	Column Key														St	ude	nt A	Acc	omr	mod	latio	n S	Satis	sfact	tion	Su	rvey	/ 20:	19												
_	rin this question was changed to be specific to Warden/Senior Subwarden, Subwarden/Senior Resident etc.)																LSE	Hall	S																		Hall I	Mear	ıs		
Tota	number of responses to the question		Banksio	de Hous	se		Butler	r's Whar	rf	C	arr Sau	nders H	all	(Grosver	or Hou	se	Hig	h Holbo	orn Resi	dence	Noi	rthumb	erland	House		Passf	ield Hal	I		Roseb	ery Hal	II			E Halls Nean)				Halls ean)	
	of those responses answering positively (e.g. ite 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		2019	2018	2017		2019	2018	2017
Response Ra	re Overall Response Rate	417		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%	1750		66%	62%	2733	59%	55%	53%
	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%	1734	92%	92%	93%	2703	90%	91%	90%
Big Question	Do you think your residence offers	415		85%	91%	181	86%	94%	95%		95%	96%	89%		76%	76%		292	66%	57%	70%	217	87%	85%	89%	149		90%	91%	234	77%	85%	83%	1734		82%	86%	2703		79%	80%
	good value for money? Would you recommend your	415		92%	96%	181	90%	96%	89%	118	97%	97%	97%		82%	89%			80%	80%	88%	217	86%	92%	94%	149		94%	93%	234	82%	91%	90%	1734		91%	92%	2703		87%	85%
Safety	residence to other students at LSE? How safe do you feel in and around	401	98%	95%	98%	177	96%	90%	68%	H	99%	98%	98%		97%	97%	100%	283	95%	96%	96%	208	97%	99%	96%	145		95%	99%	228	97%	90%	98%	1683		95%	94%	2625		95%	92%
	your hall? How satisfied are you with your hall's	398		58%	54%	174		58%	52%	114	73%	78%	63%		71%	62%	70%	280	68%	42%	50%	206	70%	82%	68%	145	79%	72%	81%	226	53%	72%	75%	1669		64%	62%	2595	60%	63%	57%
	Wi-Fi? How satisfied are you with the	397	64%	82%	77%	173	59%	67%	70%	115	56%	75%	53%		63%	66%	74%	280	40%	58%	58%	207	51%	67%	64%	145		62%	69%		61%	65%	51%	1668		68%	66%	2596		68%	63%
	bathroom and toilet facilities? How satisfied are you with your hall's	398		85%	82%	173		74%	76%	H		91%	80%	125		79%		279	68%	69%	71%	207	72%	80%	69%	145		72%	73%	226		79%	73%	1668		78%	75%	2596		77%	73%
	bedrooms? How satisfied are you with your hall's	394	70%	79%	76%	174	71%	74%	73%	114	81%	80%	71%		63%	74%	69%	280	57%	67%	64%	207	64%	66%	63%	145	72%	70%	73%	225		78%	69%	1664		73%	71%	2590		70%	65%
Facilities	cleanliness? How satisfied are you with the IT Services within your bedroom?	397		53%	54%	173	49%	57%	58%	115	75%	66%	47%		67%	65%	60%	280	68%	51%	58%	203	72%	62%	58%	145	72%	51%	56%	226	60%	62%	57%	1664		57%	56%	2594	62%	54%	52%
racinces	(Ethernet) How satisfied are you with your hall's	397	39%	56%	53%	173				115	45%	64%	64%		57%	58%		280	51%	53%	54%	206	45%	51%	52%	145	48%	46%	52%		44%	56%	51%	1666		57%	55%	2586		56%	53%
	kitchens or snack points? How satisfied are you with your hall's			55%	55%	173		73%	70% 57%			55%	45%				27%		28%	33%	35%	205		42%	42%	145						56%	50%		32%	46%	45%	2592		43%	42%
	laundry room? (Washers and Dryers) How satisfied are you with your hall's	398													23%	37%												36%													
	maintenance? (reporting and completion) How satisfied are you with your hall's	395		76%		173		72%	75%	113	60%	67%	60%		72%	66%				59%	62%	207	58%	69%	68%	144		57%	61%		47%	65%	57%	1663		67%	68%	2591		62%	61%
	security personnel? How satisfied are you with your	398		82%	75%	173	76%	76%	66%	115	73%	70%	73%		83%	85%		280	72%	75%	70%	207	76%	85%	70%	145	79%	73%	77%	224	71%	81%	78%	1668		79%	74%	2594	72%	76%	70%
	service desk's accuracy of response? How satisfied are you with your	407	84%	84%	83%	175	85%	85%	84%	H	82%	82%	73%		83%	78%	80%	285	77%	76%	74%	210	77%	89%	80%	147	82%	87%	76%	228	84%	87%	88%	1694		84%	80%	2643		76%	71%
Front of Hou	service desk's speed of response?	407	85%	81%	81%	175		84%	85%	115	82%	85%	71%		82%	83%		285	78%	79%	75%	210	79%	87%	78%	147		85%	82%	227	84%	86%	88%	1693		83%	81%	2644	77%	76%	71%
	service desk's staff friendliness? How satisfied are you with your	406	0070				84%	84%	85%				76%			81%	83%			75%		210	79%	93%	83%	147	84%	78%			90%	91%	93%	1693		83%	78%			78%	72%
	service desk's staff helpfulness? How satisfied are you with your	407		85%	81%	173	83%	85%	85%	115	82%	85%	70%		86%	82%	85%	284	78%	78%	76%	210	80%	91%	80%	146		86%	80%	227	85%	87%	92%	1689		85%	81%	2637	80%	78%	72%
Hall Committ	current Hall Committee?	359			81%	140	61%	81%	79%	105	77%	64%	63%		82%	81% Now Over	66%	218	79%	68%	74%	168	68%	80%	77%	126	72%	70%	84%	201	87%	83%	66%	1431	77%	75%	76%		75%	71% New Quest	72%
	Are you aware of and/or did you participate in Halls Cup this year?	403	95%	2019 9	-	1//	96%	2019	Survey	115	99%	2019 S	urvey	124	57%	2019 S	urvey	280	93%		Survey	209	67%	2019	Survey	144	98%	2019	Stion from Survey	227	95%	2019	Survey	1679	95%	2019	Survey	2611	91%	2019 Sı	Survey
	Are you aware that your hall has a pastoral support team?* Are you aware of and/or did you	396		2019 9	Survey	1/8	67%	2019	Survey	114		New Quest	urvey	124		2019 9	-	279	57%	2019	Survey	202	84%	2019	Survey	141	91%	2019	Survey	225	69%	2019	Survey	1659	72%	2019	Survey	25/0	66%	New Quest 2019 St	Survey
	engage with a pastoral support team member?	404	87%	2019 9	Survey	1/5	83%	2019	Survey	116	93%	New Quest	urvey	124	83%	2019 S	urvey	282	69%		Survey	207	62%	2019	Survey	14/	93%	2019	Survey		84%	2019	Survey	1683	85%	2019	Survey	2619	81%	New Quest 2019 St	Survey
Pastoral Support	Are you aware of the Peer Support scheme?	407	81%		Stion from Survey	N/A	No Peer Supporters	1	stion from Survey	116	94%	New Quest 2019 S		N/A	No Peer Supporters	New Ques 2019 S		N/A	No Peer Supporters	New Que	stion from Survey	210	69%	1	stion from Survey	N/A	No Peer Supporters		stion from Survey	N/A	No Peer Supporters	New Que	Survey	733	79%		stion fron Survey	ⁿ 733	79%	New Quest 2019 Si	
	How satisfied are you with their support?	30	90%		90%	N/A		50%	88%	18	89%	80%	95%	N/A	,,,		100%	N/A			100%	12	75%	90%	89%	N/A	.,,	85%	83%	N/A		87%	85%	60	87%	88%	89%	60	87%	86%	90%
	I feel that there is a sense of community and belonging in my hall.	406	66%	New Ques 2019 S	Stion from Survey	178	43%	1	stion from Survey	116	83%	New Ques 2019 S		126	53%	New Ques 2019 S	tion from Jurvey	284	49%		stion from Survey	209	42%	1	stion from Survey	147	77%	I	stion from Survey	229	82%		Survey	1695	61%		stion fron Survey	2639	54%	New Quest 2019 St	
	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%	1677	57%	56%	60%	2617	52%	56%	60%
Sustainabili	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%	1633	48%	61%	65%	N/A	N/A	61%	65%
	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%	1678	68%	65%	61%	2613	58%	65%	61%
Staff Nomination	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%	1675	23%	24%	22%	2610	22%	20%	21%

						(Stude	ent Ac	comi	noc	latio	n Satis	sfacti	on S	Surve	y 201	.9										
	Column Key							Third I	Party N	/lana	ged Ha	lls									Hall I	Means					
	s question was changed to be specific to each hall or Subwarden, Subwarden/Senior Resident etc.)		Lilian Kr	nowles Hou	ıse		Sidney	Webb Hous	se		urbanes	t King's Cro	oss	ur	banest We	estminster	Bridge	Т	-	Managed Mean)	Halls			ll Halls Mean)			
Total	number of responses to the question																		,,	vicuity				vicum			
	e responses answering positively (e.g. 'Very/Quite fied' or 'Good/Very Good' or 'Yes')		2019	2018	2017		2019	2018	2017		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%	856	52%	44%	41%	2733	59%	55%	53%		
	Are you enjoying your stay in residences?	184	85%	88%	94%	237	88%	86%	74%	164	91%	88%	82%	259	88%	93%	73%	844	88%	89%	81%	2703	90%	91%	90%		
Big Questions	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%	844	70%	70%	65%	2703	79%	79%	80%		
	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%	844	79%	80%	68%	2703	85%	87%	85%		
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%	826	90%	94%	92%	2625	94%	95%	92%		
	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%	810	57%	60%	44%	2595	60%	63%	57%		
	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%	812	55%	68%	58%	2596	56%	68%	63%		
	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%	812	73%	75%	66%	2596	73%	77%	73%		
	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%	810	62%	63%	52%	2590	66%	70%	65%		
Facilities	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%	814	59%	47%	43%	2594	62%	54%	52%		
	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%	805	55%	59%	51%	2586	49%	56%	53%		
	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%	811	21%	37%	34%	2592	29%	43%	42%		
	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%	812	46%	51%	46%	2591	58%	62%	61%		
	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%	810	64%	71%	64%	2594	72%	76%	70%		
	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%	830	65%	61%	49%	2643	77%	76%	71%		
Front of House	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%	831	65%	59%	49%	2644	77%	76%	71%		
Trone or nouse	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%	829	74%	68%	59%	2642	81%	78%	72%		
	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%	828	69%	64%	51%	2637	80%	78%	72%		
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%		estion not ked	655	69%	56%	62%	2174	75%	71%	72%		
rial committee	Are you aware of and/or did you participate in Halls Cup this year?	179	79%		stion from Survey	229	86%	New Ques 2019 S		161	92%	New Ques 2019 S		250	86%	1	stion from Survey	819	83%		stion from Survey	2611	91%	New Ques 2019 S	stion from Survey		
	Are you aware that your hall has a pastoral support team?*	165	26%	-	stion from Survey	224	74%	New Ques 2019 S		162	40%	New Ques 2019 S		245	56%	1	stion from Survey	796	49%		stion from Survey	2570	66%	_	stion from Survey		
Pastoral Support	Are you aware of and/or did you engage with a pastoral support team member?	179	56%		stion from Survey	228	82%	New Ques 2019 S		156	63%	New Ques 2019 S		256	82%	1	stion from Survey	819	56%		stion from Survey	2619	81%		stion from Survey		
	I feel that there is a sense of community and belonging in my hall.	179	43%		stion from Survey	232	38%	New Ques 2019 S		161	40%	New Ques 2019 S		254	44%		stion from Survey	826	41%		stion from Survey	2639	54%		stion from Survey		
Sustainability	Overall, how would you grade your hall in terms of sustainability?	179	22%	N/A - Que	estions not	231	47%	N/A - Ques		162	53%	N/A - Que	stions not	253	49%		stions not hird Party	825	54%	, ,	estions not Third Party	2617	52%	56%	60%		
Justamability	How easy did you find it to understand which bin to put your different waste items into?	178	34%		ed Halls	231	42%	Manage	,	162	56%	Manage	,	250	33%	1	ed Halls	821	46%		ed Halls	2613	58%	65%	61%		
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%	820	21%	14%	18%	2610	22%	20%	21%		

	Column Key															Stude	nt Acc	com	moda	ation S	Satisfa	ctio	n Surv	vey 20)19												
*Terminology in th (e.g. Warden/Sen	is question was changed to be specific to each hall ior Subwarden, Subwarden/Senior Resident etc.)											U	niversit	y of L	ondon	(UoL) Ir	ntercolle	egiate	e Halls														Means	of Hal	ls		
Total	number of responses to the question		Co	llege Hall			Coni	naught Hal	I		Gai	rden Halls			Intern	ational Hal	I		Lilliar	n Penson Ha	II		Nutf	ford House			Cor	nway Hou	se			collegiate Ha Mean)	alls			l Halls ⁄lean)	
	e responses answering positively (e.g. 'Very/Quite sfied' 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	3 2017		2019	2018	2017		2019	2018	2017
Response Rate	Overall Response Rate	15	33%	23%	17%	10	32%	34%	33%	34	21%	7%	26%	26	32%	12%	38%	15	50%	28%	46%	10	50%	36%	41%	17	53%			127	32%	25%	32%	2733	59%	55%	53%
	Are you enjoying your stay in residences?	15	93%	80%	100%	9	78%	100%	82%	33	85%	100%	96%	26	85%	86%	91%	15	73%	71%	82%	10	90%	92%	82%	17	65%			125	82%	91%	89%	2703	90%	91%	90%
Big Questions	Do you think your residence offers good value for money?	15	93%	70%	100%	9	78%	80%	82%	33	88%	92%	76%	26	81%	76%	84%	15	93%	71%	65%	10	90%	83%	64%	17	76%			125	86%	82%	78%	2703	79%	79%	80%
	Would you recommend your residence to other students at LSE?	15	73%	60%	100%	9	67%	80%	82%	33	88%	100%	88%	26	62%	76%	88%	15	73%	57%	41%	10	70%	75%	55%	17	65%			125	73%	82%	77%	2703	85%	87%	85%
Safety	How safe do you feel in and around your hall?	12	92%	100%	86%	9	89%	100%	100%	30	100%	94%	92%	25	100%	86%	100%	15	93%	100%	88%	8	88%	100%	73%	17	82%			116	94%	95%	92%	2625	94%	95%	92%
	How satisfied are you with your hall's Wi-Fi?	13	92%	50%	57%	9	67%	40%	55%	30	80%	80%	50%	25	80%	62%	62%	15	67%	86%	75%	8	50%	67%	45%	16	31%			116	70%	69%	58%	2595	60%	63%	57%
	How satisfied are you with the bathroom and toilet facilities?	13	77%	80%	86%	9	56%	20%	55%	30	80%	91%	79%	25	52%	50%	63%	15	40%	71%	38%	8	25%	42%	18%	16	44%			116	58%	69%	58%	2596	56%	68%	63%
	How satisfied are you with your hall's bedrooms?	13	100%	80%	86%	9	67%	40%	73%	30	87%	94%	92%	25	68%	80%	70%	15	67%	71%	56%	8	50%	67%	60%	16	44%			116	72%	81%	74%	2596	73%	77%	73%
	How satisfied are you with your hall's cleanliness?	13	100%	80%	86%	9	78%	40%	64%	30	90%	85%	46%	25	65%	60%	67%	15	53%	43%	56%	8	38%	58%	36%	16	44%			116	69%	69%	57%	2590	66%	70%	65%
Facilities	How satisfied are you with the IT Services within your bedroom? (Ethernet)	13	77%	20%	57%	9	67%	40%	45%	30	80%	56%	42%	25	64%	40%	52%	15	53%	57%	44%	8	50%	42%	36%	16	19%			116	61%	45%	46%	2594	62%	54%	52%
	How satisfied are you with your hall's kitchens or snack points?	13	23%	10%	29%	9	11%	40%	18%	29	45%	49%	50%	25	40%	24%	44%	15	20%	29%	38%	8	0%	25%	0%	16	56%			115	34%	33%	35%	2586	49%	56%	53%
	How satisfied are you with your hall's laundry room? (Washers and Dryers)	13	38%	0%	57%	9	22%	40%	55%	30	40%	59%	65%	25	40%	20%	48%	15	33%	29%	38%	8	38%	42%	0%	16	25%			116	35%	38%	46%	2592	29%	43%	42%
	How satisfied are you with your hall's maintenance? (reporting and	13	69%	60%	67%	9	22%	40%	73%	30	70%	65%	54%	25	52%	60%	63%	15	40%	43%	44%	8	50%	50%	18%	16	69%	N/A - N	o Previous Data	116	57%	58%	54%	2591	58%	62%	61%
	How satisfied are you with your hall's security personnel?	13	77%	50%	86%	9	89%	40%	73%	30	80%	86%	63%	25	72%	81%	77%	15	53%	57%	38%	8	38%	50%	36%	16	50%		Available	116	68%	71%	62%	2594	72%	76%	70%
	How satisfied are you with your service desk's accuracy of	13	92%	60%	86%	9	100%	80%	73%	31	84%	69%	46%	25	60%	43%	85%	15	57%	86%	44%	10	70%	83%	40%	16	65%	1		119	75%	66%	62%	2643	77%	76%	71%
	response? How satisfied are you with your service desk's speed of response?	13	100%	80%	86%	9	100%	100%	82%	31	81%	71%	50%	25	52%	62%	85%	15	47%	71%	63%	10	80%	100%	40%	17	65%			120	72%	75%	67%	2644	77%	76%	71%
Front of House	How satisfied are you with your service desk's staff friendliness?	13	77%	80%	100%	9	100%	80%	73%	31	65%	57%	54%	25	76%	71%	69%	15	47%	43%	44%	10	70%	75%	60%	17	82%			120	72%	66%	63%	2642	81%	78%	72%
	How satisfied are you with your service desk's staff helpfulness?	13	92%	80%	100%	9	100%	80%	82%	31	81%	69%	63%	25	68%	76%	75%	15	47%	43%	56%	10	60%	75%	70%	17	71%			120	77%	71%	71%	2637	80%	78%	72%
	How satisfied are you with your current Hall Committee?	N/A Q	uestion not	New Que	stion from Survey	9	86%		uestion not t UoL Halls	23	61%	N/A - Qu asked at	estion not UoL Halls	18	61%		estion not UoL Halls	12	67%	N/A - Qu asked at	uestion not t UoL Halls	7	86%	N/A - Qu asked at	estion not UoL Halls	11	27%			88	60%	N/A - Qu asked at	estion not UoL Halls	2174	75%	71%	72%
Hall Committee	Are you aware of and/or did you participate in Halls Cup this year?	N/A Q	asked N/A - uestion not	New Que	stion from Survey	9	70%	New Que	estion from Survey	30	87%	New Que	stion from Survey	26	69%		stion from	15	80%	New Que	estion from Survey	10	90%	New Que	stion from Survey	17	41%			116	63%	New Que	stion from Survey	2611	91%		estion from Survey
	Are you aware that your hall has a pastoral support team?*	12	asked 100%	New Que	stion from Survey	9	78%	New Qu	estion from Survey	29	52%	New Que	stion from Survey	24	83%	New Que	stion from Survey	15	90%	New Que	estion from Survey	10	90%	New Que	stion from Survey	17	63%			115	75%	New Que	stion from Survey	2570	66%	New Que	estion from Survey
Pastoral Support	Are you aware of and/or did you engage with a pastoral support	14	93%	New Que	stion from Survey	9	100%	New Que	estion from Survey	29	74%	New Que	stion from Survey	26	88%	New Que	stion from Survey	15	7%	New Que	estion from Survey	10	20%	New Que	stion from Survey	17	71%	1		119	82%	New Que	stion from Survey	2619	81%	New Que	estion from Survey
	team member? I feel that there is a sense of community and belonging in my	14	36%	New Que	stion from Survey	9	44%	New Que	estion from Survey	30	47%	New Que	stion from Survey	25	40%		stion from	15	60%	New Que	estion from Survey	8	63%	New Que	stion from Survey	17	6%			118	41%	New Que	stion from Survey	2639	54%	New Que	estion from Survey
	hall. Overall, how would you grade your hall in terms of sustainability?	12	42%		-	9	44%			30	60%		-	25	88%			14	50%		-	8	38%			17	24%	1		115	46%			2617	52%	56%	60%
Sustainability	How easy did you find it to understand which bin to put your different waste	12	75%	-	estion not UoL Halls	9	67%	+	uestion not t UoL Halls	29	28%	4	estion not UoL Halls	25	48%	-	estions not UoL Halls	14	50%	4	estions not t UoL Halls	8	75%	4	estions not UoL Halls	17	24%	1		114	46%		estions not UoL Halls	2613	58%	65%	61%
Staff Nominations	items into? Would you like to nominate a member of staff from your hall?	12	67%	30%	57%	9	0%	0%	36%	30	13%	9%	12%	25	12%	29%	19%	15	27%	0%	18%	7	43%	18%	27%	17	59%	1		115	28%	16%	23%	2610	22%	20%	21%
														ш						1																	

*Terminalage is t	Column Key						Studen	t Accomn	nodation	Sat	isfaction	Survey 2	2019				
	his question was changed to be specific to den/Senior Subwarden, Subwarden/Senior Resident etc.)								Means of	f All I	Halls						
Total nun	nber of responses to the question			LSE Halls			Third Pa	arty Managed Ha	Ils		UoL Int	ercollegiate Hall	s			All Halls	
	nose responses answering positively (e.g. atisfied' 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%
	Are you enjoying your stay in residences?	1734	92%	92%	93%	844	88%	89%	81%	125	84%	91%	89%	2703	90%	91%	90%
Big Questions	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%
	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%
Facilities	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%
	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%
Front of House	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%
Trone or riouse	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 i		2174	75%	71%	72%
Tian Committee	Are you aware of and/or did you participate in Halls Cup this year?	1679	95%	New Question f	rom 2019 Survey	819	83%	New Question f	rom 2019 Survey	116	66%	New Question fr	om 2019 Survey	2611	91%	New Question	from 2019 Surve
	Are you aware that your hall has a pastoral support team?*	1659	72%	New Question f	rom 2019 Survey	796	49%	New Question f	rom 2019 Survey	115	82%	New Question fr	om 2019 Survey	2570	66%	New Question	from 2019 Surve
	Are you aware of and/or did you engage with a pastoral support team member?	1683	85%	New Question f	rom 2019 Survey	819	56%	New Question f	rom 2019 Survey	119	64%	New Question fr	om 2019 Survey	2619	81%	New Question	from 2019 Surve
Pastoral Support	Are you aware of the Peer Support scheme?	733	79%	New Question f	rom 2019 Survey				N/A No Dos	ar Cunn	orters			733	79%	New Question	from 2019 Surve
	How satisfied are you with their support?	60	87%	88%	89%				N/A - No Pee	= supp	ח נפו ז			60	87%	86%	90%
	I feel that there is a sense of community and belonging in my hall.	1695	61%	New Question f	rom 2019 Survey	826	41%	New Question f	rom 2019 Survey	118	48%	New Question fr	om 2019 Survey	2639	54%	New Question	from 2019 Surve
	Overall, how would you grade your hall in terms of sustainability?	1677	57%	56%	60%	825	54%			115	54%			2617	52%	56%	60%
Sustainability How would you rate the Reduce t Juice project?		1633	48%	61%	65%	No Re	educe the Juice	1	ns not asked at Nanaged Halls	N/A	N/A - Question not asked	N/A - Questions Ha	not asked at UoL Ills	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%
itaff 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%