

Student Accommodation Survey 2019-20

St Regulus 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.

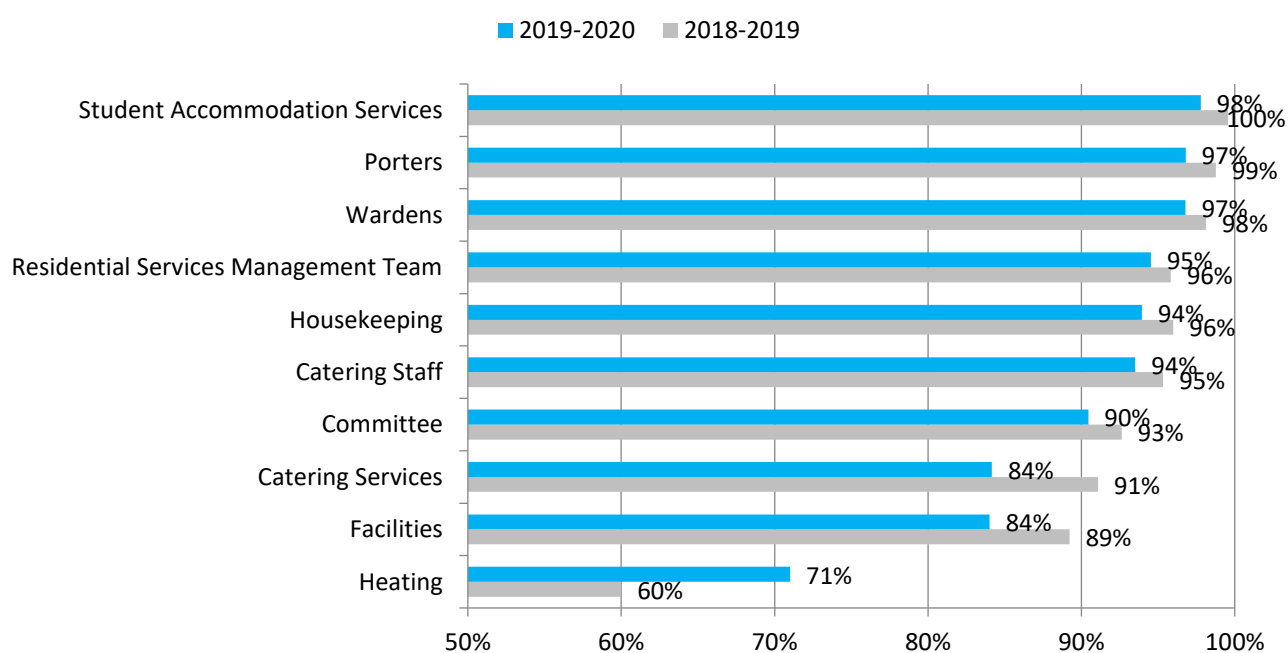
The survey results showed a notable difference in International student satisfaction compared to Home/EU student satisfaction, therefore the overall satisfaction and catering satisfaction categories are broken down further and also presented by Home/EU and International satisfaction.

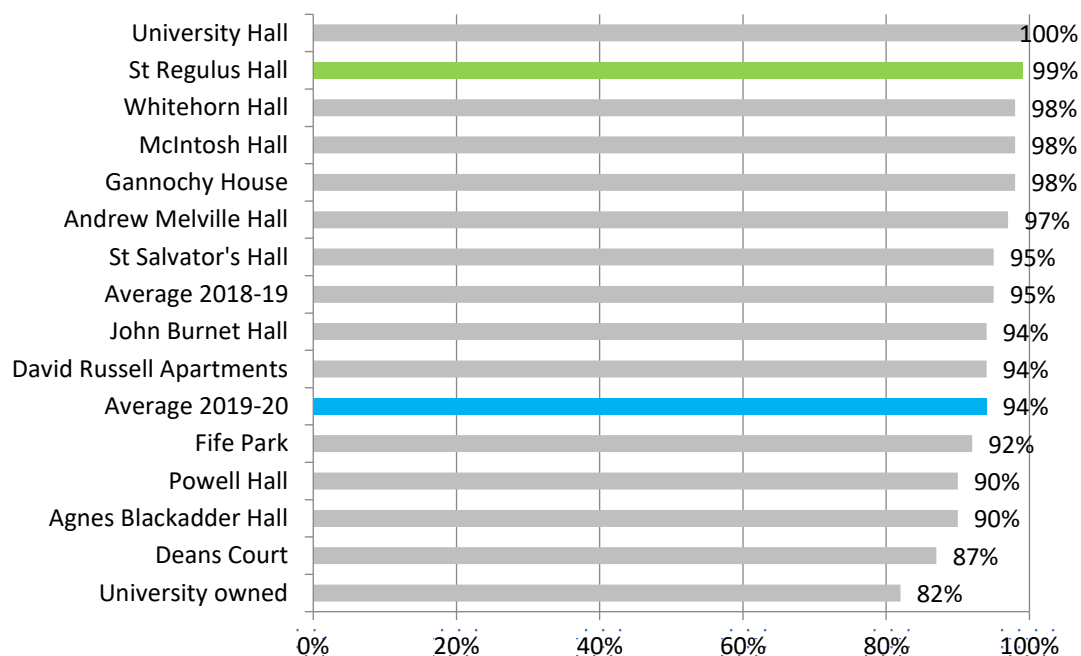
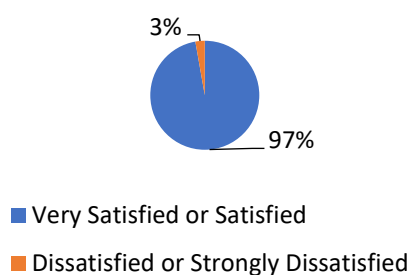
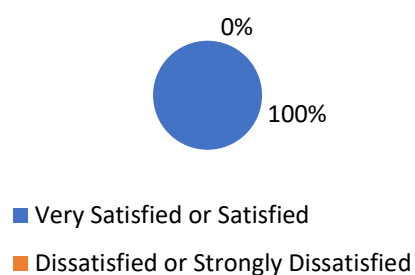
Demographic Breakdown:

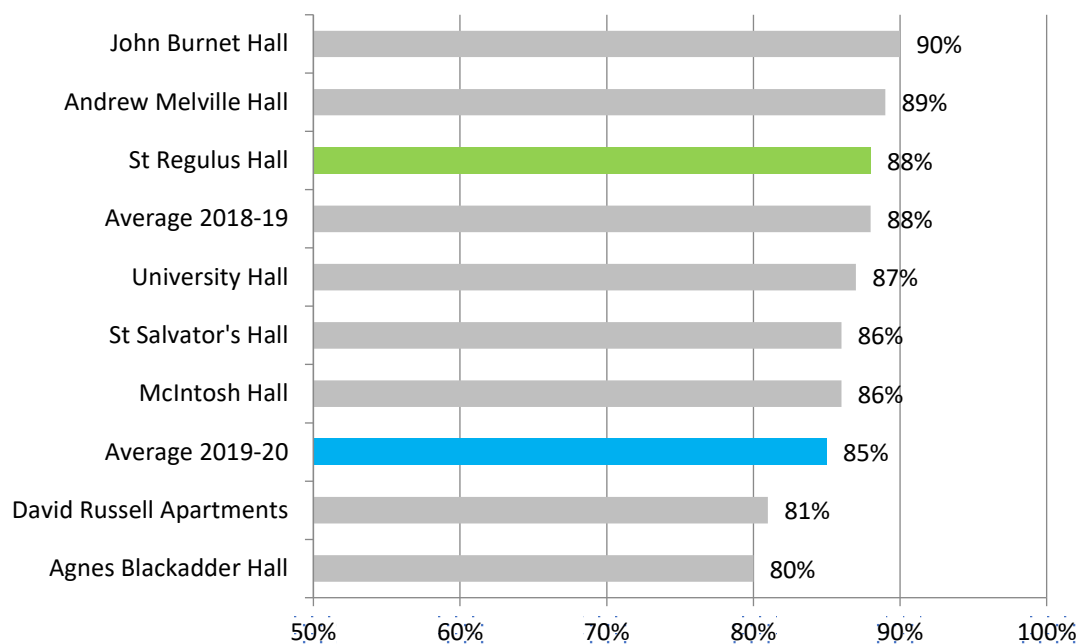
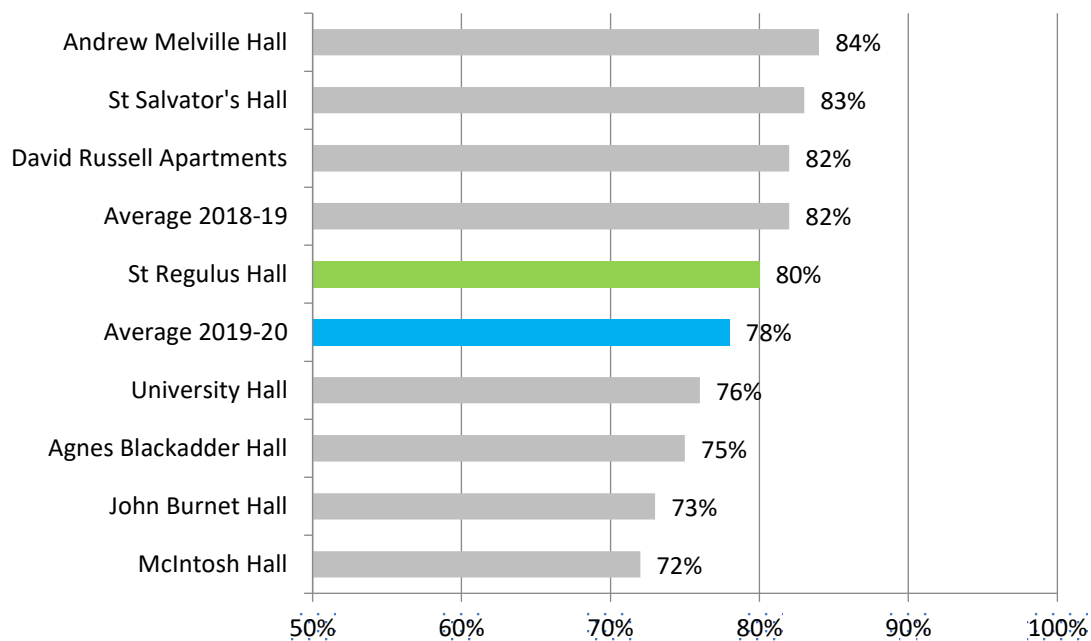
Total respondents:	1517		
Male:	554 (36.5%)	Female:	948 (62.5%)
Non-binary:	15 (1%)	Other:	0 (0%)
Average age:	19.9		
Undergraduate:	1267 (83.5%)	Postgraduate:	250 (16.5%)
Home/EU:	964 (63.5%)	International:	553 (36.5%)
Self-catered:	630 (41.5%)	Catered:	887 (58.5%)
Year of Study:			
1st:	817 (54%)	2nd: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

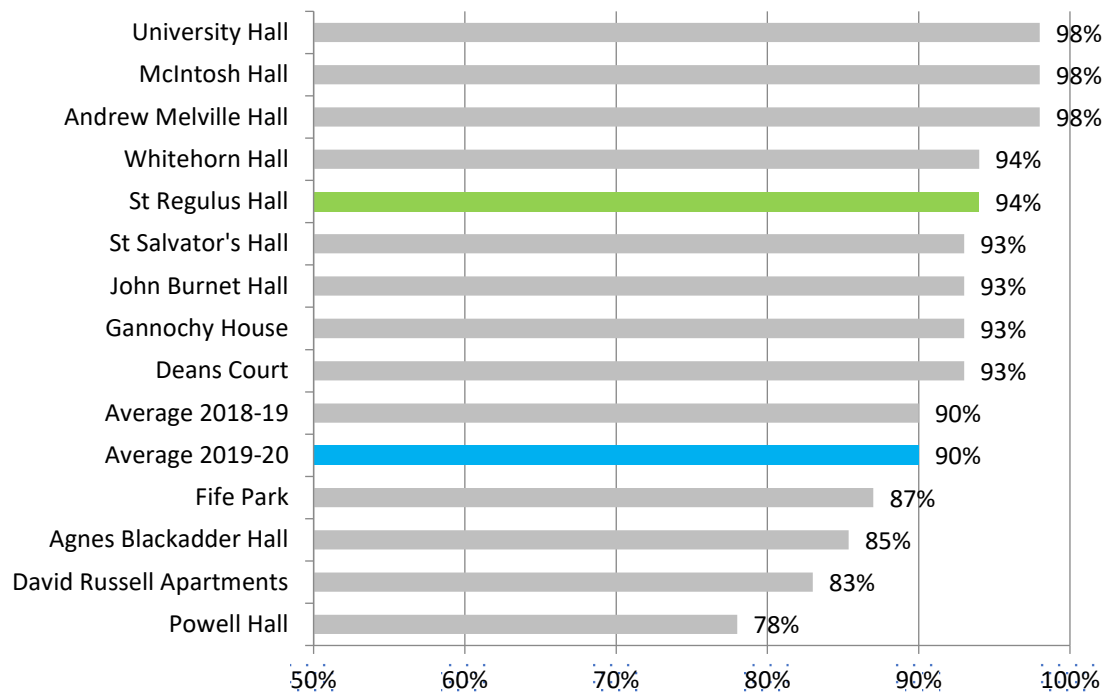
Number of students who completed the survey (by residence)

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%

St Regulus - 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	29	42%	29%
Satisfied	39	57%	65%
Dissatisfied	0	0%	5%
Strongly Dissatisfied	1	1%	1%

 69

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	3	30%	37%
Satisfied	6	60%	44%
Dissatisfied	1	10%	16%
Strongly Dissatisfied	0	0%	2%

 10

Cleaning and Housekeeping**The quality of our cleaning/housekeeping service:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	39	54%	45%
Satisfied	28	39%	45%
Dissatisfied	5	7%	8%
Strongly Dissatisfied	0	0%	3%

 72

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	62	86%	57%
Satisfied	10	14%	38%
Dissatisfied	0	0%	4%
Strongly Dissatisfied	0	0%	1%

 72

The quantity of cleaning you receive:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	30	42%	40%
Satisfied	33	46%	44%
Dissatisfied	7	10%	12%
Strongly Dissatisfied	1	1%	4%

 71

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	31	50%	47%
Satisfied	28	45%	47%
Dissatisfied	3	5%	4%
Strongly Dissatisfied	0	0%	1%

62

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	37	59%	52%
Satisfied	25	40%	42%
Dissatisfied	1	2%	5%
Strongly Dissatisfied	0	0%	1%

63

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	31	45%	39%
Satisfied	34	49%	54%
Dissatisfied	4	6%	5%
Strongly Dissatisfied	0	0%	2%

69

The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	34	50%	39%
Satisfied	32	47%	53%
Dissatisfied	2	3%	5%
Strongly Dissatisfied	0	0%	2%

68

The availability of these staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	28	41%	33%
Satisfied	35	51%	59%
Dissatisfied	6	9%	7%
Strongly Dissatisfied	0	0%	2%

69

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	33	49%	42%
Satisfied	32	47%	52%
Dissatisfied	3	4%	4%
Strongly Dissatisfied	0	0%	2%

68

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	29	40%	39%
Satisfied	35	49%	49%
Dissatisfied	7	10%	9%
Strongly Dissatisfied	1	1%	3%

72

the friendliness and approachability of the staff

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	46	64%	57%
Satisfied	23	32%	39%
Dissatisfied	2	3%	3%
Strongly Dissatisfied	1	1%	1%

72

the overall responses to questions & queries you ask them

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	39	54%	44%
Satisfied	30	42%	50%
Dissatisfied	2	3%	6%
Strongly Dissatisfied	1	1%	1%

72

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	17	24%	18%
Satisfied	37	51%	54%
Dissatisfied	15	21%	20%
Strongly Dissatisfied	3	4%	7%

72

the information provided on our Knowledge Information Boards:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	12	17%	17%
Satisfied	59	83%	79%
Dissatisfied	0	0%	4%
Strongly Dissatisfied	0	0%	0%

71

The taste of the food:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	13	18%	14%
Satisfied	40	56%	59%
Dissatisfied	18	25%	23%
Strongly Dissatisfied	1	1%	4%

72

the overall catering experience of breakfast:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	33	46%	40%
Satisfied	30	42%	48%
Dissatisfied	8	11%	10%
Strongly Dissatisfied	0	0%	2%

71

The range and choice you have at different meals:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	17	24%	20%
Satisfied	33	46%	56%
Dissatisfied	21	30%	22%
Strongly Dissatisfied	0	0%	3%

71

the overall catering experience of lunch:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	18	25%	23%
Satisfied	50	70%	65%
Dissatisfied	3	4%	10%
Strongly Dissatisfied	0	0%	2%

71

The serving times for meals in residences:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	11	15%	15%
Satisfied	31	44%	47%
Dissatisfied	27	38%	34%
Strongly Dissatisfied	2	3%	4%

71

the overall catering experience of dinner:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	16	23%	24%
Satisfied	49	69%	62%
Dissatisfied	5	7%	11%
Strongly Dissatisfied	1	1%	3%

71

The information provided about our menus:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	25	35%	27%
Satisfied	42	59%	63%
Dissatisfied	4	6%	8%
Strongly Dissatisfied	0	0%	2%

71

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	18	25%	21%
Satisfied	41	58%	58%
Dissatisfied	10	14%	18%
Strongly Dissatisfied	2	3%	3%

71

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	23	32%	17%
Satisfied	44	62%	75%
Dissatisfied	2	3%	6%
Strongly Dissatisfied	2	3%	2%

71

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	30	45%	30%
Satisfied	35	52%	63%
Dissatisfied	1	1%	6%
Strongly Dissatisfied	1	1%	1%

67

The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	30	52%	33%
Satisfied	28	48%	59%
Dissatisfied	0	0%	6%
Strongly Dissatisfied	0	0%	2%

58

The application process:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	28	42%	27%
Satisfied	35	52%	59%
Dissatisfied	2	3%	12%
Strongly Dissatisfied	2	3%	3%

67

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	40	63%	42%
Satisfied	24	38%	54%
Dissatisfied	0	0%	3%
Strongly Dissatisfied	0	0%	1%

64

The response time for questions and queries:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	28	47%	33%
Satisfied	31	52%	59%
Dissatisfied	1	2%	7%
Strongly Dissatisfied	0	0%	1%

60

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	42	61%	43%
Satisfied	25	36%	50%
Dissatisfied	2	3%	6%
Strongly Dissatisfied	0	0%	1%

69

Hall/residence discipline:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	36	52%	31%
Satisfied	28	41%	57%
Dissatisfied	4	6%	9%
Strongly Dissatisfied	1	1%	3%

69

The availability of the Wardennial staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	40	58%	39%
Satisfied	27	39%	53%
Dissatisfied	2	3%	6%
Strongly Dissatisfied	0	0%	1%

69

Pastoral/welfare support and advice:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	35	58%	38%
Satisfied	25	42%	57%
Dissatisfied	0	0%	4%
Strongly Dissatisfied	0	0%	1%

60

The friendliness and approachability of Wardennial staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	48	70%	51%
Satisfied	19	28%	44%
Dissatisfied	2	3%	4%
Strongly Dissatisfied	0	0%	1%

69

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	39	62%	41%
Satisfied	23	37%	55%
Dissatisfied	1	2%	3%
Strongly Dissatisfied	0	0%	1%

63

The hall/residential community:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	50	72%	41%
Satisfied	16	23%	51%
Dissatisfied	2	3%	6%
Strongly Dissatisfied	1	1%	2%

69

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	33	51%	33%
Satisfied	26	40%	59%
Dissatisfied	4	6%	6%
Strongly Dissatisfied	2	3%	2%

65

The events they organise:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	31	46%	34%
Satisfied	29	43%	56%
Dissatisfied	5	7%	9%
Strongly Dissatisfied	2	3%	2%

67

The interaction with the Committee:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	34	52%	32%
Satisfied	26	39%	57%
Dissatisfied	4	6%	9%
Strongly Dissatisfied	2	3%	2%

66

How your subscription is spent by the Committee:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	27	42%	28%
Satisfied	31	48%	58%
Dissatisfied	4	6%	11%
Strongly Dissatisfied	2	3%	3%

64

Facilities**Study bedrooms:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	32	48%	41%
Satisfied	33	49%	52%
Dissatisfied	0	0%	5%
Strongly Dissatisfied	2	3%	1%

67

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	29	43%	29%
Satisfied	38	56%	58%
Dissatisfied	1	1%	11%
Strongly Dissatisfied	0	0%	3%

68

Bathrooms/shower rooms:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	20	30%	24%
Satisfied	35	53%	51%
Dissatisfied	11	17%	20%
Strongly Dissatisfied	0	0%	5%

66

Kitchens or pantries:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	13	19%	22%
Satisfied	40	58%	53%
Dissatisfied	13	19%	19%
Strongly Dissatisfied	3	4%	5%

69

Atmosphere and surroundings in the dining room:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	37	54%	37%
Satisfied	32	46%	56%
Dissatisfied	0	0%	5%
Strongly Dissatisfied	0	0%	2%

 69
Cycle Storage:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	11	28%	31%
Satisfied	25	64%	55%
Dissatisfied	3	8%	12%
Strongly Dissatisfied	0	0%	2%

 39
Laundry room and equipment:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	5	7%	6%
Satisfied	28	41%	25%
Dissatisfied	23	34%	38%
Strongly Dissatisfied	12	18%	31%

 68
Recycling facilities in residential areas:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	17	27%	25%
Satisfied	38	59%	59%
Dissatisfied	8	13%	13%
Strongly Dissatisfied	1	2%	3%

 64
Heating**The current heating levels in your residence:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	19	28%	29%
Satisfied	30	43%	45%
Dissatisfied	19	28%	18%
Strongly Dissatisfied	1	1%	7%

 69
The heating times in your residence:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	13	19%	21%
Satisfied	36	52%	47%
Dissatisfied	15	22%	24%
Strongly Dissatisfied	5	7%	8%

 69
Communication**Preferred method of communication:**

	RESPONSES	%	SURVEY AVERAGE
Email	61	67%	70%
Text	12	13%	7%
Wed Memos	7	8%	8%
Social Media	8	9%	14%
Other	3	3%	1%

 91

What do Residential and Business Services do best?

answer queries quickly.

Approachability

Approachable

Assist when you have difficulties.

Care

Cleaning

Cleaning and communication

Communication

Create strong communities.

Everyone I know who has wanted/needed accommodation has been able to access it.

Everyone is very friendly and helpful. They are always looking to make your experience better.

Food and general upkeep

Good Housing

I have no idea what they even do

Maintenance of accommodation is nicely done

Make people feel at home

Meals and comfortable living.

Overall smooth running of the hall and friendly service

Provide clean, friendly and enjoyable accommodation

provide necessary and accessible information to students about accommodation options

Providing accommodation

The cleaning staff are the best and most friendly

The food in catered halls is great

The Residential and Business Services are great at responding in a timely manner and work to make accommodation a friendly and safe environment to live in.

There are really no glaring issues-- everything seems to be working smoothly. My dorm room and building are clean and comfortable, and my hall community is great.

They offer a friendly and helpful service and make sure that students' individual needs are catered for - they accommodated my need for a single room without any problems.

very comfortable

Very friendly, good response times

Very welcoming, great hall environment that makes first year very enjoyable!

What could Residential and Business Services do better?

Better visibility in the public eye

Communication in regard to hall wide issues (lack of hot water in Regs for almost one week) would be better tackled head on and suitable compensation provided. Catering should go out to consultation with students for improvements to be suggested.

Fees have gone up, but you have removed the ResTel phones from our rooms! This makes

contacting wardens and student services more difficult.

food

Food and heating

Have an hour or two open on Saturdays to pick up packages. At least be open to 5pm on Fridays, its really aggravating when you come to pick up a package at 4:30 and the office is closed.

I had an issue with a pipe running through my bedroom for about 1 month and a half now, and the porter staff say there's nothing that can be done about it (banging sound constantly) and it keeps me up at night and distracts me when studying. Maybe address issues better?

I see nothing.

I'm sure they already do a great job, but I'm also sure that acting on student suggestions would be a good way to improve as well!

Improve communal kitchens

Improve the application process

Improve the quality of food.

Increase heating times as the weather drops below 50 degrees. The residences get particularly cold by 4 o'clock and still take a substantial amount of time to warm up.

Later application. Combat food stealing. Accommodation and laundry should be cheaper (annual increase of £200 for no extras?). Committee should not be threatened with fines for actions of individuals yet when heated showers not provided for a week no refund is given to students.

Let a returner list options when they apply - it is very stressful if you don't get the one option you picked, as others may be too expensive.

Longer meal hours

Make sure showers work properly, were cold for 3 days. Bigger food portions option

My accommodation doesn't seem to be cleaned weekly even though that is the expectation in St. Regulus Hall and the bathrooms are not always clean as well as the showers flood occasionally.

My dorm can be cold at times.

Not care

Perhaps more of an intro to who they are/who does what

Please change the hearing times in Regs!! It is freezing after 7pm even when I'm in a winter coat and under a duvet!!

The drying machines don't seem to work? And they confiscated my hairdryer which I was a bit annoyed about!

They could be more responsive

They could encourage the Student Committee in each hall to publish their events in another way besides social media. I don't have social media so I often don't know what events are happening in my hall (unless they are organised by the wardens), and have to rely on my friends to tell me.

They've been very helpful so far!

Wider variety of food, and more nutritional food, for students with allergies. Also consistently take out the trash from rooms and have recycling more readily available.