**Student Accommodation Survey 2015-16**

**GANNOCHY HOUSE**

**Introduction:**

This report is based on the responses collected from the December 2015 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. **All averages are worked out by averaging all survey responses and not by averaging the hall or survey section percentages.**

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:**

<table>
<thead>
<tr>
<th>Total Respondents:</th>
<th>1317</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male:</td>
<td>518 (44%)</td>
</tr>
<tr>
<td>Average Age:</td>
<td>20.25</td>
</tr>
<tr>
<td>Undergraduate:</td>
<td>1064 (81%)</td>
</tr>
<tr>
<td>Home/EU:</td>
<td>838 (64%)</td>
</tr>
<tr>
<td>Self-Catered:</td>
<td>535 (41%)</td>
</tr>
<tr>
<td>Year of Study:</td>
<td></td>
</tr>
<tr>
<td>1st:</td>
<td>698 (53%)</td>
</tr>
<tr>
<td>3rd:</td>
<td>182 (14%)</td>
</tr>
<tr>
<td>Postgraduate:</td>
<td>130 (10%)</td>
</tr>
</tbody>
</table>
The no. of students per residence who completed the survey

<table>
<thead>
<tr>
<th>RESIDENCE</th>
<th>No. Completed Survey</th>
<th>Percentage Per Residence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agnes Blackadder Hall</td>
<td>186</td>
<td>14%</td>
</tr>
<tr>
<td>Albany Park</td>
<td>120</td>
<td>9%</td>
</tr>
<tr>
<td>Andrew Melville</td>
<td>102</td>
<td>8%</td>
</tr>
<tr>
<td>Angus House</td>
<td>9</td>
<td>1%</td>
</tr>
<tr>
<td>David Russell Apartments</td>
<td>349</td>
<td>26%</td>
</tr>
<tr>
<td>Deans Court</td>
<td>35</td>
<td>3%</td>
</tr>
<tr>
<td>Fife Park</td>
<td>99</td>
<td>8%</td>
</tr>
<tr>
<td>Gannochy</td>
<td>21</td>
<td>2%</td>
</tr>
<tr>
<td>John Burnet Hall</td>
<td>40</td>
<td>3%</td>
</tr>
<tr>
<td>McIntosh Hall</td>
<td>80</td>
<td>6%</td>
</tr>
<tr>
<td>St Regulus Hall</td>
<td>66</td>
<td>5%</td>
</tr>
<tr>
<td>St Salvator’s Hall</td>
<td>66</td>
<td>5%</td>
</tr>
<tr>
<td>Stanley Smith House</td>
<td>14</td>
<td>1%</td>
</tr>
<tr>
<td>University Hall</td>
<td>130</td>
<td>10%</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>1317</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

Gannochy - year on year overall survey service satisfaction

- Student Accommodation Services: 2015-2016 98%, 2014-2015 98%
- Porters: 2015-2016 100%, 2014-2015 96%
- Residential Services Management Team: 2015-2016 91%, 2014-2015 95%
- Housekeeping: 2015-2016 95%, 2014-2015 95%
- Wardens: 2015-2016 95%, 2014-2015 91%
- Committee: 2015-2016 74%, 2014-2015 73%
- Facilities: 2015-2016 73%, 2014-2015 83%
- Catering Staff: 2015-2016 73%, 2014-2015 85%
- Catering Services: 2015-2016 63%, 2014-2015 70%
How satisfied are you with our service overall?

EU/Home Student overall satisfaction:

International Student overall satisfaction:
Overall Home/EU student catering services satisfaction:

- Deans Court: 97%
- David Russell Apartments: 86%
- Andrew Melville: 86%
- Average 2015-16: 85%
- University Hall: 84%
- St Regulus Hall: 84%
- McIntosh Hall: 84%
- John Burnett Hall: 84%
- Average 2014-15: 83%
- St Salvator’s Hall: 77%
- Agnes Blackadder Hall: 66%
- Gannochy: 64%

Overall International student catering services satisfaction:

- Deans Court: 96%
- John Burnett Hall: 86%
- Andrew Melville: 84%
- David Russell Apartments: 78%
- Average 2015-16: 77%
- McIntosh Hall: 76%
- University Hall: 75%
- St Regulus Hall: 74%
- Average 2014-15: 69%
- St Salvator’s Hall: 68%
- Gannochy: 59%
- Agnes Blackadder Hall: 58%
Housekeeping overall averages (Catered):

<table>
<thead>
<tr>
<th>Location</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deans Court</td>
<td>100%</td>
</tr>
<tr>
<td>McIntosh Hall</td>
<td>98%</td>
</tr>
<tr>
<td>Andrew Melville</td>
<td>98%</td>
</tr>
<tr>
<td>St Regulus Hall</td>
<td>97%</td>
</tr>
<tr>
<td>University Hall</td>
<td>96%</td>
</tr>
<tr>
<td>John Burnet Hall</td>
<td>95%</td>
</tr>
<tr>
<td>Gannochy</td>
<td>95%</td>
</tr>
<tr>
<td>St Salvator’s Hall</td>
<td>94%</td>
</tr>
<tr>
<td>Average 2014-15</td>
<td>90%</td>
</tr>
<tr>
<td>Average 2015-16</td>
<td>89%</td>
</tr>
<tr>
<td>David Russell Apartments</td>
<td>85%</td>
</tr>
<tr>
<td>Agnes Blackadder Hall</td>
<td>76%</td>
</tr>
</tbody>
</table>
Survey results

Overall Satisfaction Question

How satisfied are you with our services overall?

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>5</td>
<td>24%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>16</td>
<td>76%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

Disability

If you declared a disability on your accommodation application form, how satisfied were you that your needs were met?

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>1</td>
<td>50%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>1</td>
<td>50%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

Cleaning and Housekeeping

The quality of our cleaning/housekeeping service:

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>10</td>
<td>48%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>11</td>
<td>52%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

The friendliness and approachability of the staff:

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>15</td>
<td>71%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>5</td>
<td>24%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>1</td>
<td>5%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

The quantity of cleaning you receive:

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>9</td>
<td>43%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>10</td>
<td>48%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>2</td>
<td>10%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>
Portering Service

The quality of our portering service:

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>13</td>
<td>62%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>7</td>
<td>33%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>1</td>
<td>5%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

The friendliness and approachability of the staff:

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>18</td>
<td>86%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>3</td>
<td>14%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

Residential Services Management Team

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

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>10</td>
<td>53%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>9</td>
<td>47%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

The overall responses to questions and queries you ask them:

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>11</td>
<td>65%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>5</td>
<td>29%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>1</td>
<td>6%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

The availability of these staff:

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>6</td>
<td>32%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>12</td>
<td>63%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>1</td>
<td>5%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

The friendliness and approachability of the staff:

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>12</td>
<td>63%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>6</td>
<td>32%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>1</td>
<td>5%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>
### Catering Staff

- **the quality of the service provided by the catering staff**

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>8</td>
<td>38%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>7</td>
<td>33%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>6</td>
<td>29%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

- **the friendliness and approachability of the staff**

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>9</td>
<td>45%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>6</td>
<td>30%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>5</td>
<td>25%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>4</td>
<td>22%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>9</td>
<td>50%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>5</td>
<td>28%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

### Catering Services

- **The quality of the food provided in your residence:**

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>3</td>
<td>15%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>8</td>
<td>40%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>5</td>
<td>25%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>4</td>
<td>20%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>3</td>
<td>17%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>13</td>
<td>72%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>2</td>
<td>11%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

- **The taste of the food:**

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>3</td>
<td>15%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>8</td>
<td>40%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>6</td>
<td>30%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>3</td>
<td>15%</td>
</tr>
</tbody>
</table>

- **the overall catering experience of breakfast:**

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>3</td>
<td>14%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>10</td>
<td>48%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>7</td>
<td>33%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>1</td>
<td>5%</td>
</tr>
</tbody>
</table>
### The range and choice you have at different meals:

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>3</td>
<td>14%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>8</td>
<td>38%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>7</td>
<td>33%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>3</td>
<td>14%</td>
</tr>
</tbody>
</table>

### The overall catering experience of lunch:

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>2</td>
<td>11%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>9</td>
<td>50%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>5</td>
<td>28%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>2</td>
<td>11%</td>
</tr>
</tbody>
</table>

### The serving times for meals in residences:

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>3</td>
<td>14%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>7</td>
<td>33%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>8</td>
<td>38%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>3</td>
<td>14%</td>
</tr>
</tbody>
</table>

### The overall catering experience of dinner:

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>4</td>
<td>19%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>12</td>
<td>57%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>3</td>
<td>14%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>2</td>
<td>10%</td>
</tr>
</tbody>
</table>

### The information provided about our menus:

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>7</td>
<td>33%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>8</td>
<td>38%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>5</td>
<td>24%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>1</td>
<td>5%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>3</td>
<td>14%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>9</td>
<td>43%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>7</td>
<td>33%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>2</td>
<td>10%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>5</td>
<td>31%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>6</td>
<td>38%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>3</td>
<td>19%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>2</td>
<td>13%</td>
</tr>
</tbody>
</table>
### Student Accommodation Services

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

<table>
<thead>
<tr>
<th>RESPONSES %</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>7 39% 29%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>11 61% 65%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>0 0% 4%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>0 0% 2%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>RESPONSES %</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>9 56% 33%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>7 44% 60%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>0 0% 4%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>0 0% 2%</td>
</tr>
</tbody>
</table>

#### The application process:

<table>
<thead>
<tr>
<th>RESPONSES %</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>9 47% 28%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>8 42% 59%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>2 11% 10%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>0 0% 2%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>RESPONSES %</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>10 53% 42%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>9 47% 55%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>0 0% 2%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>0 0% 1%</td>
</tr>
</tbody>
</table>

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

<table>
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<tr>
<th>RESPONSES %</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>9 50% 34%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>9 50% 58%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>0 0% 6%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>0 0% 2%</td>
</tr>
</tbody>
</table>
### Wardens

#### The quality of our Wardennial Services:

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>7</td>
<td>33%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>11</td>
<td>52%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>2</td>
<td>10%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>1</td>
<td>5%</td>
</tr>
</tbody>
</table>

#### Hall/residence discipline:

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>6</td>
<td>30%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>11</td>
<td>55%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>1</td>
<td>5%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>2</td>
<td>10%</td>
</tr>
</tbody>
</table>

#### The availability of the Wardennial staff:

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>6</td>
<td>29%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>12</td>
<td>57%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>2</td>
<td>10%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>1</td>
<td>5%</td>
</tr>
</tbody>
</table>

#### Pastoral/welfare support and advice:

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>7</td>
<td>39%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>11</td>
<td>61%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>8</td>
<td>38%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>11</td>
<td>52%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>1</td>
<td>5%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>1</td>
<td>5%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>8</td>
<td>44%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>10</td>
<td>56%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

#### The hall/residential community:

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>8</td>
<td>38%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>11</td>
<td>52%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>1</td>
<td>5%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>1</td>
<td>5%</td>
</tr>
</tbody>
</table>
Student Committee

The accessibility of the Committee:

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>5</td>
<td>26%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>7</td>
<td>37%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>6</td>
<td>32%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>1</td>
<td>5%</td>
</tr>
</tbody>
</table>

19

The interaction with the Committee:

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>5</td>
<td>26%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>9</td>
<td>47%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>4</td>
<td>21%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>1</td>
<td>5%</td>
</tr>
</tbody>
</table>

19

The events they organise:

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>8</td>
<td>42%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>8</td>
<td>42%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>1</td>
<td>5%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>2</td>
<td>11%</td>
</tr>
</tbody>
</table>

19

The interaction with the Committee:

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>8</td>
<td>42%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>8</td>
<td>42%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>1</td>
<td>5%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>2</td>
<td>11%</td>
</tr>
</tbody>
</table>

19

Facilities

Study bedrooms:

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>5</td>
<td>28%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>5</td>
<td>28%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>5</td>
<td>28%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>3</td>
<td>17%</td>
</tr>
</tbody>
</table>

18

Bathrooms/shower rooms:

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>9</td>
<td>43%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>6</td>
<td>29%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>6</td>
<td>29%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

21

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

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>8</td>
<td>40%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>5</td>
<td>25%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>3</td>
<td>15%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>4</td>
<td>20%</td>
</tr>
</tbody>
</table>

20

Kitchens or pantries:

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>13</td>
<td>62%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>7</td>
<td>33%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>1</td>
<td>5%</td>
</tr>
</tbody>
</table>

21
### Atmosphere and surroundings in the dining room:

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>13</td>
<td>62%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>7</td>
<td>33%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>1</td>
<td>5%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

### Cycling Storage:

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>4</td>
<td>31%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>8</td>
<td>62%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>1</td>
<td>8%</td>
</tr>
</tbody>
</table>

### Laundry room and equipment:

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>4</td>
<td>20%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>7</td>
<td>35%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>4</td>
<td>20%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>5</td>
<td>25%</td>
</tr>
</tbody>
</table>

### Recycling facilities in residential areas:

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>3</td>
<td>15%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>9</td>
<td>45%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>7</td>
<td>35%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>1</td>
<td>5%</td>
</tr>
</tbody>
</table>

### Heating

#### The current heating levels in your residence:

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>5</td>
<td>24%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>10</td>
<td>48%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>3</td>
<td>14%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>3</td>
<td>14%</td>
</tr>
</tbody>
</table>

#### The heating times in your residence:

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>4</td>
<td>19%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>7</td>
<td>33%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>7</td>
<td>33%</td>
</tr>
<tr>
<td>Strongly Dissatisfied</td>
<td>3</td>
<td>14%</td>
</tr>
</tbody>
</table>

### Communication

#### Preferred method of communication:

<table>
<thead>
<tr>
<th>RESPONSES</th>
<th>%</th>
<th>SURVEY AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email</td>
<td>17</td>
<td>59%</td>
</tr>
<tr>
<td>Text</td>
<td>2</td>
<td>7%</td>
</tr>
<tr>
<td>Wed Memos</td>
<td>3</td>
<td>10%</td>
</tr>
<tr>
<td>Social Media</td>
<td>7</td>
<td>24%</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>
What do Residential and Business Services do best?

“better catering”
"change meals times "
"communication"
"food sucks"
"Food."
"Friendliness"
"Friendly atmosphere "
"Good Hall events to get everyone involved and keep Hall spirit alive"

"I am struggling a bit with the catering. There is only one vegetarian option and sometimes it is not very good."
"I would like to commend the cleaning staff in particular the woman who works on my floor. I believe she works to do her best every day and also adds to the overall environment of Gannochy House"
"Respond friendly and quickly "
"The staff are all very friendly and make it easy to feel at home."

What could Residential and Business Services do better?

"Food."
"heating, printers, study room, change meals times "
"I am struggling a bit with the catering. There is only one vegetarian option and sometimes it is not very good."
"Improve the room conditions "

"more heating, offer chance to have a guest for longer at least in single rooms - small fee is okay, but 3 days are short for international parents/friends visits "
"Reduce prices if possible, better catering"
“Unlock the study room in Gannochy.”