

Student Accommodation Survey 2019-20

University 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.

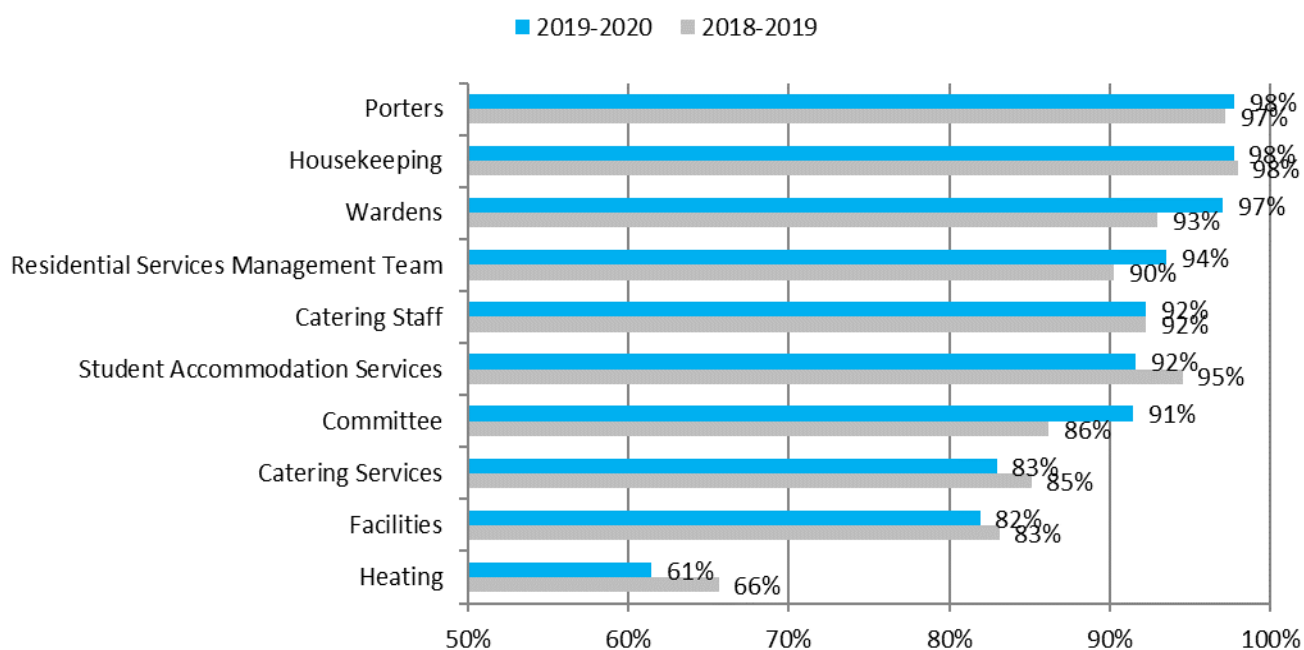
Demographic Breakdown:

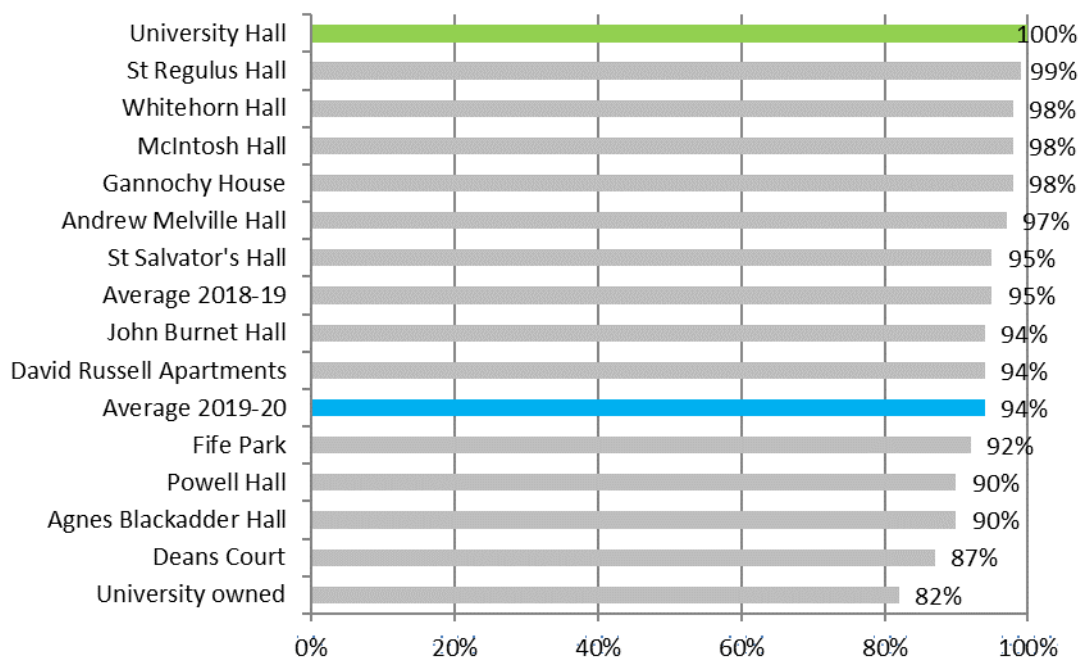
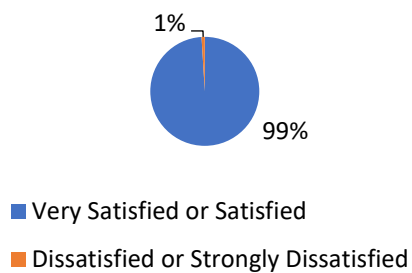
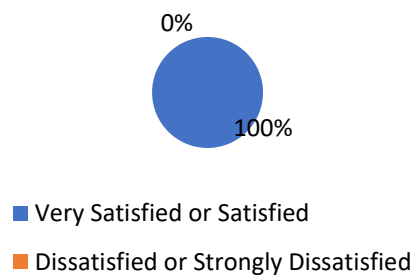
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|---------------------------|--------------|-----------------------|-------------|
| Total respondents: | 1517 | | |
| Male: | 554 (36.5%) | Female: | 948 (62.5%) |
| Non-binary: | 15 (1%) | Other: | 0 (0%) |
| Average age: | 19.9 | | |
| Undergraduate: | 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%) |

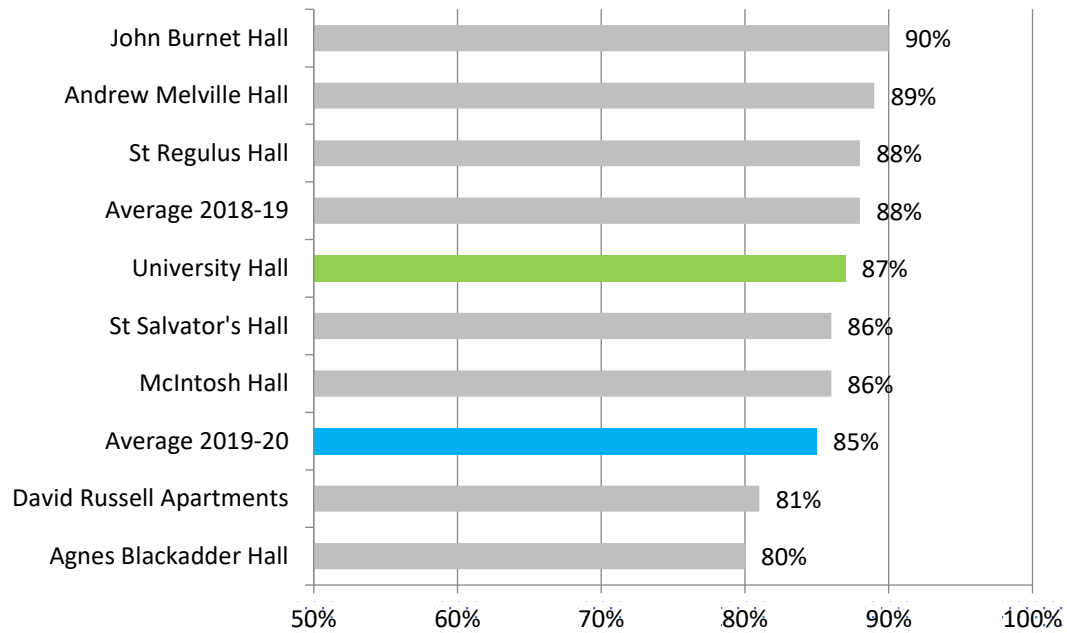
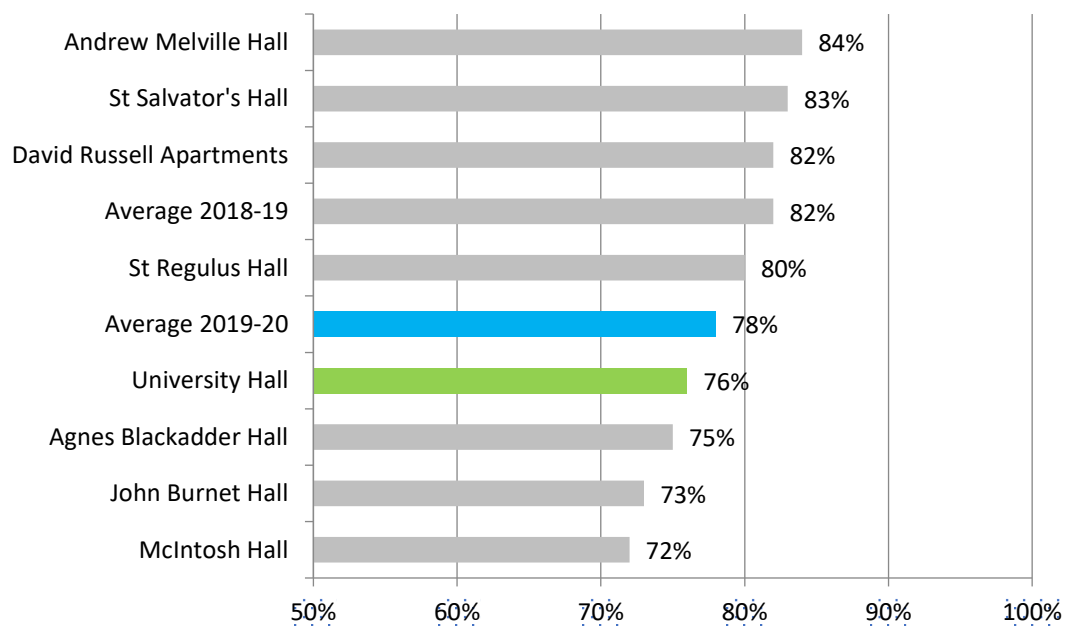
| | |
|---------------|-------------|
| Postgraduate: | 157 (10.5%) |
|---------------|-------------|

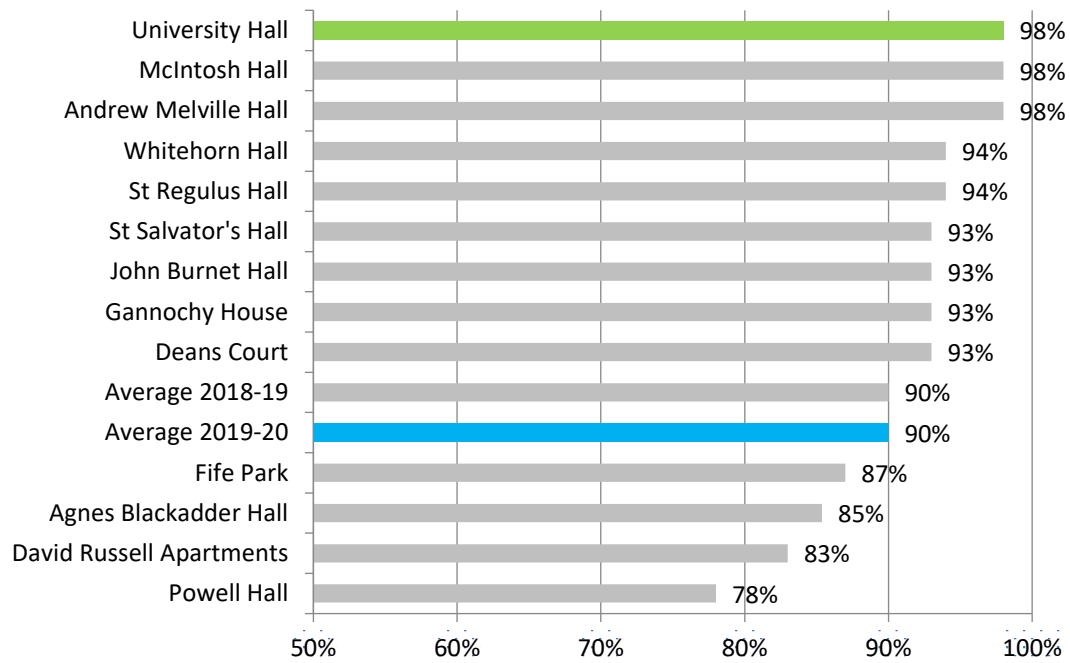
Number of students who completed the survey (by residence)

| 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% |

University 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 | 34 | 35% | 29% |
| Satisfied | 63 | 65% | 65% |
| Dissatisfied | 0 | 0% | 5% |
| Strongly Dissatisfied | 0 | 0% | 1% |

 97
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 | 1 | 29% | 37% |
| Satisfied | 3 | 63% | 44% |
| Dissatisfied | 0 | 9% | 16% |
| Strongly Dissatisfied | 0 | 0% | 2% |

 4
Cleaning and Housekeeping**The quality of our cleaning/housekeeping service:**

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 70 | 68% | 45% |
| Satisfied | 32 | 31% | 45% |
| Dissatisfied | 1 | 1% | 8% |
| Strongly Dissatisfied | 0 | 0% | 3% |

 103
The friendliness and approachability of the staff:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 80 | 78% | 57% |
| Satisfied | 22 | 21% | 38% |
| Dissatisfied | 1 | 1% | 4% |
| Strongly Dissatisfied | 0 | 0% | 1% |

 103
The quantity of cleaning you receive:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 63 | 61% | 40% |
| Satisfied | 35 | 34% | 44% |
| Dissatisfied | 5 | 5% | 12% |
| Strongly Dissatisfied | 0 | 0% | 4% |

 103

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

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 51 | 58% | 47% |
| Satisfied | 35 | 40% | 47% |
| Dissatisfied | 2 | 2% | 4% |
| Strongly Dissatisfied | 0 | 0% | 1% |

 88
The friendliness and approachability of the staff:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 53 | 57% | 52% |
| Satisfied | 38 | 41% | 42% |
| Dissatisfied | 2 | 2% | 5% |
| Strongly Dissatisfied | 0 | 0% | 1% |

 93
Residential Services Management Team**The quality of the service provided by Residential Services Management Team:**

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 44 | 45% | 34% |
| Satisfied | 48 | 49% | 58% |
| Dissatisfied | 4 | 4% | 6% |
| Strongly Dissatisfied | 2 | 2% | 2% |

 98
The overall responses to questions and queries you ask them:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 46 | 49% | 37% |
| Satisfied | 42 | 45% | 56% |
| Dissatisfied | 4 | 4% | 6% |
| Strongly Dissatisfied | 1 | 1% | 2% |

 93
The availability of these staff:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 41 | 42% | 30% |
| Satisfied | 49 | 50% | 60% |
| Dissatisfied | 7 | 7% | 9% |
| Strongly Dissatisfied | 1 | 1% | 1% |

 98
The friendliness and approachability of the staff:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 50 | 51% | 42% |
| Satisfied | 42 | 43% | 52% |
| Dissatisfied | 4 | 4% | 4% |
| Strongly Dissatisfied | 2 | 2% | 2% |

 98
Catering Staff**the quality of the service provided by the catering staff**

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 56 | 45% | 39% |
| Satisfied | 51 | 41% | 49% |
| Dissatisfied | 12 | 10% | 9% |
| Strongly Dissatisfied | 6 | 5% | 3% |

 125
the friendliness and approachability of the staff

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 69 | 55% | 57% |
| Satisfied | 53 | 42% | 39% |
| Dissatisfied | 3 | 2% | 3% |
| Strongly Dissatisfied | 0 | 0% | 1% |

 125

the overall responses to questions & queries you ask them

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 56 | 45% | 44% |
| Satisfied | 61 | 49% | 50% |
| Dissatisfied | 7 | 6% | 6% |
| Strongly Dissatisfied | 1 | 1% | 1% |

125

Catering Services

The quality of the food provided in your residence:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 14 | 11% | 18% |
| Satisfied | 77 | 62% | 54% |
| Dissatisfied | 23 | 19% | 20% |
| Strongly Dissatisfied | 10 | 8% | 7% |

124

the information provided on our Knowledge Information Boards:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 19 | 15% | 17% |
| Satisfied | 99 | 80% | 79% |
| Dissatisfied | 4 | 3% | 4% |
| Strongly Dissatisfied | 2 | 2% | 0% |

124

The taste of the food:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 12 | 10% | 14% |
| Satisfied | 80 | 65% | 59% |
| Dissatisfied | 22 | 18% | 23% |
| Strongly Dissatisfied | 10 | 8% | 4% |

124

the overall catering experience of breakfast:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 48 | 39% | 40% |
| Satisfied | 59 | 48% | 48% |
| Dissatisfied | 14 | 11% | 10% |
| Strongly Dissatisfied | 3 | 2% | 2% |

124

The range and choice you have at different meals:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 23 | 19% | 20% |
| Satisfied | 74 | 60% | 56% |
| Dissatisfied | 23 | 19% | 22% |
| Strongly Dissatisfied | 4 | 3% | 3% |

124

the overall catering experience of lunch:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 19 | 15% | 23% |
| Satisfied | 92 | 74% | 65% |
| Dissatisfied | 8 | 6% | 10% |
| Strongly Dissatisfied | 5 | 4% | 2% |

124

The serving times for meals in residences:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 22 | 18% | 15% |
| Satisfied | 57 | 46% | 47% |
| Dissatisfied | 39 | 31% | 34% |
| Strongly Dissatisfied | 6 | 5% | 4% |

124

the overall catering experience of dinner:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 31 | 25% | 24% |
| Satisfied | 80 | 65% | 62% |
| Dissatisfied | 6 | 5% | 11% |
| Strongly Dissatisfied | 6 | 5% | 3% |

123

The information provided about our menus:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 33 | 27% | 27% |
| Satisfied | 74 | 60% | 63% |
| Dissatisfied | 15 | 12% | 8% |
| Strongly Dissatisfied | 2 | 2% | 2% |

124

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

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 21 | 17% | 21% |
| Satisfied | 80 | 65% | 58% |
| Dissatisfied | 16 | 13% | 18% |
| Strongly Dissatisfied | 6 | 5% | 3% |

123

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

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 14 | 11% | 17% |
| Satisfied | 102 | 82% | 75% |
| Dissatisfied | 5 | 4% | 6% |
| Strongly Dissatisfied | 3 | 2% | 2% |

124

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

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 26 | 28% | 30% |
| Satisfied | 60 | 65% | 63% |
| Dissatisfied | 5 | 5% | 6% |
| Strongly Dissatisfied | 1 | 1% | 1% |

92

The overall responses to questions and queries you ask them:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 31 | 36% | 33% |
| Satisfied | 50 | 58% | 59% |
| Dissatisfied | 3 | 3% | 6% |
| Strongly Dissatisfied | 2 | 2% | 2% |

86

The application process:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 22 | 23% | 27% |
| Satisfied | 59 | 61% | 59% |
| Dissatisfied | 10 | 10% | 12% |
| Strongly Dissatisfied | 6 | 6% | 3% |

97

The friendliness and approachability of the staff:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 44 | 47% | 42% |
| Satisfied | 43 | 46% | 54% |
| Dissatisfied | 4 | 4% | 3% |
| Strongly Dissatisfied | 2 | 2% | 1% |

93

The response time for questions and queries:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 31 | 36% | 33% |
| Satisfied | 50 | 58% | 59% |
| Dissatisfied | 3 | 3% | 7% |
| Strongly Dissatisfied | 2 | 2% | 1% |

86

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

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 55 | 57% | 43% |
| Satisfied | 41 | 42% | 50% |
| Dissatisfied | 0 | 0% | 6% |
| Strongly Dissatisfied | 1 | 1% | 1% |

97

Hall/residence discipline:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 31 | 34% | 31% |
| Satisfied | 55 | 60% | 57% |
| Dissatisfied | 6 | 7% | 9% |
| Strongly Dissatisfied | 0 | 0% | 3% |

92

The availability of the Wardennial staff:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 48 | 50% | 39% |
| Satisfied | 42 | 44% | 53% |
| Dissatisfied | 5 | 5% | 6% |
| Strongly Dissatisfied | 1 | 1% | 1% |

96

Pastoral/welfare support and advice:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 35 | 45% | 38% |
| Satisfied | 42 | 55% | 57% |
| Dissatisfied | 0 | 0% | 4% |
| Strongly Dissatisfied | 0 | 0% | 1% |

77

The friendliness and approachability of Wardennial staff:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 65 | 67% | 51% |
| Satisfied | 30 | 31% | 44% |
| Dissatisfied | 1 | 1% | 4% |
| Strongly Dissatisfied | 1 | 1% | 1% |

97

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

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 49 | 55% | 41% |
| Satisfied | 38 | 43% | 55% |
| Dissatisfied | 1 | 1% | 3% |
| Strongly Dissatisfied | 1 | 1% | 1% |

89

The hall/residential community:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 49 | 52% | 41% |
| Satisfied | 44 | 46% | 51% |
| Dissatisfied | 2 | 2% | 6% |
| Strongly Dissatisfied | 0 | 0% | 2% |

95

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

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 29 | 32% | 33% |
| Satisfied | 54 | 60% | 59% |
| Dissatisfied | 7 | 8% | 6% |
| Strongly Dissatisfied | 0 | 0% | 2% |

90

The events they organise:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 32 | 35% | 34% |
| Satisfied | 53 | 58% | 56% |
| Dissatisfied | 5 | 5% | 9% |
| Strongly Dissatisfied | 1 | 1% | 2% |

91

The interaction with the Committee:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 26 | 30% | 32% |
| Satisfied | 54 | 62% | 57% |
| Dissatisfied | 7 | 8% | 9% |
| Strongly Dissatisfied | 0 | 0% | 2% |

87

How your subscription is spent by the Committee:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 25 | 30% | 28% |
| Satisfied | 48 | 58% | 58% |
| Dissatisfied | 7 | 8% | 11% |
| Strongly Dissatisfied | 3 | 4% | 3% |

83

Facilities**Study bedrooms:**

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 42 | 45% | 41% |
| Satisfied | 48 | 51% | 52% |
| Dissatisfied | 4 | 4% | 5% |
| Strongly Dissatisfied | 0 | 0% | 1% |

 94
Common rooms (e.g. libraries in residences, study areas or computer rooms):

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 43 | 46% | 29% |
| Satisfied | 44 | 47% | 58% |
| Dissatisfied | 6 | 6% | 11% |
| Strongly Dissatisfied | 0 | 0% | 3% |

 93
Bathrooms/shower rooms:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 34 | 35% | 22% |
| Satisfied | 50 | 52% | 52% |
| Dissatisfied | 12 | 13% | 21% |
| Strongly Dissatisfied | 0 | 0% | 5% |

 96
Kitchens or pantries:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 20 | 21% | 22% |
| Satisfied | 47 | 50% | 53% |
| Dissatisfied | 22 | 23% | 19% |
| Strongly Dissatisfied | 5 | 5% | 5% |

 94
Atmosphere and surroundings in the dining room:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 47 | 49% | 37% |
| Satisfied | 46 | 48% | 56% |
| Dissatisfied | 2 | 2% | 5% |
| Strongly Dissatisfied | 1 | 1% | 2% |

 96
Cycle Storage:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 18 | 34% | 31% |
| Satisfied | 33 | 62% | 55% |
| Dissatisfied | 2 | 4% | 12% |
| Strongly Dissatisfied | 0 | 0% | 2% |

 53
Laundry room and equipment:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 10 | 10% | 6% |
| Satisfied | 32 | 33% | 25% |
| Dissatisfied | 34 | 35% | 38% |
| Strongly Dissatisfied | 21 | 22% | 31% |

 97
Recycling facilities in residential areas:

| | RESPONSES | % | SURVEY AVERAGE |
|-----------------------|-----------|-----|----------------|
| Very Satisfied | 20 | 22% | 25% |
| Satisfied | 51 | 56% | 59% |
| Dissatisfied | 18 | 20% | 13% |
| Strongly Dissatisfied | 2 | 2% | 3% |

 91

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

| | RESPONSES | % | SURVEY AVERAGE |
|--------------------------|-----------|-----|-------------------|
| Very Satisfied | 19 | 20% | 29% |
| Satisfied | 42 | 43% | 45% |
| Dissatisfied | 24 | 25% | 18% |
| Strongly Dissatisfied | 12 | 12% | 7% |
| | <u>97</u> | | |

The heating times in your residence:

| | RESPONSES | % | SURVEY AVERAGE |
|--------------------------|-----------|-----|-------------------|
| Very Satisfied | 17 | 18% | 21% |
| Satisfied | 40 | 42% | 47% |
| Dissatisfied | 26 | 27% | 24% |
| Strongly Dissatisfied | 12 | 13% | 8% |
| | <u>95</u> | | |

Communication**Preferred method of communication:**

| | RESPONSES | % | SURVEY AVERAGE |
|--------------|------------|-----|-------------------|
| Email | 81 | 68% | 70% |
| Text | 8 | 7% | 7% |
| Wed Memos | 11 | 9% | 8% |
| Social Media | 18 | 15% | 14% |
| Other | 2 | 2% | 1% |
| | <u>199</u> | | |

What do Residential and Business Services do best?

Accessibility and friendliness allows easy approachability for students.

Approachability

Are approachable for inquiries, comments, complaints :)

Are friendly

Being approachable and answering our questions

Create a good atmosphere

Don't know what that is sorry.

Friendly, approachable, good at responding to questions and always there if you need them.

Good availability.

Good!

helpfulness and friendliness

Listen to what people want and take students' points of view into account.

Look after us

Make you feel welcome

Provide beautiful, clean, and safe accommodations

Provide wholesome community

Receiving online deliveries for us.

response to inquiry

Rip students off and treat pastoral staff as expendable.

Support students settle into the university in accommodation

Take your queries and concerns into account and take the appropriate steps to help you

The variety of food at meals times is amazing. The cleaning staff are friendly.

The Wardennial team is amazing!

They are very friendly and always available for questions

They are very nice and helpful and seem like they care a lot

Very friendly approachable staff, with quick response times to queries.

Very helpful with all questions or pointing you in the right direction

What could Residential and Business Services do better?

Accessibility of wardens, not always very easy to find.

adjust the heating, healthier food,

Be kind.

Better allocation process of shared rooms

Could not move people once they've settled dining services

Fix heating in Old Wing, hire Brian permanently as chef for University Hall (I find the food is better when he's cooking)

Give a better idea of what bedrooms would be like in certain halls and improve the clunky and outdated application process

Good!

I don't know.

I liked my room and roommates. The food was truly horrendous. The assistant wardens Zach and Emma Cate treated my roommates and I with contempt, rudeness, and judgement each time we asked for assistance from them.

If you really care about the environment and want to save energy, double-glaze the windows in Wardlaw. The heat you give us goes straight outside and we're all freezing.

increase heating times sooner in the semester, i was freezing, my dudes

Increase heating times, especially in study rooms

It is often VERY cold in rooms and difficult to concentrate because of that.

Make sure there is soap in the communal bathrooms.

Meal times should be addressed.

Na

Perhaps more vacuuming in the room, and making sure trash cans in rooms are separated into recycling instead of all thrown into one bag.

Provide a greater number of cheaper accommodation such as self catered shared bathroom. Ensuring that heating in all the rooms is working before arrival in St Andrews as there have been many cases of radiators not working in rooms. Making the laundry services cheaper and less temperamental.

compromises can be made to meet student requests!

The kitchen is quite frustrating as the cupboards aren't lockable and the dishes are always dirty (know this is an issue with students more than generally, but if we could have a draining board or someone enforcing cleanliness?) Just doesn't feel very clean. Overall not terrible though!

Provide sufficient heating in bedrooms and common areas :(i am evolving into an icicle, like a pokemon

Reduce the price of accommodation

Select better accommodation per person, some people love it but many are dissatisfied

Take more of a "can do" approach to student concerns - instead of just saying that things are as they have always been or are the standard at other universities, perhaps think out of the box more and see if any