

Residences Student Satisfaction Survey Results 2023

LSE Halls

Hall site	Bankside House (364 responses)			Carr-Saunders Hall (101 responses)			Passfield Hall (123 responses)			Rosebery Hall (203 responses)			Butlers Wharf (186 responses)			High Holborn (274 responses)			LSE Averages (1380 responses)		
Year	2023	2022	2021	2023	2022	2021	2023	2022	2021	2023	2022	2021	2023	2022	2021	2023	2022	2021	2023	2022	2021
Completion rate	64%	60%	44%	69%	68%	51%	61%	70%	40%	64%	67%	41%	73%	64%	39%	69%	67%	31%	67%	66%	47%
Main questions																					
Overall enjoyment of stay	94%	96%	No data	91%	96%	No data	87%	92%	No data	91%	95%	No data	91%	97%	No data	87%	95%	No data	90%	95%	No data
Offers value for money	90%	84%	No data	86%	87%	No data	89%	86%	No data	90%	81%	No data	90%	86%	No data	73%	74%	No data	86%	83%	No data
Would recommend	95%	94%	87%	89%	93%	90%	89%	88%	83%	93%	93%	77%	89%	93%	84%	82%	88%	80%	90%	92%	84%
Sense of community and belonging	81%	89%	56%	83%	91%	71%	87%	91%	No data	84%	87%	No data	83%	84%	No data	71%	80%	No data	81%	87%	No data
Facilities																					
Bathroom and toilets	76%	56%	63%	50%	73%	68%	57%	38%	49%	73%	44%	59%	75%	45%	51%	64%	64%	54%	66%	53%	57%
General cleanliness	74%	83%	69%	66%	75%	63%	67%	56%	77%	75%	68%	71%	84%	67%	65%	76%	73%	73%	74%	70%	71%
Kitchen / snack point	55%	44%	37%	54%	56%	38%	49%	54%	58%	50%	38%	54%	77%	50%	52%	64%	66%	69%	58%	51%	53%
Laundry facilities	50%	56%	52%	50%	63%	66%	41%	66%	64%	63%	34%	56%	37%	44%	48%	42%	62%	68%	47%	54%	60%
Maintenance	75%	85%	64%	71%	81%	52%	55%	54%	57%	76%	49%	44%	74%	45%	56%	64%	71%	67%	69%	64%	58%
Security	70%	64%	64%	68%	58%	75%	65%	31%	64%	85%	64%	67%	83%	66%	50%	85%	78%	74%	76%	60%	66%
Wireless internet	73%	83%	66%	84%	92%	78%	82%	82%	88%	82%	82%	83%	50%	64%	68%	70%	87%	67%	73%	82%	73%
Reception																					
How helpful overall	87%	83%	67%	90%	91%	79%	90%	73%	68%	89%	78%	73%	95%	87%	79%	91%	89%	79%	90%	84%	74%
Speed of response	82%	77%	68%	79%	77%	81%	84%	79%	63%	86%	77%	74%	88%	77%	79%	81%	77%	79%	83%	77%	74%
Accuracy of response	80%	78%	62%	81%	79%	74%	80%	77%	67%	78%	78%	68%	86%	76%	76%	81%	78%	77%	81%	78%	71%
Friendliness	78%	76%	62%	72%	74%	68%	80%	78%	63%	86%	83%	76%	92%	79%	88%	86%	81%	78%	82%	79%	73%
Pastoral support																					
Awareness of Wardens / Subwardens	76%	82%	77%	86%	86%	88%	85%	88%	96%	86%	84%	78%	87%	74%	No data	79%	72%	67%	83%	81%	78%
Awareness of Res Life events	84%	83%	No data	76%	68%	No data	88%	72%	No data	83%	74%	No data	92%	93%	No data	85%	91%	No data	85%	80%	No data
Hall Committee satisfaction	87%	91%	No data	78%	87%	No data	82%	94%	No data	81%	83%	64%	85%	94%	No data	87%	95%	No data	83%	91%	No data
Sustainability																					
Overall sense of sustainability	76%	87%	41%	74%	75%	38%	60%	80%	34%	73%	82%	44%	82%	89%	46%	78%	91%	70%	74%	84%	49%
Took part in #SustainableLSE campaign	19%	19%	14%	9%	18%	30%	6%	11%	42%	14%	14%	22%	18%	22%	25%	16%	19%	43%	14%	17%	29%
Find it clear how to separate waste	81%	84%	67%	77%	85%	75%	78%	76%	26%	82%	83%	76%	81%	86%	48%	78%	88%	67%	79%	84%	61%
Catering																					
Overall satisfaction	87%	91%	73%	81%	87%	86%	84%	89%	90%	83%	92%	84%	88%	88%	90%	84%	90%	81%	90%	90%	81%
Friendliness of staff	93%	91%	74%	89%	95%	85%	91%	85%	74%	88%	88%	90%	86%	73%	72%	84%	70%	63%	84%	70%	63%
Quality of food	88%	79%	68%	78%	68%	64%	84%	61%	49%	86%	73%	72%	79%	74%	71%	84%	70%	61%	84%	70%	61%
Variety of food	83%	70%	60%	86%	68%	55%	88%	66%	58%	79%	74%	71%									
Key																					
70% or above																					
Above 50% but below 70%																					
Below 50%																					

Residences Student Satisfaction Survey Results 2023

Third Party Managed Halls



Hall site
Year
Completion rate

Lilian Knowles House (235 responses)			
2023	2022	2021	
64%	43%	37%	

Sidney Webb House (272 responses)			
2023	2022	2021	
60%	54%	44%	

Kings Cross (177 responses)			
2023	2022	2021	
66%	55%	75%	

Westminster Bridge (305 responses)			
2023	2022	2021	
45%	44%	38%	

Third Party Averages (989 responses)			
2023	2022	2021	
59%	49%	45%	

Main questions			
Overall enjoyment of stay			
Offers value for money			
Would recommend			
Sense of community and belonging			

79%	79%	No data	
81%	67%	No data	
76%	75%	65%	
75%	78%	59%	

71%	82%	No data	
67%	61%	No data	
63%	73%	47%	
69%	70%	No data	

92%	90%	No data	
75%	55%	No data	
86%	77%	81%	
62%	70%	19%	

90%	97%	No data	
78%	80%	No data	
86%	91%	63%	
60%	72%	20%	

83%	87%	No data	
75%	66%	No data	
78%	79%	64%	
67%	73%	No data	

Facilities			
Bathroom and toilets			
General cleanliness			
Kitchen / snack point			
Laundry facilities			
Maintenance			
Security			
Wireless internet			

70%	64%	44%	
68%	57%	54%	
61%	61%	54%	
51%	52%	39%	
43%	31%	32%	
69%	47%	50%	
80%	68%	43%	

46%	38%	38%	
53%	55%	54%	
51%	61%	51%	
19%	16%	39%	
34%	36%	36%	
60%	61%	43%	
69%	55%	56%	

81%	81%	75%	
69%	67%	61%	
71%	72%	65%	
51%	39%	33%	
77%	64%	84%	
88%	79%	75%	
67%	64%	66%	

80%	89%	74%	
76%	71%	69%	
62%	57%	58%	
47%	42%	53%	
81%	78%	75%	
85%	83%	64%	
75%	71%	67%	

69%	68%	58%	
66%	63%	60%	
59%	63%	57%	
40%	37%	41%	
65%	52%	57%	
78%	68%	58%	
70%	65%	58%	

Reception			
How helpful overall			
Speed of response			
Accuracy of response			
Friendliness			

72%	50%	57%	
67%	63%	46%	
62%	58%	47%	
70%	72%	53%	

77%	64%	56%	
71%	70%	41%	
68%	66%	44%	
76%	82%	62%	

88%	72%	79%	
81%	79%	76%	
77%	73%	67%	
86%	84%	84%	

88%	75%	62%	
79%	71%	61%	
77%	72%	59%	
85%	78%	57%	

81%	65%	64%	
75%	71%	56%	
71%	67%	54%	
79%	79%	64%	

Pastoral support			
Awareness of Wardens / Subwardens			
Awareness of Res Life events			
Hall Committee satisfaction			

63%	49%	No data	
85%	84%	No data	
79%	75%	No data	

77%	76%	78%	
88%	83%	No data	
75%	87%	No data	

72%	79%	62%	
79%	74%	No data	
78%	79%	No data	

67%	59%	48%	
74%	89%	No data	
77%	93%	No data	

70%	66%	No data	
82%	83%	No data	
77%	84%	No data	

Sustainability			
Overall sense of sustainability			
Find it clear how to separate waste			

64%	59%	49%	
61%	46%	61%	

47%	63%	26%	
54%	58%	38%	

64%	70%	46%	
74%	67%	56%	

69%	73%	45%	
60%	67%	44%	

61%	66%	38%	
62%	60%	48%	

Key	
Over 70%	
Under 70%	
Below 50%	

Residences Student Satisfaction Survey Results 2023

Central Residential Services Office

Hall site
Year
Completion rate

RSO Averages (2459 responses)		
2023	2022	2021
59%	63%	No data

Main questions
Satisfaction with booking system
Satisfaction with overall service

87%	94%	No data
93%	95%	No data

RSO Service satisfaction
Speed of response
Accuracy of response
Helpfulness
Friendliness

92%	83%	No data
92%	83%	No data
91%	84%	No data
91%	85%	No data

Key
Over 70%
Under 70%
Below 50%