

Student Accommodation Survey 2019-20

Gannochy House

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.

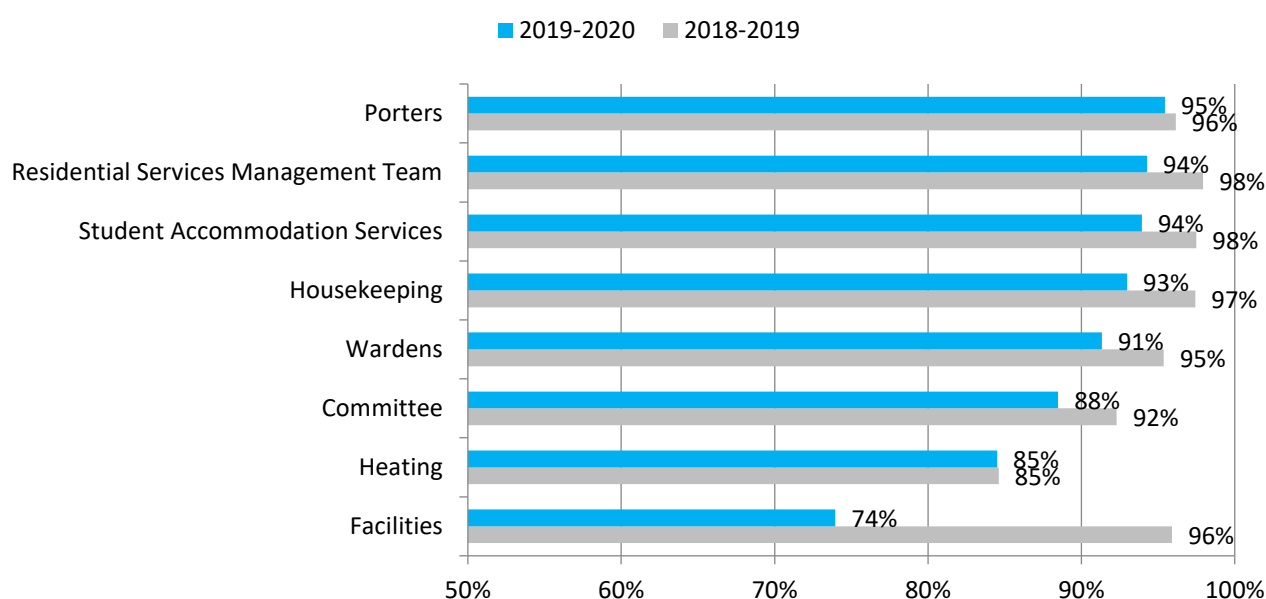
The survey results showed a notable difference in International student satisfaction compared to Home/EU student satisfaction, therefore the overall satisfaction and catering satisfaction categories are broken down further and presented by Home/EU and International satisfaction.

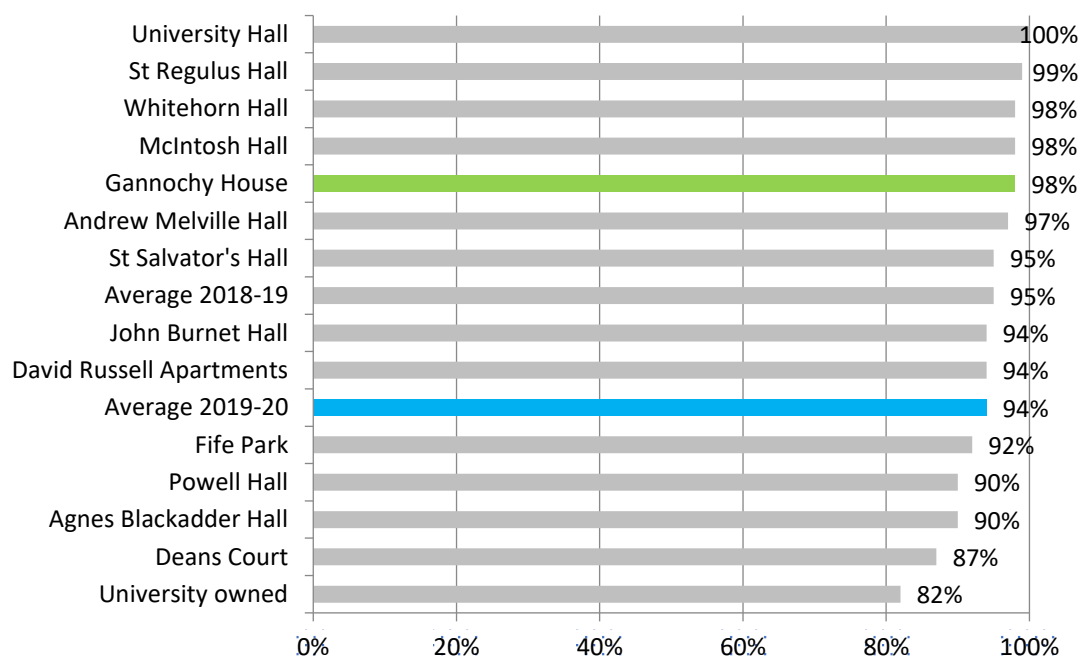
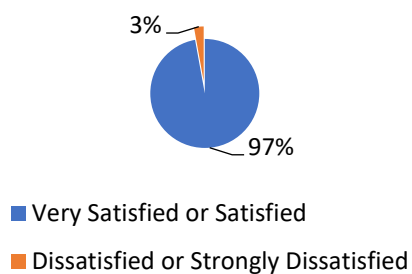
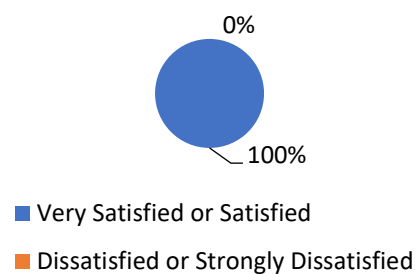
Demographic Breakdown:

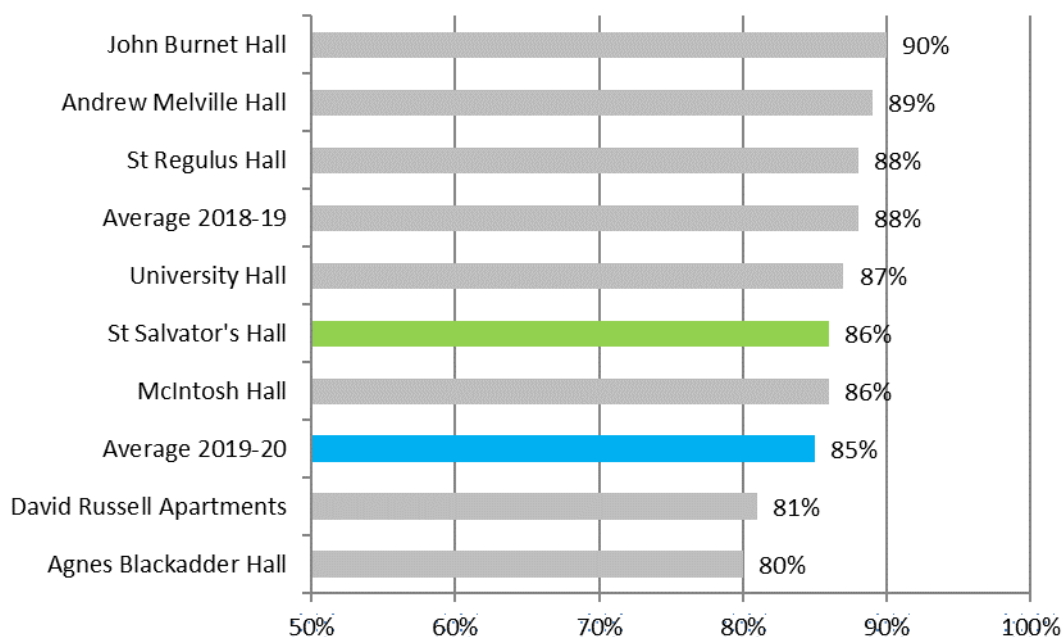
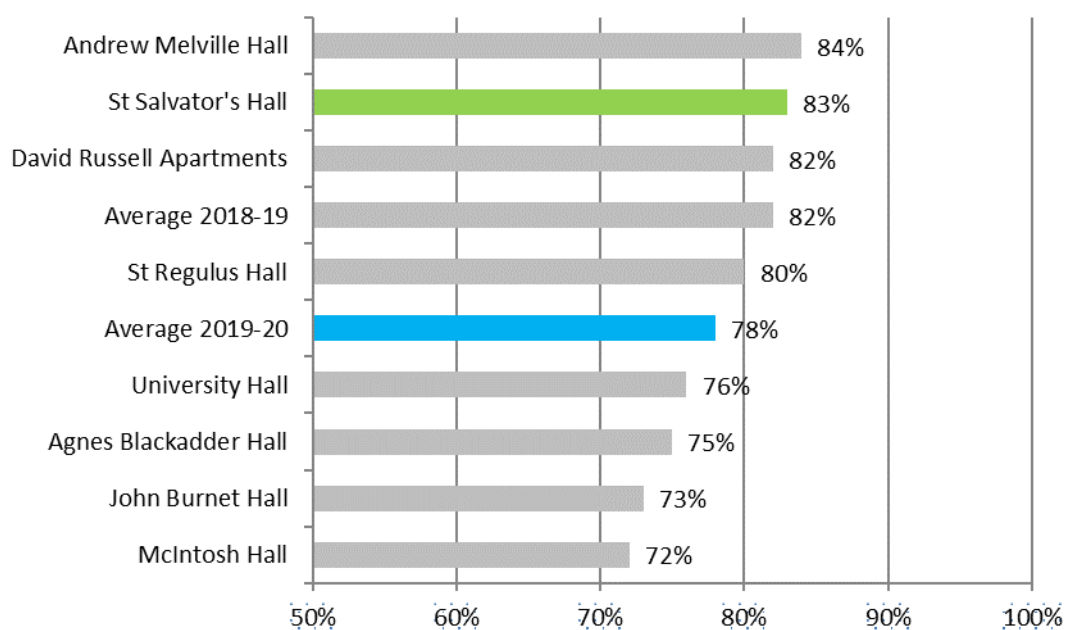
Total respondents:	1517		
Male:	554 (36.5%)	Female:	948 (62.5%)
Non-binary:	15 (1%)	Other:	0 (0%)
Average age:	19.9		
Undergraduate:	1267 (83.5%)	Postgraduate:	250 (16.5%)
Home/EU:	964 (63.5%)	International:	553 (36.5%)
Self-catered:	630 (41.5%)	Catered:	887 (58.5%)
Year of Study:			
1st:	817 (54%)	2nd: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

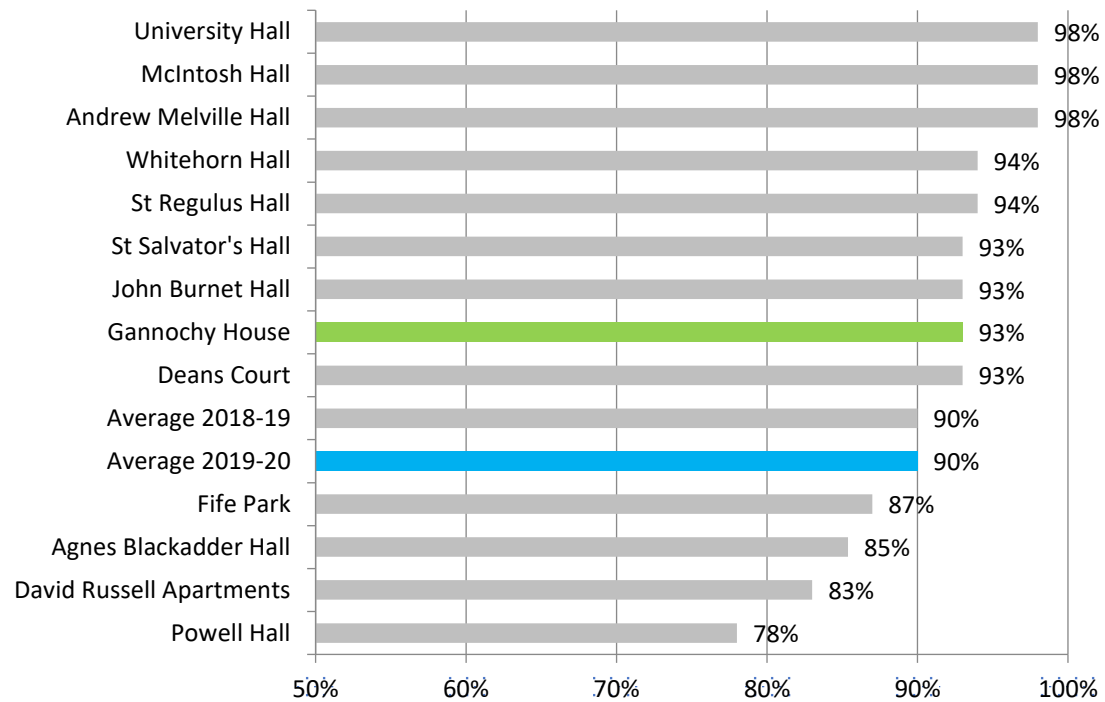
Number of students who completed the survey (by residence)

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%

Gannochy - 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	12	32%	29%
Satisfied	24	65%	65%
Dissatisfied	1	3%	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	2	40%	37%
Satisfied	2	40%	44%
Dissatisfied	1	20%	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	20	53%	37%
Satisfied	15	39%	44%
Dissatisfied	3	8%	16%
Strongly Dissatisfied	0	0%	2%

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The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	23	61%	57%
Satisfied	11	29%	38%
Dissatisfied	4	11%	4%
Strongly Dissatisfied	0	0%	1%

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The quantity of cleaning you receive:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	21	55%	40%
Satisfied	16	42%	44%
Dissatisfied	1	3%	12%
Strongly Dissatisfied	0	0%	4%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	17	52%	47%
Satisfied	14	42%	47%
Dissatisfied	1	3%	4%
Strongly Dissatisfied	1	3%	1%

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The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	19	58%	52%
Satisfied	13	39%	42%
Dissatisfied	0	0%	5%
Strongly Dissatisfied	1	3%	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	15	41%	39%
Satisfied	20	54%	54%
Dissatisfied	2	5%	5%
Strongly Dissatisfied	0	0%	2%

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The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	14	42%	39%
Satisfied	15	45%	53%
Dissatisfied	4	12%	5%
Strongly Dissatisfied	0	0%	2%

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The availability of these staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	11	32%	33%
Satisfied	22	65%	59%
Dissatisfied	1	3%	7%
Strongly Dissatisfied	0	0%	2%

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The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	19	53%	42%
Satisfied	16	44%	52%
Dissatisfied	1	3%	4%
Strongly Dissatisfied	0	0%	2%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	14	39%	30%
Satisfied	20	56%	63%
Dissatisfied	2	6%	6%
Strongly Dissatisfied	0	0%	1%

36

The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	12	40%	33%
Satisfied	16	53%	59%
Dissatisfied	2	7%	6%
Strongly Dissatisfied	0	0%	2%

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The application process:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	11	30%	27%
Satisfied	23	62%	59%
Dissatisfied	3	8%	12%
Strongly Dissatisfied	0	0%	3%

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The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	16	50%	42%
Satisfied	15	47%	54%
Dissatisfied	1	3%	3%
Strongly Dissatisfied	0	0%	1%

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The response time for questions and queries:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	10	33%	33%
Satisfied	18	60%	59%
Dissatisfied	2	7%	7%
Strongly Dissatisfied	0	0%	1%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	21	57%	43%
Satisfied	14	38%	50%
Dissatisfied	2	5%	6%
Strongly Dissatisfied	0	0%	1%

37

Hall/residence discipline:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	15	43%	31%
Satisfied	14	40%	57%
Dissatisfied	6	17%	9%
Strongly Dissatisfied	0	0%	3%

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The availability of the Wardennial staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	15	41%	39%
Satisfied	19	51%	53%
Dissatisfied	3	8%	6%
Strongly Dissatisfied	0	0%	1%

37

Pastoral/welfare support and advice:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	13	37%	38%
Satisfied	20	57%	57%
Dissatisfied	2	6%	4%
Strongly Dissatisfied	0	0%	1%

35

The friendliness and approachability of Wardennial staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	21	57%	51%
Satisfied	15	41%	44%
Dissatisfied	1	3%	4%
Strongly Dissatisfied	0	0%	1%

37

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	17	47%	41%
Satisfied	18	50%	55%
Dissatisfied	1	3%	3%
Strongly Dissatisfied	0	0%	1%

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The hall/residential community:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	13	35%	41%
Satisfied	17	46%	51%
Dissatisfied	7	19%	6%
Strongly Dissatisfied	0	0%	2%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	14	40%	33%
Satisfied	18	51%	59%
Dissatisfied	3	9%	6%
Strongly Dissatisfied	0	0%	2%

35

The events they organise:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	13	36%	34%
Satisfied	18	50%	56%
Dissatisfied	4	11%	9%
Strongly Dissatisfied	1	3%	2%

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The interaction with the Committee:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	13	37%	32%
Satisfied	17	49%	57%
Dissatisfied	5	14%	9%
Strongly Dissatisfied	0	0%	2%
	<u>35</u>		

How your subscription is spent by the Committee:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	9	27%	28%
Satisfied	21	64%	58%
Dissatisfied	2	6%	11%
Strongly Dissatisfied	1	3%	3%
	<u>33</u>		

Facilities**Study bedrooms:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	21	62%	41%
Satisfied	12	35%	52%
Dissatisfied	1	3%	5%
Strongly Dissatisfied	0	0%	1%
	<u>34</u>		

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	10	27%	29%
Satisfied	14	38%	58%
Dissatisfied	13	35%	11%
Strongly Dissatisfied	0	0%	3%
	<u>37</u>		

Bathrooms/shower rooms:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	17	46%	22%
Satisfied	16	43%	52%
Dissatisfied	4	11%	21%
Strongly Dissatisfied	0	0%	5%
	<u>37</u>		

Kitchens or pantries:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	16	43%	22%
Satisfied	18	49%	53%
Dissatisfied	1	3%	19%
Strongly Dissatisfied	2	5%	5%
	<u>37</u>		

Atmosphere and surroundings in the dining room:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	7	32%	37%
Satisfied	13	59%	56%
Dissatisfied	2	9%	5%
Strongly Dissatisfied	0	0%	2%
	<u>22</u>		

Cycle Storage:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	4	15%	31%
Satisfied	10	38%	55%
Dissatisfied	7	27%	12%
Strongly Dissatisfied	5	19%	2%
	<u>26</u>		

Laundry room and equipment:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	1	3%	6%
Satisfied	8	22%	25%
Dissatisfied	15	41%	38%
Strongly Dissatisfied	13	35%	31%

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Recycling facilities in residential areas:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	10	29%	25%
Satisfied	19	54%	59%
Dissatisfied	6	17%	13%
Strongly Dissatisfied	0	0%	3%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	16	44%	29%
Satisfied	14	39%	45%
Dissatisfied	4	11%	18%
Strongly Dissatisfied	2	6%	7%

36

The heating times in your residence:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	13	37%	21%
Satisfied	17	49%	47%
Dissatisfied	3	9%	24%
Strongly Dissatisfied	2	6%	8%

35

Communication**Preferred method of communication:**

	RESPONSES	%	SURVEY AVERAGE
Email	35	73%	70%
Text	3	6%	7%
Wed Memos	2	4%	8%
Social Media	6	13%	14%
Other	2	4%	1%

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What do Residential and Business Services do best?

Are very Approachable

Cleaning and Wardennial services

Consistent service and pretty quick resolution of problems.

Ensure all who apply get university accommodation

Ensuring that residence remains clean - mainly toilets, shower areas and kitchens.

Fix issues with the rooms as quickly as possible. I.e window won't shut

Fixing issues with the room

Friendly people

Great Wardennial support, good accommodation

Make sure the students are happy.

Make you feel comfortable

Making sure students feel at home while also maintaining firm approach to rules and safety.

provide rooms

Providing students with a really great environment to live and work in.

There is a good support network

There is always someone to help if something is wrong

They're good at keeping things running, and deal with some problems relatively quickly

Very friendly

What could Residential and Business Services do better?

- more cycle parking space, more communal spaces outside of the kitchen in Gannochy

Be more understanding of some situations like students not used to this environment

Cheaper accommodation in town

Cost, bicycle storage, composting and recycling bins in kitchens, make whoever keeps stealing our food stop stealing it

Ensure the heating works before people move in.

Have Gannochy specific events to build more of a community

Laundry facilities are pretty poor, but I've seen that work is currently being done to improve this situation.

make cheaper accommodation available

More affordable accommodation is required! I don't know how I could have afforded this year not in Gannochy

More affordable laundry facilities

More events on weekdays for those who work. Floors of people in accommodation

being the same year of study. And being allowed to stay in the same building the following year.

Occasionally there are no good options at mealtimes.

Please provide suitable and adequate bike storage for Gannochy. Quiet hours discipline. The cleaners get cross if we leave our things on the draining board but they clean on irregular days so we don't know when to have things cleared for.

Taking the bins out so often is a waste of plastic and effort.

The cleanliness of the bathrooms are poor

The price for halls is too much. I can not afford it, despite getting a student loan and working a job. It would be more inclusive to ALL students from ANY walk of life if the halls were more affordable

The Wardennial team is great and very approachable, but their hours are a bit strange, particularly since there is no one on duty from 8am-7pm on weekdays, which are

the times that most students would want to ask for help.