



Residences Student Satisfaction Survey Results 2024
LSE Halls

Hall site	Rosebery Hall (156 responses)	Carr-Saunders Hall (67 responses)	Passfield Hall (95 responses)	Butler's Wharf Residence (139 responses)	Bankside House (243 responses)	High Holborn Residence (220 responses)	LSE Averages (920 responses)
Main Questions							
Would recommend	85%	83%	82%	81%	80%	56%	78%
Offers value for money	77%	80%	85%	79%	74%	52%	74%
Help achieve academic outcomes	75%	73%	72%	68%	67%	63%	70%
Sense of belonging and community	79%	76%	77%	70%	71%	62%	73%
Good events programme	77%	80%	76%	64%	75%	70%	74%
Easy to use systems & processes	78%	80%	80%	74%	72%	63%	74%
Facilities							
Internet	65%	68%	73%	50%	48%	49%	59%
Laundry	68%	70%	69%	70%	65%	59%	67%
Catering	81%	82%	86%		80%	73%	80%
Hall site	Rosebery Hall (156 responses)	Carr-Saunders Hall (67 responses)	Passfield Hall (95 responses)	Butler's Wharf Residence (139 responses)	Bankside House (243 responses)	High Holborn Residence (220 responses)	LSE Averages (920 responses)
Question							
Staff are knowledgeable	80%	78%	77%	78%	74%	70%	76%
There is a good social life in halls	79%	78%	77%	73%	74%	64%	74%
It's easy to inform staff of any issues or concerns	79%	82%	76%	80%	76%	66%	77%
The facilities meet expectations	72%	74%	71%	72%	73%	46%	68%
It's easy to resolve accommodation issues	75%	78%	72%	75%	76%	47%	70%
It's easy to make friends and integrate with the community	78%	78%	77%	72%	74%	66%	74%
Staff understand what is important in creating a positive living experience	79%	78%	76%	76%	72%	63%	74%
Staff have a good idea of the advice and support students need	78%	78%	78%	77%	75%	64%	75%
Staff look after students	80%	79%	78%	78%	74%	66%	76%
Communications are clear and straightforward	81%	84%	82%	80%	79%	67%	79%
Staff have ways to recognise where needs aren't being met and provide assistance	77%	80%	74%	77%	72%	59%	73%
Students get any information they need, when they need it	79%	84%	79%	77%	77%	67%	77%
Staff are prepared to go the extra step to help students	77%	77%	75%	73%	71%	59%	72%
Staff play an active role in building a strong community	72%	73%	71%	70%	69%	61%	69%
The social facilities and services here are very good	77%	78%	74%	69%	72%	63%	72%
It's a pleasure living in accommodation	84%	78%	78%	79%	78%	59%	76%
Staff make sure things happen when they say they would happen	78%	78%	74%	75%	74%	54%	72%
Staff are friendly, willing to help and keep students informed	82%	82%	81%	81%	74%	71%	78%
Staff care about the wellbeing of the students	79%	82%	78%	75%	74%	66%	76%
Staff behave with fairness, integrity and honesty	82%	82%	83%	80%	73%	71%	78%
The accommodation experience supports mental health	76%	74%	74%	72%	71%	60%	71%
The University values its students as people rather than numbers	80%	80%	80%	80%	73%	63%	76%
The accommodation feels like home	81%	77%	81%	76%	74%	63%	75%
When students need advice and support, staff are friendly and helpful	78%	79%	81%	80%	73%	69%	77%



Hall site	Lilian Knowles (138 responses)	Westminster Bridge (194 responses)	Sidney Webb House (217 responses)	Third Party Averages (549 responses)
Main Questions				
Would recommend	74%	78.80%	66%	73%
Offers value for money	74%	70%	66%	70%
Help achieve academic outcomes	66%	73%	66%	69%
Sense of belonging and community	70%	67%	64%	67%
Good events programme	70%	72%	75%	72%
Easy to use systems & processes	65%	77%	69%	71%
Facilities				
Internet	84%	79%	74%	79%
Laundry	63%	56%	50%	56%
Catering				
Hall site	Lilian Knowles (138 responses)	Westminster Bridge (194 responses)	Sidney Webb House (217 responses)	Third Party Averages (549 responses)
Question				
Staff are knowledgeable	64%	76%	70%	70%
There is a good social life in halls	70%	68%	66%	68%
It's easy to inform staff of any issues or concerns	66%	79%	69%	72%
The facilities meet expectations	67%	77%	62%	69%
It's easy to resolve accommodation issues	58%	75%	61%	65%
It's easy to make friends and integrate with the community	73%	65%	67%	69%
Staff understand what is important in creating a positive living experience	66%	75%	69%	70%
Staff have a good idea of the advice and support students need	66%	73%	68%	69%
Staff look after students	64%	75%	70%	69%
Communications are clear and straightforward	69%	77%	73%	73%
Staff have ways to recognise where needs aren't being met and provide assistance	64%	73%	66%	67%
Students get any information they need, when they need it	67%	78%	71%	72%
Staff are prepared to go the extra step to help students	62%	73%	64%	66%
Staff play an active role in building a strong community	66%	67%	68%	67%
The social facilities and services here are very good	68%	72%	67%	69%
It's a pleasure living in accommodation	71%	78%	67%	72%
Staff make sure things happen when they say they would happen	62%	75%	63%	67%
Staff are friendly, willing to help and keep students informed	66%	79%	72%	72%
Staff care about the wellbeing of the students	65%	75%	69%	69%
Staff behave with fairness, integrity and honesty	68%	78%	74%	73%
The accommodation experience supports mental health	64%	74%	67%	68%
The University values its students as people rather than numbers	66%	77%	67%	70%
The accommodation feels like home	72%	77%	69%	73%
When students need advice and support, staff are friendly and helpful	67%	78%	71%	72%