

Student Accommodation Survey 2017-18

Gannochy House

Introduction:

This report is based on the responses collected from the November 2017 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. **Where applicable all averages are worked out by averaging all survey responses and not by averaging the hall or survey section percentages.**

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.

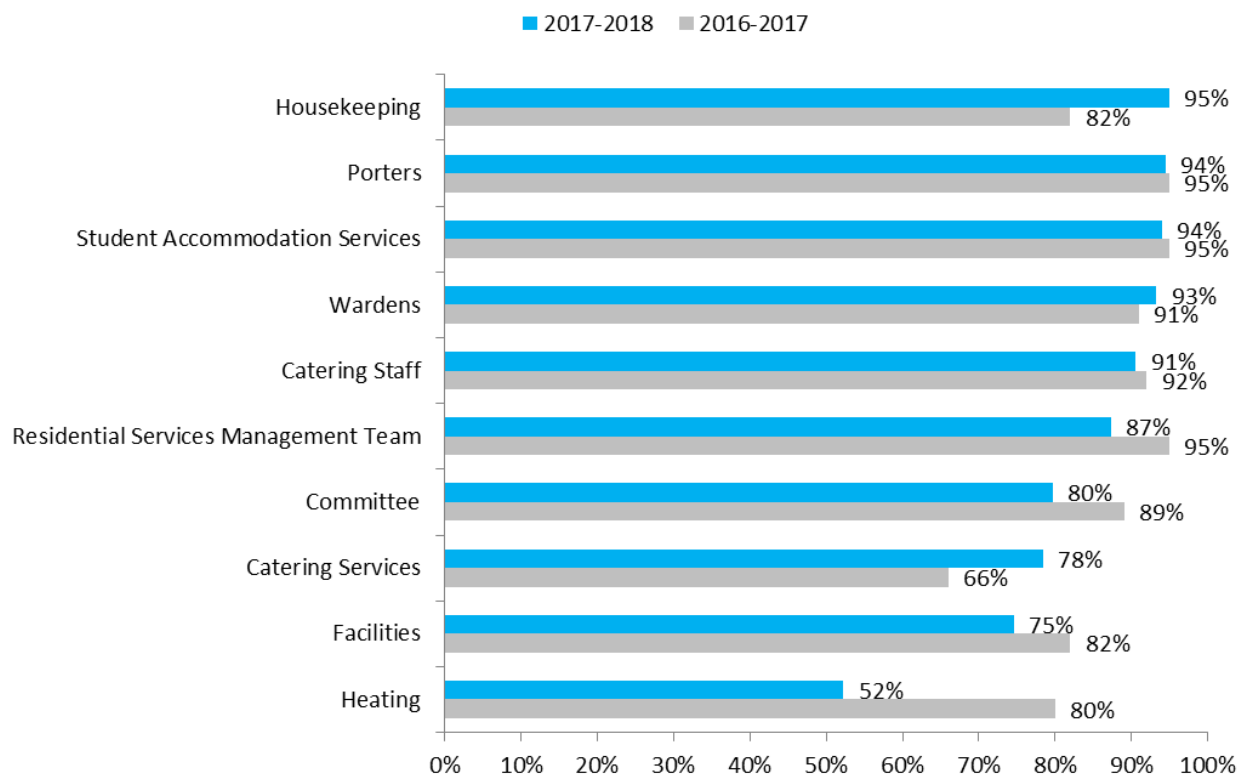
Demographic Breakdown:

Total Respondents:	1522		
Male:	513 (33%)	Female:	898 (67%)
Average Age:	19.9		
Undergraduate:	1264 (83%)	Postgraduate:	258 (17%)
Home/EU:	957 (63%)	International:	565 (37%)
Self-Catered:	615 (40%)	Catered:	907 (60%)
Year of Study:			
1st:	893 (59%)	2nd:	216 (14%)
3rd:	166 (11%)	4th:	113 (7%)
Postgraduate:	134 (9%)		

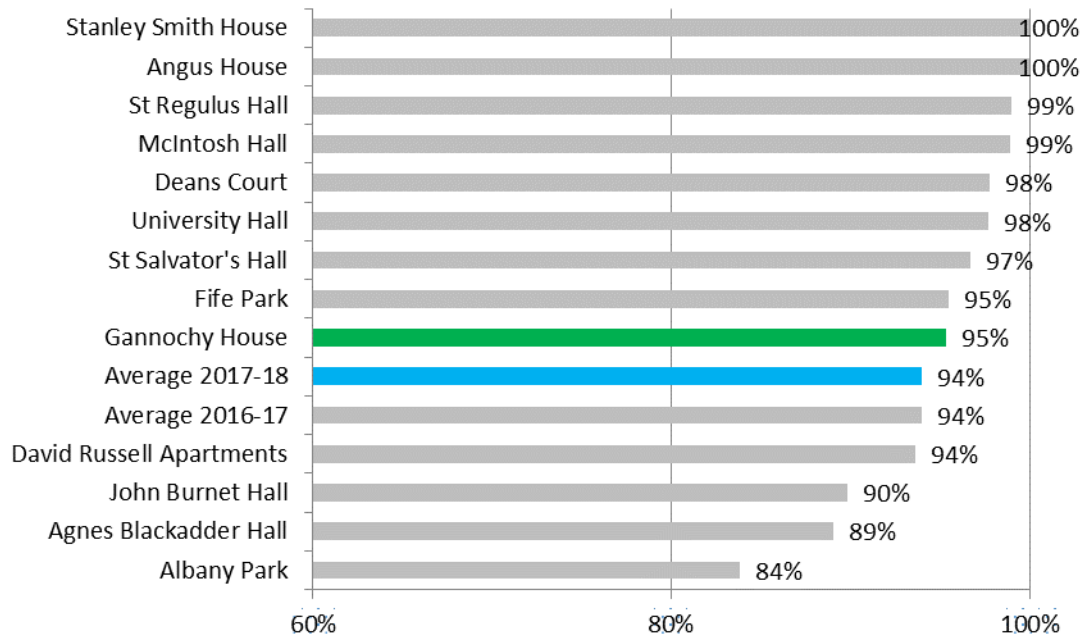
Number of students per residence who completed the survey

RESIDENCE	No. Completed Survey	Percentage Per Residence
Agnes Blackadder Hall	234	15%
Albany Park	134	9%
Angus House	7	0%
David Russell Apartments	404	27%
Deanscourt	46	3%
Fife Park	180	12%
Gannochy House	46	3%
John Burnet Hall	64	4%
McIntosh Hall	96	6%
St Regulus Hall	79	5%
St Salvator's Hall	91	6%
Stanley Smith House	3	0%
University Hall	138	9%
TOTALS	1522	100%

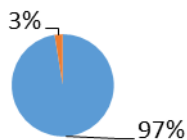
Gannochy - year on year overall survey service satisfaction



How satisfied are you with our service overall?

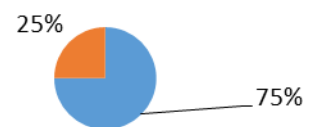


EU/Home Student overall satisfaction:



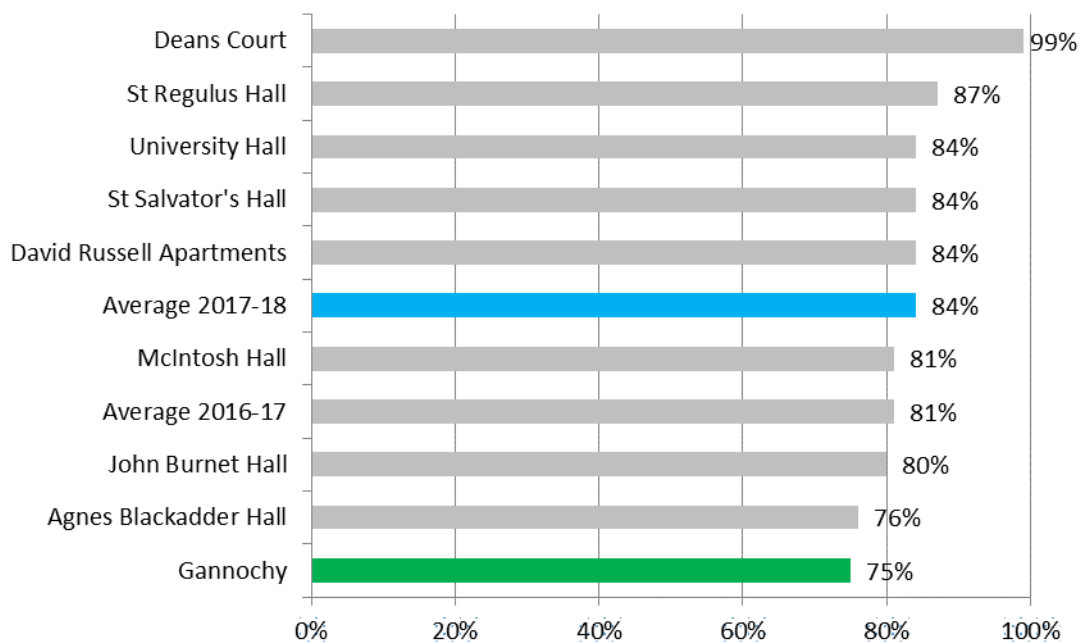
- Very Satisfied or Satisfied
- Dissatisfied or Strongly Dissatisfied

International Student overall satisfaction:

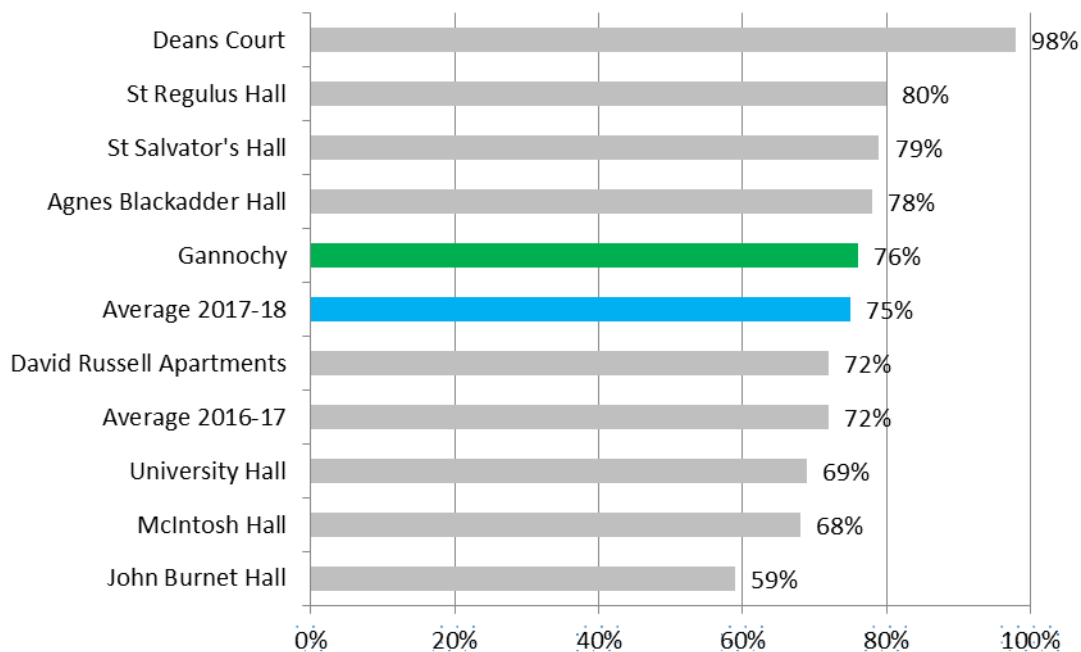


- Very Satisfied or Satisfied
- Dissatisfied or Strongly Dissatisfied

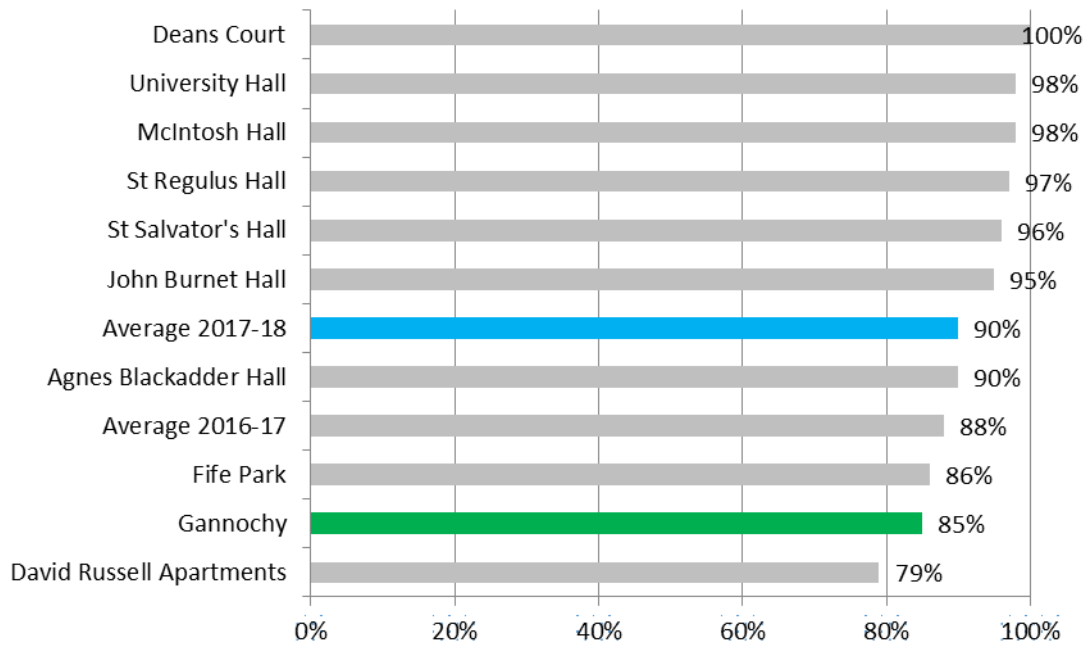
Overall Home/EU student catering services satisfaction:



Overall International student catering services satisfaction:



Housekeeping overall averages (Catered):



Survey results

Overall Satisfaction Question

How satisfied are you with our services overall?

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	19	44%	31%
Satisfied	22	51%	62%
Dissatisfied	2	5%	6%
Strongly Dissatisfied	0	0%	1%

43

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	4	100%	46%
Satisfied	0	0%	37%
Dissatisfied	0	0%	11%
Strongly Dissatisfied	0	0%	6%

4

Cleaning and Housekeeping

The quality of our cleaning/housekeeping service:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	28	61%	46%
Satisfied	16	35%	43%
Dissatisfied	2	4%	7%
Strongly Dissatisfied	0	0%	3%

46

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	31	67%	57%
Satisfied	14	30%	38%
Dissatisfied	0	0%	4%
Strongly Dissatisfied	1	2%	2%

46

The quantity of cleaning you receive:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	25	54%	43%
Satisfied	17	37%	43%
Dissatisfied	4	9%	10%
Strongly Dissatisfied	0	0%	5%

46

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	28	62%	50%
Satisfied	14	31%	47%
Dissatisfied	2	4%	3%
Strongly Dissatisfied	1	2%	0%
	<u>45</u>		

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	33	73%	54%
Satisfied	10	22%	42%
Dissatisfied	1	2%	3%
Strongly Dissatisfied	1	2%	1%
	<u>45</u>		

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	21	48%	39%
Satisfied	18	41%	54%
Dissatisfied	5	11%	5%
Strongly Dissatisfied	0	0%	2%
	<u>44</u>		

The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	18	46%	39%
Satisfied	15	38%	53%
Dissatisfied	6	15%	5%
Strongly Dissatisfied	0	0%	2%
	<u>39</u>		

The availability of these staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	17	40%	33%
Satisfied	17	40%	59%
Dissatisfied	7	17%	7%
Strongly Dissatisfied	1	2%	2%
	<u>42</u>		

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	21	51%	46%
Satisfied	18	44%	49%
Dissatisfied	2	5%	4%
Strongly Dissatisfied	0	0%	1%
	<u>41</u>		

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	17	39%	48%
Satisfied	20	45%	46%
Dissatisfied	5	11%	5%
Strongly Dissatisfied	2	5%	2%

44

the friendliness and approachability of the staff

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	25	60%	64%
Satisfied	14	33%	32%
Dissatisfied	2	5%	4%
Strongly Dissatisfied	1	2%	1%

42

the overall responses to questions & queries you ask them

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	22	54%	53%
Satisfied	17	41%	41%
Dissatisfied	1	2%	5%
Strongly Dissatisfied	1	2%	1%

41

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	10	23%	22%
Satisfied	27	61%	59%
Dissatisfied	3	7%	15%
Strongly Dissatisfied	4	9%	5%

44

the information provided on our Knowledge Information Boards:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	9	23%	27%
Satisfied	23	58%	62%
Dissatisfied	5	13%	9%
Strongly Dissatisfied	3	8%	2%

40

The taste of the food:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	7	16%	17%
Satisfied	27	61%	59%
Dissatisfied	6	14%	19%
Strongly Dissatisfied	4	9%	5%

44

the overall catering experience of breakfast:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	14	32%	35%
Satisfied	25	57%	50%
Dissatisfied	2	5%	10%
Strongly Dissatisfied	3	7%	4%

44

The range and choice you have at different meals:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	10	23%	22%
Satisfied	21	48%	49%
Dissatisfied	10	23%	23%
Strongly Dissatisfied	3	7%	6%

44

The serving times for meals in residences:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	8	18%	17%
Satisfied	19	43%	47%
Dissatisfied	13	30%	29%
Strongly Dissatisfied	4	9%	7%

44

The information provided about our menus:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	5	12%	27%
Satisfied	26	60%	55%
Dissatisfied	8	19%	14%
Strongly Dissatisfied	4	9%	4%

43

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	13	33%	33%
Satisfied	19	49%	48%
Dissatisfied	4	10%	15%
Strongly Dissatisfied	3	8%	4%

39

the overall catering experience of lunch:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	12	31%	28%
Satisfied	21	54%	56%
Dissatisfied	4	10%	12%
Strongly Dissatisfied	2	5%	4%

39

the overall catering experience of dinner:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	11	25%	28%
Satisfied	25	57%	56%
Dissatisfied	5	11%	12%
Strongly Dissatisfied	3	7%	4%

44

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	16	36%	29%
Satisfied	20	45%	52%
Dissatisfied	3	7%	14%
Strongly Dissatisfied	5	11%	5%

44

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	16	37%	34%
Satisfied	25	58%	61%
Dissatisfied	2	5%	4%
Strongly Dissatisfied	0	0%	1%
	<u>43</u>		

The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	14	38%	35%
Satisfied	21	57%	59%
Dissatisfied	2	5%	5%
Strongly Dissatisfied	0	0%	1%
	<u>37</u>		

The application process:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	16	37%	32%
Satisfied	23	53%	57%
Dissatisfied	4	9%	10%
Strongly Dissatisfied	0	0%	2%
	<u>43</u>		

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	17	44%	44%
Satisfied	21	54%	53%
Dissatisfied	1	3%	2%
Strongly Dissatisfied	0	0%	1%
	<u>39</u>		

The response time for questions and queries:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	15	38%	33%
Satisfied	21	54%	58%
Dissatisfied	3	8%	7%
Strongly Dissatisfied	0	0%	1%
	<u>39</u>		

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	21	48%	48%
Satisfied	21	48%	46%
Dissatisfied	2	5%	5%
Strongly Dissatisfied	0	0%	1%
	<u>44</u>		

Hall/residence discipline:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	17	40%	32%
Satisfied	18	43%	54%
Dissatisfied	5	12%	11%
Strongly Dissatisfied	2	5%	3%
	<u>42</u>		

The availability of the Wardennial staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	24	55%	43%
Satisfied	17	39%	48%
Dissatisfied	2	5%	8%
Strongly Dissatisfied	1	2%	1%
	<u>44</u>		

Pastoral/welfare support and advice:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	17	46%	40%
Satisfied	15	41%	51%
Dissatisfied	5	14%	6%
Strongly Dissatisfied	0	0%	2%
	<u>37</u>		

The friendliness and approachability of Wardennial staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	26	59%	54%
Satisfied	17	39%	41%
Dissatisfied	1	2%	3%
Strongly Dissatisfied	0	0%	1%

44

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	20	47%	43%
Satisfied	23	53%	52%
Dissatisfied	0	0%	3%
Strongly Dissatisfied	0	0%	1%

43

The hall/residential community:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	21	49%	46%
Satisfied	20	47%	45%
Dissatisfied	2	5%	8%
Strongly Dissatisfied	0	0%	2%

43

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	16	39%	36%
Satisfied	17	41%	54%
Dissatisfied	6	15%	8%
Strongly Dissatisfied	2	5%	2%

41

The events they organise:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	15	37%	36%
Satisfied	19	46%	51%
Dissatisfied	5	12%	10%
Strongly Dissatisfied	2	5%	2%

41

The interaction with the Committee:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	15	37%	35%
Satisfied	15	37%	51%
Dissatisfied	9	22%	12%
Strongly Dissatisfied	2	5%	2%

41

How your subscription is spent by the Committee:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	11	28%	31%
Satisfied	21	54%	51%
Dissatisfied	5	13%	14%
Strongly Dissatisfied	2	5%	4%

39

Facilities**Study bedrooms:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	26	59%	42%
Satisfied	15	34%	50%
Dissatisfied	3	7%	7%
Strongly Dissatisfied	0	0%	2%

 44
Common rooms (e.g. libraries in residences, study areas or computer rooms):

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	19	43%	33%
Satisfied	18	41%	55%
Dissatisfied	5	11%	10%
Strongly Dissatisfied	2	5%	2%

 44
Bathrooms/shower rooms:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	17	39%	26%
Satisfied	14	32%	51%
Dissatisfied	9	20%	18%
Strongly Dissatisfied	4	9%	5%

 44
Kitchens or pantries:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	27	61%	24%
Satisfied	13	30%	53%
Dissatisfied	2	5%	17%
Strongly Dissatisfied	2	5%	6%

 44
Atmosphere and surroundings in the dining room:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	31	70%	42%
Satisfied	8	18%	49%
Dissatisfied	5	11%	7%
Strongly Dissatisfied	0	0%	2%

 44
Cycle Storage:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	5	16%	28%
Satisfied	14	45%	53%
Dissatisfied	8	26%	12%
Strongly Dissatisfied	4	13%	6%

 31
Laundry room and equipment:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	5	11%	9%
Satisfied	14	32%	36%
Dissatisfied	20	45%	37%
Strongly Dissatisfied	5	11%	17%

 44
Recycling facilities in residential areas:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	6	14%	30%
Satisfied	20	47%	55%
Dissatisfied	14	33%	11%
Strongly Dissatisfied	3	7%	3%

 43

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	9	20%	28%
Satisfied	17	39%	41%
Dissatisfied	9	20%	19%
Strongly Dissatisfied	9	20%	11%
	<u>44</u>		

The heating times in your residence:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	4	9%	22%
Satisfied	16	36%	40%
Dissatisfied	15	34%	26%
Strongly Dissatisfied	9	20%	12%
	<u>44</u>		

Communication**Preferred method of communication:**

	RESPONSES	%	SURVEY AVERAGE
Email	41	62%	67%
Text	5	8%	6%
Wed Memos	4	6%	9%
Social Media	16	24%	17%
Other	0	0%	1%
	<u>66</u>		

What do Residential and Business Services do best?

"Accommodating special needs"	"Meals are very fun and social. Also Alison and the rest of the cleaning crew are amazing!"
"Accommodation in general"	"Quality of the accommodation - Gannochy House has the best facilities by far in comparison to some of my friend's accommodation in other halls. The rooms are modern, warm and homely. The cleaning staff are brilliant and the atmosphere is great."
"Allocating me with accommodation that suits my needs"	"Quick response times to any queries"
"Being approachable and friendly"	"Responses to queries are quick and direct."
"Catering and study space"	"Swiftly following up reported faults e.g. my cold water tap."
"Cleaning"	"Take care of us ♥"
"Cleaning and catering staff are lovely"	"Usually response times are fast."
"Cleaning services are very friendly and do their job well."	"Very helpful on any questions I have."
"Friendly and approachable, respond quickly to any queries"	
"Give good accommodation"	
"Have staff that are always friendly and helpful."	

What could Residential and Business Services do better?

"It seems that food is undercooked & vegetarian options are normally similar. It must be hard to cater for so many people but i wish the quality of the food would be maintained throughout the whole year. i have now had to start cooking my own food as i don't think the food is consumable."	"Heating. It's so cold in our rooms. I know it's expensive to heat but I pay pretty much more than i can afford on accommodation and shouldn't be cold"
"CCTV in bike area at Gannochy, warmer showers in Gannochy"	"Improve quality and variety of food"
"Communicate"	"More flexible meal times. Turning on heating during the winter. Consistent hot water in showers. Make information for contacting wardennial team more accessible. "
"Get residents to look after their shared kitchens."	"New laundry machines are needed and a new dishwasher for the kitchens as we have been eating off all plastic twice in one semester."
"Give better accommodation."	"Offer more information ahead of events such as PAT testing."
"Healthier food, better showers, not so large fines for when rules are broken"	"Offer toilet training lessons to students such as lifting the loo seat before urinating. Keep the bathrooms clean. Replace toilet paper when it runs out. Enforce rules on loud noise/parties late at night, especially during exams."
"Heating levels could be higher in winter, and toilets restocked/checked more regularly."	
"Heating schedule and dealing with low discipline."	

"Provide proper plates and cutlery"

"Secure bike sheds."

"Slightly more heating in winter please, especially in the morning!"

"The common room was freezing for a long time, and the dishwasher broke for 4 weeks meaning we had to use plastic cutlery. Also, more recycling bins around the hall would be useful."

"The heating times are far too short, my room is freezing in the mornings. The mealtimes could also be longer."

"The vegetarian options could be more varied"