Hall by Hall analysis - Appendix to 2014/15 Student Accommodation Satisfaction Survey main report

Percentage of responses rating 'Importance' and 'Satisfaction' at 4 (Quite Important/Satisfied) or 5 (Very Important/Satisfied)

			LSE									Intercollegiate	Third Party			Overall
			Bankside	Butler's Wharf	Carr Saunders	Grosvenor	High Holborn	Northumberland House	Passfield Hall	Rosebery	Sidney Webb House	Intercollegiate	Lilian Knowles	UNITE Stratford ONE	urbanest King's Cross	
Reception	Speed of Response	Importance	338 94.15%	174 97.21%	108 90.00%	108 98.18%	245 96.84%	177 93.65%	153 95.63%	133 91.72%	209 97.66%	50 96.15%	191 96.95%	25 100.00%	97 97.00%	2008 95.48%
		Satisfaction	295 82.17%	138 77.09%	99 82.50%	96 87.27%	212 83.79%	162 85.71%	125 78.13%	102 70.34%	169 78.97%	41 78.85%	92 46.70%	18 72.00%	62 62.00%	1611 76.60%
	Accuracy of Response	Importance	350 97.49%	174 97.21%	105 87.50%	109 99.09%	243 96.05%	182 96.30%	151 94.38%	136 93.79%	213 99.53%	51 98.08%	193 97.97%	25 100.00%	97 97.00%	2029 96.48%
		Satisfaction	290 80.78%	141 78.77%	104 86.67%	98 89.09%	215 84.98%	155 82.01%	128 80.00%	97 66.90%	155 72.43%	43 82.69%	97 49.24%	16 64.00%	56 56.00%	1595 75.84%
	Professionalism	Importance	308 85.79%	153 85.47%	88 73.33%	102 92.73%	218 86.17%	169 89.42%	130 81.25%	116 80.00%	196 91.59%	43 82.69%	180 91.37%	24 96.00%	90 90.00%	1817 86.40%
		Satisfaction	254 70.75%	131 73.18%	94 78.33%	96 87.27%	217 85.77%	159 84.13%	128 80.00%	107 73.79%	166 77.57%	35 67.31%	98 49.75%	15 60.00%	63 63.00%	1563 74.32%
	Staff friendlines	Importance	346 96.38%	156 87.15%	109 90.83%	104 94.55%	237 93.68%	177 93.65%	146 91.25%	127 87.59%	196 91.59%	47 90.38%	174 88.32%	23 92.00%	96 96.00%	1938 92.15%
		Satisfaction	224 62.40%	145 81.01%	96 80.00%	101 91.82%	223 88.14%	156 82.54%	122 76.25%	104 71.72%	178 83.18%	41 78.85%	98 49.75%	17 68.00%	79 79.00%	1584 75.32%
Facilities	Access to PCs, printers and copiers	Importance	318 91.12%	146 90.12%	101 90.99%	84 84.00%	208 88.14%	157 90.75%	145 95.39%	123 93.18%	177 90.31%	39 81.25%	153 86.44%	18 78.26%	78 84.78%	1747 89.54%
		Satisfaction	266 76.22%	84 51.85%	83 74.77%	72 72.00%	140 59.32%	114 65.90%	124 81.58%	82 62.12%	112 57.14%	11 22.92%	83 46.89%	5 21.74%	46 50.00%	1222 62.63%
	Bathroom and toilet facilities	Importance	338 96.85%	160 98.77%	109 98.20%	98 98.00%	235 99.58%	170 98.27%	150 98.68%	132 100.00%	195 99.49%	48 100.00%	175 98.87%	23 100.00%	92 100.00%	1925 98.67%
		Satisfaction	248 71.06%	113 69.75%	85 76.58%	67 67.00%	163 69.07%	131 75.72%	91 59.87%	71 53.79%	67 34.18%	26 54.17%	125 70.62%	18 78.26%	84 91.30%	1289 66.07%
	Bedrooms	Importance	342 97.99%	159 98.15%	109 98.20%	99 99.00%	236 100.00%	170 98.27%	150 98.68%	130 98.48%	196 100.00%	47 97.92%	174 98.31%	23 100.00%	92 100.00%	1927 98.77%
		Satisfaction	280 80.23%	125 77.16%	88 79.28%	83 83.00%	180 76.27%	134 77.46%	111 73.03%	90 68.18%	112 57.14%	36 75.00%	140 79.10%	21 91.30%	82 89.13%	1482 75.96%
	Cleanliness	Importance	338 96.85%	155 95.68%	107 96.40%	96 96.00%	234 99.15%	167 96.53%	147 96.71%	129 97.73%	194 98.98%	46 95.83%	171 96.61%	23 100.00%	90 97.83%	1897 97.23%
		Satisfaction	272 77.94%	100 61.73%	88 79.28%	75 75.00%	178 75.42%	123 71.10%	112 73.68%	90 68.18%	99 50.51%	32 66.67%	108 61.02%	14 60.87%	69 75.00%	1360 69.71%
	Communal areas (e.g., entrances and hallways)	Importance	292 83.67%	129 79.63%	95 85.59%	77 77.00%	199 84.32%	136 78.61%	123 80.92%	110 83.33%	149 76.02%	36 75.00%	125 70.62%	20 86.96%	71 77.17%	1562 80.06%
		Satisfaction	226 64.76%	123 75.93%	85 76.58%	72 72.00%	170 72.03%	113 65.32%	113 74.34%	81 61.36%	132 67.35%	28 58.33%	102 57.63%	15 65.22%	65 70.65%	1325 67.91%
	Group study areas	Importance	246 70.49%	92 56.79%	78 70.27%	52 52.00%	167 70.76%	102 58.96%	98 64.47%	88 66.67%	111 56.63%	24 50.00%	91 51.41%	19 82.61%	58 63.04%	1226 62.84%
		Satisfaction	191 54.73%	63 38.89%	40 36.04%	36 36.00%	99 41.95%	68 39.31%	55 36.18%	49 37.12%	74 37.76%	16 33.33%	41 23.16%	15 65.22%	51 55.43%	798 40.90%
	Information available to you on arrival	Importance	298 85.39%	151 93.21%	96 86.49%	92 92.00%	203 86.02%	147 84.97%	129 84.87%	109 82.58%	173 88.27%	41 85.42%	165 93.22%	21 91.30%	88 95.65%	1713 87.80%
		Satisfaction	253 72.49%	126 77.78%	78 70.27%	68 68.00%	167 70.76%	128 73.99%	116 76.32%	70 53.03%	146 74.49%	25 52.08%	125 70.62%	15 65.22%	62 67.39%	1379 70.68%
	IT Services within your bedroom	Importance	323 92.55%	157 96.91%	105 94.59%	97 97.00%	219 92.80%	155 89.60%	131 86.18%	125 94.70%	187 95.41%	46 95.83%	169 95.48%	20 86.96%	86 93.48%	1820 93.29%
		Satisfaction	231 66.19%	75 46.30%	73 65.77%	69 69.00%	156 66.10%	86 49.71%	105 69.08%	86 65.15%	89 45.41%	31 64.58%	69 38.98%	16 69.57%	47 51.09%	1133 58.07%
	Kitchens or snack points	Importance	324 92.84%	145 89.51%	104 93.69%	81 81.00%	220 93.22%	166 95.95%	140 92.11%	123 93.18%	184 93.88%	42 87.50%	165 93.22%	21 91.30%	82 89.13%	1797 92.11%
		Satisfaction	129 36.96%	105 64.81%	64 57.66%	63 63.00%	147 62.29%	88 50.87%	70 46.05%	59 44.70%	118 60.20%	11 22.92%	103 58.19%	18 78.26%	61 66.30%	1036 53.10%
	Maintenance (reporting and completion)	Importance	312 89.40%	143 88.27%	94 84.68%	99 99.00%	220 93.22%	163 94.22%	132 86.84%	120 90.91%	190 96.94%	42 87.50%	170 96.05%	21 91.30%	88 95.65%	1794 91.95%
		Satisfaction	223 63.90%	108 66.67%	79 71.17%	72 72.00%	167 70.76%	119 68.79%	95 62.50%	63 47.73%	112 57.14%	38 79.17%	93 52.54%	17 73.91%	50 54.35%	1236 63.35%
	Noticeboards, screens and other communication channels	Importance	173 49.57%	93 57.41%	59 53.15%	49 49.00%	130 55.08%	84 48.55%	74 48.68%	74 56.06%	93 47.45%	22 45.83%	90 50.85%	14 60.87%	55 59.78%	1010 51.77%
		Satisfaction	184 52.72%	105 64.81%	62 55.86%	64 64.00%	145 61.44%	92 53.18%	77 50.66%	60 45.45%	93 47.45%	20 41.67%	78 44.07%	12 52.17%	53 57.61%	1045 53.56%
	Recreational space (e.g., TV Lounge, games room)	Importance	266 76.22%	96 59.26%	96 86.49%	57 57.00%	166 70.34%	111 64.16%	114 75.00%	94 71.21%	124 63.27%	30 62.50%	93 52.54%	17 73.91%	54 58.70%	1318 67.56%
		Satisfaction	222 63.61%	124 76.54%	90 81.08%	46 46.00%	145 61.44%	74 42.77%	101 66.45%	72 54.55%	131 66.84%	24 50.00%	61 34.46%	17 73.91%	58 63.04%	1165 59.71%
	Security measures (e.g., locks, windows, lighting, bike racks, etc)	Importance	299 85.67%	140 86.42%	94 84.68%	88 88.00%	199 84.32%	147 84.97%	131 86.18%	121 91.67%	175 89.29%	45 93.75%	149 84.18%	22 95.65%	87 94.57%	1697 86.98%
		Satisfaction	257 73.64%	128 79.01%	88 79.28%	79 79.00%	194 82.20%	129 74.57%	102 67.11%	100 75.76%	150 76.53%	37 77.08%	121 68.36%	19 82.61%	84 91.30%	1488 76.27%
	Security personnel	Importance	317 90.83%	123 75.93%	91 81.98%	89 89.00%	212 89.83%	141 81.50%	125 82.24%	108 81.82%	177 90.31%	45 93.75%	150 84.75%	20 86.96%	85 92.39%	1683 86.26%
		Satisfaction	247 70.77%	120 74.07%	83 74.77%	84 84.00%	199 84.32%	115 66.47%	109 71.71%	94 71.21%	128 65.31%	33 68.75%	110 62.15%	17 73.91%	69 75.00%	1408 72.17%
	WiFi	Importance	342 97.99%	161 99.38%	109 98.20%	100 100.00%	233 98.73%	170 98.27%	149 98.03%	131 99.24%	194 98.98%	46 95.83%	171 96.61%	23 100.00%	91 98.91%	1920 98.41%
		Satisfaction	245 70.20%	49 30.25%	68 61.26%	61 61.00%	150 63.56%	58 33.53%	112 73.68%	84 63.64%	72 36.73%	24 50.00%	37 20.90%	18 78.26%	40 43.48%	1018 52.18%
		Response Rate	68.00%	68.86%	93.08%	63.49%	64.27%	64.20%	85.78%	48.20%	50.66%	27.96%	54.20%	41.67%	36.59%	59.38%
		Number of Responses	408	199	148	120	286	217	193	161	232	52	200	25	116	2358