

Column Key		Student Accommodation Satisfaction Survey 2019																																
*Terminology in this question was changed to be specific to each hall (e.g. Warden/Senior Subwarden, Subwarden/Senior Resident etc.)		LSE Halls																														Hall Means		
Total number of responses to the question		Bankside House			Butler's Wharf			Carr Saunders Hall			Grosvenor House			High Holborn Residence			Northumberland House			Passfield Hall			Rosebery Hall			LSE Halls (Mean)			All Halls (Mean)					
Percentage of those responses answering positively (e.g. 'Very/Quite Satisfied' or 'Good/Very Good' or 'Yes')			2019	2018	2017		2019	2018	2017		2019	2018	2017		2019	2018	2017		2019	2018	2017		2019	2018	2017		2019	2018	2017		2019	2018	2017	
Response Rate	Overall Response Rate	417	68%	55%	56%	182	65%	96%	68%	119	76%	76%	82%	129	57%	68%	57%	296	67%	65%	57%	219	65%	59%	57%	150	66%	76%	94%	238	82%	75%	54%	
Big Questions	Are you enjoying your stay in residences?	415	96%	92%	95%	181	95%	92%	92%	118	97%	100%	97%	128	92%	89%	97%	292	87%	84%	88%	217	87%	93%	94%	149	91%	95%	93%	234	88%	93%	94%	
	Do you think your residence offers good value for money?	415	91%	85%	91%	181	86%	94%	95%	118	95%	96%	89%	128	76%	76%	80%	292	66%	57%	70%	217	87%	85%	89%	149	84%	90%	91%	234	77%	85%	83%	
	Would you recommend your residence to other students at LSE?	415	96%	92%	96%	181	90%	96%	89%	118	97%	97%	97%	128	82%	89%	90%	292	80%	80%	88%	217	86%	92%	94%	149	91%	94%	93%	234	82%	91%	90%	
Safety	How safe do you feel in and around your hall?	401	98%	95%	98%	177	96%	90%	68%	115	99%	98%	98%	126	97%	97%	100%	283	95%	96%	96%	208	97%	99%	96%	145	92%	95%	99%	228	97%	90%	98%	
Facilities	How satisfied are you with your hall's Wi-Fi?	398	59%	58%	54%	174	39%	58%	52%	114	73%	78%	63%	126	71%	62%	70%	280	68%	42%	50%	206	70%	82%	68%	145	79%	72%	81%	226	53%	72%	75%	
	How satisfied are you with the bathroom and toilet facilities?	397	64%	82%	77%	173	59%	67%	70%	115	56%	75%	53%	125	63%	66%	74%	280	40%	58%	58%	207	51%	67%	64%	145	57%	62%	69%	226	61%	65%	51%	
	How satisfied are you with your hall's bedrooms?	398	80%	85%	82%	173	69%	74%	76%	115	83%	91%	80%	125	72%	79%	81%	279	68%	69%	71%	207	72%	80%	69%	145	74%	72%	73%	226	72%	79%	73%	
	How satisfied are you with your hall's cleanliness?	394	70%	79%	76%	174	71%	74%	73%	114	81%	80%	71%	125	63%	74%	69%	280	57%	67%	64%	207	64%	66%	63%	145	72%	70%	73%	225	70%	78%	69%	
	How satisfied are you with the IT Services within your bedroom? (Ethernet)	397	63%	53%	54%	173	49%	57%	58%	115	75%	66%	47%	125	67%	65%	60%	280	68%	51%	58%	203	72%	62%	58%	145	72%	51%	56%	226	60%	62%	57%	
	How satisfied are you with your hall's kitchens or snack points?	397	39%	56%	53%	173	63%	73%	70%	115	45%	64%	64%	125	57%	58%	51%	280	51%	53%	54%	206	45%	51%	52%	145	48%	46%	52%	225	44%	56%	51%	
	How satisfied are you with your hall's laundry room? (Washers and Dryers)	398	43%	55%	55%	173	36%	48%	57%	115	30%	55%	45%	126	23%	37%	27%	277	28%	33%	35%	205	26%	42%	42%	145	28%	36%	36%	226	27%	56%	50%	
	How satisfied are you with your hall's maintenance? (reporting and completion)	395	75%	76%	77%	173	65%	72%	75%	113	60%	67%	60%	126	72%	66%	75%	279	65%	59%	62%	207	58%	69%	68%	144	55%	57%	61%	226	47%	65%	57%	
	How satisfied are you with your hall's security personnel?	398	77%	82%	75%	173	76%	76%	66%	115	73%	70%	73%	126	83%	85%	83%	280	72%	75%	70%	207	76%	85%	70%	145	79%	73%	77%	224	71%	81%	78%	
Front of House	How satisfied are you with your service desk's accuracy of response?	407	84%	84%	83%	175	85%	85%	84%	115	82%	82%	73%	127	83%	78%	80%	285	77%	76%	74%	210	77%	89%	80%	147	82%	87%	76%	228	84%	87%	88%	
	How satisfied are you with your service desk's speed of response?	407	85%	81%	81%	175	84%	84%	85%	115	82%	85%	71%	127	82%	83%	85%	285	78%	79%	75%	210	79%	87%	78%	147	82%	85%	82%	227	84%	86%	88%	
	How satisfied are you with your service desk's staff friendliness?	406	80%	79%	72%	175	84%	84%	85%	115	79%	79%	76%	127	86%	81%	83%	285	74%	75%	76%	210	79%	93%	83%	147	84%	78%	69%	228	90%	91%	93%	
	How satisfied are you with your service desk's staff helpfulness?	407	86%	85%	81%	173	83%	85%	85%	115	82%	85%	70%	127	86%	82%	85%	284	78%	78%	76%	210	80%	91%	80%	146	84%	86%	80%	227	85%	87%	92%	
Hall Committee	How satisfied are you with your current Hall Committee?	359	82%	73%	81%	140	61%	81%	79%	105	77%	64%	63%	114	82%	81%	66%	218	79%	68%	74%	168	68%	80%	77%	126	72%	70%	84%	201	87%	83%	66%	
	Are you aware of and/or did you participate in Halls Cup this year?	403	95%	New Question from 2019 Survey		177	96%	New Question from 2019 Survey		115	99%	New Question from 2019 Survey		124	57%	New Question from 2019 Survey		280	93%	New Question from 2019 Survey		209	67%	New Question from 2019 Survey		144	98%	New Question from 2019 Survey		227	95%	New Question from 2019 Survey		
Pastoral Support	Are you aware that your hall has a pastoral support team?*	396	78%	New Question from 2019 Survey		178	67%	New Question from 2019 Survey		114	94%	New Question from 2019 Survey		124	65%	New Question from 2019 Survey		279	57%	New Question from 2019 Survey		202	84%	New Question from 2019 Survey		141	91%	New Question from 2019 Survey		225	69%	New Question from 2019 Survey		
	Are you aware of and/or did you engage with a pastoral support team member?	404	87%	New Question from 2019 Survey		175	83%	New Question from 2019 Survey		116	93%	New Question from 2019 Survey		124	83%	New Question from 2019 Survey		282	69%	New Question from 2019 Survey		207	62%	New Question from 2019 Survey		147	93%	New Question from 2019 Survey		232	84%	New Question from 2019 Survey		
	Are you aware of the Peer Support scheme?	407	81%	New Question from 2019 Survey		N/A	No Peer Supporters	New Question from 2019 Survey		116	94%	New Question from 2019 Survey		N/A	No Peer Supporters	New Question from 2019 Survey		N/A	No Peer Supporters	New Question from 2019 Survey		210	69%	New Question from 2019 Survey		N/A	No Peer Supporters	New Question from 2019 Survey		N/A	No Peer Supporters	New Question from 2019 Survey		
	How satisfied are you with their support?	30	90%	94%	90%	N/A		50%	88%	18	89%	80%	95%	N/A		100%	100%	N/A		100%	100%	12	75%	90%	89%	N/A		85%	83%	N/A		87%	85%	
	I feel that there is a sense of community and belonging in my hall.	406	66%	New Question from 2019 Survey		178	43%	New Question from 2019 Survey		116	83%	New Question from 2019 Survey		126	53%	New Question from 2019 Survey		284	49%	New Question from 2019 Survey		209	42%	New Question from 2019 Survey		147	77%	New Question from 2019 Survey		229	82%	New Question from 2019 Survey		
Sustainability	Overall, how would you grade your hall in terms of sustainability?	399	51%	48%	58%	176	56%	57%	63%	115	50%	52%	53%	125	67%	61%	58%	282	65%	49%	52%	208	60%	62%	68%	145	44%	53%	51%	227	62%	68%	74%	
	How would you rate the Reduce the Juice project?	389	39%	60%	73%	169	53%	55%	64%	114	45%	57%	50%	122	63%	67%	50%	276	56%	58%	58%	200	41%	75%	45%	140	31%	59%	58%	223	57%	65%	79%	
	How easy did you find it to understand which bin to put your different waste items into?	400	69%	63%	63%	176	61%	68%	59%	115	69%	73%	71%	124	50%	42%	41%	283	69%	63%	59%	208	92%	71%	56%	144	66%	66%	64%	228	75%	68%	69%	
Staff Nominations	Would you like to nominate a member of staff from your hall?	401	22%	31%	22%	176	16%	17%	21%	115	34%	21%	25%	126	18%	15%	13%	281	15%	14%	21%	204	35%	25%	16%	145	19%	22%	23%	227	29%	33%	34%	

## Student Accommodation Satisfaction Survey 2019

Column Key		Third Party Managed Halls															
*Terminology in this question was changed to be specific to each hall (e.g. Warden/Senior Subwarden, Subwarden/Senior Resident etc.)		Lilian Knowles House				Sidney Webb House				urbanest King's Cross				urbanest Westminster Bridge			
Total number of responses to the question																	
Percentage of those responses answering positively (e.g. 'Very/Quite Satisfied' or 'Good/Very Good' or 'Yes')			2019	2018	2017		2019	2018	2017		2019	2018	2017		2019	2018	2017
Response Rate	Overall Response Rate	189	52%	36%	49%	238	52%	45%	45%	165	47%	51%	36%	264	55%	45%	35%
Big Questions	Are you enjoying your stay in residences?	184	85%	88%	94%	237	88%	86%	74%	164	91%	88%	82%	259	88%	93%	73%
	Do you think your residence offers good value for money?	184	70%	84%	90%	237	76%	72%	66%	164	68%	65%	47%	259	67%	65%	44%
	Would you recommend your residence to other students at LSE?	184	75%	89%	91%	237	81%	75%	57%	164	78%	77%	62%	259	81%	83%	57%
Safety	How safe do you feel in and around your hall?	179	80%	91%	93%	232	92%	91%	73%	162	98%	98%	96%	253	91%	96%	95%
Facilities	How satisfied are you with your hall's Wi-Fi?	178	66%	81%	52%	226	63%	69%	45%	160	74%	70%	62%	246	26%	32%	18%
	How satisfied are you with the bathroom and toilet facilities?	178	44%	64%	66%	225	40%	59%	32%	160	64%	71%	75%	249	70%	77%	71%
	How satisfied are you with your hall's bedrooms?	178	65%	74%	74%	225	73%	74%	47%	160	81%	74%	76%	249	74%	77%	75%
	How satisfied are you with your hall's cleanliness?	179	65%	67%	71%	224	58%	59%	32%	160	61%	64%	59%	247	65%	65%	52%
	How satisfied are you with the IT Services within your bedroom? (Ethernet)	179	68%	62%	49%	226	55%	44%	38%	160	72%	47%	49%	249	41%	41%	38%
	How satisfied are you with your hall's kitchens or snack points?	176	49%	67%	59%	223	58%	64%	41%	160	63%	53%	57%	246	50%	53%	52%
	How satisfied are you with your hall's laundry room? (Washers and Dryers)	178	8%	42%	28%	225	20%	39%	33%	160	16%	23%	23%	248	40%	41%	51%
	How satisfied are you with your hall's maintenance? (reporting and completion)	179	27%	61%	63%	226	46%	29%	28%	160	57%	59%	45%	247	55%	59%	48%
	How satisfied are you with your hall's security personnel?	179	45%	82%	74%	225	64%	70%	54%	160	79%	70%	63%	246	69%	67%	65%
Front of House	How satisfied are you with your service desk's accuracy of response?	183	56%	64%	70%	231	71%	55%	35%	163	71%	71%	53%	253	66%	56%	39%
	How satisfied are you with your service desk's speed of response?	183	54%	66%	70%	233	70%	53%	33%	163	71%	74%	51%	252	69%	48%	42%
	How satisfied are you with your service desk's staff friendliness?	183	70%	61%	62%	231	77%	67%	51%	163	78%	78%	72%	252	79%	64%	56%
	How satisfied are you with your service desk's staff helpfulness?	183	61%	63%	68%	231	77%	58%	39%	163	75%	76%	56%	251	71%	60%	43%
Hall Committee	How satisfied are you with your current Hall Committee?	146	77%	65%	52%	182	59%	48%	78%	137	75%	59%	49%	190	77%	N/A - Question not asked	
	Are you aware of and/or did you participate in Halls Cup this year?	179	79%	New Question from 2019 Survey		229	86%	New Question from 2019 Survey		161	92%	New Question from 2019 Survey		250	86%	New Question from 2019 Survey	
Pastoral Support	Are you aware that your hall has a pastoral support team?*	165	26%	New Question from 2019 Survey		224	74%	New Question from 2019 Survey		162	40%	New Question from 2019 Survey		245	56%	New Question from 2019 Survey	
	Are you aware of and/or did you engage with a pastoral support team member?	179	56%	New Question from 2019 Survey		228	82%	New Question from 2019 Survey		156	63%	New Question from 2019 Survey		256	82%	New Question from 2019 Survey	
	I feel that there is a sense of community and belonging in my hall.	179	43%	New Question from 2019 Survey		232	38%	New Question from 2019 Survey		161	40%	New Question from 2019 Survey		254	44%	New Question from 2019 Survey	
Sustainability	Overall, how would you grade your hall in terms of sustainability?	179	22%	N/A - Questions not asked at Third Party Managed Halls		231	47%	N/A - Questions not asked at Third Party Managed Halls		162	53%	N/A - Questions not asked at Third Party Managed Halls		253	49%	N/A - Questions not asked at Third Party Managed Halls	
	How easy did you find it to understand which bin to put your different waste items into?	178	34%			231	42%			162	56%			250	33%		
Staff Nominations	Would you like to nominate a member of staff from your hall?	179	23%	22%	20%	229	23%	14%	26%	161	16%	12%	20%	251	21%	10%	3%

Hall Means							
Third Party Managed Halls (Mean)				All Halls (Mean)			
	2019	2018	2017		2019	2018	2017
856	52%	44%	41%	2733	59%	55%	53%
844	88%	89%	81%	2703	90%	91%	90%
844	70%	70%	65%	2703	79%	79%	80%
844	79%	80%	68%	2703	85%	87%	85%
826	90%	94%	92%	2625	94%	95%	92%
810	57%	60%	44%	2595	60%	63%	57%
812	55%	68%	58%	2596	56%	68%	63%
812	73%	75%	66%	2596	73%	77%	73%
810	62%	63%	52%	2590	66%	70%	65%
814	59%	47%	43%	2594	62%	54%	52%
805	55%	59%	51%	2586	49%	56%	53%
811	21%	37%	34%	2592	29%	43%	42%
812	46%	51%	46%	2591	58%	62%	61%
810	64%	71%	64%	2594	72%	76%	70%
830	65%	61%	49%	2643	77%	76%	71%
831	65%	59%	49%	2644	77%	76%	71%
829	74%	68%	59%	2642	81%	78%	72%
828	69%	64%	51%	2637	80%	78%	72%
655	69%	56%	62%	2174	75%	71%	72%
819	83%	New Question from 2019 Survey		2611	91%	New Question from 2019 Survey	
796	49%	New Question from 2019 Survey		2570	66%	New Question from 2019 Survey	
819	56%	New Question from 2019 Survey		2619	81%	New Question from 2019 Survey	
826	41%	New Question from 2019 Survey		2639	54%	New Question from 2019 Survey	
825	54%	N/A - Questions not asked at Third Party Managed Halls		2617	52%	56%	60%
821	46%			2613	58%	65%	61%
820	21%	14%	18%	2610	22%	20%	21%





Column Key		Student Accommodation Satisfaction Survey 2019															
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Total number of responses to the question		LSE Halls				Third Party Managed Halls				UoL Intercollegiate Halls				All Halls			
Percentage of those responses answering positively (e.g. 'Very/Quite Satisfied' or 'Good/Very Good' or 'Yes')																	
			2019	2018	2017		2019	2018	2017		2019	2018	2017		2019	2018	2017
Response Rate	Overall Response Rate	1750	68%	66%	62%	856	52%	44%	41%	127	30%	25%	32%	2733	59%	55%	53%
Big Questions	Are you enjoying your stay in residences?	1734	92%	92%	93%	844	88%	89%	81%	125	84%	91%	89%	2703	90%	91%	90%
	Do you think your residence offers good value for money?	1734	82%	82%	86%	844	70%	70%	65%	125	87%	82%	78%	2703	79%	79%	80%
	Would you recommend your residence to other students at LSE?	1734	89%	91%	92%	844	79%	80%	68%	125	72%	82%	77%	2703	85%	87%	85%
Safety	How safe do you feel in and around your hall?	1683	96%	95%	94%	826	90%	94%	92%	116	94%	95%	92%	2625	94%	95%	92%
Facilities	How satisfied are you with your hall's Wi-Fi?	1669	63%	64%	62%	810	57%	60%	44%	116	73%	69%	58%	2595	60%	63%	57%
	How satisfied are you with the bathroom and toilet facilities?	1668	56%	68%	66%	812	55%	68%	58%	116	55%	69%	58%	2596	56%	68%	63%
	How satisfied are you with your hall's bedrooms?	1668	71%	78%	75%	812	73%	75%	66%	116	73%	81%	74%	2596	73%	77%	73%
	How satisfied are you with your hall's cleanliness?	1664	68%	73%	71%	810	62%	63%	52%	116	71%	69%	57%	2590	66%	70%	65%
	How satisfied are you with the IT Services within your bedroom? (Ethernet)	1664	65%	57%	56%	814	59%	47%	43%	116	65%	45%	46%	2594	62%	54%	52%
	How satisfied are you with your hall's kitchens or snack points?	1666	47%	57%	55%	805	55%	59%	51%	115	23%	33%	35%	2586	49%	56%	53%
	How satisfied are you with your hall's laundry room? (Washers and Dryers)	1665	32%	46%	45%	811	21%	37%	34%	116	35%	38%	46%	2592	29%	43%	42%
	How satisfied are you with your hall's maintenance? (reporting and completion)	1663	63%	67%	68%	812	46%	51%	46%	116	51%	58%	54%	2591	58%	62%	61%
	How satisfied are you with your hall's security personnel?	1668	75%	79%	74%	810	64%	71%	64%	116	68%	71%	62%	2594	72%	76%	70%
Front of House	How satisfied are you with your service desk's accuracy of response?	1694	83%	84%	80%	830	65%	61%	49%	119	77%	66%	62%	2643	77%	76%	71%
	How satisfied are you with your service desk's speed of response?	1693	83%	83%	81%	831	65%	59%	49%	120	77%	75%	67%	2644	77%	76%	71%
	How satisfied are you with your service desk's staff friendliness?	1693	83%	83%	78%	829	74%	68%	59%	120	72%	66%	63%	2642	81%	78%	72%
	How satisfied are you with your service desk's staff helpfulness?	1689	85%	85%	81%	828	69%	64%	51%	120	75%	71%	71%	2637	80%	78%	72%
Hall Committee	How satisfied are you with your current Hall Committee?	1431	77%	75%	76%	655	69%	56%	62%	88	60%	N/A - Question not asked at UoL Halls		2174	75%	71%	72%
	Are you aware of and/or did you participate in Halls Cup this year?	1679	95%	New Question from 2019 Survey		819	83%	New Question from 2019 Survey		116	66%	New Question from 2019 Survey		2611	91%	New Question from 2019 Survey	
Pastoral Support	Are you aware that your hall has a pastoral support team?*	1659	72%	New Question from 2019 Survey		796	49%	New Question from 2019 Survey		115	82%	New Question from 2019 Survey		2570	66%	New Question from 2019 Survey	
	Are you aware of and/or did you engage with a pastoral support team member?	1683	85%	New Question from 2019 Survey		819	56%	New Question from 2019 Survey		119	64%	New Question from 2019 Survey		2619	81%	New Question from 2019 Survey	
	Are you aware of the Peer Support scheme?	733	79%	New Question from 2019 Survey		N/A - No Peer Supporters								733	79%	New Question from 2019 Survey	
	How satisfied are you with their support?	60	87%	88%	89%									60	87%	86%	90%
	I feel that there is a sense of community and belonging in my hall.	1695	61%	New Question from 2019 Survey		826	41%	New Question from 2019 Survey		118	48%	New Question from 2019 Survey		2639	54%	New Question from 2019 Survey	
Sustainability	Overall, how would you grade your hall in terms of sustainability?	1677	57%	56%	60%	825	54%	N/A - Questions not asked at Third Party Managed Halls		115	54%	N/A - Questions not asked at UoL Halls		2617	52%	56%	60%
	How would you rate the Reduce the Juice project?	1633	48%	61%	65%	No Reduce the Juice				N/A	N/A - Question not asked			N/A	N/A	61%	65%
	How easy did you find it to understand which bin to put your different waste items into?	1678	68%	65%	61%	821	46%			114	57%			2613	58%	65%	61%
Staff Nominations	Would you like to nominate a member of staff from your hall?	1675	23%	24%	22%	820	21%	14%	18%	115	22%	16%	23%	2610	22%	20%	21%