

Student Accommodation Survey 2019-20

University owned
(Angus House, Gregory Place, St Gregory's and Stanley Smith House)

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.

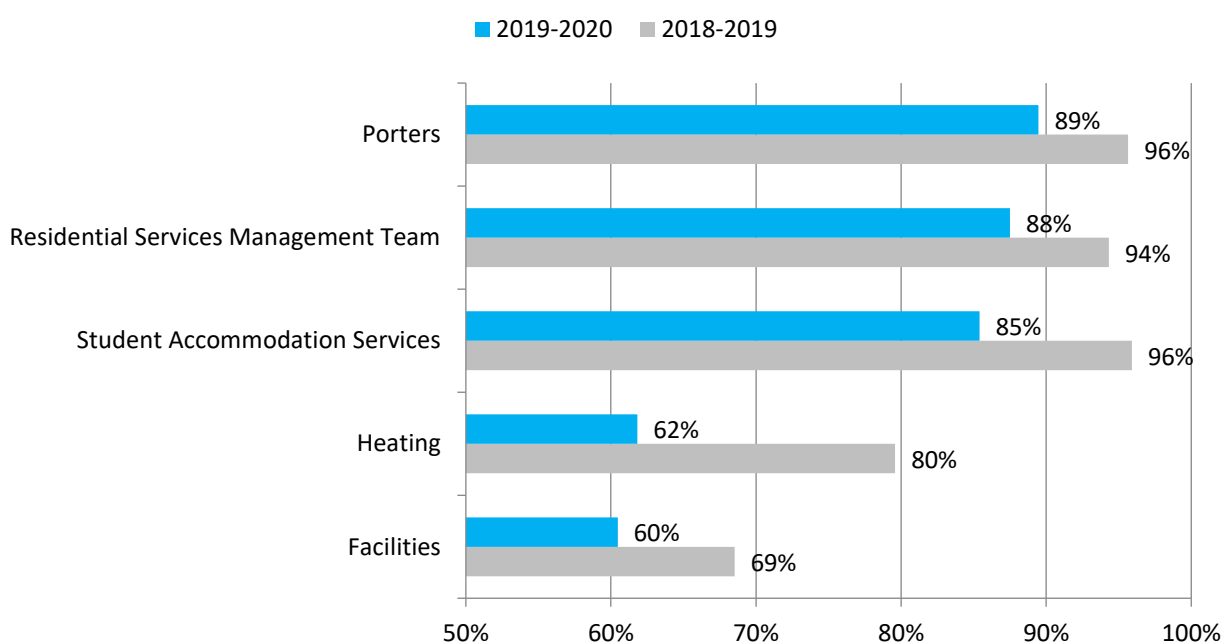
The survey results showed a notable difference in International student satisfaction compared to Home/EU student satisfaction, therefore the overall satisfaction and catering satisfaction categories are broken down further and also presented by Home/EU and International satisfaction.

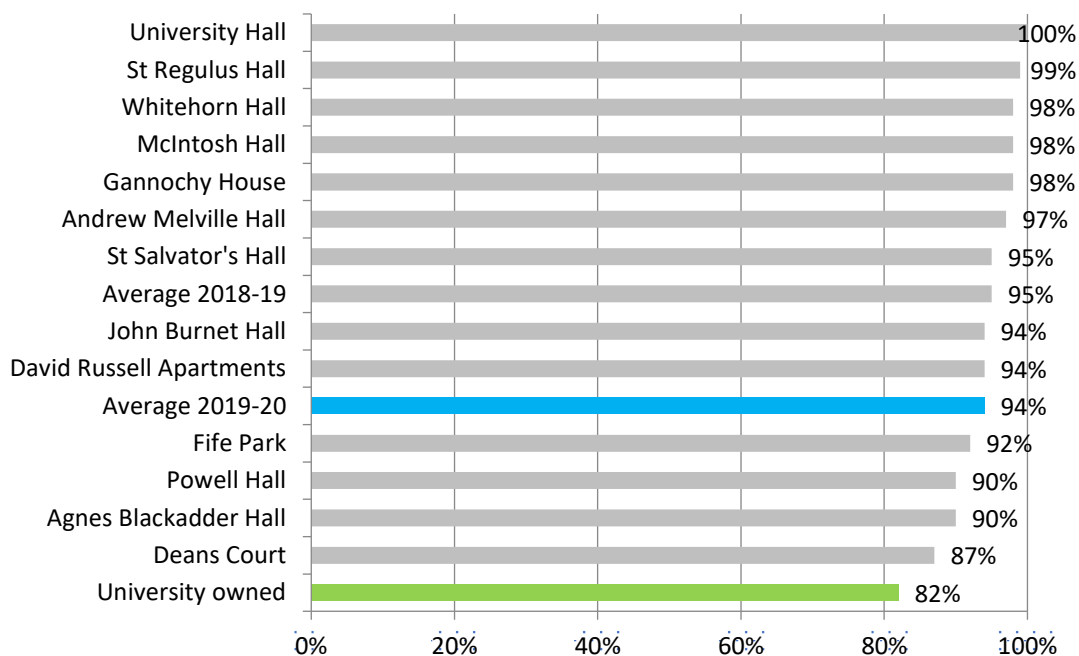
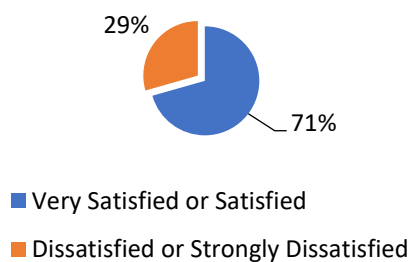
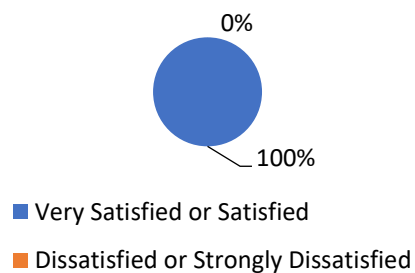
Demographic Breakdown:

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%

University owned - year on year overall survey service satisfaction

How satisfied are you with our service overall?**EU/Home Student overall satisfaction:****International Student overall satisfaction:**

Survey results

Overall Satisfaction Question

How satisfied are you with our services overall?

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	7	25%	29%
Satisfied	16	57%	65%
Dissatisfied	5	18%	5%
Strongly Dissatisfied	0	0%	1%

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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	1	0%	44%
Dissatisfied	1	0%	16%
Strongly Dissatisfied	0	0%	2%

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Portering Service

The quality of our portering service:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	4	44%	47%
Satisfied	3	33%	47%
Dissatisfied	1	11%	4%
Strongly Dissatisfied	1	11%	1%

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The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	3	30%	52%
Satisfied	7	70%	42%
Dissatisfied	0	0%	5%
Strongly Dissatisfied	0	0%	1%

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Residential Services Management Team

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	5	21%	34%
Satisfied	14	58%	58%
Dissatisfied	4	17%	6%
Strongly Dissatisfied	1	4%	2%

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The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	5	20%	37%
Satisfied	17	68%	56%
Dissatisfied	2	8%	6%
Strongly Dissatisfied	1	4%	2%

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The availability of these staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	6	25%	30%
Satisfied	16	67%	60%
Dissatisfied	2	8%	9%
Strongly Dissatisfied	0	0%	1%

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The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	8	35%	42%
Satisfied	13	57%	52%
Dissatisfied	1	4%	4%
Strongly Dissatisfied	1	4%	2%

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Student Accommodation Services

The quality of the services provided by Student Accommodation Services:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	6	22%	30%
Satisfied	17	63%	63%
Dissatisfied	3	11%	6%
Strongly Dissatisfied	1	4%	1%

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The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	10	36%	33%
Satisfied	13	46%	59%
Dissatisfied	3	11%	6%
Strongly Dissatisfied	2	7%	2%

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The application process:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	8	29%	27%
Satisfied	16	57%	59%
Dissatisfied	3	11%	12%
Strongly Dissatisfied	1	4%	3%

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The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	11	42%	42%
Satisfied	12	46%	54%
Dissatisfied	3	12%	3%
Strongly Dissatisfied	0	0%	1%

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The response time for questions and queries:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	10	36%	33%
Satisfied	14	50%	59%
Dissatisfied	3	11%	7%
Strongly Dissatisfied	1	4%	1%

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Facilities**Study bedrooms:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	3	12%	41%
Satisfied	17	68%	52%
Dissatisfied	5	20%	5%
Strongly Dissatisfied	0	0%	1%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	3	27%	29%
Satisfied	6	55%	58%
Dissatisfied	1	9%	11%
Strongly Dissatisfied	1	9%	3%

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Bathrooms/shower rooms:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	3	12%	22%
Satisfied	10	38%	52%
Dissatisfied	9	35%	21%
Strongly Dissatisfied	4	15%	5%

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Kitchens or pantries:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	5	18%	22%
Satisfied	17	61%	53%
Dissatisfied	4	14%	19%
Strongly Dissatisfied	2	7%	5%

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Atmosphere and surroundings in the dining room:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	3	16%	37%
Satisfied	8	42%	56%
Dissatisfied	7	37%	5%
Strongly Dissatisfied	1	5%	2%

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Cycle Storage:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	3	27%	31%
Satisfied	4	36%	55%
Dissatisfied	2	18%	12%
Strongly Dissatisfied	2	18%	2%

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Laundry room and equipment:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	3	11%	6%
Satisfied	8	29%	25%
Dissatisfied	9	32%	38%
Strongly Dissatisfied	8	29%	31%

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Recycling facilities in residential areas:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	3	13%	25%
Satisfied	8	33%	59%
Dissatisfied	8	33%	13%
Strongly Dissatisfied	5	21%	3%

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	8	29%	29%
Satisfied	9	32%	45%
Dissatisfied	10	36%	18%
Strongly Dissatisfied	1	4%	7%

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The heating times in your residence:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	6	22%	21%
Satisfied	11	41%	47%
Dissatisfied	8	30%	24%
Strongly Dissatisfied	2	7%	8%

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Communication**Preferred method of communication:**

	RESPONSES	%	SURVEY AVERAGE
Email	26	79%	70%
Text	1	3%	7%
Wed Memos	3	9%	8%
Social Media	2	6%	14%
Other	1	3%	1%

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What do Residential and Business Services do best?

Fast response to any issues we have.

Fix almost every problem very fast

I want a new mat for my bed:)

quick response

Repairing our equipment and bathroom

Staff are always friendly and helpful.

They are very nice when they check our flat maintenance, never pushing us too hard.

Very friendly, quick to solve problems.

What could Residential and Business Services do better?

And the laundry dryer is still broken...

Angus & Stanley House are consistently dirty, with litter & broken glass in the walkway; there is no maintenance. I have had to complain about it at the Butts Wynd office. There have been rotting leaves piling up outside the laundry room for a month.

Giving direct answers, when students visit the Student Accommodation office

Make sure that flats are cleaned before new tenants move in. Organize some basic renovation for buildings that are older than 15 years.

Nothing comes to mind.

Recycling and Garbage service - I live in Gregory Place and we do not even have a compost bin!

respond to mails, provide information when something in the apartment is happening/ when a requirement will be fulfilled, clean the apartment before the semester start,

solve the laundry issue

The water in the shower is very cold compared to normal showers. I was told by repairs staff that it could not be made warmer. This is rather unacceptable, especially in winter.

They can provide better facilities. When things in the house are falling apart, they can respond faster. They can help manage this community area better. They can help clean the public area more of the. And the laundry service is still ridiculously expensive. They can help reduce the price a bit.