

Column Key		Student Accommodation Satisfaction Survey 2021																											
*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)			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')																													
		2021	2020	2019		2021	2020	2019		2021	2020	2019		2021	2020	2019		2021	2020	2019		2021	2020	2019		2021	2020	2019	
Response Rate	Overall Response Rate	↓	44%	55%	68%	↓	39%	59%	65%	↑	51%	46%	76%	↓	31%	51%	67%	↓	34%	57%	65%	↓	40%	55%	66%	↓	41%	54%	82%
Big Question	Would you recommend your residence to other students at LSE?	↓	87%	92%	96%	↓	84%	87%	90%	↓	90%	94%	97%	↑	80%	74%	80%	↓	87%	90%	86%	↓	83%	89%	91%	↓	77%	93%	82%
Facilities	How satisfied are you with your hall's Wi-Fi?	↓	66%	82%	59%	↑	68%	66%	39%	↓	78%	90%	73%	↓	67%	70%	68%	↓	62%	70%	70%	↑	88%	72%	79%	↑	83%	78%	53%
	How satisfied are you with the bathroom and toilet facilities?	↓	63%	67%	64%	↑	51%	50%	59%	↑	68%	51%	56%	↑	54%	37%	40%	↑	54%	52%	51%	↑	49%	48%	57%	↓	59%	61%	61%
	How satisfied are you with your hall's cleanliness?	↓	69%	74%	70%	↓	65%	71%	71%	↓	63%	82%	81%	↑	73%	67%	57%	↑	76%	60%	64%	↑	77%	62%	72%	↓	71%	73%	70%
	How satisfied are you with your hall's kitchens or snack points?	↓	37%	40%	39%	↓	52%	68%	63%	↓	38%	51%	45%	↑	69%	58%	51%	↑	66%	52%	45%	↑	58%	44%	48%	↑	54%	45%	44%
	How satisfied are you with your hall's laundry room? (Washers and Dryers)	↓	52%	56%	43%	↓	48%	49%	36%	↑	66%	45%	30%	↑	68%	55%	28%	↑	64%	53%	26%	↑	64%	35%	28%	↑	56%	55%	27%
	How satisfied are you with your hall's maintenance? (reporting and completion)	↓	64%	76%	75%	↓	56%	58%	65%	↓	52%	74%	60%	↑	67%	55%	65%	↑	68%	66%	58%	↓	57%	61%	55%	↓	44%	53%	47%
	How satisfied are you with your hall's security personnel?	↓	64%	86%	77%	↓	50%	72%	76%	↓	75%	79%	73%	↑	74%	72%	72%	↓	67%	79%	76%	↑	64%	63%	79%	↑	67%	64%	71%
Front of House	How satisfied are you with your service desk's accuracy of response?	↓	62%	82%	84%	↓	76%	82%	85%	↓	74%	86%	82%	↑	77%	74%	77%	↓	75%	85%	77%	↓	67%	80%	82%	↓	68%	84%	84%
	How satisfied are you with your service desk's speed of response?	↓	68%	82%	85%	↓	79%	82%	84%	↓	81%	87%	82%	↑	79%	70%	78%	↓	74%	85%	79%	↓	63%	81%	82%	↓	74%	84%	84%
	How satisfied are you with your service desk's staff friendliness?	↓	62%	75%	80%	↓	88%	92%	84%	↓	68%	86%	79%	↑	78%	72%	74%	↓	76%	88%	79%	↓	63%	81%	84%	↓	76%	88%	90%
	How satisfied are you with your service desk's staff helpfulness?	↓	67%	83%	86%	↓	79%	87%	83%	↓	79%	90%	82%	↑	79%	74%	78%	↓	77%	83%	80%	↓	68%	76%	84%	↓	73%	84%	85%
Hall Committee	How satisfied are you with your current Hall Committee?	↑	N/A - Question not asked	85%	82%	↑	N/A - Question not asked	82%	61%	↑	N/A - Question not asked	77%	77%	↑	N/A - Question not asked	69%	79%	↑	N/A - Question not asked	68%	68%	↑	N/A - Question not asked	74%	72%	↓	64%	78%	87%
Pastoral Support	Are you aware that your hall has a pastoral support team?*	↑	77%	63%	78%	↑	N/A - Question not asked	61%	67%	↑	88%	87%	94%	↑	67%	59%	57%	↑	63%	53%	84%	↑	96%	74%	91%	↑	78%	69%	69%
	I feel that there is a sense of community and belonging in my hall.	↓	56%	59%	66%	↑	N/A - Question not asked	60%	43%	↑	71%	67%	83%	↑	N/A - Question not asked	40%	49%	↑	N/A - Question not asked	47%	42%	↑	N/A - Question not asked	72%	77%	↑	N/A - Question not asked	81%	82%
Sustainability	Overall, how would you grade your hall in terms of sustainability?	↓	41%	45%	51%	↓	46%	60%	56%	↓	38%	49%	50%	↑	70%	59%	65%	↑	71%	63%	60%	↓	34%	42%	44%	↓	44%	60%	62%
	How would you rate the Reduce the Juice project?	↓	14%	38%	39%	↓	25%	43%	53%	↓	30%	39%	45%	↓	43%	56%	56%	↓	30%	50%	41%	↑	42%	37%	31%	↓	22%	50%	57%
	Did you find it clear how to separate your waste into different bins?	↓	67%	85%	69%	↓	48%	68%	61%	↓	75%	78%	69%	↑	67%	67%	69%	↓	70%	72%	92%	↓	26%	63%	66%	↑	76%	71%	75%
Staff Nominations	Would you like to nominate a member of staff from your hall?	↑	38%	31%	22%	↑	24%	20%	16%	↑	39%	29%	34%	↓	13%	14%	15%	↓	28%	28%	35%	↑	29%	24%	19%	↑	N/A - Question not asked	25%	29%

Student Accommodation Satisfaction Survey 2021

		Bankside House				Carr Saunders Hall			Passfield Hall			Rosebery Hall			All Catered Halls						
			2021	2020	2019		2021	2020	2019		2021	2020	2019		2021	2020	2019		2021	2020	2019
Catering	Overall, how satisfied are you with catering services at your hall?	↓	73%	94%	72%	↑	86%	79%	50%	↑	90%	66%	71%	↑	84%	77%	75%	↑	83%	79%	67%
	Responsiveness of staff	↑	74%	72%	79%	↓	85%	86%	82%	↑	74%	64%	79%	↑	90%	78%	78%	↑	81%	75%	80%
	Quality of food	↑	68%	67%	60%	↑	64%	33%	29%	↓	49%	55%	60%	↑	72%	54%	52%	↑	65%	52%	50%
	Seasonality of food	↓	60%	64%	58%	↑	55%	42%	39%	↔	58%	58%	60%	↑	71%	61%	49%	↑	61%	56%	52%

Column Key	
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Total number of responses to the question	
Percentage of those responses answering positively (e.g. 'Very/Quite Satisfied' or 'Good/Very Good' or 'Yes')	
Response Rate	Overall Response Rate
Big Question	Would you recommend your residence to other students at LSE?
Facilities	How satisfied are you with your hall's Wi-Fi?
	How satisfied are you with the bathroom and toilet facilities?
	How satisfied are you with your hall's cleanliness?
	How satisfied are you with your hall's kitchens or snack points?
	How satisfied are you with your hall's laundry room? (Washers and Dryers)
	How satisfied are you with your hall's maintenance? (reporting and completion)
	How satisfied are you with your hall's security personnel?
Front of House	How satisfied are you with your service desk's accuracy of response?
	How satisfied are you with your service desk's speed of response?
	How satisfied are you with your service desk's staff friendliness?
	How satisfied are you with your service desk's staff helpfulness?
Hall Committee	How satisfied are you with your current Hall Committee?
Pastoral Support	Are you aware that your hall has a pastoral support team?*
	I feel that there is a sense of community and belonging in my hall.
Sustainability	Overall, how would you grade your hall in terms of sustainability?
	How would you rate the Reduce the Juice project?
	Did you find it clear how to separate your waste into different bins?
Staff Nominations	Would you like to nominate a member of staff from your hall?

Student Accommodation Satisfaction Survey 2021																																				
University of London (UoL) Intercollegiate Halls																								Means of Halls												
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)				
	2021	2020	2019		2021	2020	2019		2021	2020	2019		2021	2020	2019		2021	2020	2019		2021	2020	2018		2021	2020	2019		2021	2020	2019					
↓	15%	21%	33%	↑	16%	4%	32%	↓	13%	18%	21%	↓	13%	26%	32%	↓	19%	33%	50%	↑	No data	27%	50%	↔	No data	4%	No Prior Data	↔	22%	22%	32%	↑	48%	47%	59%	
↓	43%	100%	73%	↓	75%	100%	67%	↓	81%	90%	88%	↓	75%	88%	62%	↓	60%	67%	73%	↓		50%	70%	↔				50%	↓	67%	85%	73%	↓	72%	85%	85%
↓	84%	100%	92%	↔	100%	100%	67%	↑	86%	80%	80%	↓	59%	87%	80%	↓	20%	50%	67%	↓		50%	50%	↔				100%	↓	70%	82%	70%	↓	67%	71%	60%
↓	67%	100%	77%	↓	75%	100%	56%	↓	86%	88%	80%	↑	67%	56%	52%	↓	0%	63%	40%	↓		50%	25%	↔				100%	↓	59%	78%	58%	↓	58%	64%	56%
↓	67%	89%	100%	↑	50%	0%	78%	↑	81%	76%	90%	↑	67%	65%	65%	↓	0%	75%	53%	↓		100%	38%	↔				75%	↓	66%	74%	70%	↓	65%	68%	66%
↑	N/A- No answer given	22%	23%	↑	N/A- No answer given	0%	11%	↓	33%	44%	45%	↓	25%	37%	40%	↓	20%	38%	20%	↔		0%	0%	↔				75%	↓	26%	39%	34%	↓	28%	50%	49%
↑	50%	44%	38%	↑	25%	0%	22%	↑	43%	28%	40%	↑	75%	52%	40%	↓	0%	50%	33%	↔		0%	38%	↔				50%	↑	48%	40%	35%	↓	34%	40%	29%
↔	67%	67%	69%	↑	50%	0%	22%	↓	62%	75%	70%	↓	58%	73%	52%	↓	60%	63%	40%	↓		100%	50%	↔				75%	↓	59%	71%	57%	↓	58%	63%	58%
↓	50%	89%	77%	↓	50%	N/A- No answer given	89%	↓	57%	80%	80%	↑	75%	74%	72%	↓	20%	75%	53%	↓		100%	38%	↔				75%	↓	50%	79%	68%	↓	58%	73%	72%
↓	67%	78%	92%	↓	50%	100%	100%	↑	76%	70%	84%	↓	50%	83%	60%	↓	40%	67%	57%	↓		100%	70%	↔				75%	↓	57%	76%	75%	↓	61%	76%	77%
↓	67%	89%	100%	↓	25%	100%	100%	↓	53%	67%	81%	↓	33%	83%	52%	↓	40%	55%	47%	↓		100%	80%	↔				75%	↓	44%	75%	72%	↓	58%	75%	77%
↑	84%	79%	77%	↓	25%	100%	100%	↑	72%	70%	65%	↓	58%	75%	76%	↓	20%	67%	47%	↓		100%	70%	↔				75%	↓	52%	74%	72%	↓	63%	80%	81%
↓	50%	79%	92%	↓	50%	100%	100%	↑	72%	67%	81%	↓	50%	83%	68%	↓	60%	67%	47%	↓		100%	60%	↔				75%	↓	56%	75%	77%	↓	65%	77%	80%
↑	N/A - Question not asked	100%	N/A - Question not asked	↑	N/A - Question not asked	100%	86%	↑	N/A - Question not asked	73%	61%	↑	N/A - Question not asked	80%	61%	↑	N/A - Question not asked	50%	67%	↓		100%	86%	↔				25%	↑	N/A - Question not asked	72%	60%	↑	N/A - Question not asked	71%	75%
↓	34%	89%	100%	↓	75%	100%	78%	↓	57%	67%	52%	↑	92%	67%	83%	↑	80%	67%	90%	↓		100%	90%	↔				100%	↔	N/A - Question not asked	72%	60%	↓	62%	63%	66%
↑	N/A - Question not asked	78%	36%	↑	N/A - Question not asked	100%	44%	↑	N/A - Question not asked	48%	47%	↑	N/A - Question not asked	58%	40%	↑	N/A - Question not asked	78%	60%	↓		50%	63%	↔				25%	↓	68%	72%	75%	↑	N/A - Question not asked	48%	54%
↓	17%	75%	42%	↑	25%	0%	44%	↓	19%	48%	60%	↓	33%	57%	88%	↓	20%	63%	50%	↓	100%	38%	↔		50%	↑	N/A - Question not asked	59%	41%	↓	35%	57%	52%			
↑	N/A - Question not asked	33%	N/A - Question not asked	↓	N/A - Question not asked	N/A- No answer given	N/A - Question not asked	↑	N/A - Question not asked	36%	N/A - Question not asked	↑	N/A - Question not asked	52%	N/A - Question not asked	↑	N/A - Question not asked	13%	N/A - Question not asked	↔	0%	N/A - Question	↔		25%	↔	N/A - Question not asked	59%	41%	↑	N/A - Question not asked	44%	N/A			
↓	34%	56%	75%	↑	25%	0%	67%	↑	43%	28%	28%	↑	83%	74%	48%	↓	40%	50%	50%	↓	50%	75%	↔		25%	↓	23%	56%	46%	↓	50%	52%	58%			
↑	67%	33%	67%	↓	50%	100%	0%	↓	10%	16%	13%	↓	18%	21%	12%	↑	20%	0%	27%	↓	50%	43%	↔		0%	↑	N/A - Question not asked	42%	N/A - Question not asked	↑	28%	21%	22%			

Column Key		Student Accommodation Satisfaction Survey 2021														
*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 (mean)				All Halls (4589)		
Percentage of those responses answering positively (e.g. 'Very/Quite Satisfied' or 'Good/Very Good' or 'Yes')																
Response Rate	Overall Response Rate	2021	2020	2019		2021	2020	2019		2021	2020	2019		2021	2020	2019
		↓ 47%	54%	68%	↑	45%	43%	52%	↔	22%	22%	32%	↑	48%	47%	59%
Big Question	Would you recommend your residence to other students at LSE?	↓ 84%	88%	89%	↓	64%	79%	79%	↓	67%	85%	73%	↓	72%	85%	85%
Facilities	How satisfied are you with your hall's Wi-Fi?	↓ 73%	74%	63%	↑	58%	56%	57%	↓	70%	82%	70%	↓	67%	71%	60%
	How satisfied are you with the bathroom and toilet facilities?	↑ 57%	54%	56%	↓	58%	61%	55%	↓	59%	78%	58%	↓	58%	64%	56%
	How satisfied are you with your hall's cleanliness?	↑ 71%	68%	68%	↓	60%	61%	62%	↓	66%	74%	70%	↓	65%	68%	66%
	How satisfied are you with your hall's kitchens or snack points?	↑ 53%	52%	47%	↓	57%	59%	55%	↓	26%	39%	34%	↓	28%	50%	49%
	How satisfied are you with your hall's laundry room? (Washers and Dryers)	↑ 60%	52%	32%	↑	41%	28%	21%	↑	48%	40%	35%	↓	34%	40%	29%
	How satisfied are you with your hall's maintenance? (reporting and completion)	↓ 58%	64%	63%	↑	57%	55%	46%	↓	59%	71%	57%	↓	58%	63%	58%
	How satisfied are you with your hall's security personnel?	↓ 66%	75%	75%	↓	58%	65%	64%	↓	50%	79%	68%	↓	58%	73%	72%
Front of House	How satisfied are you with your service desk's accuracy of response?	↓ 71%	81%	83%	↓	54%	72%	65%	↓	57%	76%	75%	↓	61%	76%	77%
	How satisfied are you with your service desk's speed of response?	↓ 74%	81%	83%	↓	56%	70%	65%	↓	44%	75%	72%	↓	58%	75%	77%
	How satisfied are you with your service desk's staff friendliness?	↓ 73%	82%	83%	↓	64%	85%	74%	↓	52%	74%	72%	↓	63%	80%	81%
	How satisfied are you with your service desk's staff helpfulness?	↓ 74%	82%	85%	↓	64%	74%	69%	↓	56%	75%	77%	↓	65%	77%	80%
Hall Committee	How satisfied are you with your current Hall Committee?	↓ N/A - Question not asked	73%	77%	↓	N/A - Question not asked	67%	69%	↑	N/A - Question not asked	72%	60%	↑	N/A - Question not asked	71%	75%
Pastoral Support	Are you aware that your hall has a pastoral support team?*	↓ 78%	63%	72%	↓	N/A - Questions not asked	55%	49%	↑	N/A - Question not asked	72%	60%	↓	62%	63%	66%
	I feel that there is a sense of community and belonging in my hall.	↓ N/A - Question not asked	56%	61%	↓	N/A - Question not asked	30%	41%	↓	68%	72%	75%	↑	N/A - Question not asked	48%	54%
Sustainability	Overall, how would you grade your hall in terms of sustainability?	↓ 49%	54%	57%	↓	38%	59%	54%	↑	N/A - Question not asked	59%	41%	↓	35%	57%	52%
	How would you rate the Reduce the Juice project?	↓ 29%	46%	48%	No Reduce the Juice				↑	N/A - Question not asked	59%	41%	↑	N/A - Question not asked	44%	N/A
	Did you find it clear how to separate your waste into different bins?	↓ 61%	66%	68%	↑	48%	42%	46%	↓	23%	56%	46%	↓	50%	52%	58%
Staff Nominations	Would you like to nominate a member of staff from your hall?	↑ 29%	24%	23%	↓	21%	21%	21%	↑	N/A - Question not asked	42%	N/A - Question not asked	↑	28%	21%	22%

Student Accommodation Satisfaction Survey 2021

COVID-19	Total number of responses to the question	Bankside House (598)	Butler's Wharf (280)	Carr Saunders Hall (156)	High Holborn (447)	Northumberland House (339)	Passfield Hall (226)	Rosebery Hall (285)	Mean of LSE Halls (2556)	Lilian Knowles House (365)	Sidney Webb House (460)	urbanest King's Cross (346)	urbanest Westminster Bridge (481)	Third Party Managed Halls (1652)
	Do you feel COVID-safe	59%	79%	63%	79%	83%	69%	59%	70%	62%	60%	72%	63%	64%
	Thinking about the measures LSE put in place in your hall to keep you safe, were they: far too much - just right?	88%	87%	93%	90%	90%	82%	83%	88%	60%	78%	77%	79%	74%

Student Accommodation Satisfaction Survey 2021

COVID-19	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)	Mean of All Halls (4589)
	Do you feel COVID-safe	72%	100%	53%	75%	40%	N/A Question not asked	N/A Question not asked	N/A Question not asked	68%
	Thinking about the measures LSE put in place in your hall to keep you safe, were they: far too much - just right?	100%	100%	N/A- Question not asked	92%	80%	N/A Question not asked	N/A Question not asked	N/A Question not asked	85%