

Student Accommodation Survey 2019-20

Whitehorn 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.

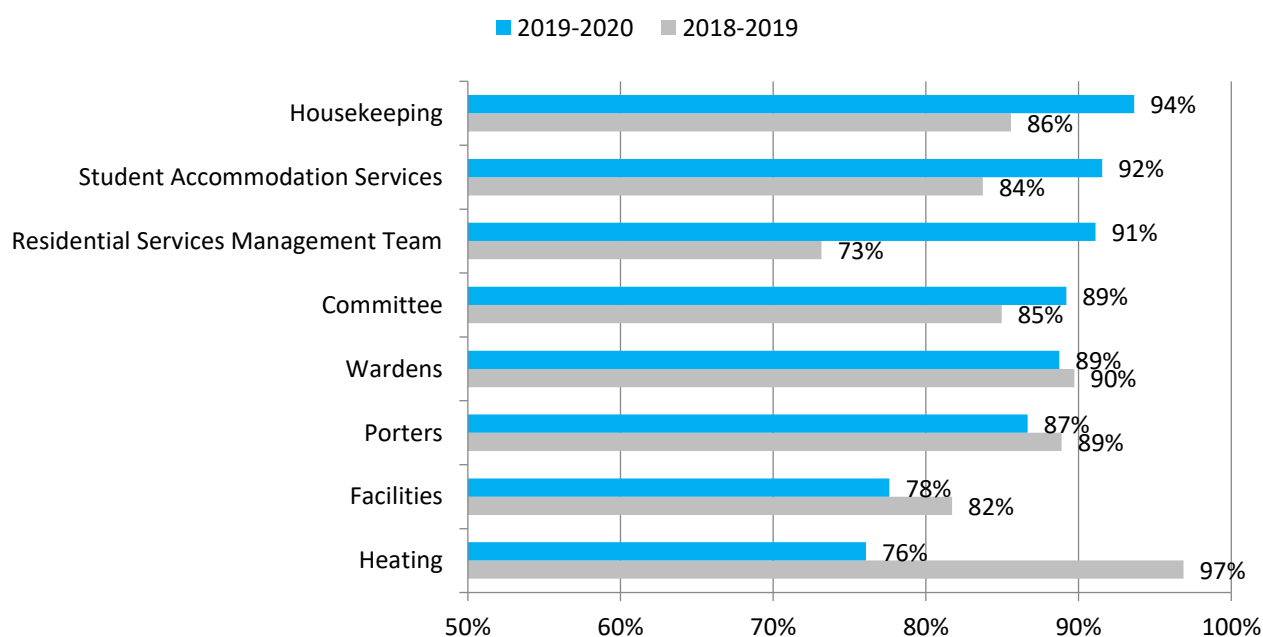
The survey results showed a notable difference in International student satisfaction compared to Home/EU student satisfaction, therefore the overall satisfaction and catering satisfaction categories are broken down further and presented by Home/EU and International satisfaction.

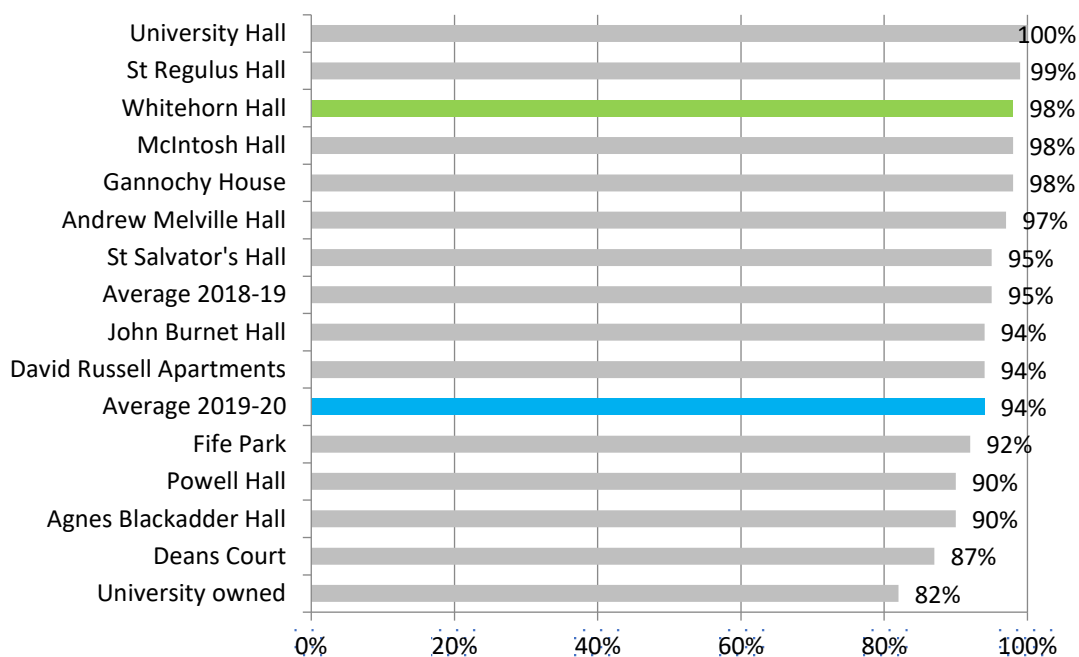
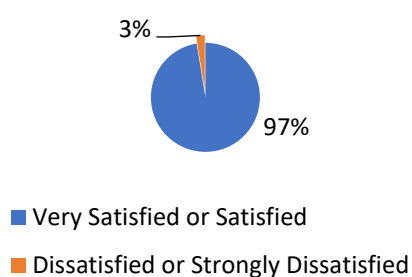
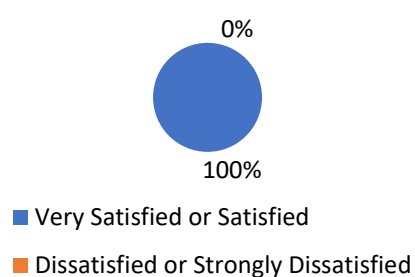
Demographic Breakdown:

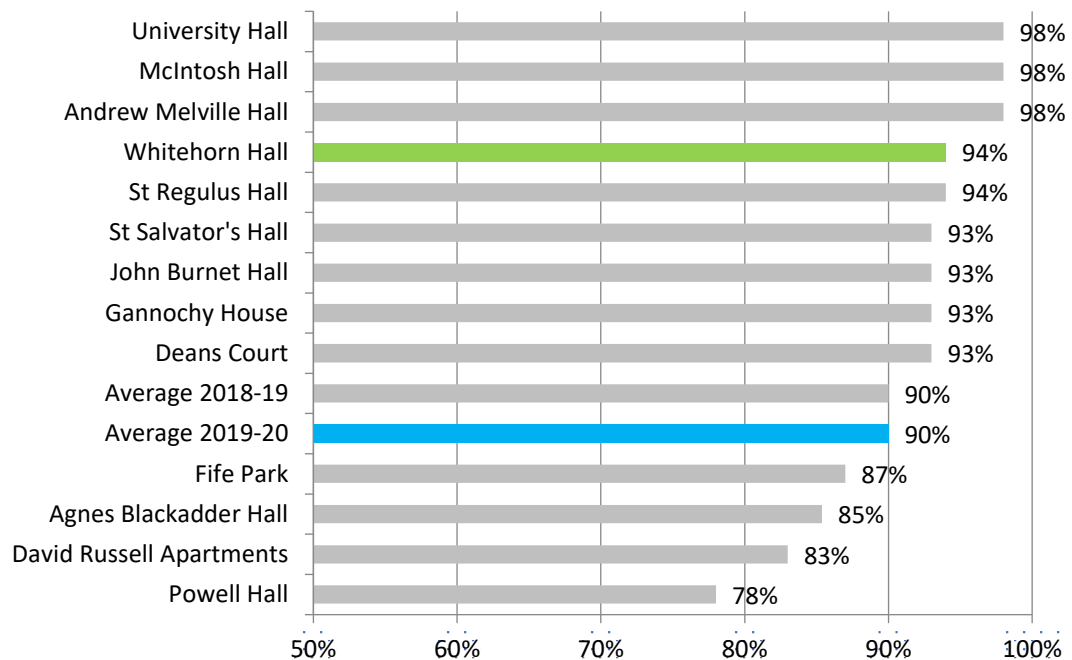
Total respondents:	1517		
Male:	554 (36.5%)	Female:	948 (62.5%)
Non-binary:	15 (1%)	Other:	0 (0%)
Average age:	19.9		
Undergraduate:	1267 (83.5%)	Postgraduate:	250 (16.5%)
Home/EU:	964 (63.5%)	International:	553 (36.5%)
Self-catered:	630 (41.5%)	Catered:	887 (58.5%)
Year of Study:			
1st:	817 (54%)	2nd: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

Whitehorn 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	23	41%	29%
Satisfied	32	57%	65%
Dissatisfied	1	2%	5%
Strongly Dissatisfied	0	0%	1%

56

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	4	50%	37%
Satisfied	3	38%	44%
Dissatisfied	1	13%	16%
Strongly Dissatisfied	0	0%	2%

8

Cleaning and Housekeeping

The quality of our cleaning/housekeeping service:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	34	60%	45%
Satisfied	21	37%	45%
Dissatisfied	2	4%	8%
Strongly Dissatisfied	0	0%	3%

57

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	44	72%	57%
Satisfied	15	25%	38%
Dissatisfied	2	3%	4%
Strongly Dissatisfied	0	0%	1%

61

The quantity of cleaning you receive:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	30	55%	40%
Satisfied	18	33%	44%
Dissatisfied	7	13%	12%
Strongly Dissatisfied	0	0%	4%

55

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	27	53%	47%
Satisfied	19	37%	47%
Dissatisfied	3	6%	4%
Strongly Dissatisfied	2	4%	1%

51

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	27	50%	52%
Satisfied	18	33%	42%
Dissatisfied	7	13%	5%
Strongly Dissatisfied	2	4%	1%

54

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	23	40%	34%
Satisfied	29	50%	58%
Dissatisfied	5	9%	6%
Strongly Dissatisfied	1	2%	2%

58

The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	23	43%	37%
Satisfied	27	50%	56%
Dissatisfied	4	7%	6%
Strongly Dissatisfied	0	0%	2%

54

The availability of these staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	17	30%	30%
Satisfied	34	60%	60%
Dissatisfied	5	9%	9%
Strongly Dissatisfied	1	2%	1%

57

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	26	46%	42%
Satisfied	26	46%	52%
Dissatisfied	3	5%	4%
Strongly Dissatisfied	1	2%	2%

56

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	22	41%	30%
Satisfied	29	54%	63%
Dissatisfied	3	6%	6%
Strongly Dissatisfied	0	0%	1%

54

The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	21	40%	33%
Satisfied	27	52%	59%
Dissatisfied	4	8%	6%
Strongly Dissatisfied	0	0%	2%

52

The application process:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	18	31%	27%
Satisfied	31	53%	59%
Dissatisfied	8	14%	12%
Strongly Dissatisfied	2	3%	3%

59

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	29	52%	42%
Satisfied	24	43%	54%
Dissatisfied	3	5%	3%
Strongly Dissatisfied	0	0%	1%

56

The response time for questions and queries:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	18	35%	33%
Satisfied	30	59%	59%
Dissatisfied	2	4%	7%
Strongly Dissatisfied	1	2%	1%

51

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	29	52%	43%
Satisfied	20	36%	50%
Dissatisfied	6	11%	6%
Strongly Dissatisfied	1	2%	1%

56

Hall/residence discipline:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	21	38%	31%
Satisfied	25	45%	57%
Dissatisfied	7	13%	9%
Strongly Dissatisfied	3	5%	3%

56

The availability of the Wardennial staff:

	RESPONSES	%	SURVEY
Very Satisfied	27	47%	39%
Satisfied	22	39%	53%
Dissatisfied	7	12%	6%
Strongly Dissatisfied	1	2%	1%

57

Pastoral/welfare support and advice:

	RESPONSES	%	SURVEY
Very Satisfied	21	53%	38%
Satisfied	16	40%	57%
Dissatisfied	3	8%	4%
Strongly Dissatisfied	0	0%	1%

40

The friendliness and approachability of Wardennial staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	33	58%	51%
Satisfied	18	32%	44%
Dissatisfied	4	7%	4%
Strongly Dissatisfied	2	4%	1%

57

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	26	52%	41%
Satisfied	21	42%	55%
Dissatisfied	3	6%	3%
Strongly Dissatisfied	0	0%	1%

50

The hall/residential community:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	25	44%	41%
Satisfied	27	47%	51%
Dissatisfied	4	7%	6%
Strongly Dissatisfied	1	2%	2%

57

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

	RESPONSES	%	AVERAGE
Very Satisfied	15	33%	33%
Satisfied	29	63%	59%
Dissatisfied	2	4%	6%
Strongly Dissatisfied	0	0%	2%

46

The events they organise:

	RESPONSES	%	AVERAGE
Very Satisfied	15	30%	34%
Satisfied	28	56%	56%
Dissatisfied	7	14%	9%
Strongly Dissatisfied	0	0%	2%

50

The interaction with the Committee:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	12	26%	32%
Satisfied	33	72%	57%
Dissatisfied	1	2%	9%
Strongly Dissatisfied	0	0%	2%
	<u>46</u>		

How your subscription is spent by the Committee:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	8	19%	28%
Satisfied	25	58%	58%
Dissatisfied	10	23%	11%
Strongly Dissatisfied	0	0%	3%
	<u>43</u>		

Facilities**Study bedrooms:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	34	60%	41%
Satisfied	22	39%	52%
Dissatisfied	1	2%	5%
Strongly Dissatisfied	0	0%	1%
	<u>57</u>		

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	28	49%	29%
Satisfied	25	44%	58%
Dissatisfied	4	7%	11%
Strongly Dissatisfied	0	0%	3%
	<u>57</u>		

Bathrooms/shower rooms:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	17	30%	22%
Satisfied	24	42%	52%
Dissatisfied	9	16%	21%
Strongly Dissatisfied	7	12%	5%
	<u>57</u>		

Kitchens or pantries:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	29	49%	22%
Satisfied	24	41%	53%
Dissatisfied	6	10%	19%
Strongly Dissatisfied	0	0%	5%
	<u>59</u>		

Atmosphere and surroundings in the dining room:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	16	46%	37%
Satisfied	15	43%	56%
Dissatisfied	3	9%	5%
Strongly Dissatisfied	1	3%	2%
	<u>35</u>		

Cycle Storage:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	15	47%	31%
Satisfied	16	50%	55%
Dissatisfied	1	3%	12%
Strongly Dissatisfied	0	0%	2%
	<u>32</u>		

Laundry room and equipment:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	3	5%	6%
Satisfied	6	10%	25%
Dissatisfied	20	34%	38%
Strongly Dissatisfied	29	50%	31%

58

Recycling facilities in residential areas:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	20	36%	25%
Satisfied	25	45%	59%
Dissatisfied	8	14%	13%
Strongly Dissatisfied	3	5%	3%

56

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	23	39%	29%
Satisfied	29	49%	45%
Dissatisfied	4	7%	18%
Strongly Dissatisfied	3	5%	7%

59

The heating times in your residence:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	11	19%	21%
Satisfied	26	45%	47%
Dissatisfied	13	22%	24%
Strongly Dissatisfied	8	14%	8%

58

Communication**Preferred method of communication:**

	RESPONSES	%	SURVEY AVERAGE
Email	46	67%	70%
Text	7	10%	7%
Wed Memos	7	10%	8%
Social Media	7	10%	14%
Other	2	3%	1%

69

What do Residential and Business Services do best?

Answer queries

Approachability

Day to day running of it all, and friendly staff

Ensuring that students have access to people who are prepared to help them no matter when, and in a prompt and friendly manner

Follow up on issues

Friendly

Keep us up to date on upcoming services and things we need to be aware of

Maintaining the hall and atmosphere

Making the place feel like home

Provide somewhere to sleep

Provide support for any needs.

Standard of cleanliness always seems high.

The standard of cleaning is phenomenal, from my experience living in Whitehorn.

They are always in the office so are available

They provide easy access to help for students from an incredibly friendly staff

They're so friendly!

What could Residential and Business Services do better?

Better facilities ie. Washing Machines and more approachable staff when you have been locked out

Certain services, such as the laundry system, or the inability to control heating in rooms forcing me to purchase external fans are all not ideal; understandable considering the situation, but regardless an annoyance, and would be immensely helpful if fixed

Cheaper costs

Disabilities of all kinds should be better represented in the application form. I noted my anxiety and this was not considered in allocation.

Fix plumbing in Whitehorn- toilets barely flush and shower pressure is awful

Give us more heat :(it gets ridiculously cold, especially in the Whitehorn common space with all the windows, during the afternoon. Not something typically requested, however I

would like a safe to be included in each room for important documents and valuables during the stay.

Help group people together in flats, I met multiple third year students who were sad at the prospect of not sharing a flat with their friends, I know this is a hard task to fit everyone in anyway and then sort them (better for health and studies)

I feel communication could be better; clarifications of what state rooms should be kept in for inspection (which can be very inconsistent) would be useful.

I've not used key card systems before. I have seen how nervous, panicked people get having to go down to the wardens who appear angry. I think being charged if you have been locked out three times is ridiculous. Budgeting, students cannot afford to pay for getting locked out their room

More laundry machines, 3 is not enough for the entire white horn hall, and fix showers they keep getting clogged and we're not designed well

More readily available information that is transparent and easy to read

My kitchen mate is really messy. How do I not clean up after them but also not get fined?

Offer a larger number of lower cost accommodation, including self catering halls

Perhaps more affordable options.

Please could you make it easier for people to share with their friends, especially returners in Honours years?

Plumbing in Whitehorn

Respond to reported problems and repair broken things. And also maybe not clean bathrooms at 9am

The cleaning services could be extended to taking out bins in kitchen.

The laundry service is one of the only aspects I have been dissatisfied with. It is very expensive

Use different washing service, please?

Whitehorn hall's ensuite showers get blocked very easily, so instead of saying "If only everyone got a drain cover", the RBS should provide it. Ensuite students at Whitehorn pay £9,456 per year, surely a drain cover can be provided.

