

Student Accommodation Survey 2019-20

John Burnet 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.

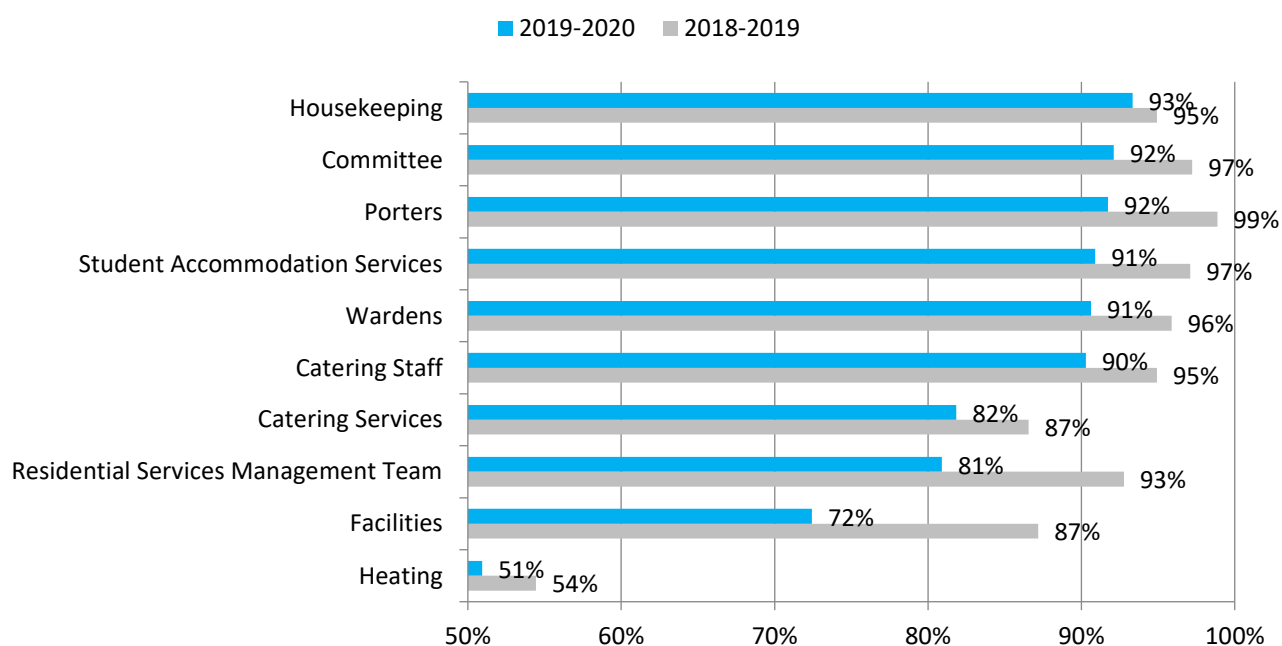
The survey results showed a notable difference in International student satisfaction compared to Home/EU student satisfaction, therefore the overall satisfaction and catering satisfaction categories are broken down further and also presented by Home/EU and International satisfaction.

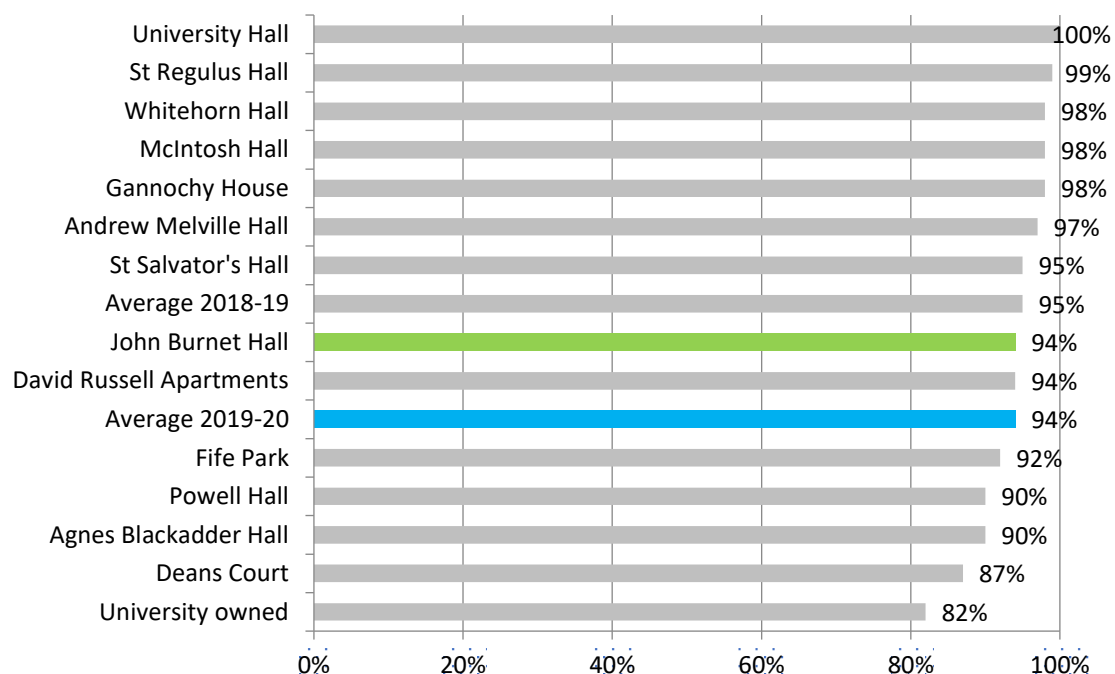
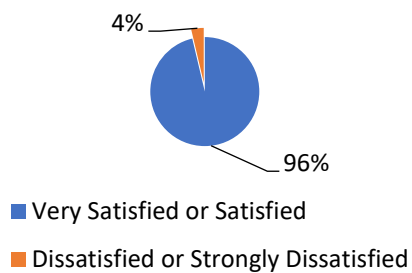
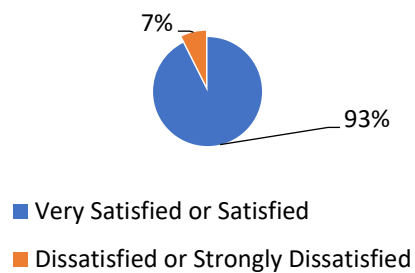
Demographic Breakdown:

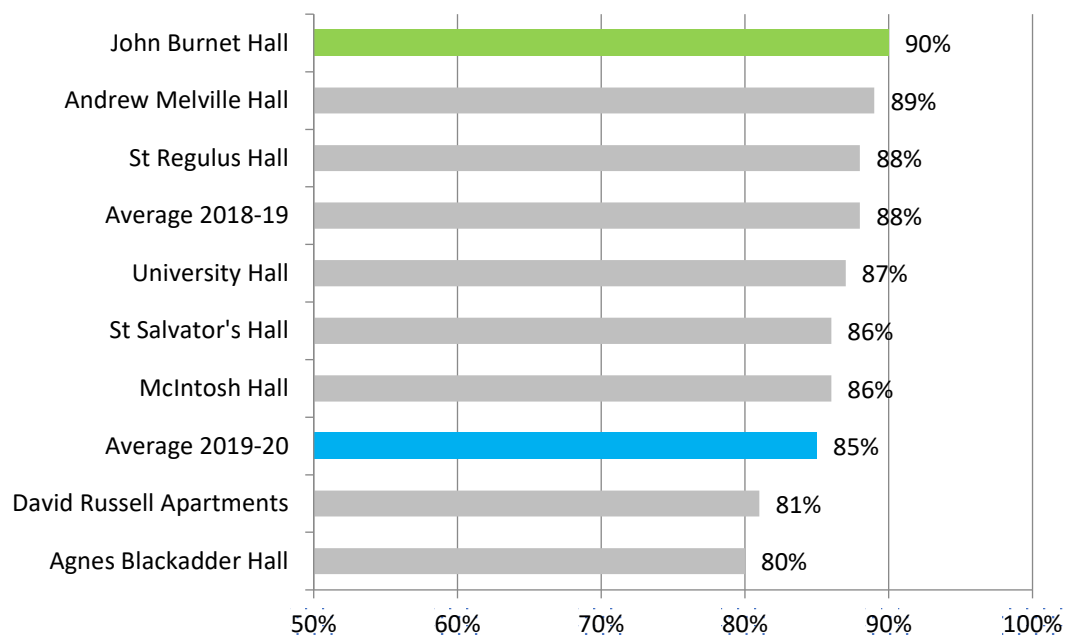
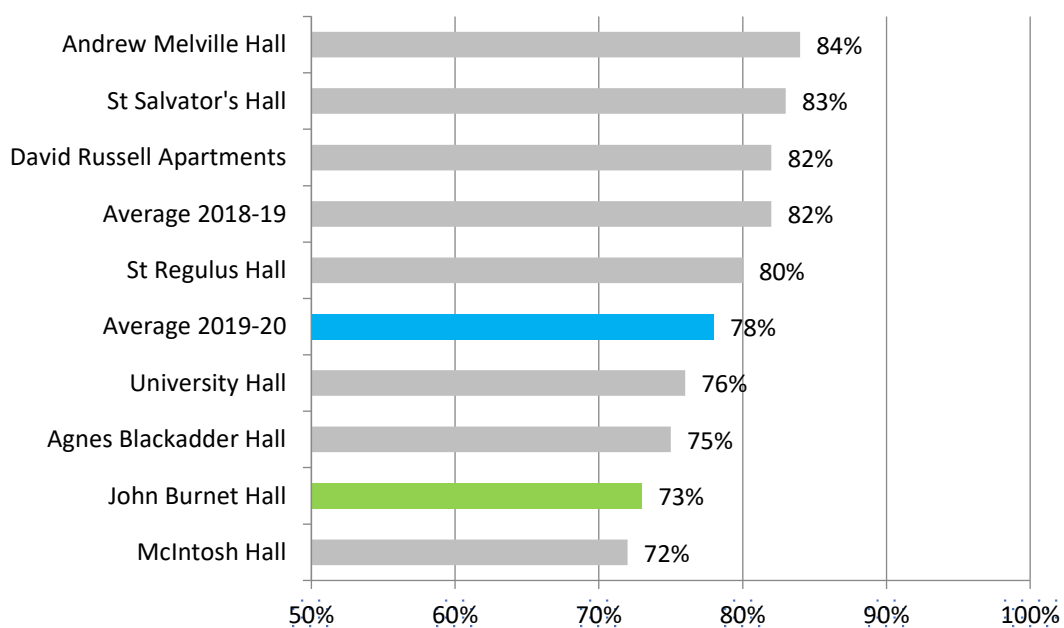
Total respondents:		1517	
Male:	554 (36.5%)	Female:	948 (62.5%)
Non-binary:	15 (1%)	Other:	0 (0%)
Average age:		19.9	
Undergraduate:	1267 (83.5%)	Postgraduate:	250 (16.5%)
Home/EU:	964 (63.5%)	International:	553 (36.5%)
Self-catered:	630 (41.5%)	Catered:	887 (58.5%)
Year of Study:			
1st:	817 (54%)	2nd: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

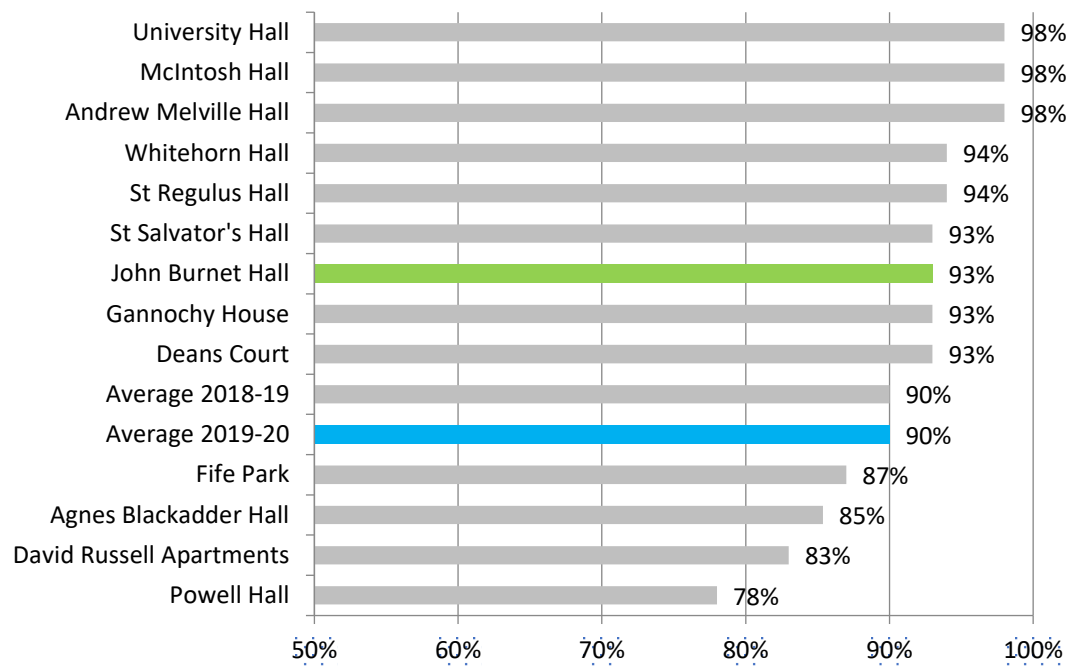
Number of students who completed the survey (by residence)

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%

JBH - 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	11	20%	29%
Satisfied	40	74%	65%
Dissatisfied	2	4%	5%
Strongly Dissatisfied	1	2%	1%

54
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	5	56%	37%
Satisfied	3	33%	44%
Dissatisfied	1	11%	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	34	62%	37%
Satisfied	18	33%	44%
Dissatisfied	1	2%	16%
Strongly Dissatisfied	2	4%	2%

55
The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	32	58%	57%
Satisfied	17	31%	38%
Dissatisfied	4	7%	4%
Strongly Dissatisfied	2	4%	1%

55
The quantity of cleaning you receive:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	28	51%	40%
Satisfied	25	45%	44%
Dissatisfied	1	2%	12%
Strongly Dissatisfied	1	2%	4%

55

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	27	50%	47%
Satisfied	24	44%	47%
Dissatisfied	3	6%	4%
Strongly Dissatisfied	0	0%	1%

54

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	35	64%	52%
Satisfied	14	25%	42%
Dissatisfied	6	11%	5%
Strongly Dissatisfied	0	0%	1%

55

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	16	31%	39%
Satisfied	27	53%	54%
Dissatisfied	5	10%	5%
Strongly Dissatisfied	3	6%	2%

51

The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	16	33%	39%
Satisfied	23	48%	53%
Dissatisfied	7	15%	5%
Strongly Dissatisfied	2	4%	2%

48

The availability of these staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	11	22%	33%
Satisfied	24	49%	59%
Dissatisfied	11	22%	7%
Strongly Dissatisfied	3	6%	2%

49

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	20	39%	42%
Satisfied	24	47%	52%
Dissatisfied	3	6%	4%
Strongly Dissatisfied	4	8%	2%

51

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	22	40%	39%
Satisfied	26	47%	49%
Dissatisfied	5	9%	9%
Strongly Dissatisfied	2	4%	3%

55

the friendliness and approachability of the staff

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	38	69%	57%
Satisfied	13	24%	39%
Dissatisfied	2	4%	3%
Strongly Dissatisfied	2	4%	1%

55

the overall responses to questions & queries you ask them

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	26	47%	44%
Satisfied	24	44%	50%
Dissatisfied	2	4%	6%
Strongly Dissatisfied	3	5%	1%

55

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	15	27%	18%
Satisfied	28	51%	54%
Dissatisfied	9	16%	20%
Strongly Dissatisfied	3	5%	7%

55

the information provided on our Knowledge Information Boards:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	13	24%	17%
Satisfied	37	69%	79%
Dissatisfied	4	7%	4%
Strongly Dissatisfied	0	0%	0%

54

The taste of the food:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	14	26%	14%
Satisfied	29	54%	59%
Dissatisfied	8	15%	23%
Strongly Dissatisfied	3	6%	4%

54

the overall catering experience of breakfast:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	25	46%	40%
Satisfied	21	39%	48%
Dissatisfied	7	13%	10%
Strongly Dissatisfied	1	2%	2%

54

The range and choice you have at different meals:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	14	26%	20%
Satisfied	29	54%	56%
Dissatisfied	8	15%	22%
Strongly Dissatisfied	3	6%	3%

54

the overall catering experience of lunch:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	19	35%	23%
Satisfied	26	48%	65%
Dissatisfied	7	13%	10%
Strongly Dissatisfied	2	4%	2%

54

The serving times for meals in residences:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	14	26%	15%
Satisfied	17	31%	47%
Dissatisfied	22	41%	34%
Strongly Dissatisfied	1	2%	4%

54

the overall catering experience of dinner:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	17	31%	24%
Satisfied	31	57%	62%
Dissatisfied	6	11%	11%
Strongly Dissatisfied	0	0%	3%

54

The information provided about our menus:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	18	33%	27%
Satisfied	27	50%	63%
Dissatisfied	7	13%	8%
Strongly Dissatisfied	2	4%	2%

54

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	11	20%	21%
Satisfied	31	57%	58%
Dissatisfied	11	20%	18%
Strongly Dissatisfied	1	2%	3%

54

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	13	24%	17%
Satisfied	38	70%	75%
Dissatisfied	2	4%	6%
Strongly Dissatisfied	1	2%	2%

54

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	13	26%	30%
Satisfied	33	66%	63%
Dissatisfied	4	8%	6%
Strongly Dissatisfied	0	0%	1%

50

The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	11	26%	33%
Satisfied	28	67%	59%
Dissatisfied	3	7%	6%
Strongly Dissatisfied	0	0%	2%

42

The application process:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	16	31%	27%
Satisfied	30	58%	59%
Dissatisfied	5	10%	12%
Strongly Dissatisfied	1	2%	3%

52

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	15	33%	42%
Satisfied	26	58%	54%
Dissatisfied	3	7%	3%
Strongly Dissatisfied	1	2%	1%

45

The response time for questions and queries:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	11	26%	33%
Satisfied	27	64%	59%
Dissatisfied	4	10%	7%
Strongly Dissatisfied	0	0%	1%

42

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	21	40%	43%
Satisfied	24	46%	50%
Dissatisfied	6	12%	6%
Strongly Dissatisfied	1	2%	1%

52

Hall/residence discipline:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	19	38%	31%
Satisfied	25	50%	57%
Dissatisfied	4	8%	9%
Strongly Dissatisfied	2	4%	3%

50

The availability of the Wardennial staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	17	33%	39%
Satisfied	25	48%	53%
Dissatisfied	8	15%	6%
Strongly Dissatisfied	2	4%	1%

52

Pastoral/welfare support and advice:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	19	43%	38%
Satisfied	22	50%	57%
Dissatisfied	3	7%	4%
Strongly Dissatisfied	0	0%	1%

44

The friendliness and approachability of Wardennial staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	25	48%	51%
Satisfied	25	48%	44%
Dissatisfied	2	4%	4%
Strongly Dissatisfied	0	0%	1%

52

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	21	43%	41%
Satisfied	27	55%	55%
Dissatisfied	1	2%	3%
Strongly Dissatisfied	0	0%	1%

49

The hall/residential community:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	32	60%	41%
Satisfied	17	32%	51%
Dissatisfied	2	4%	6%
Strongly Dissatisfied	2	4%	2%

53

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	29	57%	33%
Satisfied	18	35%	59%
Dissatisfied	1	2%	6%
Strongly Dissatisfied	3	6%	2%

51

The events they organise:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	26	50%	34%
Satisfied	22	42%	56%
Dissatisfied	2	4%	9%
Strongly Dissatisfied	2	4%	2%

52

The interaction with the Committee:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	27	53%	32%
Satisfied	20	39%	57%
Dissatisfied	1	2%	9%
Strongly Dissatisfied	3	6%	2%

51

How your subscription is spent by the Committee:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	22	45%	28%
Satisfied	23	47%	58%
Dissatisfied	2	4%	11%
Strongly Dissatisfied	2	4%	3%

49

Facilities**Study bedrooms:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	20	40%	41%
Satisfied	26	52%	52%
Dissatisfied	3	6%	5%
Strongly Dissatisfied	1	2%	1%

50

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	15	29%	29%
Satisfied	33	63%	58%
Dissatisfied	3	6%	11%
Strongly Dissatisfied	1	2%	3%

52

Bathrooms/shower rooms:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	12	23%	22%
Satisfied	25	47%	52%
Dissatisfied	9	17%	21%
Strongly Dissatisfied	7	13%	5%

53

Kitchens or pantries:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	7	13%	22%
Satisfied	21	40%	53%
Dissatisfied	16	31%	19%
Strongly Dissatisfied	8	15%	5%

52

Atmosphere and surroundings in the dining room:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	21	40%	37%
Satisfied	29	55%	56%
Dissatisfied	2	4%	5%
Strongly Dissatisfied	1	2%	2%

53
Cycle Storage:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	9	38%	31%
Satisfied	13	54%	55%
Dissatisfied	1	4%	12%
Strongly Dissatisfied	1	4%	2%

24
Laundry room and equipment:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	0	0%	6%
Satisfied	9	17%	25%
Dissatisfied	24	45%	38%
Strongly Dissatisfied	20	38%	31%

53
Recycling facilities in residential areas:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	8	18%	25%
Satisfied	28	64%	59%
Dissatisfied	6	14%	13%
Strongly Dissatisfied	2	5%	3%

44
Heating**The current heating levels in your residence:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	13	25%	29%
Satisfied	18	34%	45%
Dissatisfied	13	25%	18%
Strongly Dissatisfied	9	17%	7%

53
The heating times in your residence:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	6	11%	21%
Satisfied	17	32%	47%
Dissatisfied	18	34%	24%
Strongly Dissatisfied	12	23%	8%

53
Communication**Preferred method of communication:**

	RESPONSES	%	SURVEY AVERAGE
Email	43	62%	70%
Text	3	4%	7%
Wed Memos	12	17%	8%
Social Media	10	14%	14%
Other	1	1%	1%

69

What do Residential and Business Services do best?

46, pt 2/3: (which I had been waiting over 2 months for-- mine fell down the day I moved in). I was not dressed or awake and I confusedly told the men I could not answer the door, and the Residential Service Manager of my hall then came to my room to tell me off for sending them away.

Appreciate how easy it is to drop in and talk to Elayne Brady about issues

Being accessible

Catering

Creating an incredibly welcoming environment alongside students. Listening to student input (re: alcohol during formal meals). Keeping areas clean consistently.

Friendliness and providing a safe and comfortable space

Lovely approachable Wardennial team

Maintaining small hall communities

Not sure what exactly that is

Respond well to feedback

Responding to queries by email

Rooms are well kept and nice

The staff are very friendly, and make it easy to feel at home.

The wardens are very helpful and friendly

They make sure there are people at every contact point to ensure a good residential experience.

They tidy my room well

What could Residential and Business Services do better?

Communication of what's going on each week

Hall com. events always alcohol... like can you do something not alcohol related?

Have the staff, including house keeping and residential team, but especially the catering staff, be more friendly and less irritable over any question

Heating needs to be on more often because the rooms are large without double glazing so when trying to work on them in the day it is too cold

Improving facilities in smaller and older halls

Insulation for windows is horrible and leads to drafts. Porter staff are somewhat intimidating. Bathroom leak still hasn't been repaired (bigger problem: no updates about when it will be)

It gets extremely cold in my room at night, especially as its getting colder it is very uncomfortable.

knock before they enter my room

More reliable laundry service

Not sure

Not sure what exactly that is

Our hall has only 2 kitchens in main hall for 100 people and 0 freezers. Also half the bathrooms in my corridor have been out of order for a month.

pt 1/3 Give us NOTICE when they send someone to come fix something in your room- - I feel it was an extreme violation of my privacy and just of common courtesy when RBS sent two men to my door at 9am on a Friday (I did not have any morning classes and was sleeping in) to hang my new pinboard

Recycling services should be made more readily available so that people are encouraged to recycle. Without recycling bins, stuff is put in general waste so recycling on each floor is necessary. Also hooks on shower

room doors to hang up towels, and increased heating in older halls which get cold.

Send staff to fix broken systems faster.

Washing machines and showers are constantly out of order and the JBH porter has done a fantastic job of fixing all he can, but we have had to wait too long before external companies arrive to work on the issues.

Showers left Out Of Order for ~2 months with no explanation why, would appreciate more communication

The only thing that I could see being done better is that the system for mail is a little tricky. The restriction of package pickup times is very incompatible with some schedules making it hard and stressful to get mail.

They could repair the shower rooms.