

## Student Accommodation Survey 2019-20

### Powell 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.

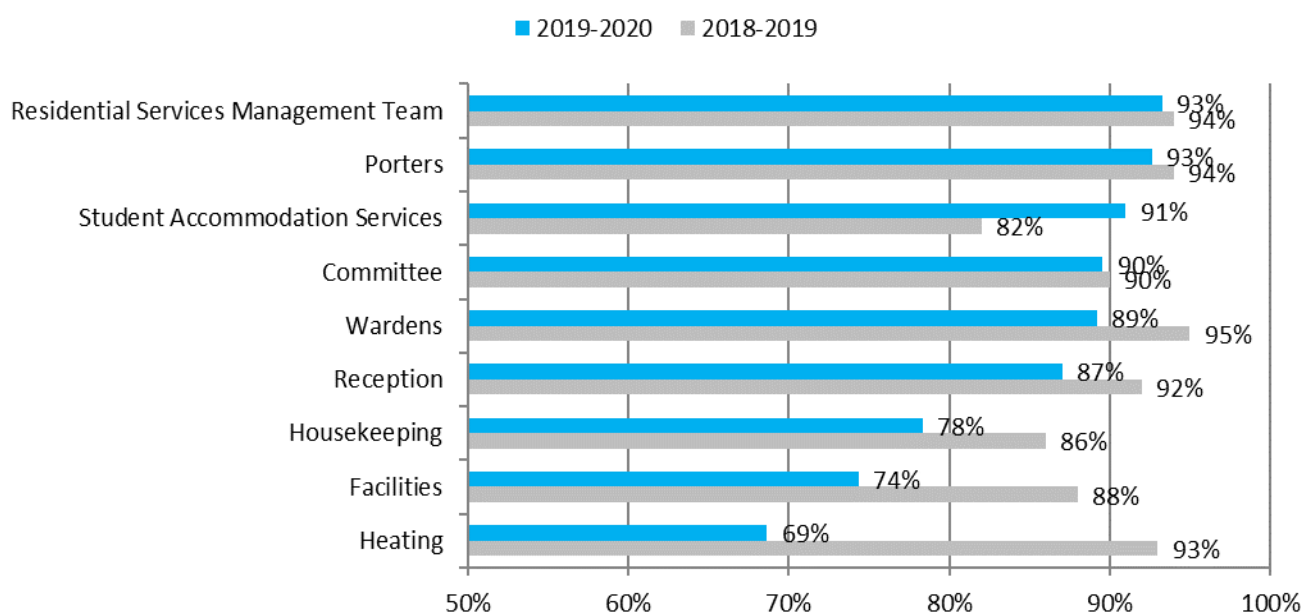
The survey results showed a notable difference in International student satisfaction compared to Home/EU student satisfaction, therefore the overall satisfaction and catering satisfaction categories are broken down further and also presented by Home/EU and International satisfaction.

#### Demographic Breakdown:

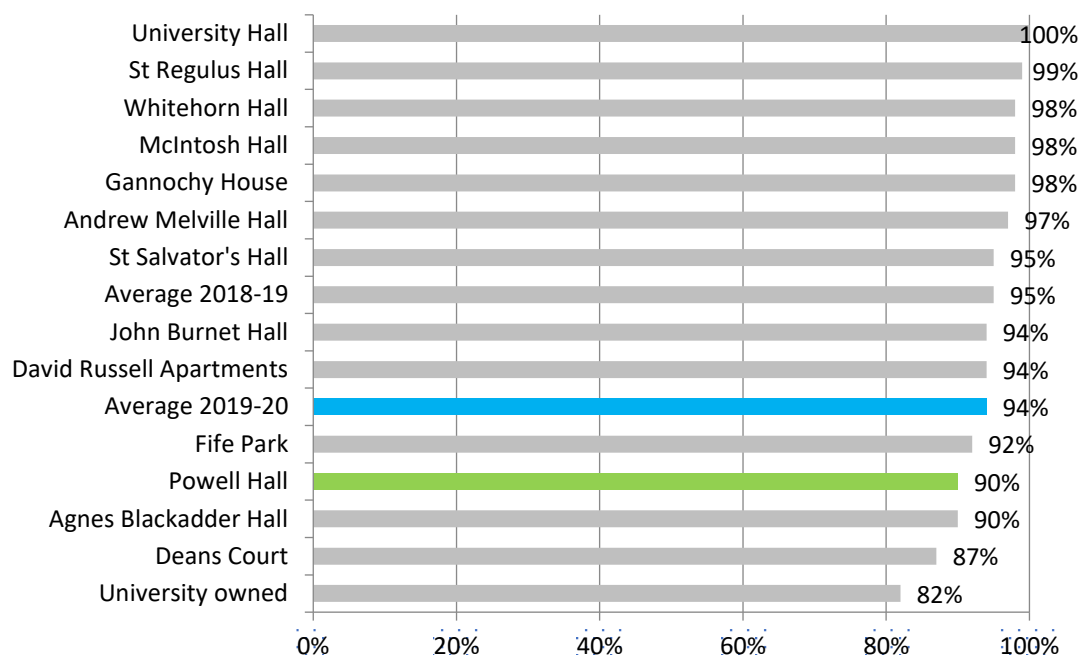
<b>Total respondents:</b>		1517	
<b>Male:</b>	554 (36.5%)	<b>Female:</b>	948 (62.5%)
<b>Non-binary:</b>	15 (1%)	<b>Other:</b>	0 (0%)
<b>Average age:</b>		19.9	
<b>Undergraduate:</b>	1267 (83.5%)	<b>Postgraduate:</b>	250 (16.5%)
<b>Home/EU:</b>	964 (63.5%)	<b>International:</b>	553 (36.5%)
<b>Self-catered:</b>	630 (41.5%)	<b>Catered:</b>	887 (58.5%)
<b>Year of Study:</b>			
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)**

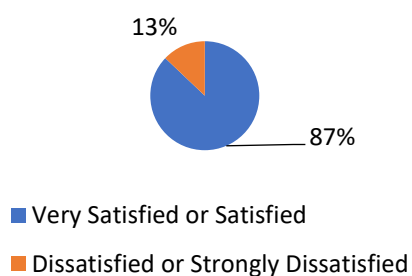
Residence	Survey responses	As a percentage
Agnes Blackadder Hall	197	13%
Andrew Melville Hall	122	8%
Angus House	9	1%
David Russell Apartments	414	27%
Deans Court	15	1%
Fife Park	174	11%
Gannochy House	38	3%
Gregory Place	6	0%
John Burnet Hall	56	4%
McIntosh Hall	87	6%
Powell Hall	68	4%
St Gregory's	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%
<b>TOTALS</b>	<b>1517</b>	<b>100%</b>

**Powell Hall - year on year overall survey service satisfaction**

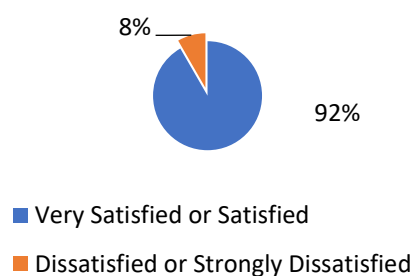
**How satisfied are you with our service overall?**

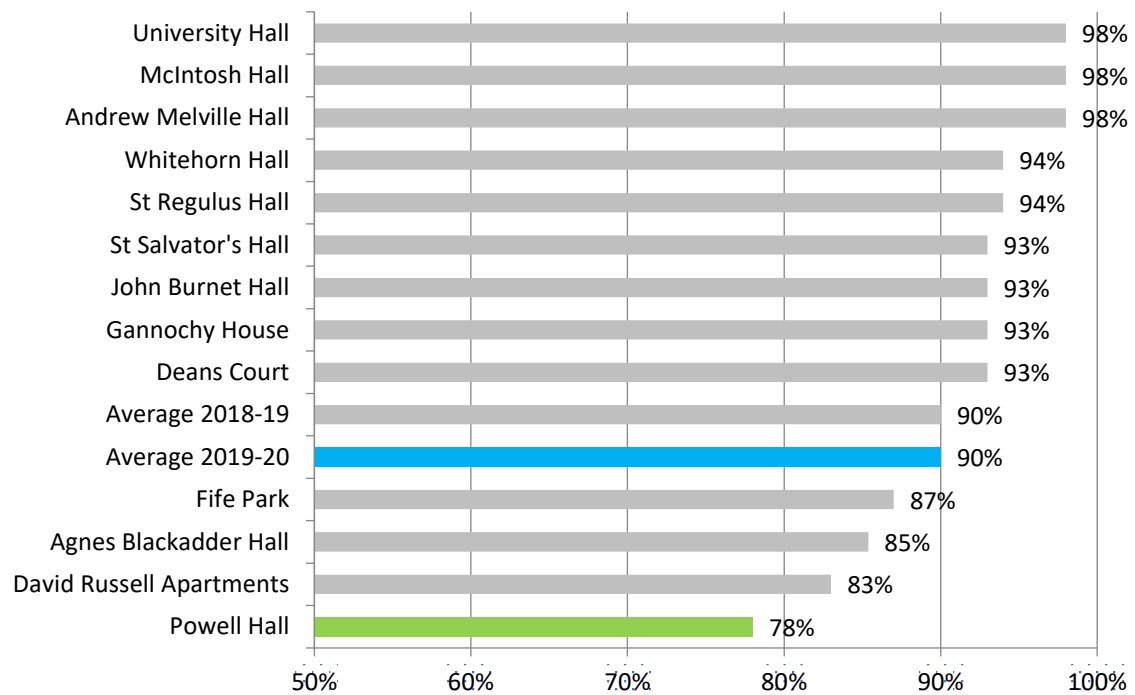


**EU/Home Student overall satisfaction:**



**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	16	24%	29%
Satisfied	44	66%	65%
Dissatisfied	7	10%	5%
Strongly Dissatisfied	0	0%	1%

67

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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	0	0%	37%
Satisfied	3	100%	44%
Dissatisfied	0	0%	16%
Strongly Dissatisfied	0	0%	2%

3

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### **Cleaning and Housekeeping**

The quality of our cleaning/housekeeping service:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	20	31%	45%
Satisfied	32	49%	45%
Dissatisfied	11	17%	8%
Strongly Dissatisfied	2	3%	3%

65

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	28	42%	57%
Satisfied	30	45%	38%
Dissatisfied	5	8%	4%
Strongly Dissatisfied	3	5%	1%

66

The quantity of cleaning you receive:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	16	25%	40%
Satisfied	26	41%	44%
Dissatisfied	17	27%	12%
Strongly Dissatisfied	4	6%	4%

63

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	20	33%	47%
Satisfied	37	62%	47%
Dissatisfied	3	5%	4%
Strongly Dissatisfied	0	0%	1%

60

**The friendliness and approachability of the staff:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	34	55%	52%
Satisfied	22	35%	42%
Dissatisfied	4	6%	5%
Strongly Dissatisfied	2	3%	1%

62

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	22	42%	43%
Satisfied	26	50%	53%
Dissatisfied	3	6%	4%
Strongly Dissatisfied	1	2%	1%

52

**The overall responses to questions and queries you ask them:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	15	29%	39%
Satisfied	32	63%	53%
Dissatisfied	3	6%	6%
Strongly Dissatisfied	1	2%	2%

51

**The availability of these staff:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	8	15%	24%
Satisfied	30	58%	59%
Dissatisfied	11	21%	15%
Strongly Dissatisfied	3	6%	2%

52

**The friendliness and approachability of the staff:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	23	43%	47%
Satisfied	25	47%	49%
Dissatisfied	4	8%	3%
Strongly Dissatisfied	1	2%	1%

53

**Residential Services Management Team**

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	12	19%	39%
Satisfied	47	76%	54%
Dissatisfied	2	3%	5%
Strongly Dissatisfied	1	2%	2%

62

**The overall responses to questions and queries you ask them:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	16	29%	39%
Satisfied	36	64%	53%
Dissatisfied	4	7%	5%
Strongly Dissatisfied	0	0%	2%

56

**The availability of these staff:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	11	18%	33%
Satisfied	41	68%	59%
Dissatisfied	7	12%	7%
Strongly Dissatisfied	1	2%	2%

60

**The friendliness and approachability of the staff:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	20	33%	42%
Satisfied	39	65%	52%
Dissatisfied	1	2%	4%
Strongly Dissatisfied	0	0%	2%

60

**Student Accommodation Services**

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	19	30%	30%
Satisfied	40	63%	63%
Dissatisfied	4	6%	6%
Strongly Dissatisfied	0	0%	1%

63

**The overall responses to questions and queries you ask them:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	18	30%	33%
Satisfied	38	62%	59%
Dissatisfied	5	8%	6%
Strongly Dissatisfied	0	0%	2%

61

**The application process:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	20	30%	27%
Satisfied	37	56%	59%
Dissatisfied	9	14%	12%
Strongly Dissatisfied	0	0%	3%

66

**The friendliness and approachability of the staff:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	24	41%	42%
Satisfied	35	59%	54%
Dissatisfied	0	0%	3%
Strongly Dissatisfied	0	0%	1%

59

**The response time for questions and queries:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	22	36%	33%
Satisfied	29	48%	59%
Dissatisfied	9	15%	7%
Strongly Dissatisfied	1	2%	1%

61

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	15	24%	43%
Satisfied	44	70%	50%
Dissatisfied	3	5%	6%
Strongly Dissatisfied	1	2%	1%

63

**Hall/residence discipline:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	14	23%	31%
Satisfied	36	60%	57%
Dissatisfied	7	12%	9%
Strongly Dissatisfied	3	5%	3%

60

**The availability of the Wardennial staff:**

	RESPONSES	%	SURVEY
Very Satisfied	19	31%	39%
Satisfied	34	55%	53%
Dissatisfied	5	8%	6%
Strongly Dissatisfied	4	6%	1%

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**Pastoral/welfare support and advice:**

	RESPONSES	%	SURVEY
Very Satisfied	13	30%	38%
Satisfied	29	67%	57%
Dissatisfied	1	2%	4%
Strongly Dissatisfied	0	0%	1%

43

**The friendliness and approachability of Wardennial staff:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	23	37%	51%
Satisfied	32	52%	44%
Dissatisfied	6	10%	4%
Strongly Dissatisfied	1	2%	1%

62

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	19	35%	41%
Satisfied	30	56%	55%
Dissatisfied	5	9%	3%
Strongly Dissatisfied	0	0%	1%

54



**The hall/residential community:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	18	29%	41%
Satisfied	37	59%	51%
Dissatisfied	6	10%	6%
Strongly Dissatisfied	2	3%	2%

63

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

	RESPONSES	%	AVERAGE
Very Satisfied	19	35%	33%
Satisfied	32	59%	59%
Dissatisfied	2	4%	6%
Strongly Dissatisfied	1	2%	2%

54

**The events they organise:**

	RESPONSES	%	AVERAGE
Very Satisfied	23	38%	34%
Satisfied	29	48%	56%
Dissatisfied	6	10%	9%
Strongly Dissatisfied	2	3%	2%

60

**The interaction with the Committee:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	15	28%	32%
Satisfied	35	66%	57%
Dissatisfied	2	4%	9%
Strongly Dissatisfied	1	2%	2%

53

**How your subscription is spent by the Committee:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	14	26%	28%
Satisfied	30	57%	58%
Dissatisfied	7	13%	11%
Strongly Dissatisfied	2	4%	3%

53

**Facilities****Study bedrooms:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	33	51%	41%
Satisfied	28	43%	52%
Dissatisfied	3	5%	5%
Strongly Dissatisfied	1	2%	1%

65

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	26	39%	29%
Satisfied	35	52%	58%
Dissatisfied	4	6%	11%
Strongly Dissatisfied	2	3%	3%

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**Bathrooms/shower rooms:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	10	15%	22%
Satisfied	30	45%	52%
Dissatisfied	23	34%	21%
Strongly Dissatisfied	4	6%	5%

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**Kitchens or pantries:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	20	30%	22%
Satisfied	35	52%	53%
Dissatisfied	12	18%	19%
Strongly Dissatisfied	0	0%	5%

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**Atmosphere and surroundings in the dining room:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	17	35%	37%
Satisfied	29	59%	56%
Dissatisfied	3	6%	5%
Strongly Dissatisfied	0	0%	2%

49

**Cycle Storage:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	20	56%	31%
Satisfied	13	36%	55%
Dissatisfied	3	8%	12%
Strongly Dissatisfied	0	0%	2%

36

**Laundry room and equipment:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	2	3%	6%
Satisfied	8	12%	25%
Dissatisfied	22	33%	38%
Strongly Dissatisfied	35	52%	31%

67

**Recycling facilities in residential areas:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	17	26%	25%
Satisfied	36	55%	59%
Dissatisfied	9	14%	13%
Strongly Dissatisfied	3	5%	3%

65

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	21	31%	29%
Satisfied	31	46%	45%
Dissatisfied	10	15%	18%
Strongly Dissatisfied	5	7%	7%

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**The heating times in your residence:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	13	19%	21%
Satisfied	27	40%	47%
Dissatisfied	16	24%	24%
Strongly Dissatisfied	11	16%	8%

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**Communication****Preferred method of communication:**

	RESPONSES	%	SURVEY AVERAGE
Email	62	63%	70%
Text	6	6%	7%
Wed Memos	15	15%	8%
Social Media	14	14%	14%
Other	1	1%	1%

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### What do Residential and Business Services do best?

Answer queries	organize events
Being friendly and quickly responsive	Porter notification email
Clean and posting	Porter services.
Collect rent promptly.	Provide good accommodation
Dealing with issues when they arrive quickly.	Provide good quality accommodation
Everyone is extremely friendly and always helpful. When there is a problem it is always fixed on the same day.	Quick responses to maintenance issues
Everyone is really friendly and approachable	Responses from inquiries are always important to them!
Go unseen while keeping the place in order	Stuff
Good service level	The building is generally well maintained and the rooms are lovely in Powell.
Hallways and study spaces are cleaned regularly, staff are friendly	They are readily available for queries or help
Help with issues in the hall	They're available to answer any questions and do so helpfully.
Informing residents of upcoming maintenance	Very helpful with helping reserve shared spaces, answer general questions
No inspector enter my room	

### What could Residential and Business Services do better?

As an older undergrad I think there should be an allowance for people like me to automatically be allowed residence in postgrad accommodation. I was move from ABH, which I'm grateful for, but i reckon this should be something that is allowed at the application stage.	Communicate with the Discipline Officer. As an undergraduate, I was being stalked and harassed by a fellow student to the point where I had to bring the situation to the attention of the Discipline Officer. However, surprisingly, I was placed in the same hall as him the very next year.
Better room photographs on the website. The room checks are irritating as they fall during busy essay periods, extra stress. The charge for losing your card seems excessive and adds to the financial/mental strain.	Ensure that halls have 24/7 receptions
Cleaning for kitchens provided	Find a permanent way of fixing showers. Though this may not be feasible.
Communicate better/set more clear or realistic standards in terms of cleaning, as expectations and what a problem is can often be under-explained	Fix the shower drains in Powell, more than two working laundry machines in Powell
	Generally the residence is really nice, but with the extreme price we pay I expected better laundry facilities, and I would prefer if the kitchens were being cleaned by staff.
	Have a small shop in campus.

Heating time in Powell hall is too short! My room is freezing at night and cannot sleep!!! A lot of people are suffering from the same issue! Please extend ! I bought two duvets and still got cold. If some students fee too warm, they can turn the heating off, now I can do nothing but stay freezing.

I cannot think of anything but the laundry room.

I WAS EXTREMELY TAKEN ABACK BY THE WOMAN WHO PERFORMS ROOM CHECKS. SHE TREATED ME AS IF I HAD NEVER CLEANED A ROOM IN MY LIFE. BLAMED ME FOR MY SHOWER'S DIRTINESS, WHEN I HAVE REPORTED MY ISSUES WITH THE SHOWER DRAIN. I FIND THESE ROOM CHECKS AN INVASION OF PRIVACY.

Improve the conditions of Laundry service

In Powell Hall: Fix the shower drains, improve the kitchen implements, have more washing facilities or a higher quality and lower price, have 24/7 lockout help, don't test the fire alarms one a week!

Increase heating times and cheaper laundry

Less checking on postgrads

More events exclusive to postgraduates would be nice.

More provision of resources like staplers for the computer room, dry erase markers and erasers for the various study rooms. Also, all the shower drains in Powell Hall need replacement. They don't drain.

No inspector enter my room

Not being able to use travel adapters is absolutely ridiculous.

not do room inspections every month

Please solve the laundry problems!

Powell Hall is a postgraduate residence, as such we should not have to be monitored with monthly room checks— we are adults and can take on our responsibilities just fine with one inspection a semester.

Powell Hall shower drains were poorly designed to begin with, eventually they will all need replacing. They simply don't drain, the

pipes installed are too narrow, even if completely unblocked i'm still standing in a pool of water after 90 seconds of showering

sanitation

Take complaints more seriously. I've complained twice about loud fan and told nothing could be done, my mate was told 'some are wired incorrectly'. I've complained thrice about shower drain and had to buy unblocker. Powell hall website makes it sound like shared flats and shows misleading pictures

Testing rooms for faults. I've got two PAT tests of the electrical equipment in my room within one month. So i guess my equipment will be covered with stickers at the end of next year? :)

The laundry (but I know that it's being worked on - thank you!), less often cleaning inspections (or choose between a few days) and give a time frame of when rooms might be inspected.

The room inspections are entirely too frequent and often intrusive - once per semester would suffice.

The room inspections are too harsh. The repairs in communal areas are still waiting. We aren't given notice of bedroom repairs. The laundry is absurd.