

Student Accommodation Survey 2019-20

McIntosh 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.

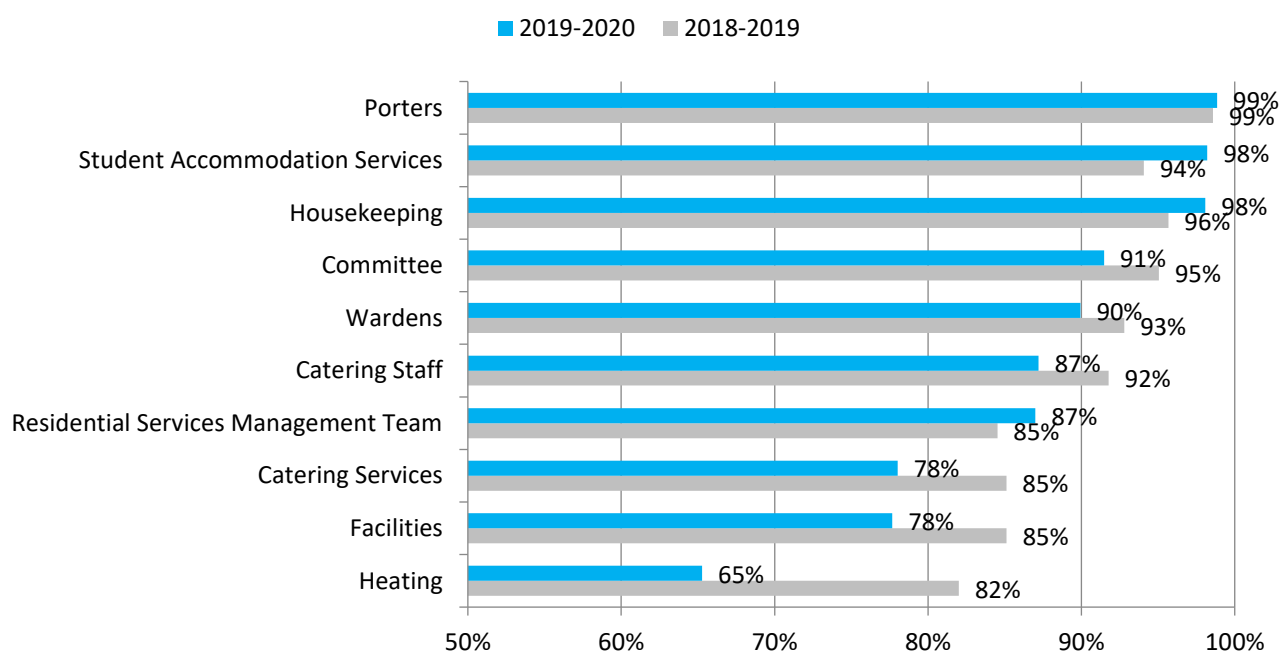
The survey results showed a notable difference in International student satisfaction compared to Home/EU student satisfaction, therefore the overall satisfaction and catering satisfaction categories are broken down further and also presented by Home/EU and International satisfaction.

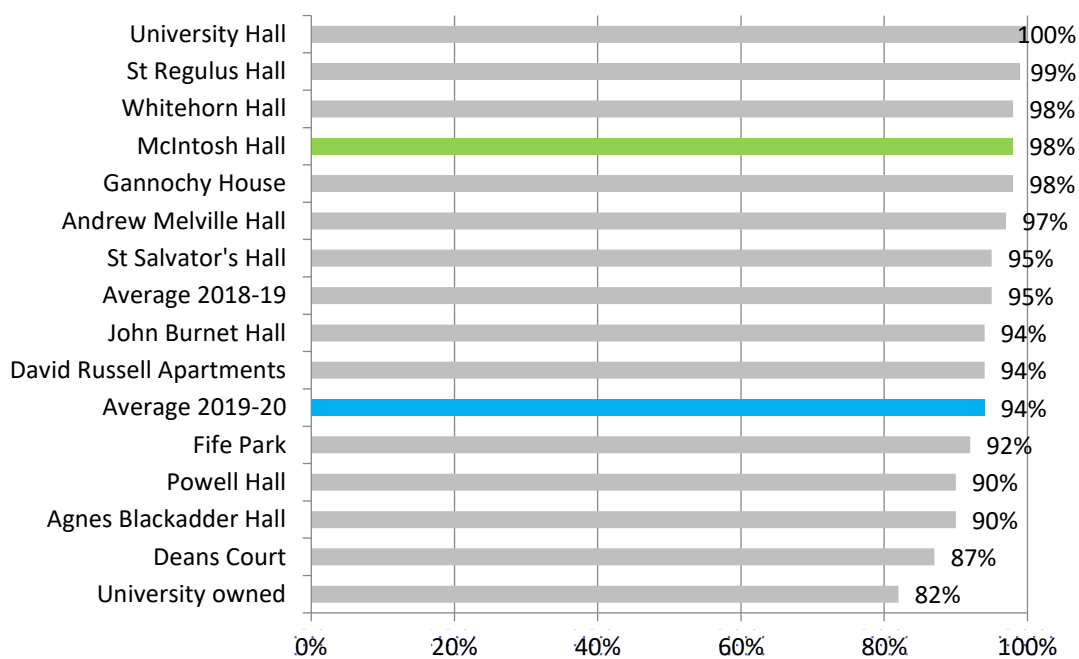
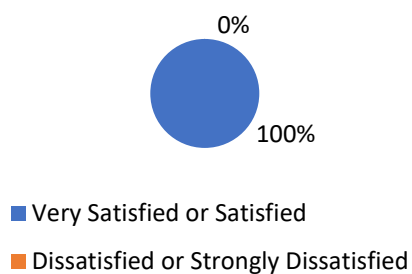
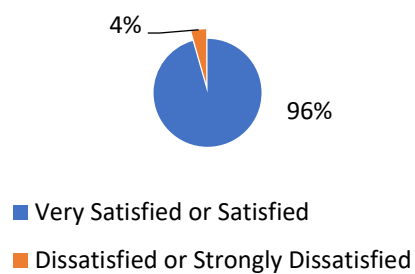
Demographic Breakdown:

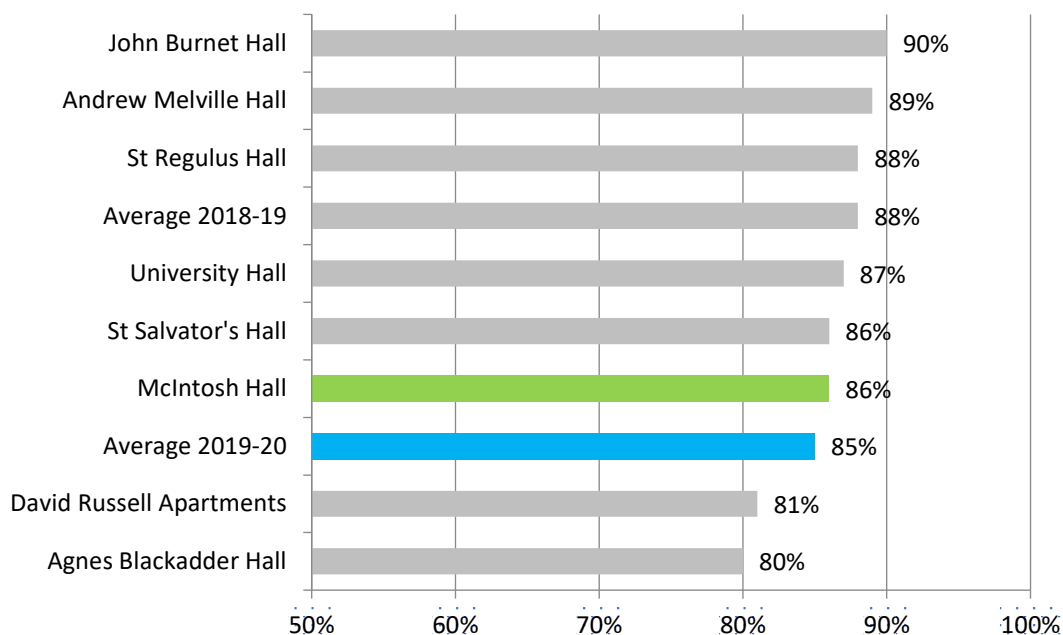
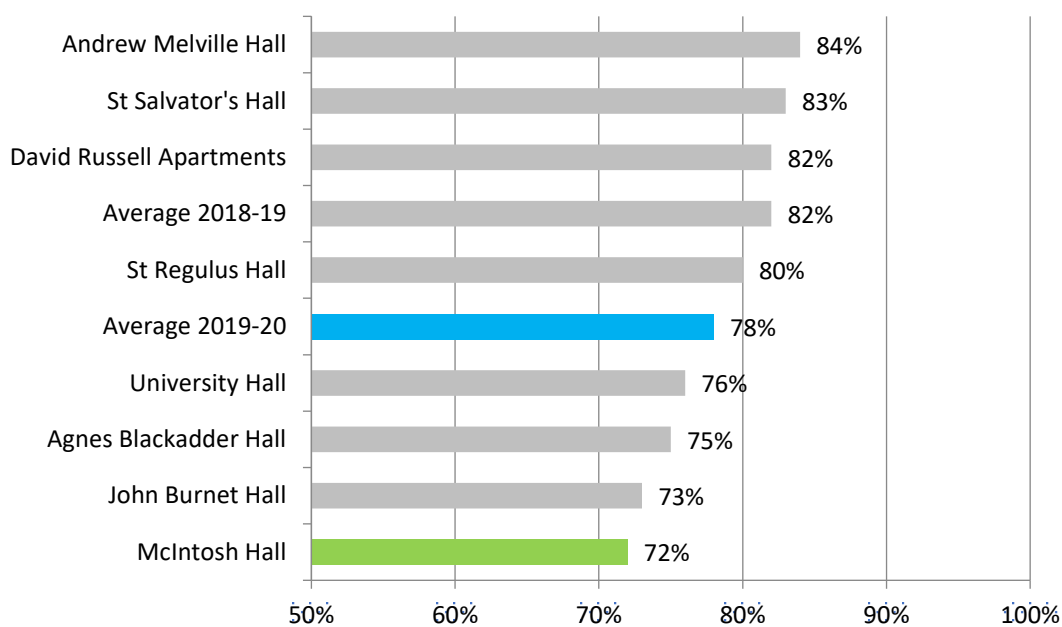
Total respondents:	1517		
Male:	554 (36.5%)	Female:	948 (62.5%)
Non-binary:	15 (1%)	Other:	0 (0%)
Average age:	19.9		
Undergraduate:	1267 (83.5%)	Postgraduate:	250 (16.5%)
Home/EU:	964 (63.5%)	International:	553 (36.5%)
Self-catered:	630 (41.5%)	Catered:	887 (58.5%)
Year of Study:			
1st:	817 (54%)	2nd: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

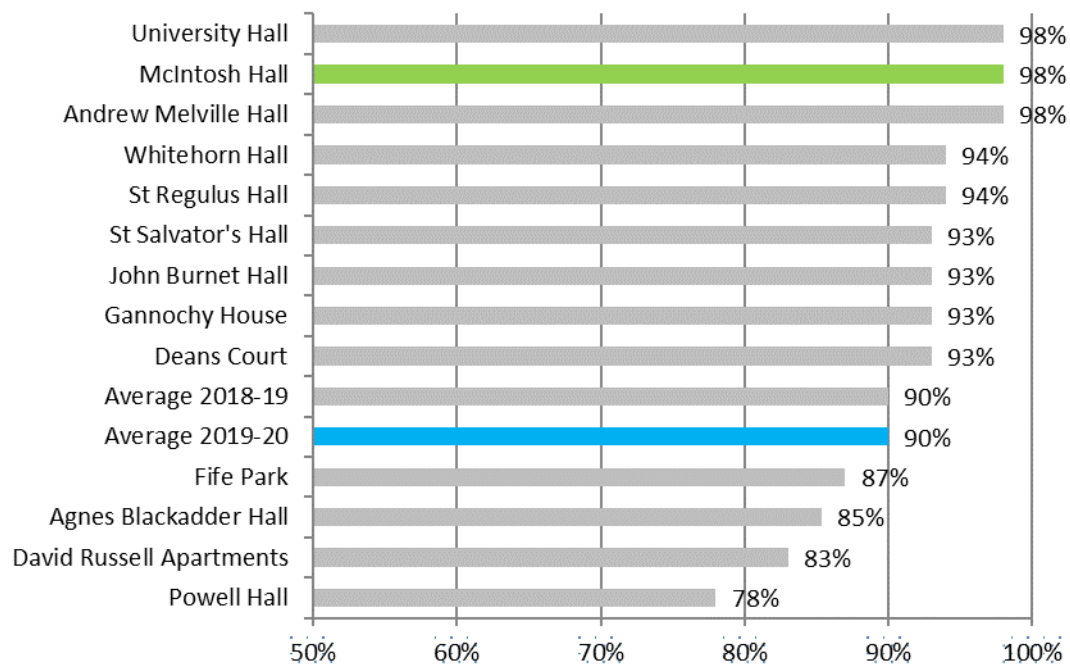
Number of students who completed the survey (by residence)

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%

McIntosh - 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	25	30%	29%
Satisfied	56	67%	65%
Dissatisfied	2	2%	5%
Strongly Dissatisfied	0	0%	1%

83

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	0	0%	37%
Satisfied	1	100%	44%
Dissatisfied	0	0%	16%
Strongly Dissatisfied	0	0%	2%

1

Cleaning and Housekeeping

The quality of our cleaning/housekeeping service:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	57	66%	45%
Satisfied	30	34%	45%
Dissatisfied	0	0%	8%
Strongly Dissatisfied	0	0%	3%

87

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	70	80%	57%
Satisfied	14	16%	38%
Dissatisfied	3	3%	4%
Strongly Dissatisfied	0	0%	1%

87

The quantity of cleaning you receive:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	55	63%	40%
Satisfied	30	34%	44%
Dissatisfied	2	2%	12%
Strongly Dissatisfied	0	0%	4%

87

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	66	76%	47%
Satisfied	20	23%	47%
Dissatisfied	1	1%	4%
Strongly Dissatisfied	0	0%	1%

87

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	64	74%	52%
Satisfied	22	25%	42%
Dissatisfied	1	1%	5%
Strongly Dissatisfied	0	0%	1%

87

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	31	37%	39%
Satisfied	44	53%	54%
Dissatisfied	5	6%	5%
Strongly Dissatisfied	3	4%	2%

83

The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	24	32%	39%
Satisfied	47	62%	53%
Dissatisfied	3	4%	5%
Strongly Dissatisfied	2	3%	2%

76

The availability of these staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	20	25%	33%
Satisfied	43	53%	59%
Dissatisfied	14	17%	7%
Strongly Dissatisfied	4	5%	2%

81

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	29	35%	42%
Satisfied	43	52%	52%
Dissatisfied	9	11%	4%
Strongly Dissatisfied	2	2%	2%

83

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	25	29%	39%
Satisfied	46	53%	49%
Dissatisfied	14	16%	9%
Strongly Dissatisfied	1	1%	3%

86
the friendliness and approachability of the staff

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	40	47%	57%
Satisfied	43	50%	39%
Dissatisfied	3	3%	3%
Strongly Dissatisfied	0	0%	1%

86
the overall responses to questions & queries you ask them

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	30	35%	44%
Satisfied	41	48%	50%
Dissatisfied	15	17%	6%
Strongly Dissatisfied	0	0%	1%

86
Catering Services**The quality of the food provided in your residence:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	9	10%	18%
Satisfied	44	51%	54%
Dissatisfied	26	30%	20%
Strongly Dissatisfied	7	8%	7%

86
the information provided on our Knowledge Information Boards:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	12	14%	17%
Satisfied	69	81%	79%
Dissatisfied	4	5%	4%
Strongly Dissatisfied	0	0%	0%

85
The taste of the food:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	8	9%	14%
Satisfied	48	56%	59%
Dissatisfied	27	31%	23%
Strongly Dissatisfied	3	3%	4%

86
the overall catering experience of breakfast:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	36	42%	40%
Satisfied	37	44%	48%
Dissatisfied	9	11%	10%
Strongly Dissatisfied	3	4%	2%

85

The range and choice you have at different meals:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	14	16%	20%
Satisfied	47	55%	56%
Dissatisfied	20	24%	22%
Strongly Dissatisfied	4	5%	3%

85

the overall catering experience of lunch:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	20	24%	23%
Satisfied	52	61%	65%
Dissatisfied	12	14%	10%
Strongly Dissatisfied	1	1%	2%

85

The serving times for meals in residences:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	13	15%	15%
Satisfied	40	47%	47%
Dissatisfied	27	32%	34%
Strongly Dissatisfied	5	6%	4%

85

the overall catering experience of dinner:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	17	20%	24%
Satisfied	52	61%	62%
Dissatisfied	14	16%	11%
Strongly Dissatisfied	2	2%	3%

85

The information provided about our menus:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	27	32%	27%
Satisfied	48	56%	63%
Dissatisfied	9	11%	8%
Strongly Dissatisfied	1	1%	2%

85

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	16	19%	21%
Satisfied	50	59%	58%
Dissatisfied	17	20%	18%
Strongly Dissatisfied	2	2%	3%

85

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	11	13%	17%
Satisfied	61	72%	75%
Dissatisfied	11	13%	6%
Strongly Dissatisfied	2	2%	2%

85

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	32	39%	30%
Satisfied	49	60%	63%
Dissatisfied	1	1%	6%
Strongly Dissatisfied	0	0%	1%

82

The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	30	42%	33%
Satisfied	40	56%	59%
Dissatisfied	1	1%	6%
Strongly Dissatisfied	1	1%	2%

72

The application process:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	31	37%	27%
Satisfied	51	61%	59%
Dissatisfied	2	2%	12%
Strongly Dissatisfied	0	0%	3%

84

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	39	49%	42%
Satisfied	38	48%	54%
Dissatisfied	1	1%	3%
Strongly Dissatisfied	1	1%	1%

79

The response time for questions and queries:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	30	41%	33%
Satisfied	43	59%	59%
Dissatisfied	0	0%	7%
Strongly Dissatisfied	0	0%	1%

73

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	44	52%	43%
Satisfied	31	37%	50%
Dissatisfied	7	8%	6%
Strongly Dissatisfied	2	2%	1%

84

Hall/residence discipline:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	26	31%	31%
Satisfied	39	46%	57%
Dissatisfied	13	15%	9%
Strongly Dissatisfied	6	7%	3%

84

The availability of the Wardennial staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	40	48%	39%
Satisfied	35	42%	53%
Dissatisfied	7	8%	6%
Strongly Dissatisfied	1	1%	1%

83

Pastoral/welfare support and advice:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	24	34%	38%
Satisfied	40	57%	57%
Dissatisfied	4	6%	4%
Strongly Dissatisfied	2	3%	1%

70

The friendliness and approachability of Wardennial staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	44	52%	51%
Satisfied	33	39%	44%
Dissatisfied	7	8%	4%
Strongly Dissatisfied	0	0%	1%

84

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	31	40%	41%
Satisfied	44	56%	55%
Dissatisfied	3	4%	3%
Strongly Dissatisfied	0	0%	1%

78

The hall/residential community:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	35	42%	41%
Satisfied	44	52%	51%
Dissatisfied	4	5%	6%
Strongly Dissatisfied	1	1%	2%

84

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	29	39%	33%
Satisfied	42	56%	59%
Dissatisfied	3	4%	6%
Strongly Dissatisfied	1	1%	2%

75

The events they organise:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	24	30%	34%
Satisfied	48	61%	56%
Dissatisfied	7	9%	9%
Strongly Dissatisfied	0	0%	2%

79

The interaction with the Committee:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	30	41%	32%
Satisfied	37	50%	57%
Dissatisfied	6	8%	9%
Strongly Dissatisfied	1	1%	2%
	<u>74</u>		

How your subscription is spent by the Committee:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	21	27%	28%
Satisfied	48	62%	58%
Dissatisfied	5	6%	11%
Strongly Dissatisfied	3	4%	3%
	<u>77</u>		

Facilities**Study bedrooms:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	35	43%	41%
Satisfied	43	53%	52%
Dissatisfied	3	4%	5%
Strongly Dissatisfied	0	0%	1%
	<u>81</u>		

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	33	39%	29%
Satisfied	48	57%	58%
Dissatisfied	3	4%	11%
Strongly Dissatisfied	0	0%	3%
	<u>84</u>		

Bathrooms/shower rooms:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	15	18%	22%
Satisfied	54	64%	52%
Dissatisfied	14	17%	21%
Strongly Dissatisfied	1	1%	5%
	<u>84</u>		

Kitchens or pantries:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	11	13%	22%
Satisfied	40	48%	53%
Dissatisfied	26	31%	19%
Strongly Dissatisfied	7	8%	5%
	<u>84</u>		

Atmosphere and surroundings in the dining room:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	31	37%	37%
Satisfied	52	62%	56%
Dissatisfied	1	1%	5%
Strongly Dissatisfied	0	0%	2%
	<u>84</u>		

Cycle Storage:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	11	27%	31%
Satisfied	26	63%	55%
Dissatisfied	4	10%	12%
Strongly Dissatisfied	0	0%	2%
	<u>41</u>		

Laundry room and equipment:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	7	8%	6%
Satisfied	18	22%	25%
Dissatisfied	35	42%	38%
Strongly Dissatisfied	23	28%	31%

83
Recycling facilities in residential areas:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	10	13%	25%
Satisfied	46	60%	59%
Dissatisfied	13	17%	13%
Strongly Dissatisfied	8	10%	3%

77
Heating**The current heating levels in your residence:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	23	27%	29%
Satisfied	38	45%	45%
Dissatisfied	10	12%	18%
Strongly Dissatisfied	13	15%	7%

84
The heating times in your residence:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	16	19%	21%
Satisfied	32	39%	47%
Dissatisfied	21	25%	24%
Strongly Dissatisfied	14	17%	8%

83
Communication**Preferred method of communication:**

	RESPONSES	%	SURVEY AVERAGE
Email	70	73%	70%
Text	6	6%	7%
Wed Memos	4	4%	8%
Social Media	14	15%	14%
Other	2	2%	1%

96

What do Residential and Business Services do best?

"Accommodation is really good- very good services"

"Answer queries"

"Carry out repairs."

"Create a fun and relaxing environment"

"Create a welcoming community and a place that feels like home"

"Engaging students in an immersive experience and unique atmosphere"

"Everything is organised very well and we are always notified of anything (eg pat testing) or repairs going on which may affect us."

"Friendliness! Everyone is very helpful and kind."

"Help is easy to access"

"Keeping Order"

"Maintain cleanliness"

"Make themselves approachable"

"Organising"

"our porter is the greatest"

"Overcharge and underdeliver"

"The catering staff truly cares about dietary needs"

"The staff are all so friendly and approachable and it makes halls feel so welcoming."

"The staff are always very nice and willing to help you if you need it. "

"Their job "

"They are kind, approachable, respectful"

"They are very good at communicating with the students."

"They've started catering to the vegan diet which is brilliant! They are very attentive and quick at replying. The Hall is always cleaned well and is well organised. Thanks for everything you do!"

"very clearly stated information, particularly on accommodation week. Application process for returners to halls is also completely painless which is great."

"Wardennial teams are amazing "

"Welcoming and helpful"

What could Residential and Business Services do better?

although they are involved, they could perhaps make themselves more known as people rather than just sending out e-mails

Be aware of how people are coping

Be friendlier and more understanding- specifically regarding the mail room and picking up packages

Be more available.

Better laundry and set up for recycling (especially Plastic and cardboard within halls)

Bug extermination (spiders overrunning the bathroom)

Don't know

Enforce quiet hours during the week.

Explain electronics which are acceptable for international students

fixing laundry, healthier dining options

Friendliness

Get rid of washstation, RBS is responsible for giving a laundry contract to such a poor provider. Our students deserve better from RBS!

Heating 24/7

Heating is a huge issue for my room mate and I. We are freezing at night as our heaters is weak. Healthy eating is also not a big priority as potatoes and meat make up the meals.

I would love the heating to run all day because it is so cold during the afternoon.

It might be nice to have a board up with some info about the RBS staff so that people can get to know them better (I think it's beneficial to have a good social relationship with staff)

More availability throughout the day- several times the reception is closed during its opening hours.

More protein and less carbs for food, but I don't mind too much

Overall catering service/quality.

Response time and answering questions

Sometimes they can be a bit intimidating and there feels to be a split between the cleaning staff and the RSM office.

Take the opinions of their staff and the students into account. Read their mission statement like 10 times and actually stick to it,

The catering needs help. If somehow more healthier options could be available with catering that would be helpful.

The elevator in McIntosh has been out of order three times already this year, please fix it earlier, while I do not have a declared accessibility issue The elevator being out for a week at a time really aggravates the chronic pain I live with

The heating times are insufficient. My room is freezing for most of the midday hours and in the early hours of the morning

The value for money could be better because there are multiple things we have to pay extra for.

The wardens are not very consistent with package pick up times.

Times for picking up packages could be more convenient. Also the bathrooms on E Floor McIntosh are really atrocious.

Wider time frame for dinner