1	1%	2%

169

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	81	47%	47%
Satisfied	82	47%	49%
Dissatisfied	9	5%	3%
Strongly Dissatisfied	2	1%	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	44	30%	39%
Satisfied	88	60%	54%
Dissatisfied	13	9%	5%
Strongly Dissatisfied	1	1%	2%

146

The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	43	31%	39%
Satisfied	81	59%	53%
Dissatisfied	12	9%	5%
Strongly Dissatisfied	2	1%	2%

138

The availability of these staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	43	31%	33%
Satisfied	86	62%	59%
Dissatisfied	10	7%	7%
Strongly Dissatisfied	0	0%	2%

139

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	54	37%	42%
Satisfied	83	56%	52%
Dissatisfied	10	7%	4%
Strongly Dissatisfied	0	0%	2%

147

Student Accommodation Services

The quality of the services provided by Student Accommodation Services:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	41	25%	30%
Satisfied	109	67%	63%
Dissatisfied	9	6%	6%
Strongly Dissatisfied	3	2%	1%

162

The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	44	29%	33%
Satisfied	94	62%	59%
Dissatisfied	11	7%	6%
Strongly Dissatisfied	2	1%	2%

151

The application process:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	40	23%	27%
Satisfied	99	58%	59%
Dissatisfied	29	17%	12%
Strongly Dissatisfied	4	2%	3%

172

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	52	33%	42%
Satisfied	99	63%	54%
Dissatisfied	5	3%	3%
Strongly Dissatisfied	2	1%	1%

158

The response time for questions and queries:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	46	31%	33%
Satisfied	82	55%	59%
Dissatisfied	19	13%	7%
Strongly Dissatisfied	2	1%	1%

149

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	52	33%	43%
Satisfied	98	62%	50%
Dissatisfied	9	6%	6%
Strongly Dissatisfied	0	0%	1%

159

Hall/residence discipline:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	45	29%	31%
Satisfied	94	60%	57%
Dissatisfied	14	9%	9%
Strongly Dissatisfied	4	3%	3%

157

The availability of the Wardennial staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	58	37%	39%
Satisfied	97	61%	53%
Dissatisfied	2	1%	6%
Strongly Dissatisfied	1	1%	1%

158

Pastoral/welfare support and advice:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	36	29%	38%
Satisfied	79	63%	57%
Dissatisfied	10	8%	4%
Strongly Dissatisfied	0	0%	1%

125

The friendliness and approachability of Wardennial staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	65	41%	51%
Satisfied	84	53%	44%
Dissatisfied	9	6%	4%
Strongly Dissatisfied	2	1%	1%

160

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	51	34%	41%
Satisfied	95	64%	55%
Dissatisfied	2	1%	3%
Strongly Dissatisfied	1	1%	1%

149

The hall/residential community:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	47	29%	41%
Satisfied	96	60%	51%
Dissatisfied	15	9%	6%
Strongly Dissatisfied	3	2%	2%

161

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	32	25%	33%
Satisfied	81	64%	59%
Dissatisfied	10	8%	6%
Strongly Dissatisfied	3	2%	2%

126

The events they organise:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	34	26%	34%
Satisfied	77	60%	56%
Dissatisfied	13	10%	9%
Strongly Dissatisfied	5	4%	2%

129

The interaction with the Committee:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	30	25%	32%
Satisfied	71	59%	57%
Dissatisfied	15	13%	9%
Strongly Dissatisfied	4	3%	2%

120

How your subscription is spent by the Committee:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	24	21%	28%
Satisfied	62	55%	58%
Dissatisfied	22	20%	11%
Strongly Dissatisfied	4	4%	3%

112

Facilities**Study bedrooms:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	54	35%	41%
Satisfied	95	61%	52%
Dissatisfied	6	4%	5%
Strongly Dissatisfied	1	1%	1%

156

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	32	21%	29%
Satisfied	98	63%	58%
Dissatisfied	19	12%	11%
Strongly Dissatisfied	7	4%	3%

156

Bathrooms/shower rooms:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	45	27%	22%
Satisfied	89	53%	52%
Dissatisfied	32	19%	21%
Strongly Dissatisfied	2	1%	5%

168

Kitchens or pantries:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	43	26%	22%
Satisfied	87	52%	53%
Dissatisfied	35	21%	19%
Strongly Dissatisfied	2	1%	5%

167

Atmosphere and surroundings in the dining room:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	28	25%	37%
Satisfied	77	68%	56%
Dissatisfied	7	6%	5%
Strongly Dissatisfied	2	2%	2%

114

Cycle Storage:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	34	28%	31%
Satisfied	67	55%	55%
Dissatisfied	18	15%	12%
Strongly Dissatisfied	2	2%	2%

121

Laundry room and equipment:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	10	6%	6%
Satisfied	29	18%	25%
Dissatisfied	59	37%	38%
Strongly Dissatisfied	62	39%	31%

160

Recycling facilities in residential areas:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	41	25%	25%
Satisfied	105	63%	59%
Dissatisfied	20	12%	13%
Strongly Dissatisfied	1	1%	3%

167

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	55	33%	29%
Satisfied	78	47%	45%
Dissatisfied	25	15%	18%
Strongly Dissatisfied	9	5%	7%

167

The heating times in your residence:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	41	25%	21%
Satisfied	74	46%	47%
Dissatisfied	39	24%	24%
Strongly Dissatisfied	8	5%	8%

162

Communication**Preferred method of communication:**

	RESPONSES	%	SURVEY AVERAGE
Email	153	71%	70%
Text	15	7%	7%
Wed Memos	15	7%	8%
Social Media	30	14%	14%
Other	1	0%	1%

214

What do Residential and Business Services do best?

Accommodation choice
 Always available
 Answering queries
 Assistance
 Availability of staff
 Communication
 communication with the residents is very good
 Community
 Everything is great
 Find ways to blame students for their shortcomings
 fix problems with furniture etc
 Friendliness
 Friendly
 Friendly & helpful staff.
 Friendly staff and service
 From my experience, staff are always very friendly and willing to help
 Good atmosphere in halls.
 good communication, accessibility, friendliness
 Good events on in DRA. Interactive and free
 Helpful, easy to contact etc
 highly organised and friendliness
 I am not sure what these are
 I think overall the residential and business services is quite good for students. The facilities are easily accessible. The atmosphere is quite nice and provides a good environment for studying. The receptionist, wardens and porters are friendly and helpful too.
 Keep us posted on everything that is happening and organising events
 Keeping students in the loop of what's going on

Listening to problems and providing a quick and efficient solution
 Look after buildings
 Maintaining the cleanliness and quality of facilities to make it a place I want to and enjoy living in.
 Make you feel very welcome and help you with what you need
 Most of the staff are really friendly and very helpful with any problems we have run into in our flat. The fuse in our flat has gone a few times but we've always received a quick response when we have phoned reception about it.
 Our warden is super cool. Generally staff friendliness.
 Provide accommodation that is of an acceptable standard
 Receiving feedback and acting on it
 Respond to queries and fix problems that sometimes occur in the apartment.
 Responding quickly to any of your queries
 Staff are incredibly friendly and approachable which is great!
 They provide rooms even for late appliers
 The accommodation is adequate and provides the furnishings necessary to survive as a student in St Andrews. Residential Services were quick to respond when we had issues with mould in our flat bathrooms.
 The administration is really good and grievances are dealt firmly and quickly. Really friendly and helpful.
 The committee do a fantastic job: DRAFP Ball is a highlight of the year and the other events they organise (eg free pizza) are great.
 The quality of the accommodation is very high, and the bedrooms and kitchens feel spacious and modern.
 The reception staff is very friendly and helpful

The staff are really friendly and always willing to help. As postgrads, we really appreciate only having cleaning inspections once per semester!

The staff are very approachable and I was very impressed with the apartment when I just arrived. Everything looked new

They are all excellent

They are very friendly.

They are very quick to solve any problems

They definitely try very hard to receive feedback and act on the feedback received.

They have approachable staff

They have been very quick to fix any complaints or problems we have had with our kitchen

They respond relatively quickly

Very responsive to our residential need especially changing/fixing things in the room

Wardens always available and friendly

Well organized events

Who are they

What could Residential and Business Services do better?

Accommodation over the summer (at least EU and overseas), please! More affordability.

As a postgrad, I personally found the room inspections unnecessary -kitchen and bathroom inspection I completely agree with, but I don't see why my only personal space at university needs to be under inspection while I still live there

Attitude

be faster at responding so people aren't locked out of their rooms for hours, be friendlier on the phone, make cleaning inspection more consistent, have far better and cheaper laundry

Be more friendly and helpful in general

Clarity, washing services, lock-out policy, providing cooking equipment (generally a basis equipment for the residences)

Cleaning inspections are too intrusive - would be better if they were less frequent or undertaken at a time when you can be present

Clearer procedures laid out in accessible place

During cleaning checks, my laptop charger was removed from my room and kept for 4 days. My charger wasn't tested because I usually take my laptop with me. It would be

better to be issued a notice so I could have made arrangements to avoid losing access to my files and software.

Ensure consistency of flat checks. What is ok one check is not the same for the next check. Also picking up on overly trivial things, e.g two items in a bin constitutes a fail. The price for this accommodation isn't cheap, so students should not be treated like children by housekeeping service.

Extend the reception opening times; sometimes porters are not there; more pans in the kitchen; porters should respond to night lock-outs faster.

Fife Park specific - I fail to understand why I cannot use my thermostat. I am satisfied with the level of heating, but my room gets stuffy and too hot very easily. There is a chance that if we were allowed to control our own heating, the university would save money.

Find an alternative laundry supplier.

For the price that we are paying there should not be this many issues. I understand that the buildings are relatively new but there should be a better plan in place to deal with issues. My flat alone has had problems with heating, kitchen appliances, doors and water.

Good question

have the same standards and avoid unfair practices such as expecting bins to be completely empty people actually live in these flats and we don't just put up a show for inspections. Also confiscating items after not raising any concerns in previous inspections.

I don't agree with the 15 pounds fee for the third lockout.

I find the key card system for getting into flats a bit inconvenient so perhaps an alternative to that. Also the WiFi seems to particularly weak in my flat and I don't get any data here either.

I have made the observation that flatmates were assigned based on those of the same/similar ethnicity, nationality, and race as yourself. I did not appreciate this as it makes the flat lack a sense of diversity and inclusion.

I think that it would be nice to run a couple of events like barbecues to involve more self catered students in committee events etc.

I think the laundry service is not good enough in Fife park- it is very expensive and there is a small amount of washing machines for the whole place

I was not affected personally, but I had a friend who was re-allocated a room despite applying together with a friend. I understand that sometimes there can be limitations but I've just flagged it up as a point to look into.

Increase heating time and level since my room is cold in the mornings

It would be amazing to sort out the problems with the laundry service. Also, the cleaning inspections should be in the beginning an the end of the term, not in the middle of it.

It would be better if we can get a bigger shower. The bathroom and shower room is quite clean, but the water power is not sufficient. Also, cheaper and longer laundry room supplies will be great.

Laundry

LAUNDRY HERE SUCKS!!!!!!

Laundry less expensive and cleaner

Laundry- not enough machines and often out of order. They are dirty-putting trainers in public washing machine is acceptable. Open a small shop/grocery near DRA/Fife Park. Please do not just take my charger for testing without notifying me on a Friday.

Laundry! Keep the Laundry Rooms open 24hrs a day. Chariots locks at 10pm. And often students aren't back at their flats yet!

make laundry cheaper; indoor storage for bikes in Fife park (I miss the storage room in the building I was in in DRA in first year)

Make sure all new building can control heating as some people prefer warm rooms and others prefer colder ones so it would make it easier.

Match flatmates better

Not sure what business services are so introduce themselves

Nothing

Organization of more free/inexpensive community events allowing for maximal inclusion. DRA bake off and various festival celebrations are good exercises. The cleanliness can be dealt with better.

Perhaps provide study areas or computer room in Fife park. There is only one in DRA

Personally I don't find living in St Andrews very affordable and I feel that the University in general isn't particularly concerned about people like myself when looking at accommodation they have and are looking to build in the future.

Please let us change the thermostat. It is impossible to get a comfortable temperature

Provide more storage in Fife Park kitchens, and provide more laundry facilities - more machines and dyers.

Providing quality accommodation at cheaper prices, for students who are struggling afford living in St Andrews

Replace damaged items immediately (mattress, kettle) ; more laundry facilities available and less expensive laundry services

Several things faulty in kitchen (oven thermostat faulty and overheats, cupboard doors don't lock, cheap kettle had to be replaced)

shower water is too small in one bath room

Some of the facilities could use upgrading e.g. the beds

Sometimes, the staff take a long time to come to the flat

Staff entering my room early in the morning without notice should be prohibited for any reason. Provide laundry facilities 24/7 for all residents of DRAFP.

stop taking power plugs for PAT testing without immediate notification via email

take action on the forms we filled up on coming to halls of residence

The accommodation services sometimes seems a bit inconsiderate

the laundry facilities are disgusting. They are never clean and my clothes come out of the wash stinking. Complete waste of money and very disappointing. I have been in touch with the wardens to try and fix the situation but nothing has changed.

The laundry rooms are not very satisfying. The fact that we cannot access the main, 24 hour room, and only the tiny Dunlop room which closes at 10pm, has been a bit problematic

The price of the accommodation is too high and items in my kitchen keep falling apart.

the staff I encountered was often unfriendly

The survey first filled out when applying for accommodation could have a few more extensive questions for flat compatibility. Toaster would be more useful than dishwasher in flats.

They are already great

They could look at things from the students view and understand what they want

This is my 3rd year living in DRAFP and the 1st I have been unable to control the heating (thermostat) in my room despite this being the newest building I've lived in (Maciver). This is very inconvenient as the room is either too hot or too cold for me.

We don't know where the remote control of the TV in DRA facility area is located especially during Sun afternoons. Many times we wanted to watch football games on Sundays, but were not able because the remote control was kept somewhere and the cable box was off.