

## Student Accommodation Survey 2019-20

### St Salvator's 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.

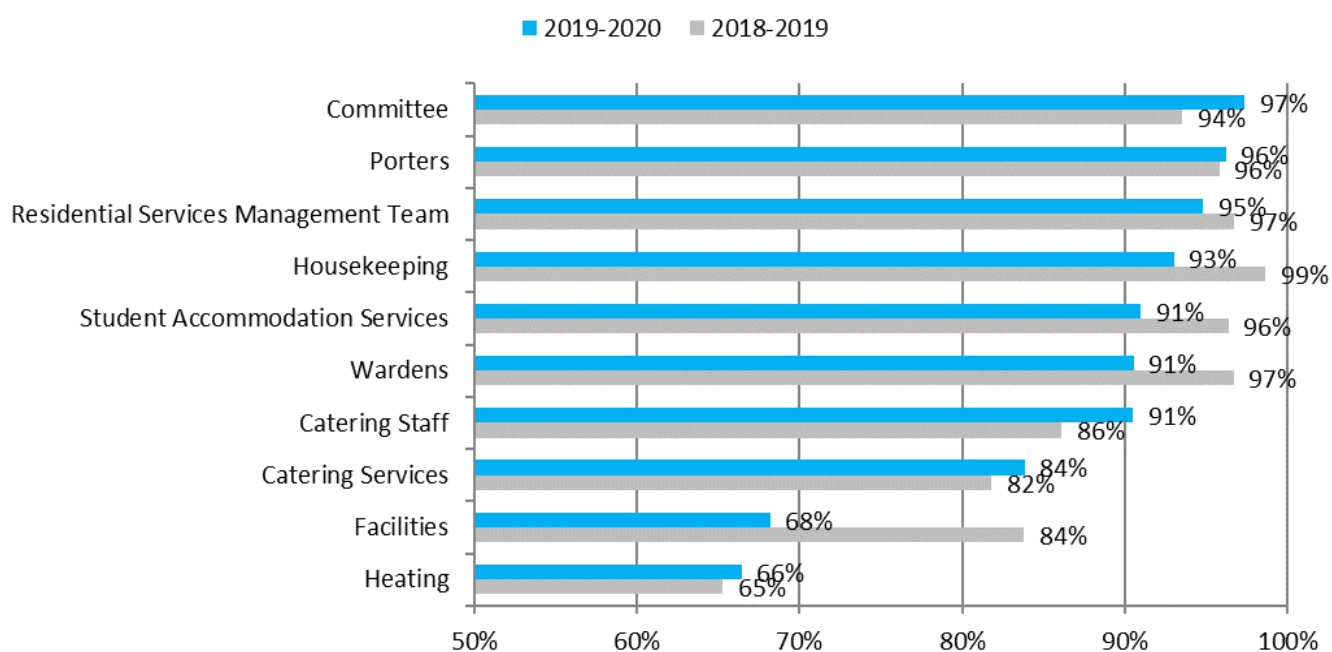
The survey results showed a notable difference in International student satisfaction compared to Home/EU student satisfaction, therefore the overall satisfaction and catering satisfaction categories are broken down further and also presented by Home/EU and International satisfaction.

#### Demographic Breakdown:

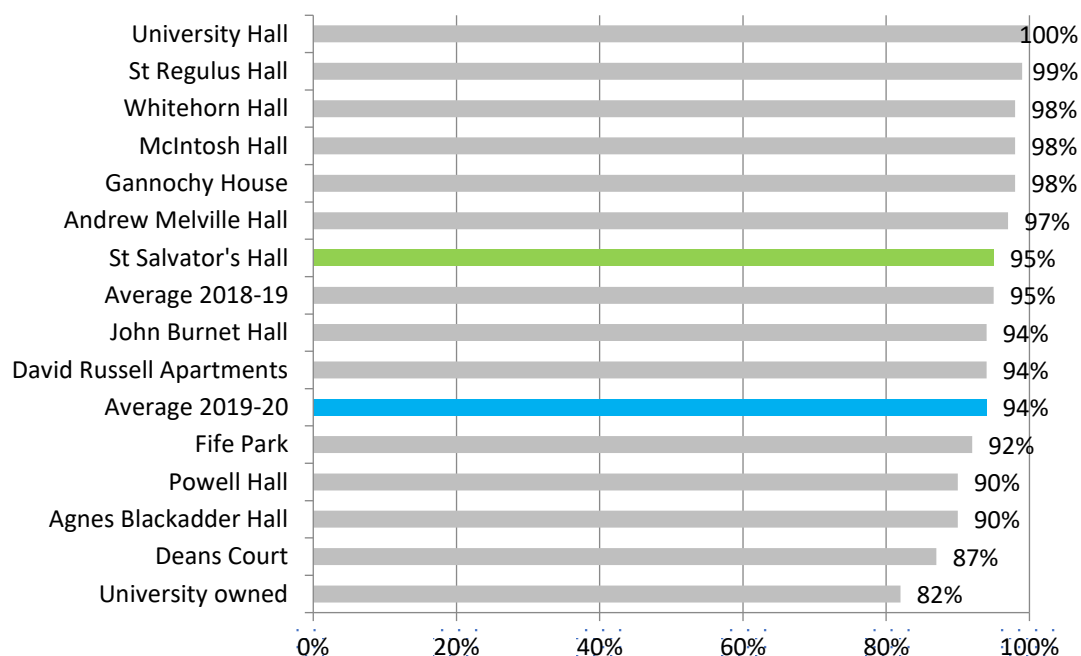
<b>Total respondents:</b>	1517		
<b>Male:</b>	554 (36.5%)	<b>Female:</b>	948 (62.5%)
<b>Non-binary:</b>	15 (1%)	<b>Other:</b>	0 (0%)
<b>Average age:</b>	19.9		
<b>Undergraduate:</b>	1267 (83.5%)	<b>Postgraduate:</b>	250 (16.5%)
<b>Home/EU:</b>	964 (63.5%)	<b>International:</b>	553 (36.5%)
<b>Self-catered: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

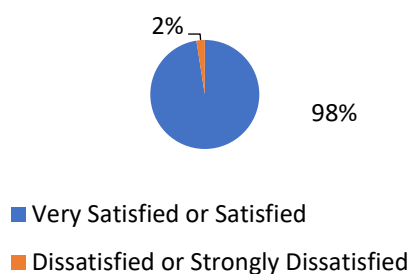
Residence	Survey responses	As a percentage
Agnes Blackadder Hall	197	13%
Andrew Melville Hall	122	8%
Angus House	9	1%
David Russell Apartments	414	27%
Deans Court	15	1%
Fife Park	174	11%
Gannochy House	38	3%
Gregory Place	6	0%
John Burnet Hall	56	4%
McIntosh Hall	87	6%
Powell Hall	68	4%
St Gregory's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

**St Salvator's Hall - year on year overall survey service satisfaction**

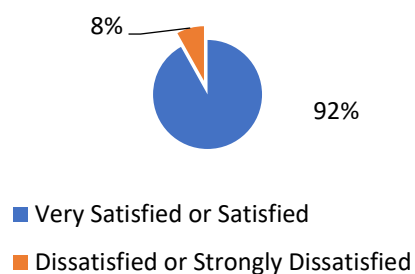
### How Satisfied are you with our Service Overall?

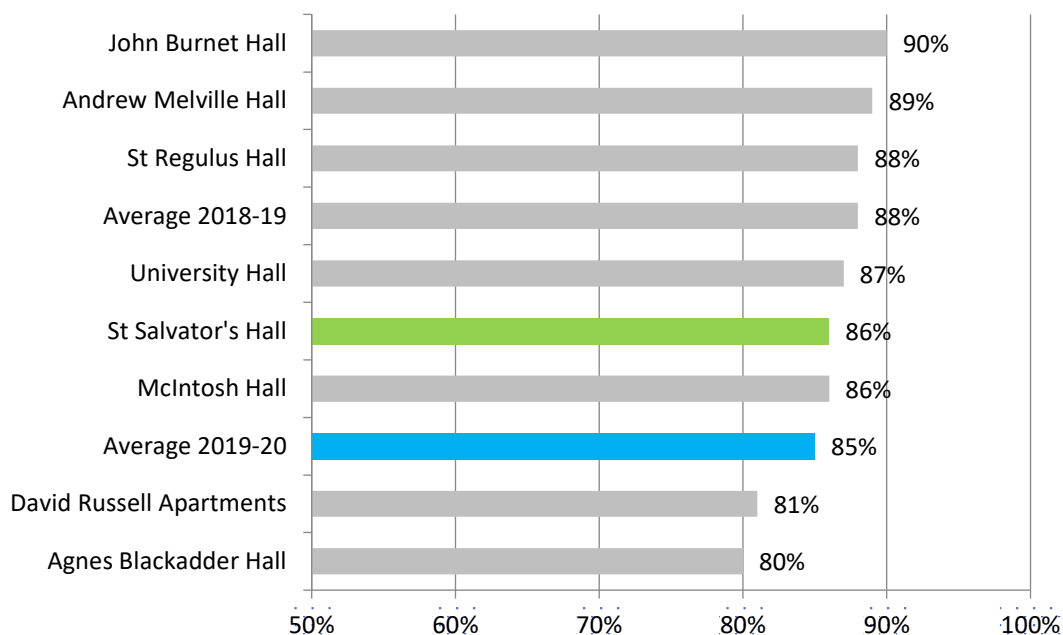
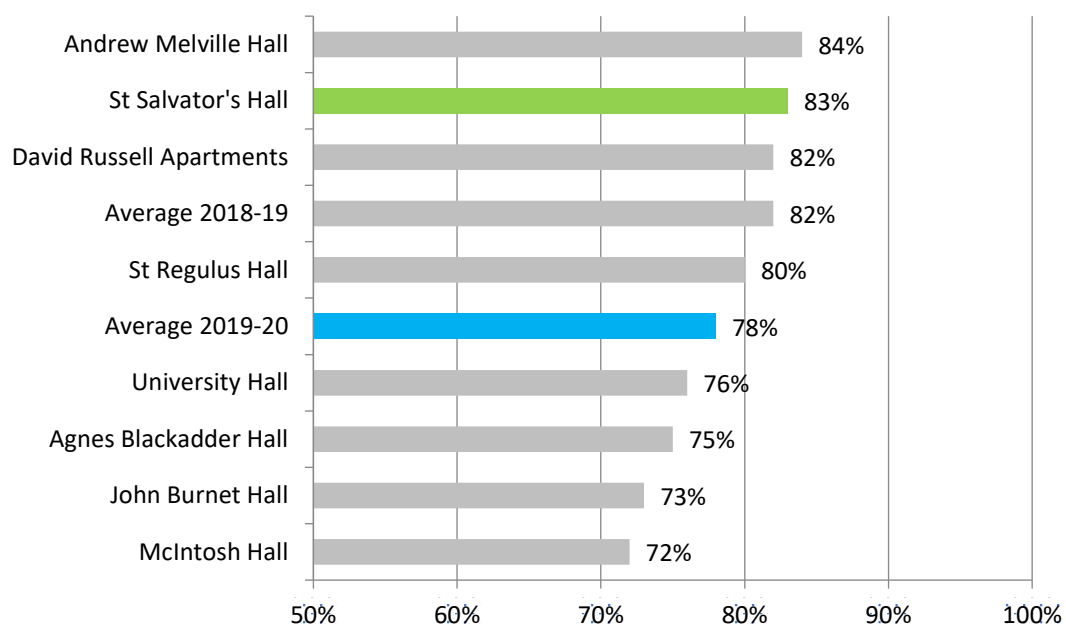


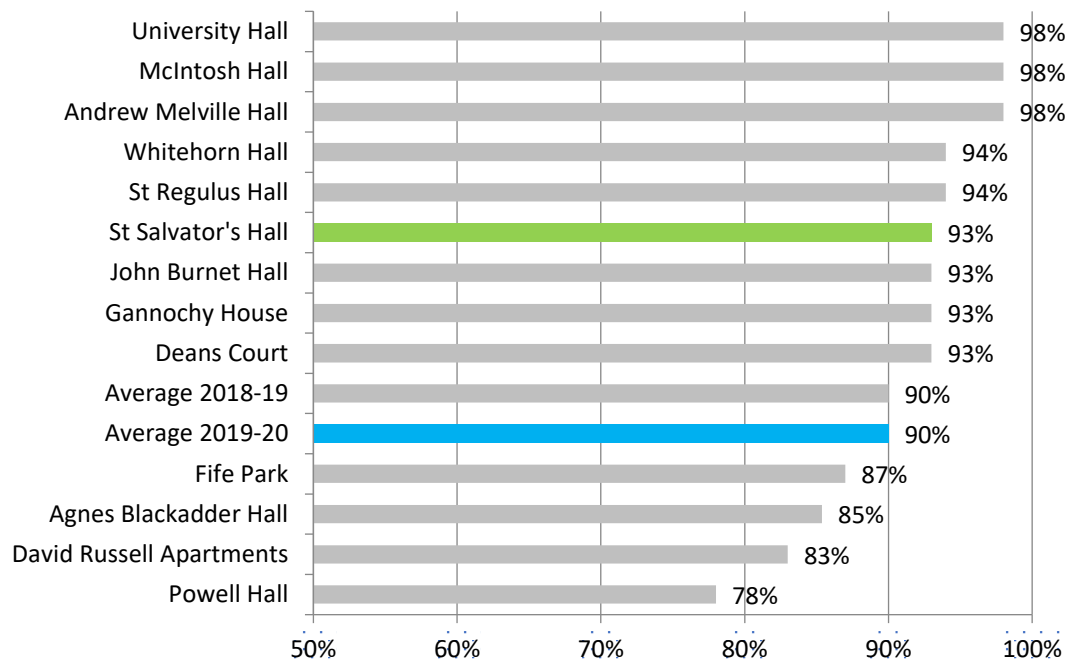
#### EU/Home Student Overall Satisfaction:



#### International Student Overall Satisfaction:



**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	19	26%	29%
Satisfied	51	69%	65%
Dissatisfied	3	4%	5%
Strongly Dissatisfied	1	1%	1%

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74
***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	50%	37%
Satisfied	3	50%	44%
Dissatisfied	0	0%	16%
Strongly Dissatisfied	0	0%	2%

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6
***Cleaning and Housekeeping*****The quality of our cleaning/housekeeping service:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	41	51%	45%
Satisfied	33	41%	45%
Dissatisfied	7	9%	8%
Strongly Dissatisfied	0	0%	3%

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81
**The friendliness and approachability of the staff:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	55	67%	57%
Satisfied	25	30%	38%
Dissatisfied	2	2%	4%
Strongly Dissatisfied	0	0%	1%

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82
**The quantity of cleaning you receive:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	37	46%	40%
Satisfied	36	44%	44%
Dissatisfied	8	10%	12%
Strongly Dissatisfied	0	0%	4%

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81

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	40	51%	47%
Satisfied	33	42%	47%
Dissatisfied	5	6%	4%
Strongly Dissatisfied	1	1%	1%

79

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	56	70%	52%
Satisfied	24	30%	42%
Dissatisfied	0	0%	5%
Strongly Dissatisfied	0	0%	1%

80

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	32	40%	34%
Satisfied	44	55%	58%
Dissatisfied	3	4%	6%
Strongly Dissatisfied	1	1%	2%

80

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	32	44%	37%
Satisfied	40	55%	56%
Dissatisfied	1	1%	6%
Strongly Dissatisfied	0	0%	2%

73

**The availability of these staff:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	24	31%	30%
Satisfied	46	59%	60%
Dissatisfied	8	10%	9%
Strongly Dissatisfied	0	0%	1%

78

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	39	49%	42%
Satisfied	37	47%	52%
Dissatisfied	1	1%	4%
Strongly Dissatisfied	2	3%	2%

79

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	42	44%	39%
Satisfied	41	43%	49%
Dissatisfied	9	9%	9%
Strongly Dissatisfied	3	3%	3%

95

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**the friendliness and approachability of the staff**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	51	54%	57%
Satisfied	35	37%	39%
Dissatisfied	8	8%	3%
Strongly Dissatisfied	1	1%	1%

95

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**the overall responses to questions & queries you ask them**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	39	41%	44%
Satisfied	50	53%	50%
Dissatisfied	5	5%	6%
Strongly Dissatisfied	1	1%	1%

95

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	26	27%	18%
Satisfied	47	49%	54%
Dissatisfied	15	16%	20%
Strongly Dissatisfied	7	7%	7%

95

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**the information provided on our Knowledge Information Boards:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	19	20%	17%
Satisfied	69	74%	79%
Dissatisfied	4	4%	4%
Strongly Dissatisfied	1	1%	0%

93

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**The taste of the food:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	19	20%	14%
Satisfied	57	60%	59%
Dissatisfied	17	18%	23%
Strongly Dissatisfied	2	2%	4%

95

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**the overall catering experience of breakfast:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	38	41%	40%
Satisfied	43	47%	48%
Dissatisfied	11	12%	10%
Strongly Dissatisfied	0	0%	2%

92

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**The range and choice you have at different meals:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	28	29%	20%
Satisfied	45	47%	56%
Dissatisfied	19	20%	22%
Strongly Dissatisfied	3	3%	3%

95

**the overall catering experience of lunch:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	27	29%	23%
Satisfied	57	62%	65%
Dissatisfied	7	8%	10%
Strongly Dissatisfied	1	1%	2%

92

**The serving times for meals in residences:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	16	17%	15%
Satisfied	42	45%	47%
Dissatisfied	35	37%	34%
Strongly Dissatisfied	1	1%	4%

94

**the overall catering experience of dinner:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	25	27%	24%
Satisfied	55	60%	62%
Dissatisfied	11	12%	11%
Strongly Dissatisfied	1	1%	3%

92

**The information provided about our menus:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	28	30%	27%
Satisfied	57	61%	63%
Dissatisfied	9	10%	8%
Strongly Dissatisfied	0	0%	2%

94

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	26	28%	21%
Satisfied	50	54%	58%
Dissatisfied	13	14%	18%
Strongly Dissatisfied	3	3%	3%

92

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	23	25%	17%
Satisfied	64	69%	75%
Dissatisfied	5	5%	6%
Strongly Dissatisfied	1	1%	2%

93

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	20	28%	30%
Satisfied	42	59%	63%
Dissatisfied	9	13%	6%
Strongly Dissatisfied	0	0%	1%

71

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	18	28%	33%
Satisfied	42	66%	59%
Dissatisfied	4	6%	6%
Strongly Dissatisfied	0	0%	2%

64

**The application process:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	14	19%	27%
Satisfied	48	65%	59%
Dissatisfied	9	12%	12%
Strongly Dissatisfied	3	4%	3%

74

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	24	34%	42%
Satisfied	44	63%	54%
Dissatisfied	2	3%	3%
Strongly Dissatisfied	0	0%	1%

70

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	18	28%	33%
Satisfied	43	66%	59%
Dissatisfied	4	6%	7%
Strongly Dissatisfied	0	0%	1%

65

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	31	42%	43%
Satisfied	35	47%	50%
Dissatisfied	6	8%	6%
Strongly Dissatisfied	2	3%	1%

74

**Hall/residence discipline:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	21	29%	31%
Satisfied	42	58%	57%
Dissatisfied	6	8%	9%
Strongly Dissatisfied	3	4%	3%

72

**The availability of the Wardennial staff:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	23	31%	39%
Satisfied	41	55%	53%
Dissatisfied	9	12%	6%
Strongly Dissatisfied	1	1%	1%

74

**Pastoral/welfare support and advice:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	25	42%	38%
Satisfied	29	48%	57%
Dissatisfied	4	7%	4%
Strongly Dissatisfied	2	3%	1%

60

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	37	50%	51%
Satisfied	31	42%	44%
Dissatisfied	4	5%	4%
Strongly Dissatisfied	2	3%	1%

74

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	28	41%	41%
Satisfied	37	54%	55%
Dissatisfied	1	1%	3%
Strongly Dissatisfied	3	4%	1%

69

**The hall/residential community:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	33	44%	41%
Satisfied	38	51%	51%
Dissatisfied	2	3%	6%
Strongly Dissatisfied	2	3%	2%

75

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	28	41%	33%
Satisfied	38	56%	59%
Dissatisfied	2	3%	6%
Strongly Dissatisfied	0	0%	2%

68

**The events they organise:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	32	47%	34%
Satisfied	34	50%	56%
Dissatisfied	2	3%	9%
Strongly Dissatisfied	0	0%	2%

68

**The interaction with the Committee:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	26	39%	32%
Satisfied	40	60%	57%
Dissatisfied	1	1%	9%
Strongly Dissatisfied	0	0%	2%
	<u>67</u>		

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	26	41%	28%
Satisfied	36	56%	58%
Dissatisfied	2	3%	11%
Strongly Dissatisfied	0	0%	3%
	<u>64</u>		

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	26	38%	41%
Satisfied	36	52%	52%
Dissatisfied	6	9%	5%
Strongly Dissatisfied	1	1%	1%
	<u>69</u>		

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	24	33%	29%
Satisfied	41	57%	58%
Dissatisfied	5	7%	11%
Strongly Dissatisfied	2	3%	3%
	<u>72</u>		

**Bathrooms/shower rooms:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	16	21%	22%
Satisfied	36	48%	52%
Dissatisfied	19	25%	21%
Strongly Dissatisfied	4	5%	5%
	<u>75</u>		

**Kitchens or pantries:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	4	5%	22%
Satisfied	20	27%	53%
Dissatisfied	32	43%	19%
Strongly Dissatisfied	19	25%	5%
	<u>75</u>		

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	43	58%	37%
Satisfied	30	41%	56%
Dissatisfied	0	0%	5%
Strongly Dissatisfied	1	1%	2%
	<u>74</u>		

**Cycle Storage:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	6	17%	31%
Satisfied	20	56%	55%
Dissatisfied	7	19%	12%
Strongly Dissatisfied	3	8%	2%
	<u>36</u>		

**Laundry room and equipment:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	3	4%	6%
Satisfied	13	18%	25%
Dissatisfied	30	41%	38%
Strongly Dissatisfied	28	38%	31%

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 74
**Recycling facilities in residential areas:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	11	16%	25%
Satisfied	42	61%	59%
Dissatisfied	11	16%	13%
Strongly Dissatisfied	5	7%	3%

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 69
**Heating****The current heating levels in your residence:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	15	20%	29%
Satisfied	34	45%	45%
Dissatisfied	21	28%	18%
Strongly Dissatisfied	5	7%	7%

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 75
**The heating times in your residence:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	11	15%	21%
Satisfied	39	53%	47%
Dissatisfied	19	26%	24%
Strongly Dissatisfied	5	7%	8%

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 74
**Communication****Preferred method of communication:**

	RESPONSES	%	SURVEY AVERAGE
Email	62	66%	70%
Text	12	13%	7%
Wed Memos	8	9%	8%
Social Media	11	12%	14%
Other	1	1%	1%

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 94

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

Approachability.

Are always on top of the issues going on in halls, if there has been an incident, the team is usually aware of it within a day and they are on top of it and trying to deal with it.

Caring about students :)

Cleaning

Food and hall atmosphere is nice

Friendliness of staff

Friendly and approachable when it comes to queries

Good communication levels.

Guarantee accommodation

I am very happy with the cleaning and reception services.

I don't know

Keep me comfortable and happy

Kind and approachable staff members

Maintain the building

make it easy to find accommodation

Make the hall welcoming and clean

Make themselves available to students packages

Patiently take time to answer my questions

Provide affordable catering and housing

Provide for students with special needs

Quality of responses to queries

Reduce quality of what we pay for, e.g. fruit juice replaced with high-sugar squash, loss of

evening/weekend porters with no suitable cover (catering team unable to assist as they are running the kitchen)

Respond quickly

Safety and security

sense of community within halls

staff is really friendly, makes my day better

Staying relevant every year

The catering team is very friendly and accommodating

The choice of food and quality of cleaning.

the friendliness of the staff is excellent, they give you what you want

The porters and wardens are incredibly approachable and understanding of people living in dorms. They are approachable and I really enjoy the events they put on. The porters are also never exasperated when they have to unlock people's rooms, something I am guilty of quite a bit.

They are extremely friendly and approachable!

They are good at getting us our packages

They have very friendly and approachable staff who are very willing to help with any questions.

They provide a welcoming atmosphere to students.

They run all the cafes really well

very kind

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

better communication

Better facilities for students to do their own cooking on the weekends

better heating, it is so cold in some places and so warm in others (maybe invest in double glazing)

Better vegetarian food

Choose your Wardennial teams wisely

Communicate more with students without being prompted

Create a (much) greater supply of affordable accommodation

Definitely in need of better heating and ventilation, and cheaper laundry service

Heat the halls so I am not having to purchase 5 blankets in order for me to sleep

hot water

I do not know

I think that they could refine some of their sustainability efforts. To have trash taken out every day, even if there is only one or two things in the bin seems like a waste of plastic. Maybe halls should consider only emptying bins three times a week instead of every day during the week.

Improve kitchen and pantry spaces for catered students expected to cook for themselves on the weekends.

Improve the kitchens and lighting in rooms

Improve the laundry service

Improve the pantries in the halls (larger fridge, add a freezer, etc.)

Issues with roommates can interrupt the settling in of someone quite drastically, the experiences I've seen have been that they are very slow to dealing with these issues and it has interfered with the students work too.

It would be nice if there was an app/online version of the coffee loyalty card for the cafes and possibly have more events as well

Laundry services, juice in hall (no-one likes the squash), coffee in hall

Make the kitchens usable

More events would be nice for a stronger sense of community! :)

More frequent cleaning of the bathrooms as well as introduce some measures to stop people from stealing others food from the communal kitchens.

Provide a better application form. The randomness of receiving accommodation is absolutely terrifying and almost put me off applying to St. Andrews!

Provide freezers on all floors- only one floor has a freezer and it is too small for everyone to use

Provide specific hall close/open dates for winter break on university website, consider knock-on effects of decisions eg loss of porter cover and put in place actual mitigation for loss/reduction in service

Shower heating inconsistent. Provide takeaway meals in takeaway containers, ie. Not just a sandwich for takeaway meals

staff should be more easily available for queries

The option to pay for accommodation by semester would help my family, but I know that this may be unlikely because the letting agreement is for two semesters.

The package delivery system is very messy and could use more openness and clarity.

The Residential and Business Services could fix the dryers in St. Salvator's basement.

The wardens don't know most of the residents and aren't very friendly, yet they are really strict.

Warden at hall for weekends.

we need more freezers in St Salvator's Hall.  
One per 250 people is not enough

When people clash with their roommates -  
action has often been slow, unsympathetic  
and stressful.

work on catering and heating