

Residences Student Satisfaction Survey Results 2022

LSE Halls

Hall site Year Completion rate	2023 Target	Bankside House (359 responses) 2022 2021 2020 60% 44% 55%	Carr-Saunders Hall (106 responses) 2022 2021 2020 68% 51% 46%	Passfield Hall (158 responses) 2022 2021 2020 70% 40% 55%	Rosebery Hall (225 responses) 2022 2021 2020 67% 41% 54%	Butlers Wharf (180 responses) 2022 2021 2020 64% 39% 59%	High Holborn (300 responses) 2022 2021 2020 67% 31% 51%	LSE Averages (1328 responses) 2022 2021 2020 66% 47% 54%
Main questions Overall enjoyment of stay Offers value for money Would recommend Sense of community and belonging	98% 85% 95% 90%	96% No data 94% 84% No data 89% 94% 87% 92% 89% 56% 59%	96% No data 96% 87% No data 90% 93% 90% 94% 91% 71% 67%	92% No data 88% 86% No data 91% 88% 83% 89% 91% No data 72%	95% No data 95% 81% No data 86% 93% 77% 93% 87% No data 81%	97% No data 91% 86% No data 84% 93% 84% 87% 84% No data 60%	95% No data 84% 74% No data 61% 88% 80% 74% 80% No data 40%	95% No data 91% 83% No data 83% 92% 84% 88% 87% No data 56%
Facilities Bathroom and toilets General cleanliness Kitchen / snack point Laundry facilities Maintenance Security Wireless internet	70% 80% 70% 70% 80% 70% 90%	56% 63% 67% 83% 69% 74% 44% 37% 40% 56% 52% 56% 85% 64% 76% 64% 64% 86% 83% 66% 82%	73% 68% 51% 75% 63% 82% 56% 38% 51% 63% 66% 45% 81% 52% 74% 58% 75% 79% 92% 78% 90%	38% 49% 48% 56% 77% 62% 54% 58% 44% 66% 64% 35% 54% 57% 61% 31% 64% 63% 82% 88% 72%	44% 59% 61% 68% 71% 73% 38% 54% 45% 34% 56% 55% 49% 44% 53% 64% 67% 64% 82% 83% 78%	45% 51% 50% 67% 65% 71% 50% 52% 68% 44% 48% 49% 45% 56% 58% 66% 50% 72% 64% 68% 66%	64% 54% 37% 73% 73% 67% 66% 69% 58% 62% 68% 55% 71% 67% 55% 78% 74% 72% 87% 67% 67%	53% 57% 54% 70% 71% 68% 51% 53% 52% 54% 60% 52% 64% 58% 64% 60% 66% 75% 82% 73% 74%
Reception How helpful overall Speed of response Accuracy of response Friendliness	86% 80% 80% 82%	83% 67% 83% 77% 68% 82% 78% 62% 82% 76% 62% 75%	91% 79% 90% 77% 81% 87% 79% 74% 86% 74% 68% 86%	73% 68% 76% 79% 63% 81% 77% 67% 80% 78% 63% 81%	78% 73% 84% 77% 74% 84% 78% 68% 84% 83% 76% 88%	87% 79% 87% 77% 79% 82% 76% 76% 82% 79% 88% 92%	89% 79% 83% 77% 79% 70% 78% 77% 70% 81% 78% 72%	84% 74% 82% 77% 74% 81% 78% 71% 81% 79% 73% 82%
Pastoral support Awareness of Wardens / Subwardens Awareness of Res Life events Hall Committee satisfaction	85% 85% 93%	82% 77% 63% 83% No data No data 91% No data 85%	86% 88% 87% 68% No data No data 87% No data 77%	88% 96% 74% 72% No data No data 94% No data 74%	84% 78% 69% 74% No data No data 83% 64% 78%	74% No data 61% 93% No data No data 94% No data 82%	72% 67% 59% 91% No data No data 95% No data 69%	81% 78% 63% 80% No data No data 91% No data 73%
Sustainability Overall sense of sustainability Took part in #SustainableLSE campaign Find it clear how to seperate waste	87% 20% 87%	87% 41% 45% 19% 14% 38% 84% 67% 85%	75% 38% 49% 18% 30% 39% 85% 75% 78%	80% 34% 42% 11% 42% 37% 76% 26% 63%	82% 44% 60% 14% 22% 50% 83% 76% 71%	89% 46% 60% 22% 25% 43% 86% 48% 68%	91% 70% 59% 19% 43% 56% 88% 67% 67%	84% 49% 54% 17% 29% 46% 84% 61% 66%
Catering Overall satisfaction Friendliness of staff Quality of food Variety of food	93% 95% 85% 80%	91% 73% 94% 91% 74% 72% 79% 68% 67% 70% 60% 64%	87% 86% 79% 95% 85% 86% 68% 64% 33% 68% 55% 42%	89% 90% 66% 85% 74% 64% 61% 49% 55% 66% 58% 58%	92% 84% 77% 88% 90% 78% 73% 72% 54% 74% 71% 61%			

Кеу
Over 70%
Under 70%
Below 50%



Residences Student Satisfaction Survey Results 2022 Third Party Managed Halls

		SANCTUARY	UNITE STUDENTS				
Hall site	2023 Target	Lilian Knowles House	Sidney Webb House	Kings Cross	Westminster Bridge	Third Party Averages	
Year		(156 responses) 2022 2021 2020	(247 responses) 2022 2021 2020	(84 responses) 2022 2021 2020	(246 responses) 2022 2021 2020	(733 responses) 2022 2021 2020	
Completion rate	51%	2022 2021 2020 43% 37% 47%	2022 2021 2020 54% 29% 44%	55% 75% 42%	2022 2021 2020 44% 38% 41%	49% 45% 43%	
Completion fate	51%	43% 31% 41%	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% <mark>63%</mark> 79%	79% <mark>64%</mark> 79%	
Sense of community and belonging	80%	78% 59% 59%	70% No data 38%	70% 19% 40%	72% 20% 36%	73% No data 30%	
	1						
Facilities							
Bathroom and toilets	75%	<u>64%</u> 44% 59%	38% 38% 40%	81% 75% <mark>67%</mark>	89% 74% 78%	<u>68%</u> 58% 61%	
General cleanliness	70%	57% 54% 66%	<u>55%</u> 54% 49%	67% 61% 59%	71% 69% 69%	<u>63%</u> 60% 61%	
Kitchen / snack point	70%	61% 54% 65%	<u>61% 51% 51%</u>	72% 65% 65%	57% 58% 60%	63% 57% 59%	
Laundry facilities	70%	52% 39% 61%	16% <u>39%</u> 15%	<u>39%</u> <u>33%</u> <u>25%</u>	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%	<u>47% 50% 56%</u>	<u>61% 43% 58%</u>	79% 75% 77%	83% 64% 70%	68% 58% 65%	
Wireless internet	75%	<u>68%</u> 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% <mark>64%</mark> 85%	
Pastoral support							
Awareness of Wardens / Subwardens	70%	49% No data 28%	76% 78% <mark>55%</mark>	79% 62% 46%	<u>59%</u> 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	1						
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 seperate waste	70%	46% 61% 66%	58% 38% 42%	67% 56% 56%	67% 44% 33%	<u>60%</u> 48% 42%	
8°-							

Кеу	
Over 70%	
Under 70%	
Below 50%	



THE LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE

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				

main questions		
Satisfaction with booking system	95%	94% No data No data
Satisifaction 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%	1	85%	No data	No data

Key	
Over 70%	
Under 70%	
Below 50%	