

Column Key		Student Accommodation Satisfaction Survey 2020																									Means of Halls						
*Terminology in this question was changed to be specific to each hall (e.g. Warden/Senior Subwarden, Subwarden/Senior Resident etc.)		LSE Halls																									Means of Halls						
Total number of responses to the question		Bankside House (598)			Butler's Wharf (280)			Carr Saunders Hall (156)			Grosvenor House (225)			High Holborn Residence (447)			Northumberland House (339)			Passfield Hall (226)			Rosebery Hall (285)			LSE Halls (2556)			All Halls (4589)				
Percentage of those responses answering positively (e.g. 'Very/Quite Satisfied' or 'Good/Very Good' or 'Yes')		2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018		
Response Rate	Overall Response Rate	↔	55%	68%	55%	↔	59%	65%	96%	↔	46%	76%	76%	↔	48%	57%	68%	↔	51%	67%	65%	↔	57%	65%	59%	↔	55%	66%	76%	↔	54%	82%	75%
Big Questions	Are you enjoying your stay in residences?	↔	94%	96%	92%	↔	91%	95%	92%	↔	96%	97%	100%	↔	94%	92%	89%	↔	84%	87%	84%	↔	91%	87%	93%	↔	88%	91%	95%	↔	95%	88%	93%
	Do you think your residence offers good value for money?	↔	89%	91%	85%	↔	84%	86%	94%	↔	90%	95%	96%	↔	83%	76%	76%	↔	61%	66%	57%	↔	87%	87%	85%	↔	91%	84%	90%	↔	86%	77%	85%
	Would you recommend your residence to other students at LSE?	↔	92%	96%	92%	↔	87%	90%	96%	↔	94%	97%	97%	↔	90%	82%	89%	↔	74%	80%	80%	↔	90%	86%	92%	↔	89%	91%	94%	↔	93%	82%	91%
Safety	How safe do you feel in and around your hall?	↔	94%	98%	95%	↔	95%	96%	90%	↔	99%	99%	98%	↔	98%	97%	97%	↔	96%	95%	96%	↔	97%	97%	99%	↔	89%	92%	95%	↔	98%	97%	90%
Facilities	How satisfied are you with your hall's Wi-Fi?	↔	82%	59%	58%	↔	66%	39%	58%	↔	90%	73%	78%	↔	71%	71%	62%	↔	70%	68%	42%	↔	70%	70%	82%	↔	72%	79%	72%	↔	78%	53%	72%
	How satisfied are you with the bathroom and toilet facilities?	↔	67%	64%	82%	↔	50%	59%	67%	↔	51%	56%	75%	↔	62%	63%	66%	↔	37%	40%	58%	↔	52%	51%	67%	↔	48%	57%	62%	↔	61%	61%	65%
	How satisfied are you with your hall's bedrooms?	↔	82%	80%	85%	↔	71%	69%	74%	↔	84%	83%	91%	↔	75%	72%	79%	↔	67%	68%	69%	↔	67%	72%	80%	↔	76%	74%	72%	↔	75%	72%	79%
	How satisfied are you with your hall's cleanliness?	↔	74%	70%	79%	↔	71%	71%	74%	↔	82%	81%	80%	↔	57%	63%	74%	↔	67%	57%	67%	↔	60%	64%	66%	↔	62%	72%	70%	↔	73%	70%	78%
	How satisfied are you with the IT Services within your bedroom? (Ethernet)	↔	68%	63%	53%	↔	61%	49%	57%	↔	83%	75%	66%	↔	70%	67%	65%	↔	69%	68%	51%	↔	71%	72%	62%	↔	71%	72%	51%	↔	74%	60%	62%
	How satisfied are you with your hall's kitchens or snack points?	↔	40%	39%	56%	↔	68%	63%	73%	↔	51%	45%	64%	↔	65%	57%	58%	↔	58%	51%	53%	↔	52%	45%	51%	↔	44%	48%	46%	↔	45%	44%	56%
	How satisfied are you with your hall's laundry room? (Washers and Dryers)	↔	56%	43%	55%	↔	49%	36%	48%	↔	45%	30%	55%	↔	48%	23%	37%	↔	55%	28%	33%	↔	53%	26%	42%	↔	35%	28%	36%	↔	55%	27%	56%
	How satisfied are you with your hall's maintenance? (reporting and completion)	↔	76%	75%	76%	↔	58%	65%	72%	↔	74%	60%	67%	↔	63%	72%	66%	↔	55%	65%	59%	↔	66%	58%	69%	↔	61%	55%	57%	↔	53%	47%	65%
How satisfied are you with your hall's security personnel?	↔	86%	77%	82%	↔	72%	76%	76%	↔	79%	73%	70%	↔	70%	83%	85%	↔	72%	72%	75%	↔	79%	76%	85%	↔	63%	79%	73%	↔	64%	71%	81%	
Front of House	How satisfied are you with your service desk's accuracy of response?	↔	82%	84%	84%	↔	82%	85%	85%	↔	86%	82%	82%	↔	81%	83%	78%	↔	74%	77%	76%	↔	85%	77%	89%	↔	80%	82%	87%	↔	84%	84%	87%
	How satisfied are you with your service desk's speed of response?	↔	82%	85%	81%	↔	82%	84%	84%	↔	87%	82%	85%	↔	78%	82%	83%	↔	70%	78%	79%	↔	85%	79%	87%	↔	81%	82%	85%	↔	84%	84%	86%
	How satisfied are you with your service desk's staff friendliness?	↔	75%	80%	79%	↔	92%	84%	84%	↔	86%	79%	79%	↔	83%	86%	81%	↔	72%	74%	75%	↔	88%	79%	93%	↔	81%	84%	78%	↔	88%	90%	91%
	How satisfied are you with your service desk's staff helpfulness?	↔	83%	86%	85%	↔	87%	83%	85%	↔	90%	82%	85%	↔	84%	86%	82%	↔	74%	78%	78%	↔	83%	80%	91%	↔	76%	84%	86%	↔	84%	85%	87%
Hall Committee	How satisfied are you with your current Hall Committee?	↔	85%	82%	73%	↔	82%	61%	81%	↔	77%	77%	64%	↔	73%	82%	81%	↔	69%	79%	68%	↔	68%	68%	80%	↔	74%	72%	70%	↔	78%	87%	83%
	Are you aware of and/or did you participate in Halls Cup this year?	↔	83%	95%	New in 2019	↔	69%	96%	New in 2019	↔	88%	99%	New in 2019	↔	73%	57%	New in 2019	↔	74%	93%	New in 2019	↔	81%	67%	New in 2019	↔	86%	98%	New in 2019	↔	93%	95%	New in 2019
Pastoral Support	Are you aware that your hall has a pastoral support team?*	↔	63%	78%	New in 2019	↔	61%	67%	New in 2019	↔	87%	94%	New in 2019	↔	52%	65%	New in 2019	↔	59%	57%	New in 2019	↔	53%	84%	New in 2019	↔	74%	91%	New in 2019	↔	69%	69%	New in 2019
	Are you aware of and/or did you engage with a pastoral support team member?	↔	68%	87%	New in 2019	↔	74%	83%	New in 2019	↔	90%	93%	New in 2019	↔	62%	83%	New in 2019	↔	64%	69%	New in 2019	↔	63%	62%	New in 2019	↔	70%	93%	New in 2019	↔	68%	84%	New in 2019
	Are you aware of the Peer Support scheme?	↔	67%	81%	New in 2019	↔	No Peer Supporters		New in 2019	↔	93%	94%	New in 2019	↔	No Peer Supporters		New in 2019	↔	79%	No Peer Supporters		New in 2019	↔	92%	No Peer Supporters		New in 2019	↔	n/a	No Peer Supporters		New in 2019	
	How satisfied are you with their support?	↔	94%	90%	94%	↔	No Peer Supporters		50%	↔	100%	89%	80%	↔	No Peer Supporters		100%	↔	80%	No Peer Supporters		100%	↔	69%	No Peer Supporters		85%	↔	n/a	No Peer Supporters		87%	
Sustainability	I feel that there is a sense of community and belonging in my hall.	↔	59%	66%	New in 2019	↔	60%	43%	New in 2019	↔	67%	83%	New in 2019	↔	29%	53%	New in 2019	↔	40%	49%	New in 2019	↔	47%	42%	New in 2019	↔	72%	77%	New in 2019	↔	81%	82%	New in 2019
	Overall, how would you grade your hall in terms of sustainability?	↔	45%	51%	48%	↔	60%	56%	57%	↔	49%	50%	52%	↔	59%	67%	61%	↔	59%	65%	49%	↔	63%	60%	62%	↔	42%	44%	53%	↔	60%	62%	68%
	How would you rate the Reduce the Juice project?	↔	38%	39%	60%	↔	43%	53%	55%	↔	39%	45%	57%	↔	56%	63%	67%	↔	56%	56%	58%	↔	50%	41%	75%	↔	37%	31%	59%	↔	50%	57%	65%
Staff Nominations	How easy did you find it to understand which bin to put your different waste items into?	↔	85%	69%	63%	↔	68%	61%	68%	↔	78%	69%	73%	↔	55%	50%	42%	↔	67%	69%	63%	↔	72%	92%	71%	↔	63%	66%	66%	↔	71%	75%	68%
	Would you like to nominate a member of staff from your hall?	↔	31%	22%	31%	↔	20%	16%	17%	↔	29%	34%	21%	↔	19%	18%	15%	↔	14%	15%	14%	↔	28%	35%	25%	↔	24%	19%	22%	↔	25%	29%	33%

## Student Accommodation Satisfaction Survey 2020

### LSE Halls

Total number of responses to the question		Bankside House			Carr Saunders Hall			Passfield Hall			Rosebery Hall			All Catered Halls			
Percentage of those responses answering positively (e.g. 'Very/Quite Satisfied' or 'Good/Very Good' or 'Yes')		2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018	
<b>Catering</b>	Overall, how satisfied are you with catering services at your hall?	↑ 94%	72%	58%	↑ 79%	50%	70%	↓ 66%	71%	74%	↑ 77%	75%	80%	↑ 79%	67%	71%	
	Ambience of restaurant	Satisfaction ↓	73%	74%	55%	↑ 73%	62%	79%	↓ 61%	72%	62%	↑ 73%	65%	68%	↑ 70%	68%	66%
	Responsiveness of staff	Satisfaction ↓	72%	79%	38%	↑ 86%	82%	84%	↓ 64%	79%	71%	↔ 78%	78%	78%	↓ 75%	80%	68%
	Quality of food	Satisfaction ↑	67%	60%	40%	↑ 33%	29%	40%	↓ 55%	60%	49%	↑ 54%	52%	62%	↑ 52%	50%	48%
	Seasonality of food	Satisfaction ↑	64%	58%	42%	↑ 42%	39%	48%	↓ 58%	60%	46%	↑ 61%	49%	58%	↑ 56%	52%	49%
	The restaurant makes it possible for me to socialise	↑	84%	81%	78%	↑ 93%	74%	83%	↑ 93%	88%	83%	↓ 83%	89%	89%	↑ 88%	83%	83%
	Eating together enhances the feeling of community in my hall	↑	83%	80%	73%	↑ 93%	87%	81%	↑ 93%	88%	81%	↓ 82%	86%	87%	↑ 88%	85%	81%
	Living in a catered hall makes it easier for me to maintain a balanced diet	↑	76%	69%	65%	↑ 76%	69%	69%	↓ 76%	77%	69%	↑ 77%	74%	69%	↑ 76%	72%	68%

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Total number of responses to the question		Lilian Knowles House (365)			Sidney Webb House (460)			urbanest King's Cross (346)			urbanest Westminster Bridge (481)			Third Party Managed Halls (1652)			All Halls (4589)										
Percentage of those responses answering positively (e.g. 'Very/Quite Satisfied' or 'Good/Very Good' or 'Yes')		2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018								
Response Rate	Overall Response Rate	↓	47%	52%	36%	↓	44%	52%	45%	↓	42%	47%	51%	↓	41%	55%	45%	↓	43%	52%	44%	↓	47%	59%	55%		
Big Questions	Are you enjoying your stay in residences?	↑	86%	85%	88%	↓	84%	88%	86%	↑	92%	91%	88%	↑	91%	88%	93%	↓	88%	88%	89%	↑	90%	90%	91%		
	Do you think your residence offers good value for money?	↑	82%	70%	84%	↓	72%	76%	72%	↑	70%	68%	65%	↑	73%	67%	65%	↑	74%	70%	70%	↑	80%	79%	79%		
	Would you recommend your residence to other students at LSE?	↑	81%	75%	89%	↓	77%	81%	75%	↑	81%	78%	77%	↓	79%	81%	83%	↑	79%	79%	80%	↑	85%	85%	87%		
Safety	How safe do you feel in and around your hall?	↓	93%	80%	91%	↓	86%	92%	91%	↑	99%	98%	98%	↑	93%	91%	96%	↓	92%	90%	94%	↓	94%	94%	95%		
Facilities	How satisfied are you with your hall's Wi-Fi?	↓	63%	66%	81%	↓	56%	63%	69%	↓	67%	74%	70%	↑	41%	26%	32%	↓	56%	57%	60%	↑	71%	60%	63%		
	How satisfied are you with the bathroom and toilet facilities?	↑	59%	44%	64%	↓	40%	40%	59%	↑	67%	64%	71%	↑	78%	70%	77%	↑	61%	55%	68%	↑	64%	56%	68%		
	How satisfied are you with your hall's bedrooms?	↑	77%	65%	74%	↑	76%	73%	74%	↓	79%	81%	74%	↑	78%	74%	77%	↑	78%	73%	75%	↑	78%	73%	77%		
	How satisfied are you with your hall's cleanliness?	↓	66%	65%	67%	↓	49%	58%	59%	↓	59%	61%	64%	↑	69%	65%	65%	↓	61%	62%	63%	↑	68%	66%	70%		
	How satisfied are you with the IT Services within your bedroom? (Ethernet)	↓	65%	68%	62%	↑	57%	55%	44%	↓	69%	72%	47%	↑	50%	41%	41%	↑	59%	59%	47%	↑	67%	62%	54%		
	How satisfied are you with your hall's kitchens or snack points?	↓	61%	49%	67%	↓	51%	58%	64%	↑	65%	63%	53%	↑	60%	50%	53%	↑	59%	55%	59%	↑	50%	49%	56%		
	How satisfied are you with your hall's laundry room? (Washers and Dryers)	↓	33%	8%	42%	↓	15%	20%	39%	↑	25%	16%	23%	↑	40%	40%	41%	↑	28%	21%	37%	↑	40%	29%	43%		
	How satisfied are you with your hall's maintenance? (reporting and completion)	↓	37%	27%	61%	↓	32%	46%	29%	↑	77%	57%	59%	↑	75%	55%	59%	↑	55%	46%	51%	↑	63%	58%	62%		
How satisfied are you with your hall's security personnel?	↓	56%	45%	82%	↓	58%	64%	70%	↓	77%	79%	70%	↑	70%	69%	67%	↑	65%	64%	71%	↑	73%	72%	76%			
Front of House	How satisfied are you with your service desk's accuracy of response?	↔	63%	56%	64%	↓	63%	71%	55%	↑	85%	71%	71%	↑	71%	66%	56%	↑	72%	65%	61%	↓	76%	77%	76%		
	How satisfied are you with your service desk's speed of response?	↓	64%	54%	66%	↓	61%	70%	53%	↑	86%	71%	74%	↑	73%	69%	48%	↑	70%	65%	59%	↓	75%	77%	76%		
	How satisfied are you with your service desk's staff friendliness?	↑	76%	70%	61%	↑	89%	77%	67%	↑	89%	78%	78%	↑	85%	79%	64%	↑	85%	74%	68%	↓	80%	81%	78%		
	How satisfied are you with your service desk's staff helpfulness?	↓	66%	61%	63%	↓	72%	77%	58%	↑	87%	75%	76%	↑	75%	71%	60%	↑	74%	69%	64%	↓	77%	80%	78%		
Hall Committee	How satisfied are you with your current Hall Committee?	↑	83%	77%	65%	↓	58%	59%	48%	↓	58%	75%	59%	↓	63%	77%	N/A - Question not asked	↓	67%	69%	56%	↓	71%	75%	71%		
	Are you aware of and/or did you participate in Halls Cup this year?	↓	67%	79%	New Question from 2019 Survey	↓	70%	86%	New Question from 2019 Survey	↓	70%	92%	New Question from 2019 Survey	↓	59%	86%	New Question from 2019 Survey	↓	66%	83%	New Question from 2019 Survey	↓	71%	91%	New Question from 2019 Survey		
Pastoral Support	Are you aware that your hall has a pastoral support team?*	↑	28%	26%	New Question from 2019 Survey	↓	55%	74%	New Question from 2019 Survey	↑	46%	40%	New Question from 2019 Survey	↓	40%	56%	New Question from 2019 Survey	↑	55%	49%	New Question from 2019 Survey	↓	63%	66%	New Question from 2019 Survey		
	Are you aware of and/or did you engage with a pastoral support team member?	↓	40%	56%	New Question from 2019 Survey	↓	56%	82%	New Question from 2019 Survey	↓	61%	63%	New Question from 2019 Survey	↓	52%	82%	New Question from 2019 Survey	↓	52%	56%	New Question from 2019 Survey	↓	65%	81%	New Question from 2019 Survey		
	Are you aware of the Peer Support scheme?		N/A - No Peer Supporters			↓	80%	N/A				N/A - No Peer Supporters				N/A - No Peer Supporters			↑	80%	New Question from 2019 Survey			↓	71%	79%	New Question from 2019 Survey
	How supported are you with their support?		N/A - No Peer Supporters			↑	80%	N/A				N/A - No Peer Supporters				N/A - No Peer Supporters			↑	80%	New Question from 2019 Survey			↑	88%	87%	86%
	I feel that there is a sense of community and belonging in my hall.	↓	59%	43%	New Question from 2019 Survey	↔	38%	38%	New Question from 2019 Survey	↔	40%	40%	New Question from 2019 Survey	↓	36%	44%	New Question from 2019 Survey	↓	30%	41%	New Question from 2019 Survey	↓	48%	54%	New Question from 2019 Survey		
Sustainability	Overall, how would you grade your hall in terms of sustainability?	↓	34%	22%	N/A - Questions not asked at Third Party Managed Halls	↔	47%	47%	N/A - Questions not asked at Third Party Managed Halls	↔	53%	53%	N/A - Questions not asked at Third Party Managed Halls	↓	47%	49%	N/A - Questions not asked at Third Party Managed Halls	↑	59%	54%	N/A - Questions not asked at Third Party Managed Halls	↑	57%	52%	56%		
	How would you rate the Reduce the Juice project?		No Reduce the Juice												↓	44%	N/A	61%	↓	42%	46%	New Question from 2019 Survey	↓	52%	58%	65%	
	How easy did you find it to understand which bin to put your different waste items into?	↓	31%	34%	N/A - Questions not asked at Third Party Managed Halls	↔	42%	42%	N/A - Questions not asked at Third Party Managed Halls	↔	56%	56%	N/A - Questions not asked at Third Party Managed Halls	↔	33%	33%	N/A - Questions not asked at Third Party Managed Halls	↓	42%	46%	New Question from 2019 Survey	↓	52%	58%	65%		
Staff Nominations	Would you like to nominate a member of staff from your hall?	↓	23%	23%	22%	↑	23%	14%	26%	↑	16%	12%	20%	↔	21%	21%	10%	↑	21%	21%	14%	↓	21%	22%	20%		

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Total number of responses to the question		College Hall (47)			Connaught Hall (25)			Garden Halls (161)			International Hall (94)			Lillian Penson Hall (27)			Nutford House (17)			Eleanor Rosa House			UoL Intercollegiate Halls (Mean)			All Halls (4589)										
Percentage of those responses answering positively (e.g. 'Very/Quite Satisfied' or 'Good/Very Good' or 'Yes')		2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2018	2017	2020	2019	2018	2020	2019	2018					
Response Rate	Overall Response Rate	↓	21%	33%	23%	↓	4%	32%	34%	↓	18%	21%	7%	↓	26%	32%	12%	↓	33%	50%	28%	↓	27%	50%	36%	↔	4	No Prior Data	↓	22%	32%	25%	↓	47%	59%	55%
Big Questions	Are you enjoying your stay in residences?	↑	100%	93%	80%	↑	100%	78%	100%	↑	90%	85%	100%	↑	88%	85%	86%	↑	89%	73%	71%	↑	100%	90%	92%	↔	50%	↑	90%	82%	91%	↑	90%	90%	91%	
	Do you think your residence offers good value for money?	↓	89%	93%	70%	↑	100%	78%	80%	↓	86%	88%	92%	↑	83%	81%	76%	↓	78%	93%	71%	↑	100%	90%	83%	↔	50%	↓	83%	86%	82%	↑	80%	79%	79%	
	Would you recommend your residence to other students at LSE?	↑	100%	73%	60%	↑	100%	67%	80%	↑	90%	88%	100%	↑	88%	62%	76%	↓	67%	73%	57%	↓	50%	70%	75%	↔	50%	↑	85%	73%	82%	↑	85%	85%	87%	
Safety	How safe do you feel in and around your hall?	↑	100%	92%	100%	↑	100%	89%	100%	↓	83%	100%	94%	↓	92%	100%	86%	↑	100%	93%	100%	↑	100%	88%	100%	↔	75%	↑	94%	94%	95%	↓	94%	94%	95%	
Facilities	How satisfied are you with your hall's Wi-Fi?	↑	100%	92%	50%	↑	100%	67%	40%	↔	80%	80%	80%	↑	87%	80%	62%	↓	50%	67%	86%	↔	50%	50%	67%	↔	100%	↑	82%	70%	69%	↑	71%	60%	63%	
	How satisfied are you with the bathroom and toilet facilities?	↑	100%	77%	80%	↑	100%	56%	20%	↑	88%	80%	91%	↑	56%	52%	50%	↑	63%	40%	71%	↑	50%	25%	42%	↔	100%	↑	78%	58%	69%	↑	64%	56%	68%	
	How satisfied are you with your hall's bedrooms?	↔	100%	100%	80%	↑	100%	67%	40%	↓	80%	87%	94%	↑	83%	68%	80%	↓	63%	67%	71%	↑	100%	50%	67%	↔	100%	↑	83%	72%	81%	↑	78%	73%	77%	
	How satisfied are you with your hall's cleanliness?	↓	89%	100%	80%	↓	0%	78%	40%	↓	76%	90%	85%	↔	65%	65%	60%	↑	75%	53%	43%	↑	100%	38%	58%	↔	75%	↑	74%	70%	69%	↑	68%	66%	70%	
	How satisfied are you with the IT Services within your bedroom? (Ethernet)	↑	89%	77%	20%	↓	0%	67%	40%	↓	72%	80%	56%	↑	74%	64%	40%	↓	38%	53%	57%	↔	50%	50%	42%	↔	100%	↑	71%	61%	45%	↑	67%	62%	54%	
	How satisfied are you with your hall's kitchens or snack points?	↓	22%	23%	10%	↓	0%	11%	40%	↓	44%	45%	49%	↓	37%	40%	24%	↑	38%	20%	29%	↔	0%	0%	25%	↔	75%	↑	39%	34%	33%	↑	50%	49%	56%	
	How satisfied are you with your hall's laundry room? (Washers and Dryers)	↑	44%	38%	0%	↓	0%	22%	40%	↓	28%	40%	59%	↑	52%	40%	20%	↑	50%	33%	29%	↓	0%	38%	42%	↔	50%	↑	40%	35%	38%	↑	40%	29%	43%	
	How satisfied are you with your hall's maintenance? (reporting and completion)	↓	67%	69%	60%	↓	0%	22%	40%	↑	75%	70%	65%	↑	73%	52%	60%	↑	63%	40%	43%	↑	100%	50%	50%	↔	75%	↑	71%	57%	58%	↑	63%	58%	62%	
How satisfied are you with your hall's security personnel?	↑	89%	77%	50%	↑	N/A - No answer given	89%	40%	↔	80%	80%	86%	↑	74%	72%	81%	↑	75%	53%	57%	↑	100%	38%	50%	↔	75%	↑	79%	68%	71%	↑	73%	72%	76%		
Front of House	How satisfied are you with your service desk's accuracy of response?	↓	78%	92%	60%	↔	100%	100%	80%	↓	70%	84%	69%	↑	83%	60%	43%	↑	67%	57%	86%	↑	100%	70%	83%	↔	75%	↑	76%	75%	66%	↓	76%	77%	76%	
	How satisfied are you with your service desk's speed of response?	↓	89%	100%	80%	↔	100%	100%	100%	↓	67%	81%	71%	↑	83%	52%	62%	↑	55%	47%	71%	↑	100%	80%	100%	↔	75%	↑	75%	72%	75%	↓	75%	77%	76%	
	How satisfied are you with your service desk's staff friendliness?	↑	79%	77%	80%	↔	100%	100%	80%	↑	70%	65%	57%	↓	75%	76%	71%	↑	67%	47%	43%	↑	100%	70%	75%	↔	75%	↑	74%	72%	66%	↓	80%	81%	78%	
	How satisfied are you with your service desk's staff helpfulness?	↓	79%	92%	80%	↔	100%	100%	80%	↓	67%	81%	69%	↑	83%	68%	76%	↑	67%	47%	43%	↑	100%	60%	75%	↔	75%	↓	75%	77%	71%	↓	77%	80%	78%	
Hall Committee	How satisfied are you with your current Hall Committee?	↓	100%	Question not asked	↑	100%	86%	Question not asked	↑	73%	61%	Question not asked	↑	80%	61%	Question not asked	↓	50%	67%	N/A - Question not asked at	↑	100%	86%	N/A - Question not asked at	↔	25%	↑	72%	60%	Question not asked	↓	71%	75%	71%		
	Are you aware of and/or did you participate in Halls Cup this year?	↓	67%	Question not asked	↑	100%	70%	Question not asked	↓	69%	87%	Question not asked	↓	61%	69%	Question not asked	↓	61%	80%	New Question from 2019	↑	100%	90%	New Question from 2019	↔	75%	↑	67%	63%	New Question from 2019	↓	71%	91%	New Question from 2019		
Pastoral Support	Are you aware that your hall has a pastoral support team?*	↓	89%	100%	Question not asked	↑	100%	78%	Question not asked	↑	67%	52%	Question not asked	↓	67%	83%	Question not asked	↓	67%	90%	New Question from 2019	↑	100%	90%	New Question from 2019	↔	100%	↓	72%	75%	New Question from 2019	↓	63%	66%	New Question from 2019	
	Are you aware of and/or did you engage with a pastoral support team member?	↑	100%	93%	Question not asked	↔	100%	100%	Question not asked	↓	68%	74%	Question not asked	↓	68%	88%	Question not asked	↑	73%	7%	New Question from 2019	↑	100%	20%	New Question from 2019	↔	100%	↓	76%	82%	New Question from 2019	↓	65%	81%	New Question from 2019	
	Are you aware of the Peer Support scheme?	N/A-No Peer Supporters			N/A-No Peer Supporters			N/A-No Peer Supporters			N/A-No Peer Supporters			N/A-No Peer Supporters			N/A-No Peer Supporters			N/A-No Peer Supporters			↔	N/A-No Peer Supporters	N/A-No Peer Supporters			↓	71%	79%	New Question from 2019					
	How satisfied are you with their support?	N/A-No Peer Supporters			N/A-No Peer Supporters			N/A-No Peer Supporters			N/A-No Peer Supporters			N/A-No Peer Supporters			N/A-No Peer Supporters			N/A-No Peer Supporters			↔	N/A-No Peer Supporters	N/A-No Peer Supporters			↑	88%	87%	86%					
Sustainability	I feel that there is a sense of community and belonging in my hall.	↑	78%	36%	Question not asked	↑	100%	44%	Question not asked	↑	48%	47%	Question not asked	↑	58%	40%	Question not asked	↑	78%	60%	New Question from 2019	↓	50%	63%	New Question from 2019	↔	25%	↑	59%	41%	New Question from 2019	↓	48%	54%	New Question from 2019	
	Overall, how would you grade your hall in terms of sustainability?	↑	75%	42%	Question not asked	↓	0%	44%	Question not asked	↓	48%	60%	Question not asked	↓	57%	88%	Question not asked	↑	63%	50%	N/A - Questions not asked at	↑	100%	38%	N/A - Questions not asked at	↔	50%	↑	56%	46%	Question not asked	↑	57%	52%	56%	
	How would you rate the Reduce the Juice project?	↓	33%	Question not asked	↓	0%	Question not asked	↓	36%	Question not asked	↓	52%	Question not asked	↓	13%	Question not asked	↓	0%	Question not asked	↓	0%	Question not asked	↔	25%	↓	42%	N/A	Question not asked	↓	44%	N/A	61%				
Staff Nominations	How easy did you find it to understand which bin to put your different waste items into?	↓	56%	75%	Question not asked	↓	0%	67%	Question not asked	↔	28%	28%	Question not asked	↑	74%	48%	Question not asked	↔	50%	50%	Question not asked	↓	50%	75%	Question not asked	↔	25%	↑	49%	46%	Question not asked	↓	52%	58%	65%	
	Would you like to nominate a member of staff from your hall?	↓	33%	67%	30%	↑	100%	0%	0%	↑	16%	13%	9%	↑	21%	12%	29%	↓	0%	27%	0%	↑	50%	43%	18%	↔	0%	↓	18%	28%	16%	↓	21%	22%	20%	

Column Key		Student Accommodation Satisfaction Survey 2020															
*Terminology in this question was changed to be specific to each hall (e.g. Warden/Senior Subwarden, Subwarden/Senior Resident etc.)		All Halls															
Total number of responses to the question		LSE Halls (2556)			Third Party Managed Halls (1652)			UoL Intercollegiate Halls (381)			All Halls (4589)						
Percentage of those responses answering positively (e.g. 'Very/Quite Satisfied' or 'Good/Very Good' or 'Yes')		2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018	
Response Rate	Overall Response Rate	↓	54%	68%	66%	↓	43%	52%	44%	↓	22%	32%	25%	↓	47%	59%	55%
Big Questions	Are you enjoying your stay in residences?	↓	91%	92%	92%	↓	88%	88%	89%	↑	90%	82%	91%	↑	90%	90%	91%
	Do you think your residence offers good value for money?	↑	83%	82%	82%	↑	74%	70%	70%	↓	83%	86%	82%	↑	80%	79%	79%
	Would you recommend your residence to other students at LSE?	↓	88%	89%	91%	↑	79%	79%	80%	↑	85%	73%	82%	↑	85%	85%	87%
Safety	How safe do you feel in and around your hall?	↓	96%	96%	95%	↑	92%	90%	94%	↑	94%	94%	95%	↑	94%	94%	95%
Facilities	How satisfied are you with your hall's Wi-Fi?	↑	74%	63%	64%	↓	56%	57%	60%	↑	82%	70%	69%	↑	71%	60%	63%
	How satisfied are you with the bathroom and toilet facilities?	↓	54%	56%	68%	↑	61%	55%	68%	↑	78%	58%	69%	↑	64%	56%	68%
	How satisfied are you with your hall's bedrooms?	↑	74%	71%	78%	↑	78%	73%	75%	↑	83%	72%	81%	↑	78%	73%	77%
	How satisfied are you with your hall's cleanliness?	↑	68%	68%	73%	↓	61%	62%	63%	↑	74%	70%	69%	↑	68%	66%	70%
	How satisfied are you with the IT Services within your bedroom? (Ethernet)	↑	69%	65%	57%	↑	59%	59%	47%	↑	71%	61%	45%	↑	67%	62%	54%
	How satisfied are you with your hall's kitchens or snack points?	↑	52%	47%	57%	↑	59%	55%	59%	↑	39%	34%	33%	↑	50%	49%	56%
	How satisfied are you with your hall's laundry room? (Washers and Dryers)	↑	52%	32%	46%	↑	28%	21%	37%	↑	40%	35%	38%	↑	40%	29%	43%
	How satisfied are you with your hall's maintenance? (reporting and completion)	↑	64%	63%	67%	↑	55%	46%	51%	↑	71%	57%	58%	↑	63%	58%	62%
How satisfied are you with your hall's security personnel?	↓	75%	75%	79%	↑	65%	64%	71%	↑	79%	68%	71%	↑	73%	72%	76%	
Front of House	How satisfied are you with your service desk's accuracy of response?	↓	81%	83%	84%	↑	72%	65%	61%	↑	76%	75%	66%	↓	76%	77%	76%
	How satisfied are you with your service desk's speed of response?	↓	81%	83%	83%	↑	70%	65%	59%	↑	75%	72%	75%	↓	75%	77%	76%
	How satisfied are you with your service desk's staff friendliness?	↓	82%	83%	83%	↑	85%	74%	68%	↑	74%	72%	66%	↓	80%	81%	78%
	How satisfied are you with your service desk's staff helpfulness?	↓	82%	85%	85%	↑	74%	69%	64%	↓	75%	77%	71%	↓	77%	80%	78%
Hall Committee	How satisfied are you with your current Hall Committee?	↓	73%	77%	75%	↓	67%	69%	56%	↑	72%	60%	question not asked at U	↓	71%	75%	71%
	Are you aware of and/or did you participate in Halls Cup this year?	↓	81%	95%	New Question from 2019 Survey	↓	66%	83%	New Question from 2019 Survey	↑	67%	63%	New Question from 2019 Survey	↓	71%	91%	New Question from 2019 Survey
Pastoral Support	Are you aware that your hall has a pastoral support team?*	↓	63%	72%	New Question from 2019 Survey	↑	55%	49%	New Question from 2019 Survey	↓	72%	75%	New Question from 2019 Survey	↓	63%	66%	New Question from 2019 Survey
	Are you aware of and/or did you engage with a pastoral support team member?	↓	68%	85%	New Question from 2019 Survey	↓	52%	56%	New Question from 2019 Survey	↓	76%	82%	New Question from 2019 Survey	↓	65%	81%	New Question from 2019 Survey
	Are you aware of the Peer Support scheme?	↓	71%	79%	New Question from 2019 Survey		No Peer Supporters	No Peer Supporters	New Question from 2019 Survey		N/A-No Peer Supporters			↓	71%	79%	New Question from 2019 Survey
	How satisfied are you with their support?	↔	88%	87%	88%		No Peer Supporters	No Peer Supporters	N/A - Question not asked at Third Party Managed Halls					↑	88%	87%	86%
	I feel that there is a sense of community and belonging in my hall.	↓	56%	61%	New Question from 2019 Survey	↓	30%	41%	New Question from 2019 Survey	↑	59%	41%	New Question from 2019 Survey	↓	48%	54%	New Question from 2019 Survey
Sustainability	Overall, how would you grade your hall in terms of sustainability?	↓	54%	57%	56%	↑	59%	54%	not asked at Third Part	↑	56%	46%	questions not asked at U	↑	57%	52%	56%
	How would you rate the Reduce the Juice project?	↓	46%	48%	61%	↓	not asked at Third Part	not asked at Third Part	not asked at Third Part	↓	42%	N/A - Question not asked		↓	44%	48%	61%
	How easy did you find it to understand which bin to put your different waste items into?	↓	66%	68%	65%	↓	42%	46%		↑	49%	46%		↓	52%	58%	65%
Staff Nominations	Would you like to nominate a member of staff from your hall?	↑	24%	23%	24%	↑	21%	21%	14%	↓	18%	28%	16%	↓	21%	22%	20%