

Residences Student Satisfaction Survey Results 2022 Third Party Managed Halls



Hall site	2023 Target	Lilian Knowles House (156 responses)			Sidney Webb House (247 responses)			Kings Cross (84 responses)			Westminster Bridge (246 responses)			Third Party Averages (733 responses)		
Year		2022	2021	2020	2022	2021	2020	2022	2021	2020	2022	2021	2020	2022	2021	2020
Completion rate	51%	43%	37%	47%	54%	29%	44%	55%	75%	42%	44%	38%	41%	49%	45%	43%
Main questions																
Overall enjoyment of stay	90%	79%	No data	86%	82%	No data	84%	90%	No data	92%	97%	No data	91%	87%	No data	88%
Offers value for money	75%	67%	No data	82%	61%	No data	72%	55%	No data	70%	80%	No data	73%	66%	No data	74%
Would recommend	85%	75%	65%	81%	73%	47%	77%	77%	81%	81%	91%	63%	79%	79%	64%	79%
Sense of community and belonging	80%	78%	59%	59%	70%	No data	38%	70%	19%	40%	72%	20%	36%	73%	No data	30%
Facilities																
Bathroom and toilets	75%	64%	44%	59%	38%	38%	40%	81%	75%	67%	89%	74%	78%	68%	58%	61%
General cleanliness	70%	57%	54%	66%	55%	54%	49%	67%	61%	59%	71%	69%	69%	63%	60%	61%
Kitchen / snack point	70%	61%	54%	65%	61%	51%	51%	72%	65%	65%	57%	58%	60%	63%	57%	59%
Laundry facilities	70%	52%	39%	61%	16%	39%	15%	39%	33%	25%	42%	53%	40%	37%	41%	28%
Maintenance	70%	31%	32%	37%	36%	36%	32%	64%	84%	77%	78%	75%	75%	52%	57%	55%
Security	75%	47%	50%	56%	61%	43%	58%	79%	75%	77%	83%	64%	70%	68%	58%	65%
Wireless internet	75%	68%	43%	63%	55%	56%	56%	64%	66%	67%	71%	67%	41%	65%	58%	56%
Reception																
How helpful overall	80%	50%	57%	66%	64%	56%	72%	72%	79%	87%	75%	62%	75%	65%	64%	74%
Speed of response	80%	63%	46%	65%	70%	41%	61%	79%	76%	86%	71%	61%	73%	71%	56%	70%
Accuracy of response	80%	58%	47%	63%	66%	44%	63%	73%	67%	85%	72%	59%	71%	67%	54%	72%
Friendliness	85%	72%	53%	76%	82%	62%	89%	84%	84%	89%	78%	57%	85%	79%	64%	85%
Pastoral support																
Awareness of Wardens / Subwardens	70%	49%	No data	28%	76%	78%	55%	79%	62%	46%	59%	48%	40%	66%	No data	55%
Awareness of Res Life events	85%	84%	No data	No data	83%	No data	No data	74%	No data	No data	89%	No data	No data	83%	No data	No data
Hall Committee satisfaction	86%	75%	No data	83%	87%	No data	58%	79%	No data	58%	93%	No data	63%	84%	No data	67%
Sustainability																
Overall sense of sustainability	70%	59%	49%	54%	63%	26%	47%	70%	46%	53%	73%	45%	47%	66%	38%	59%
Find it clear how to separate waste	70%	46%	61%	66%	58%	38%	42%	67%	56%	56%	67%	44%	33%	60%	48%	42%

Key
Over 70%
Under 70%
Below 50%

Residences Student Satisfaction Survey Results 2022 Central Residential Services Office

Hall site	2023 Target	RSO Averages (1575 responses)		
Year		2022	2021	2020
Completion rate	70%	63%	No data	No data
Main questions				
Satisfaction with booking system	95%	94%	No data	No data
Satisfaction with overall service	96%	95%	No data	No data
RSO Service satisfaction				
Speed of response	86%	83%	No data	No data
Accuracy of response	86%	83%	No data	No data
Helpfulness	87%	84%	No data	No data
Friendliness	88%	85%	No data	No data
Key				
Over 70%				
Under 70%				
Below 50%				