Student Accommodation Satisfaction Survey

2017/2018

All Survey Questions with quantitative results

Column Key

ercentage of those responses answering positively (e.g. 'Very/Quite atisfied' or 'Good/Very Good' or 'Yes')

Fotal number of responses to the question

Survey Que	stions with quantitative	e results	L																	
											LS	E Halls								
				Bankside House		Butler's Wharf		Carr Saunders Hall		Grosvenor House	Hig	h Holborn Residence	No	rthumberland House		Passfield Hall		Rosebery Hall		LSE Halls (Mean)
		l																		
Respons e Rate	Overall Respo	onse Rate	334	55%	217	78%	98	76%	120	68%	260	65%	203	59%	171	76%	254	75%	1657	66%
s	Are you enjoying your	stay in residences?	334	92%	217	96%	98	100%	120	89%	260	84%	203	93%	171	95%	254	93%	1657	92%
Questions	Do you think your resi value for m		334	85%	217	92%	98	96%	120	76%	260	57%	203	85%	171	90%	254	85%	1657	82%
	Would you recommend other student		334	92%	217	94%	98	97%	120	89%	260	80%	203	92%	171	94%	254	91%	1657	91%
Big	What most attracted yo residence		29%	Social Atmosphere	47%	Price	44%	Social Atmosphere	80%	Location	85%	Location	76%	Location	33%	Price	34%	Catering	38%	Location
Safety	How safe do you feel ir hall?		333	95%	216	96%	98	98%	119	97%	259	96%	203	99%	171	95%	252	90%	1651	95%
	WiFi	Importance	327	94%	210	90%	94	87%	118	93%	251	92%	196	90%	168	93%	247	91%	1611	92%
		Satisfaction	310	58%	208	58%	86	78%	113	62%	243	42%	194	82%	159	72%	238	72%	1551	64%
	Bedrooms	Importance	328	94%	211	91%	95	87%	119	93%	255	92%	198	91%	169	92%	247	92%	1622	92%
		Satisfaction	310	85%	205	74%	86	91%	112	79%	242	69%	196	80%	159	72%	237	79%	1547	78%
	Bathroom and toilet	Importance	328	94%	210	91%	95	88%	118	93%	254	91%	201	89%	169	92%	248	91%	1623	91%
	facilities	Satisfaction	311	82%	207	67%	87	75%	114	66%	243	58%	197	67%	160	62%	240	65%	1559	68%
	Cleanliness	Importance	327	92%	209	90%	94	87%	119	93%	253	91%	198	90%	168	91%	246	91%	1614	91%
		Satisfaction	308	79%	208	74%	87	80%	113	74%	244	67%	195	66%	161	70%	238	78%	1554	73%
	Laundry (Washers and	Importance	327	93%	209	87%	94	84%	119	91%	251	88%	197	87%	169	88%	246	88%	1612	89%
	Dryers)	Satisfaction	308	55%	206	48%	86	55%	114	37%	243	33%	193	42%	160	36%	234	56%	1544	46%
rating)	Maintenance (reporting and	Importance	327	87%	209	86%	93	78%	118	88%	251	85%	197	87%	169	82%	246	84%	1610	85%
	completion)	Satisfaction	311	76%	207	72%	86	67%	113	66%	239	59%	193	69%	159	57%	234	65%	1542	67%
ance	Access to PCs, printers	Importance	328	86%	213	84%	96	79%	119	83%	257	79%	199	84%	170	86%	248	83%	1630	83%
importance	and copiers	Satisfaction	313	78%	209	65%	87	82%	114	82%	243	53%	193	72%	159	65%	240	77%	1558	71%
ge in	Kitchens or snack	Importance	328	84%	209	82%	95	82%	118	75%	252	79%	198	85%	169	84%	246	87%	1615	83%
average	points	Satisfaction	311	56%	204	73%	86	64%	112	58%	240	53%	194	51%	160	46%	235	56%	1542	57%
on av	Security personnel	Importance	326	89%	209	76%	94	79%	118	86%	253	82%	195	84%	168	80%	244	76%	1607	82%
		Satisfaction	309	82%	206	76%	86	70%	113	85%	242	75%	193	85%	160	73%	234	81%	1543	79%
(ordered	Information available	Importance	327	81%	209	83%	94	74%	118	77%	251	80%	197	83%	167	77%	246	79%	1609	80%
6	to you on arrival	Satisfaction	310	72%	206	82%	87	82%	111	74%	237	67%	193	77%	160	66%	236	75%	1540	74%
Facilitie	Security measures (e.g., locks, windows,	Importance	327	83%	210	80%	94	72%	118	89%	252	78%	194	81%	169	80%	245	79%	1609	80%
ű	lighting, bike racks, etc)	Satisfaction	309	76%	207	78%	86	77%	113	81%	242	72%	191	76%	160	66%	237	75%	1545	75%
	Communal areas (e.g., entrances and	Importance	327	77%	210	70%	95	77%	118	73%	254	75%	198	74%	170	73%	245	74%	1617	74%
	hallways)	Satisfaction	307	75%	205	72%	87	77%	114	70%	245	65%	194	74%	160	64%	237	70%	1549	71%
	IT Services within your bedroom (excluding	Importance	327	68%	209	69%	95	53%	119	71%	252	68%	196	64%	168	59%	245	60%	1611	65%
	WiFi)	Satisfaction	309	53%	206	57%	86	66%	113	65%	242	51%	193	62%	158	51%	235	62%	1542	57%
	Recreational space (e.g., TV Lounge, games	Importance	327	70%	210	57%	94	74%	117	52%	252	64%	196	58%	169	76%	247	70%	1612	65%
	room)	Satisfaction	309	73%	206	68%	86	79%	112	55%	243	65%	193	49%	161	54%	237	66%	1547	64%
	Group study areas	Importance	327	65%	208	57%	95	63%	118	54%	253	66%	198	67%	169	62%	248	59%	1616	62%
	Communication	Satisfaction	308	58%	207	48%	87	63%	113	57%	244	46%	194	49%	160	41%	239	51%	1552	51%
	channels (e.g.,	Importance	328	60%	210	61%	95	62%	118	62%	253	63%	196	61%	168	63%	247	60%	1615	61%
	noticeboard, screens, emails)	Satisfaction	310	67%	207	69%	87	70%	114	72%	240	62%	192	73%	159	59%	236	69%	1545	67%

Α	II Halls
	All Halls (Mean)
2470	55%

2470	55%
2470	91%
2470	79%
2470	87%
34%	Location
2464	95%
2407	91%
2310	63%
2442	90%
2303	77%
2428	90%
2319	68%
2407	90%
2307	70%
2409	88%
2300	43%
2398	85%
2292	62%
2435	81%
2318	61%
2414	81%
2296	56%
2403	80%
2301	76%
2403	79%
2293	72%
2407	79%
2300	75%
2418	73%
2306	70%
2407	63%
2296	54%
2407	62%
2303	63%
2416	61%
2303	52%
2414	60%
2296	63%

Student Accommodation Satisfaction Survey

2017/2018

Column Key Total number of responses to the question Percentage of those responses answering positively (e.g. 'Very/Quite Satisfied' or 'Good/Very Good' or 'Yes')

All Survey Questions with quantitative results

											Ľ	SE Halls								
				Bankside House		Butler's Wharf		Carr Saunders Hall		Grosvenor House	Hi	gh Holborn Residence	No	orthumberland House		Passfield Hall		Rosebery Hall		LSE Halls (Mean)
		Bicycle (personal)		1%		7%		0%		0%		0%		0%		2%		6%		25
		Bicycle (Santander Hire)		2%		3%		3%		0%		0%		0%		2%		4%		25
		Bus		2%		29%		3%		0%		0%		1%		12%		8%		75
		Motorbike		0%		0%		0%		0%		0%		0%		0%	1	0%		05
	How do you usually	Scooter / Skateboard		0%		0%		0%		0%		0%	1	0%		1%		0%		05
	travel to the School?	Taxi	331	1%	214	1%	98	2%	119	0%	257	0%	203	0%	171	1%	252	0%	1645	15
		Train		0%		1%		1%		0%		0%		0%		0%		0%	_	05
		Tube		1%		27%		1%		1%		0%		0%		0%	-	0%		45
Travel		Walk		94%		32%		90%		99%	-	99%		98%		82%		81%	_	84
μ,		Other		0%		0%		0%		0%		0%		0%		0%	-	0%		05
		0-10 minutes		1%		0%		1%		92%		71%		4%		4%		4%		19
		11-20 minutes		17%		5%		6%		8%		28%		91%		52%	-	25%		30
		21-30 minutes		76%		20%		83%	_	0%	_	0%		4%		44%		65%	_	38
	How many minutes, on average, does your	31-40 minutes	332	6%	215	33%	96	7%	118	0%	257	0%	203	0%	170	0%	252	4%	1643	65
	journey take you?	41-50 minutes		0%	_	35%		1%		0%		0%				0%		1%	-	55
		51-60 minutes		1%	_	7%		0%		0%		0%				0%		0%	_	19
		61+ minutes		0%	_	1%		1%		1%		0%				1%		0%	-	05
		Importance	330	88%	214	87%	96	85%	118	92%	254	87%	201	87%	167	84%	246	85%	1626	87
	Staff Helpfulness	Satisfaction	310	85%	204	85%	92	85%	108	82%	240	78%	191	91%	152	86%	235	87%	1532	85
		Importance	328	87%	213	87%	97	82%	118	92%	254	87%	200	86%	168	86%	245	86%	1623	87
	Accuracy of Response	Satisfaction	306	84%	204	85%	92	82%	108	78%	239	76%	190	89%	151	87%	234	87%	1524	84
		Importance	330	83%	216	87%	97	84%	118	92%	255	87%	200	86%	168	83%	247	84%	1631	85
	Speed of Response	Satisfaction	309	81%	205	84%	92	85%	108	83%	239	79%	190	87%	152	85%	235	86%	1530	83
Ð		Importance	328	84%	210	84%	96	82%	118	84%	253	83%	201	84%	166	81%	245	82%	1617	83
House	Staff Friendliness	Satisfaction	308	79%	204	84%	92	79%	108	81%	239	75%	190	93%	151	78%	233	91%	1525	83
of	How satisfied are you with the servi	ice the Security team offer when	316	87%	200	87%	89	75%	113	88%	242	76%	181	96%	159	83%	233	96%	1533	87
Front	manning our rece	Impose one	510	7%	200	4%		7%	110	6%	2.12	5%	101	3%	100	9%	200	5%	1000	65
-	Which change would you like us to make to			17%	_	15%		33%	-	5%	-	29%		19%		30%		11%	-	19
	the security procedure for guests (daytime and		333	11%	217	9%	98	5%	119	13%	259	10%	203	11%	171	9%	252	7%	1652	10
	overnight)?	Make no change	-	65%	_	72%	-	55%	-	76%	-	56%	-	67%		52%		77%	_	65
	Which change would	-		68%		58%		62%		60%		66%		58%		51%		56%		61
	you like us to make to the length of stay	Reduce existing	333	2%	217	3%	98	1%	119	0%	259	2%	203	1%	171	0%	252	2%	1652	19
	permitted for overnight guests			30%		40%	50	37%	115	40%	255	32%	205	40%	1/1	49%	252	42%	1052	38
e	Did you know about		333	77%	215	89%	97	94%	119	74%	257	74%	203	75%	171	91%	252	78%	1647	80
nmitte	elections p Did you nominate your				-														_	65
II Con	the Comr How satisfied are you w		255 291	3%	190	4%	88 94	18%	88	5%	185 228	6% 68%	149	5%	154	8%	193	5%	1302 1467	75
ort Ha	Commi Have you ever had	ttee?	-		188				108				176	44%	156		226			
Support	Warden/Sub	owarden*?	333	42%	216	50%	98	57%	119	23%	259	20%	202		171	48%	252	32%	1650	38
ral Su	How satisfied are you Have you ever had co		139	75%	107	77%	56	95%	27	85%	52	81%	88	77%	82	78%	80	83%	631	80
Pastoral	Suppor	rter?	333	10%	217	2%	97	26%	119	3%	259	3%	202	5%	170	16%	252	6%	1649	89
P	How satisfied are you	with their support?	34	94%	4	50%	25	80%	4	100%	9	100%	10	90%	27	85%	15	87%	128	88

lalls	
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6%	
19%	
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65%	
61%	
1%	
38%	
_	
80%	
6%	
75%	
38%	
80%	
8%	
88%	

A	II Halls
	All Halls (Mean)
	3%
	2%
	15%
	0%
	0%
2455	0%
	1%
	9%
	70%
	0%
	13%
	27%
	39%
2452	12%
	7%
	1%
	0%
2423	86%
2278	78%
2422	85%
2270	76%
2434	84%
2277	76%
2406	82%
2266	78%
2232	84%
	6%
2465	18%
2703	9%
	67%
	56%
2464	2%
	42%
2142	78%
1651	6%
1875	71%
2462	33%
823	79%
2370	6%
154	86%

Student Accommodation Satisfaction Survey

2017/2018

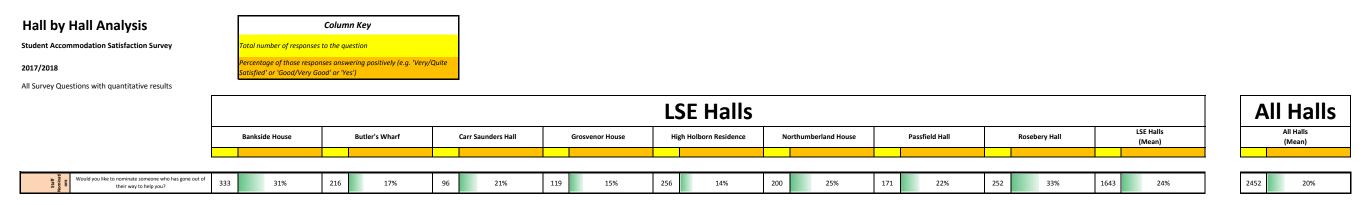
Column Key Total number of responses to the question Percentage of thase responses answering positively (e.g. 'Very/Quite Satisfied' or 'Good/Very Good' or 'Yes')

All Survey Questions with quantitative results

											L	SE Halls								
				Bankside House		Butler's Wharf		Carr Saunders Hall		Grosvenor House	Hi	gh Holborn Residence	N	orthumberland House		Passfield Hall		Rosebery Hall		LSE Ha
																				(IVIEAI
	Overall, how would yo	ou grade your hall in																		
	terms of sust		332	48%	216	57%	98	52%	120	61%	259	49%	203	62%	171	53%	252	68%	1651	
		and recycling Partnerships with		46%		37%		56%		63%		46%		48%		55%		50%		
	Which environmental	the local community Supporting student-		15%		19%		15%		12%		15%		18%		23%		20%	-	
	issue(s) would you like	led sustainability		17%		20%		22%		18%		17%		18%		19%		23%		
	us to prioritise in future?	Saving energy	323	40%	206	35%	93	40%	116	28%	246	30%	199	36%	170	46%	244	35%	1597	
	(Tick all that apply)	Green spaces		45%		54%		47%		38%		46%		46%		45%		48%		
~		Saving water		35%		20%		25%		21%		22%		26%		38%		30%	-	
Sustainability		Other		3%		3%		3%		1%		4%		5%		5%		2%		
aina	Did you participate in	Green Impact		6%		19%		14%		15%		24%		28%		26%		19%		
Sust	any of the following initiatives this year?	Reduce the Juice	141	7%	75	53%	43	16%	52	17%	102	61%	108	7%	84	73%	121	74%	726	
		ReLove	141	11%	75	7%		2%	52	2%	102	7%	100	6%	04	5%	121	4%	720	
	(Tick all that apply)	Student Switch-Off		89%		64%		86%		83%		33%		80%		43%		35%		
		Green Impact	8	38%	14	64%	6	83%	8	50%	24	63%	30	47%	22	55%	22	45%	134	
	How would you rate	Reduce the Juice	10	60%	40	55%	7	57%	9	67%	62	58%	8	75%	61	59%	89	65%	286	
	the project(s) you were involved with?	ReLove	15	73%	5	100%	1	100%	1	0%	7	57%	7	71%	4	25%	5	80%	45	
		Student Switch-Off	126	38%	48	58%	36	53%	43	65%	34	50%	86	58%	36	42%	41	66%	450	
	RECYCLING: How easy did you fi to put your different		332	63%	215	68%	98	73%	118	42%	259	63%	202	71%	171	66%	250	68%	1645	
	Overall, how satisfied a services at		307	58%	NA	NA - Catering not provided at Butler's Wharf	90	70%	NA	NA - Catering not provided at Grosvenor House	NA	NA - Catering not provided at High Holborn Residence	NA	NA - Catering not provided at Northumberland House	156	74%	235	80%	788	
	Scivices de	Importance	328	71%	NA	NA - Catering not provided at Butler's Wharf	96	72%	NA	NA - Catering not provided at Grosvenor House	NA	NA - Catering not provided at High Holborn Residence	NA	NA - Catering not provided at Northumberland House	170	67%	250	66%	844	
	Ambience of restaurant	Satisfaction	314	55%	NA	NA - Catering not provided at Butler's Wharf	91	79%	NA	NA - Catering not provided at Grosvenor House	NA	NA - Catering not provided at High Holborn Residence	NA	NA - Catering not provided at Northumberland House	159	62%	237	68%	801	
		Importance	330	86%	NA	NA - Catering not provided at Butler's Wharf	96	77%	NA	NA - Catering not provided at Grosvenor House	NA	NA - Catering not provided at High Holborn Residence	NA	NA - Catering not provided at Northumberland House	169	80%	250	76%	845	
	Responsiveness of staff	Satisfaction	315	38%	NA	NA - Catering not provided at Butler's Wharf	91	84%	NA	NA - Catering not provided at Grosvenor House	NA	NA - Catering not provided at High Holborn Residence	NA	NA - Catering not provided at Northumberland House	159	71%	236	78%	801	
		Importance	329	92%	NA	NA - Catering not provided at	95	84%	NA	NA - Catering not provided at	NA	NA - Catering not provided at	NA	NA - Catering not provided at Northumberland House	170	89%	250	88%	844	
50	Quality of food	Satisfaction	315	40%	NA	Butler's Wharf NA - Catering not provided at	91	40%	NA	Grosvenor House NA - Catering not provided at	NA	High Holborn Residence	NA	NA - Catering not provided at	159	49%	237	62%	802	
Catering		Importance	329	65%	NA	Butler's Wharf NA - Catering not provided at	95	66%	NA	Grosvenor House NA - Catering not provided at	NA	High Holborn Residence NA - Catering not provided at	NA	Northumberland House NA - Catering not provided at	170	64%	249	66%	843	
Cat	Seasonality of food	Satisfaction	314	42%	NA	Butler's Wharf NA - Catering not provided at	90	48%	NA	Grosvenor House NA - Catering not provided at	NA	High Holborn Residence NA - Catering not provided at	NA	Northumberland House NA - Catering not provided at	159	46%	238	58%	801	
	It is important for r	ne to have meals	331	85%	NA	Butler's Wharf NA - Catering not provided at	96	90%	NA	Grosvenor House NA - Catering not provided at	NA	High Holborn Residence NA - Catering not provided at	NA	Northumberland House NA - Catering not provided at	171	85%	250	85%	848	
	provided The restaurant makes		330	78%	NA	Butler's Wharf NA - Catering not provided at	96	90%	NA	Grosvenor House NA - Catering not provided at	NA	High Holborn Residence NA - Catering not provided at	NA	Northumberland House NA - Catering not provided at	171	83%	250	89%	847	
	socia Eating together enha		331	73%	NA	Butler's Wharf NA - Catering not provided at	96	90%	NA	Grosvenor House NA - Catering not provided at	NA	High Holborn Residence NA - Catering not provided at	NA	Northumberland House NA - Catering not provided at	171	81%	230	87%	847	
	community Living in a catered hall m		330			Butler's Wharf NA - Catering not provided at	96			Grosvenor House NA - Catering not provided at		High Holborn Residence NA - Catering not provided at		Northumberland House NA - Catering not provided at						
	maintain a ba Does this picture [Food f			65%	NA	Butler's Wharf NA - Catering not provided at		65%	NA	Grosvenor House NA - Catering not provided at	NA	High Holborn Residence NA - Catering not provided at	NA	Northumberland House NA - Catering not provided at	169	69%	251	69%	846	
	mean anythi Is the Food for Life Cate		333	28%	NA	Butler's Wharf NA - Catering not provided at	98	31%	NA	Grosvenor House NA - Catering not provided at	NA	High Holborn Residence NA - Catering not provided at	NA	Northumberland House NA - Catering not provided at	171	30%	251	27%	853	
	to yo Overall, how satisfied are you wit	iu?	333	79% NA - Campus based service. No need	NA	Butler's Wharf NA - Campus based service. No need	98	84% NA - Campus based service. No need	NA	Grosvenor House	NA	High Holborn Residence	NA	Northumberland House	171	78% NA - Campus based service. No need	252	86% NA - Campus based service. No need	854	
	Residential Sen		NA	to break results down NA - Campus based service. No need	NA	to break results down	NA	to break results down NA - Campus based service. No need	NA	to break results down	NA	to break results down	NA	to break results down	NA	to break results down NA - Campus based service. No need	NA	to break results down NA - Campus based service. No need	1418	
e	Accuracy of Response	Importance	NA	to break results down	NA	to break results down NA - Campus based service. No need	NA	to break results down NA - Campus based service. No need	NA	to break results down NA - Campus based service. No need	NA	to break results down	NA	to break results down	NA	to break results down NA - Campus based service. No need	NA	to break results down NA - Campus based service. No need	1662	
Office		Satisfaction	NA	to break results down	NA	to break results down	NA	to break results down	NA	to break results down	NA	to break results down	NA	to break results down	NA	to break results down	NA	to break results down	1443	
	Staff Helpfulness	Importance	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	1627	
Services		Satisfaction	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	1448	
	Speed of Response	Importance	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	1629	
Residential		Satisfaction	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	1449	
Resi	Staff Friendliness	Importance	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	1621	
	Stan Friendiniess	Satisfaction	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	1441	
	Overall, how satisfied a	re you with Hallpad?	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	1458	

alls an)	
56%	
48%	
17%	
19%	
36%	
46%	
28%	
3%	
19%	
39%	
6%	
62%	
54%	
61%	
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81%	
62%	
89%	
48%	
65%	
48%	
86%	
84%	
81%	
67%	
28%	
81%	
82%	
83%	
75%	
82%	
76%	
81%	
72%	
72%	
76%	
76%	

A	II Halls
	All Halls (Mean)
1651	56%
	48%
	17%
	19%
1597	36%
	46%
	28%
	3%
	19%
726	39%
	6%
	62%
134	54%
286	61%
45	69%
450	52%
1645	65%
788	69%
844	69%
801	63%
845	81%
801	62%
844	89%
802 843	48%
843	65%
801	48% 86%
847	80%
847	81%
846	67%
853	28%
854	81%
2089	80%
2416	82%
2156	72%
2420	82%
2162	73%
2426	80%
2163	69%
2411	71%
2149	73%
2148	74%



*Terminology in this question was changed specific to each hall (e.g. Warden/Senior Subwarden, Subwarden/Senior Resident etc.)

Student Accommodation Satisfaction Survey

2017/2018

All Survey Questions with quantitative results

An Survey Que	estions with quantitative					Third Pa	arty	y Manag	ged	Halls				All Halls
			L	ilian Knowles House	:	Sidney Webb House		rbanest King's Cross		nest Westminster Bridge	Thi	d Party Managed Halls (Mean)		All Halls (Mean)
Respons e Rate	Overall Resp	onse Rate	133	36%	201	45%	162	51%	226	45%	722	44%	2470	55%
	Are you enjoying your	stay in residences?	133	88%	201	86%	162	88%	226	93%	722	89%	2470	91%
Questions	Do you think your res value for n		133	84%	201	72%	162	65%	226	65%	722	70%	2470	79%
	Would you recommen other studen	-	133	89%	201	75%	162	77%	226	83%	722	80%	2470	87%
Big	What most attracted y residen		32%	Price	24%	Price	30%	Room Type	45%	Location	25%	Location	34%	Location
Safety	How safe do you feel i hall		133	91%	201	91%	162	98%	226	96%	722	94%	2464	95%
	WiFi	Importance	129	91%	196	88%	158	87%	222	87%	705	88%	2407	91%
		Satisfaction	126	81%	188	69%	147	70%	208	32%	669	60%	2310	63%
	Bedrooms	Importance	129	89%	198	88%	160	86%	223	85%	710	87%	2442	90%
	Scaroonis	Satisfaction	126	74%	186	74%	146	74%	210	77%	668	75%	2303	77%
	Bathroom and toilet	Importance	131	90%	199	88%	159	86%	225	85%	714	87%	2428	90%
	facilities	Satisfaction	127	64%	188	59%	145	71%	211	77%	671	68%	2319	68%
	Cleanliness	Importance	128	89%	196	88%	159	86%	221	86%	704	87%	2407	90%
		Satisfaction	126	67%	186	59%	144	64%	209	65%	665	63%	2307	70%
	Laundry (Washers and	Importance	129	90%	194	85%	160	88%	223	82%	706	85%	2409	88%
	Dryers)	Satisfaction	127	42%	188	39%	145	23%	208	41%	668	37%	2300	43%
ng)	Maintenance (reporting and	Importance	127	87%	195	84%	154	85%	222	85%	698	85%	2398	85%
e rating)	completion)	Satisfaction	125	61%	188	29%	141	59%	208	59%	662	51%	2292	62%
ance	Access to PCs, printers	Importance	130	76%	199	81%	160	74%	225	75%	714	77%	2435	81%
importance	and copiers	Satisfaction	126	70%	189	50%	146	42%	210	23%	671	44%	2318	61%
je im	Kitchens or snack	Importance	129	78%	195	79%	160	63%	224	79%	708	75%	2414	81%
average	points	Satisfaction	126	67%	187	64%	146	53%	205	53%	664	59%	2296	56%
on av	Security personnel	Importance	129	74%	195	72%	160	73%	222	76%	706	74%	2403	80%
		Satisfaction	126	82%	188	70%	145	70%	209	67%	668	71%	2301	76%
ties (ordered	Information available	Importance	130	82%	192	77%	158	72%	223	75%	703	76%	2403	79%
es (c	to you on arrival	Satisfaction	127	76%	184	61%	146	71%	207	67%	664	68%	2293	72%
ciliti	Security measures (e.g., locks, windows, lighting, bike racks, etc)	Importance	128	77%	196	76%	160	73%	223	77%	707	76%	2407	79%
Fa	lighting, bike racks, etc)	Satisfaction	126	77%	187	78%	145	75%	207	74%	665	76%	2300	75%
	Communal areas (e.g., entrances and	Importance	130	67%	197	70%	160	65%	223	74%	710	69%	2418	73%
	hallways)	Satisfaction	126	67%	188	71%	145	68%	209	71%	668	69%	2306	70%
	IT Services within your bedroom (excluding	Importance	130	64%	196	59%	157	54%	223	62%	706	60%	2407	63%
	WiFi)	Satisfaction	127	62%	189	44%	143	47%	207	41%	666	47%	2296	54%
	Recreational space (e.g., TV Lounge, games	Importance	129	55%	195	57%	160	46%	222	54%	706	53%	2407	62%
	room)	Satisfaction	126	60%	189	66%	146	51%	206	60%	667	60%	2303	63%
	Group study areas	Importance	130	50%	197	62%	159	52%	223	69%	709	60%	2416	61%
		Satisfaction	123	37%	186	59%	144	54%	208	63%	661	55%	2303	52%
	Communication channels (e.g.,	Importance	128	58%	196	59%	160	52%	222	55%	706	56%	2414	60%
	noticeboard, screens, emails)	Satisfaction	125	60%	187	50%	145	49%	205	57%	662	54%	2296	63%

Column Key

ercentage of those responses answering positively (e.g. 'Very/Quite atisfied' or 'Good/Very Good' or 'Yes')

otal number of responses to the question

Student Accommodation Satisfaction Survey

2017/2018

Column Key otal number of responses to the question rcentage of those responses answering positively (e.g. 'Very/Quite tisfied' or 'Good/Very Good' or 'Yes')

All Survey Questions with quantitative results

						Third Pa	arty	y Manag	ged	Halls			A	II Halls
			Li	ilian Knowles House	5	Sidney Webb House	u	rbanest King's Cross	urbar	nest Westminster Bridge	Thi	rd Party Managed Halls (Mean)		All Halls (Mean)
		Bicycle (personal)		2%		7%		5%		2%		4%		3%
		Bicycle (Santander		2%		5%		1%		1%		2%		2%
		Hire) Bus		18%	1	57%		15%		31%		32%		15%
		Motorbike		0%	-	0%	-	0%	_	0%		0%		0%
		Scooter /		0%		0%		1%		0%		0%		0%
	How do you usually travel to the School?	Skateboard Taxi	132	0%	201	0%	162	0%	224	0%	719	0%	2455	
		Train		1%	-	0%	-	4%	_	0%		1%		1%
		Tube		45%		4%		49%		1%		21%		9%
Travel		Walk		32%		26%		27%		63%		39%		70%
Tra		Other	-	0%		0%		0%		0%		0%		0%
		0-10 minutes		0%		1%		0%		4%		1%		13%
		11-20 minutes		16%		11%		7%		30%		17%		27%
		21-30 minutes	-	40%		26%	-	35%	-	64%		42%		39%
	How many minutes, on average, does your	31-40 minutes	132	33%	200	43%	161	37%	225	2%	718	27%	2452	12%
	journey take you?	41-50 minutes	152	10%	200	19%	101	17%		0%	/10	11%	2452	7%
		51-60 minutes	-	1%		1%		3%		0%		11%		1%
		61+ minutes		0%		1%		1%		0%		0%		0%
			131	83%	198	84%	159	83%	221	82%	709	83%	2423	86%
	Staff Helpfulness	Importance												
		Satisfaction	125	63%	183	58%	148	76%	200	60%	656	64%	2278	78%
	Accuracy of Response	Importance	131	83%	198	82%	159	83%	221	81%	709	82%	2422	85%
		Satisfaction	125	64%	183	55%	148	71%	200	56%	656	61%	2270	76%
	Speed of Response	Importance	132	83%	199	82%	159	85%	223	81%	713	83%	2434	84%
0		Satisfaction	125	66%	183	53%	148	74%	202	48%	658	59%	2277	76%
ouse	Staff Friendliness	Importance	129	78%	197	77%	157	78%	217	79%	700	78%	2406	82%
of H	How satisfied are you with the servi	Satisfaction	124	61%	181	67%	147	78%	199	64%	651	68%	2266	78%
Front of House	manning our rece	ption desks?	114	86%	172	74%	143	83%	189	71%	618	78%	2232	84%
Ξ.	Which change would	Impose one		8%	-	5%		4%	-	9%		7%		6%
	you like us to make to the security procedure	Remove existing	133	23%	201	22%	162	7%	226	4%	722	13%	2465	18%
	for guests (daytime and overnight)?	Enhance existing	-	10%		7%		10%	_	10%		9%		9%
		Make no change		59%		66%		79%		77%		71%		67%
	Which change would you like us to make to	Increase existing		80%		66%		27%		25%		47%		56%
	the length of stay permitted for overnight	Reduce existing	133	2%	200	3%	162	4%	226	4%	721	4%	2464	2%
	guests	Make no change		17%		32%		69%		71%		50%		42%
nittee	Did you know about elections p	process?	133	74%	200	70%	162	71%	NA	NA - Question not asked	495	71%	2142	78%
Hall Committee	Did you nominate your the Comm	nittee?	98	5%	137	5%	114	4%	NA	NA - Question not asked	349	5%	1651	6%
Hall	How satisfied are you w Commit	ttee?	113	65%	165	48%	130	59%	NA	NA - Question not asked	408	56%	1875	71%
Support	Have you ever had Warden/Sub		132	18%	201	34%	162	17%	226	14%	721	21%	2462	33%
l Sup	How satisfied are you		24	83%	68	71%	27	81%	32	84%	151	77%	823	79%
Pastoral	Have you ever had co Suppor		133	2%	200	0%	162	6%	226	7%	721	4%	2370	6%
Pas	How satisfied are you	with their support?	2	100%	0	0%	9	78%	15	80%	26	81%	154	86%

Student Accommodation Satisfaction Survey

2017/2018

All Survey Questions with quantitative results

					Third Party Managed Halls											
			L	ilian Knowles House	:	Sidney Webb House		Irbanest King's Cross	1	nest Westminster Bridge	Thi	rd Party Managed Halls (Mean)				
	Overall, how would yo terms of sust		NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls				
		Improving waste and recycling		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls				
		Partnerships with the local community		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls				
	Which environmental issue(s) would you like	Supporting student- led sustainability		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls	1	NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls				
	us to prioritise in future?	Saving energy	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls				
	(Tick all that apply)	Green spaces		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls	1	NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls				
		Saving water		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls				
ility		Other		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls				
inab		Green Impact		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls				
Sustainability	Did you participate in any of the following	Reduce the Juice		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls	1	NA - Question not asked at Third Party Managed Halls	1	NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls				
01	initiatives this year?	ReLove	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls				
	(Tick all that apply)	Student Switch-Off		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls	1	NA - Question not asked at Third Party Managed Halls	1	NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls				
		Green Impact		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls	1	NA - Question not asked at Third Party Managed Halls	1	NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls				
	How would you rate	Reduce the Juice		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls	1.	NA - Question not asked at Third Party Managed Halls	1	NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls				
	the project(s) you were involved with?	ReLove	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls				
		Student Switch-Off		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls				
	RECYCLING: How easy did you fi to put your different		NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls				
	Overall, how satisfied a services at		NA	NA - Catering not provided at Lilian Knowles	NA	NA - Catering not provided at Sidney Webb	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at urbanest Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall				
	Scrvices at	Importance	NA	NA - Catering not provided at Lilian Knowles	NA	NA - Catering not provided at Sidney Webb	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at urbanest Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall				
	Ambience of restaurant	Satisfaction	NA	NA - Catering not provided at Lilian Knowles	NA	NA - Catering not provided at Sidney Webb	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at urbanest Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall				
		Importance	NA	NA - Catering not provided at Lilian Knowles	NA	NA - Catering not provided at Sidney Webb	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at urbanest Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall				
	Responsiveness of staff	Satisfaction	NA	NA - Catering not provided at Lilian Knowles	NA	NA - Catering not provided at Sidney Webb	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at urbanest Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall				
		Importance	NA	NA - Catering not provided at Lilian Knowles	NA	NA - Catering not provided at Sidney Webb	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at urbanest Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall				
۵۵	Quality of food	Satisfaction	NA	NA - Catering not provided at Lilian Knowles	NA	NA - Catering not	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at urbanest Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall				
Catering		Importance	NA	NA - Catering not	NA	provided at Sidney Webb NA - Catering not	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at urbanest Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall				
Cat	Seasonality of food	Satisfaction	NA	provided at Lilian Knowles NA - Catering not	NA	provided at Sidney Webb NA - Catering not	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at urbanest Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall				
	It is important for r		NA	provided at Lilian Knowles NA - Catering not	NA	provided at Sidney Webb NA - Catering not	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at urbanest Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall				
	provided The restaurant makes	it possible for me to	NA	provided at Lilian Knowles NA - Catering not	NA	provided at Sidney Webb NA - Catering not	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at urbanest Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall				
	socia Eating together enha	nces the feeling of	NA	provided at Lilian Knowles NA - Catering not	NA	provided at Sidney Webb NA - Catering not	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at urbanest Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall				
	community Living in a catered hall maintain a ba	akes it easier for me to	NA	provided at Lilian Knowles NA - Catering not	NA	provided at Sidney Webb NA - Catering not	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at urbanest Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall				
	maintain a ba Does this picture [Food f	or Life Catering Mark]	NA	provided at Lilian Knowles NA - Catering not	NA	provided at Sidney Webb NA - Catering not	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at urbanest Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall				
	mean anythi Is the Food for Life Cate	ering Mark important	NA	provided at Lilian Knowles NA - Catering not	NA	provided at Sidney Webb NA - Catering not	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at urbanest Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall				
	to yo Overall, how satisfied are you wit Residential Ser	h the service provided by the	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need	NA	NA - Campus based service. No need to break results down	596	75%				
	Nesidential Sen	Importance	NA	NA - Campus based service. No need	NA	NA - Campus based service. No need	NA	NA - Campus based service. No need	NA	NA - Campus based service. No need	703	80%				
ice	Accuracy of Response	Satisfaction	NA	to break results down NA - Campus based service. No need	NA	to break results down NA - Campus based service. No need	NA	to break results down NA - Campus based service. No need	NA	to break results down NA - Campus based service. No need	625	66%				
s Off		Importance	NA	to break results down NA - Campus based service. No need	NA	to break results down NA - Campus based service. No need	NA	to break results down NA - Campus based service. No need	NA	to break results down NA - Campus based service. No need	703	79%				
vice	Staff Helpfulness	Satisfaction	NA	to break results down NA - Campus based service. No need	NA	to break results down NA - Campus based service. No need	NA	to break results down NA - Campus based service. No need	NA	to break results down NA - Campus based service. No need	628	65%				
ntial Services Office		Importance	NA	to break results down NA - Campus based service. No need	NA	to break results down NA - Campus based service. No need	NA	to break results down NA - Campus based service. No need	NA	to break results down NA - Campus based service. No need	707	79%				
Itial	Speed of Response	importance	MM	to break results down	MM	to break results down	- NA	to break results down	INPA	to break results down	707	1 3 70				

NA - Campus based service. No need to break results down

NA - Campus based service. No need to break results down

NA - Campus based service. No need to break results down

NA - Campus based service. No need to break results down

NA

NA

NA

NA

NA - Campus based service. No new to break results down

NA - Campus based service. No ne to break results down

NA NA - Campus based service. No m to break results down

NA - Campus based service. No ne to break results down

NA

NA - Campus based service. No need to break results down

NA NA - Campus based service. No need to break results down

NA - Campus based service. No neer to break results down

NA NA - Campus based service. No ne to break results down

Column Key

ercentage of those responses answering positively (e.g. 'Very/Quite rtisfied' or 'Good/Very Good' or 'Yes')

Total number of responses to the question

Satisfaction

Importance

Satisfaction

NA - Campus based service. No need to break results down

NA NA - Campus based service. No need to break results down

NA - Campus based service. No ne to break results down

NA

NA - Campus based service. No need to break results down

Re

Staff Friendliness

Overall, how satisfied are you with Hallpad?



56% 48% 17% 19%

36% 46% 28% 3% 19% 39%

6% 62%

54%

61%

69%

52%

65% 69%

69%

63%

81%

62%

89%

48%

65%

48%

86%

84%

81%

67%

28%

81%

80%

82% 72%

82%

73%

80%

69%

71%

73%

74%

1651

1597

726

134

286

45

450

1645

788 844

801

845

801

844

802

843

801

848

847

847

846

853

854

2089

2416

2156 2420

2162

2426

2163

2411

2149

2148

64%

68%

65%

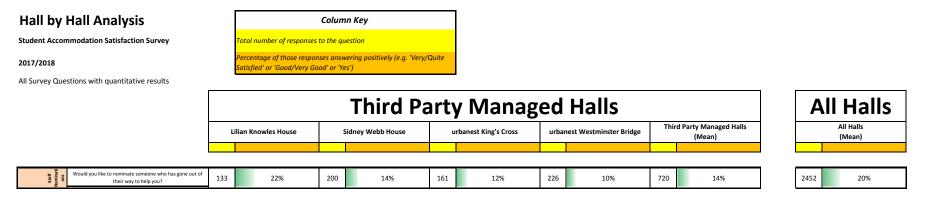
69%

628

699

620

612



*Terminology in this question was changed specific to each hall (e.g. Warden/Senior Subwarden, Subwarden/Senior Resident etc.)

Student Accommodation Satisfaction Survey

Column Key

ercentage of those responses answering positively (e.g. 'Very/Quite atisfied' or 'Good/Very Good' or 'Yes')

Total number of responses to the question

2017/2018

All Survey Questions with quantitative results

	All Survey Questions with quantitative results																				
				Intercollegiate Halls														All Halls			
				College Hall		Connaught Hall		Garden Halls		International Hall		Lilian Penson Hall	Nutford House		UoL Halls (Mean)				All Halls (Mean)		
tespons e Rate	Overall Respo	nse Rate	10	23%	5	34%	36	7%	21	12%	7	28%	12	36%	91	25%	247	D	55%		
s.	Are you enjoying your s	tay in residences?	10	80%	5	100%	36	100%	21	86%	7	71%	12	92%	91	91%	247	D	91%		
Questions	Do you think your residence offers good value for money?		10	70%	5	80%	36	92%	21	76%	7	71%	12	83%	91	82%	247	D	79%		
	Would you recommend other student		10	60%	5	80%	36	100%	21	76%	7	57%	12	75%	91	82%	247	D	87%		
Big	What most attracted yo residence	es?	40%	Location	80%	Catering	33%	Location	52%	Location	57%	Room Type	42%	Price	32%	Location	34%	6	Location		
Safety	How safe do you feel in hall?	and around your	10	100%	5	100%	36	94%	21	86%	7	100%	12	100%	91	95%	246	4	95%		
	WiFi	Importance	10	100%	5	80%	36	97%	21	100%	7	100%	12	92%	91	97%	240	7	91%		
		Satisfaction	10	50%	5	40%	35	80%	21	62%	7	86%	12	67%	90	69%	231	D	63%		
	Bedrooms	Importance	10	100%	5	60%	35	97%	21	100%	7	100%	12	92%	90	96%	244	2	90%		
		Satisfaction	10	80%	5	40%	34	94%	20	80%	7	71%	12	67%	88	81%	230	3	77%		
	Bathroom and toilet	Importance	10	100%	5	80%	36	92%	21	100%	7	100%	12	92%	91	95%	242	8	90%		
-	facilities	Satisfaction	10	80%	5	20%	35	91%	20	50%	7	71%	12	42%	89	69%	231	9	68%		
	Cleanliness	Importance	10	100%	5	80%	35	97%	20	100%	7	100%	12	92%	89	97%	240	7	90%		
-		Satisfaction	10	80%	5	40%	34	85%	20	60%	7	43%	12	58%	88	69%	230	7	70%		
L	Laundry (Washers and Dryers)	Importance	10	100%	5	80%	36	94%	21	100%	7	86%	12	92%	91	95%	240		88%		
-	Dryers)	Satisfaction	10	0%	5	40%	34	59%	20	20%	7	29%	12	42%	88	38%	230		43%		
rating)	Maintenance (reporting and	Importance	10	100%	5	60%	35	94%	21	86%	7	71%	12	92%	90	89%	239		85%		
	completion) Access to PCs, printers and copiers	Satisfaction	10	60%	5	40%	34	65%	20	60%	7	43%	12	50%	88	58%	229		62%		
importance		Importance	10	80%	5	60%	36	81%	21	95%	7	71%	12	92%	91	84%	243		81%		
iodu –		Satisfaction	10	0%	5	40%	34	18%	21	10%	7	0%	12	8%	89	12%	231		61%		
	Kitchens or snack points	Importance	10	70%	5	80%	36	89%	21	86%	7	57%	12	92%	91	84%	2414		81%		
average		Satisfaction	10	10%	5	40%	35 35	49%	21	24%	7	29%	12	25%	90 90	33%	229		56%		
u	Security personnel	Importance Satisfaction	10 10	70% 50%	5	60%	35	91%	21	81%	7	57%	12 12	83%	90	81%	240	_	80%		
(ordered		Importance	10	100%	5	80%	36	94%	21	90%	7	100%	12	83%	91	92%	230		79%		
(ord	Information available to you on arrival	Satisfaction	10	70%	5	80%	35	80%	20	55%	7	71%	12	33%	89	66%	229		72%		
Facilities	ecurity measures (e.g.,	Importance	10	70%	5	60%	36	86%	20	90%	7	57%	12	83%	91	81%	240		79%		
Facil	locks, windows, ghting, bike racks, etc)	Satisfaction	10	40%	5	40%	35	86%	21	76%	7	43%	12	42%	90	67%	230	_	75%		
-	Communal areas (e.g.,	Importance	10	40%	5	80%	36	81%	21	71%	7	29%	12	83%	91	70%	241		73%		
	entrances and hallways)	Satisfaction	10	30%	5	60%	35	89%	20	75%	7	57%	12	75%	89	73%	230	6	70%		
	T Services within your	Importance	10	30%	5	40%	35	57%	21	71%	7	29%	12	67%	90	56%	240	7	63%		
	bedroom (excluding WiFi)	Satisfaction	10	20%	5	40%	34	56%	20	40%	7	57%	12	42%	88	45%	229	6	54%		
	Recreational space	Importance	10	50%	4	75%	36	56%	20	70%	7	43%	12	50%	89	57%	240	7	62%		
(e	e.g., TV Lounge, games room)	Satisfaction	10	30%	5	80%	35	66%	20	70%	7	57%	12	58%	89	62%	230	3	63%		
		Importance	10	40%	5	40%	36	56%	21	62%	7	57%	12	75%	91	57%	241	6	61%		
	Group study areas	Satisfaction	10	10%	5	20%	35	60%	21	57%	7	57%	12	42%	90	49%	230	3	52%		
	Communication channels (e.g.,	Importance	10	80%	5	60%	36	64%	21	48%	7	43%	12	58%	91	59%	241	4	60%		
r	noticeboard, screens, emails)	Satisfaction	10	50%	5	60%	34	71%	21	62%	7	57%	12	75%	89	65%	229	6	63%		

Student Accommodation Satisfaction Survey

2017/2018

Column Key Fotal number of responses to the question ercentage of those responses answering positively (e.g. 'Very/Quite atisfied' or 'Good/Very Good' or 'Yes')

				Intercollegiate Halls															All Halls		
				College Hall		Connaught Hall	Garden Halls			International Hall	Lilian Penson Hall		Nutford House			UoL Halls (Mean)			All Halls (Mean)		
	Bicycle (personal			0%	0%	0%		0%		0%	-	0%		8%		1%			3%		
		Bicycle (Santander Hire)		0%		0%	3%		0%	0%			0%		1%			2%			
		Bus		10%		40%	40% 0% 0% 36	8%		0%		0%		58%		14%			15%		
	How do you usually	Motorbike		0%		0%		0%		0%		0%		0%		0%			0%		
		Scooter / Skateboard	10	0%	5	0%		0%	21	0%	7	0%	12	0%	91	0%		2455	0%		
	travel to the School?	Taxi	10	0%	5	0%		0%	21	0%	,	0%	12	0%	51	0%		2433	0%		
		Train		0%		0%		0%		0%		0%		0%		0%			1%		
_		Tube		0%		0%		3%		0%		86%		33%		12%			9%		
Travel		Walk		90%		60%		86%		100%		14%		0%		71%			70%		
-		Other		0%		0%		0%		0%		0%		0%		0%			0%		
		0-10 minutes		0%		0%	36	6%		0%	7	0%		0%		2%			13%		
		11-20 minutes		30%		80%		39%		90%		14%		0%		45%			27%		
	How many minutes, on average, does your journey take you?	21-30 minutes	1	70%		20%		53%	21	10%		57%		42%	91	42%			39%		
		31-40 minutes	10	0%	5	0%		0%		0%		14%	12	14%		3%		2452	12%		
		41-50 minutes	1	0%		0%		3%		0%		14%		42%		8%			7%		
		51-60 minutes		0%		0%		0%		0%		0%		0%		0%			1%		
		61+ minutes		0%		0%		0%		0%		0%		0%	\bot	0%			0%		
	Chaff Halaf Jacob	Importance	10	90%	5	60%	35	91%	19	74%	7	100%	12	92%	88	86%		2423	86%		
	Staff Helpfulness	Satisfaction	10	80%	5	80%	35	69%	21	76%	7	43%	12	75%	90	71%		2278	78%		
		Importance	10	80%	5	60%	36	92%	20	65%	7	100%	12	92%	90	83%		2422	85%		
	Accuracy of Response	Satisfaction	10	60%	5	80%	35	69%	21	43%	7	86%	12	83%	90	66%		2270	76%		
	Croad of Decrease	Importance	10	90%	5	40%	36	89%	20	65%	7	86%	12	92%	90	81%		2434	84%		
	Speed of Response	Satisfaction	10	80%	4	100%	35	71%	21	62%	7	71%	12	100%	89	75%		2277	76%		
Ise	Chaff Exist alliances	Importance	10	90%	5	60%	36	92%	19	74%	7	100%	12	92%	89	87%		2406	82%		
f House	Staff Friendliness	Satisfaction	10	80%	5	80%	35	57%	21	71%	7	43%	12	75%	90	66%		2266	78%		
nt of	How satisfied are you with the servic manning our rece		8	75%	5	80%	31	87%	20	70%	7	71%	10	80%	81	79%		2232	84%		
Fro) Millioh ohonoo uusuld	Impose one		10%		0%		11%		5%		14%		8%		9%			6%		
	Which change would you like us to make to	Remove existing	10	30%	5	0%	36	19%	24	19%	7	14%	12	8%	01	18%		2465	18%		
	the security procedure for guests (daytime and	Enhance existing	10	0%	2	0%	30	6%	21	14%] ′	0%	12	17%	91	8%		2400	9%		
	overnight)?	Make no change		60%		100%		64%		62%		71%		67%		66%			67%		
	Which change would	Increase existing		50%		40%		50%		67%		29%		58%		53%			56%		
	you like us to make to the length of stay	Reduce existing	10	0%	5	0%	36	3%	21	0%	7	0%	12	8%	91	2%		2464	2%		
	permitted for overnight guests	Make no change		50%		60%		47%		33%		71%		33%		45%			42%		
ttee	Did you know about elections p		NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls		2142	78%		
ommi	Did you nominate yours the Comm	self for a position on	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at any UoL Hall		1651	6%		
Hall C	How satisfied are you w Commit	ith your current Hall	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at any UoL Hall		1875	71%		
port	Have you ever had Warden/Sub	contact with a	10	50%	5	100%	36	31%	21	43%	7	71%	12	50%	91	45%		2462	33%		
Support	How satisfied are you		5	80%	5	80%	11	91%	9	89%	5	100%	6	50%	41	83%		823	79%		
Pastoral	Have you ever had co Suppor		NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to any UoL Hall		2370	6%		
ast	How satisfied are you		NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to any UoL Hall		154	86%		

Student Accommodation Satisfaction Survey

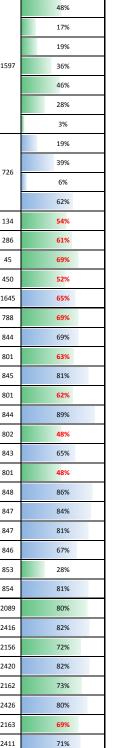
2017/2018

All Survey Questions with quantitative results

	Column Key
Total nu	umber of responses to the question
Percent Satisfied	age of those responses answering positively (e.g. 'Very/Quite d' or 'Good/Very Good' or 'Yes')

Intercollegiate Halls														
College Hall	Connaught Hall	Garden Halls	International Hall	Lilian Penson Hall	Nutford House	UoL Halls (Mean)		All Halls (Mean)						

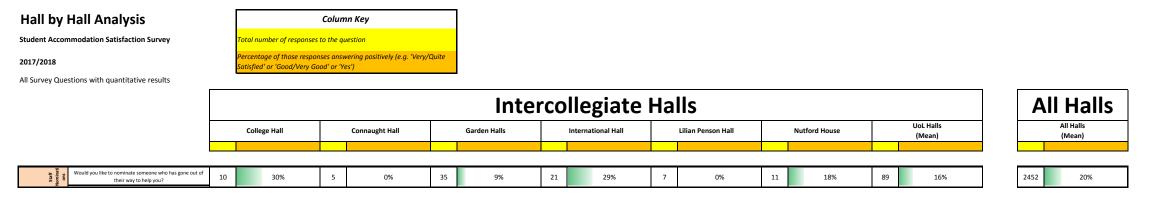
	Overall, how would yo	u grade your hall in	NA	NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at		1651	Т
-	terms of sust		INA	UoL Halls	INA	UoL Halls	INA	UoL Halls	INA	UoL Halls		1051	_						
		Improving waste and recycling		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls			
		Partnerships with		NA - Question not asked at		NA - Question not asked at		NA - Question not asked at		NA - Question not asked at									
	Mar	the local community		UoL Halls		UoL Halls		UoL Halls		UoL Halls	NA	UoL Halls		UoL Halls		UoL Halls			_
	Which environmental issue(s) would you like	Supporting student- led sustainability		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls			
	us to prioritise in	· · · · ·	NA	NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at		NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at		1597	
	future?	Saving energy	NA	UoL Halls	INA	UoL Halls	INA	UoL Halls	INA	UoL Halls		UoL Halls		UoL Halls	INPA	UoL Halls		1597	
	(Tick all that apply)	Green spaces		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls			
	(Tick all that apply)	6	l	NA - Question not asked at		NA - Question not asked at		NA - Question not asked at		NA - Question not asked at									
~		Saving water		UoL Halls		UoL Halls		UoL Halls		UoL Halls		UoL Halls		UoL Halls		UoL Halls			
ility		Other		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls			
der		C		NA - Question not asked at		NA - Question not asked at		NA - Question not asked at		NA - Question not asked at			t						
air	Did you participate in	Green Impact		UoL Halls		UoL Halls		UoL Halls		UoL Halls		UoL Halls	_	UoL Halls		UoL Halls			
Sustainability	any of the following	Reduce the Juice		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls			
0,	initiatives this year?	ReLove	NA	NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at		726	
	(Tick all that apply)	RELOVE	-	UoL Halls		UoL Halls		UoL Halls		UoL Halls		UoL Halls		UoL Halls		UoL Halls			_
		Student Switch-Off		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls			
		Green Impact		NA - Question not asked at		NA - Question not asked at		NA - Question not asked at		NA - Question not asked at		134							
		Green impuer	ł	UoL Halls NA - Question not asked at		UoL Halls		UoL Halls		UoL Halls NA - Question not asked at		UoL Halls		UoL Halls		UoL Halls			+
	How would you rate	Reduce the Juice		UoL Halls		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls		UoL Halls	NA	NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls		286	
	the project(s) you were involved with?	ReLove	NA	NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at		NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at		45	
	interved interv	helote		UoL Halls		UoL Halls		UoL Halls		UoL Halls		UoL Halls		UoL Halls		UoL Halls			+
		Student Switch-Off		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls		NA - Question not asked at UoL Halls		450	
	RECYCLING: How easy did you fir		NA	NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at		1645	
	to put your different Overall, how satisfied a		NA	UoL Halls NA - Question not asked at		UoL Halls NA - Question not asked at		UoL Halls NA - Question not asked at		UoL Halls NA - Question not asked at		UoL Halls NA - Question not asked at		UoL Halls NA - Question not asked at		UoL Halls NA - Question not asked at		-	+
		services at your hall?		UoL Halls	NA	UoL Halls	NA	UoL Halls	NA	UoL Halls		788							
	Ambience of restaurant	Importance	NA	NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at		844	
				UoL Halls NA - Question not asked at		UoL Halls NA - Question not asked at		UoL Halls NA - Question not asked at		UoL Halls NA - Question not asked at		UoL Halls NA - Question not asked at		UoL Halls NA - Question not asked at		UoL Halls NA - Question not asked at			+
		Satisfaction	NA	UoL Halls	NA	UoL Halls	NA	UoL Halls	NA	UoL Halls		801							
		Importance	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls		845	
	Responsiveness of staff	Catiofastian		NA - Question not asked at		NA - Question not asked at	NIA	NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at	NA NA	NA - Question not asked at	NIA	NA - Question not asked at		001	+
		Satisfaction	NA	UoL Halls		UoL Halls	NA	UoL Halls	NA	UoL Halls		801	_						
		Importance	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls		844	
	Quality of food	Satisfaction	NA	NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at		NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at		802	
ing		Satisfaction	11/4	UoL Halls	11/4	UoL Halls	NA.	UoL Halls	10/4	UoL Halls		UoL Halls	11/4	UOL Halls	UoL Halls		802	_	
Catering	o 11. 66 1	Importance	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	UoL Halls	NA	NA - Question not asked at UoL Halls		843	
Ca	Seasonality of food	Satisfaction	NA	NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at		801	
	It is important for me to have meals			UoL Halls NA - Question not asked at		UoL Halls NA - Question not asked at		UoL Halls NA - Question not asked at		UoL Halls NA - Question not asked at		UoL Halls NA - Question not asked at		UoL Halls NA - Question not asked at		UoL Halls NA - Question not asked at			+
	provided		NA	UoL Halls	NA	UoL Halls	NA	UoL Halls	NA	UoL Halls		848							
	The restaurant makes i		NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at		847	
	social Eating together enha			NA - Question not asked at		UoL Halls NA - Question not asked at		UoL Halls NA - Question not asked at		UoL Halls NA - Question not asked at		UoL Halls NA - Question not asked at		UoL Halls NA - Question not asked at		UoL Halls NA - Question not asked at			+
	community i		NA	UoL Halls	NA	UoL Halls	NA	UoL Halls	NA	UoL Halls		847							
	Living in a catered hall ma maintain a ba		NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls		846	
	Does this picture [Food fe		NA	NA - Question not asked at		NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at	NA	NA - Question not asked at		853	t
	mean anythir		NA	UoL Halls	NA	UoL Halls	INA	UoL Halls	NA	UoL Halls	NA	UoL Halls	INA	UoL Halls	NA	UoL Halls		853	_
	Is the Food for Life Cate to yo		NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls		854	
	Overall, how satisfied are you with		NA	NA - Campus based service. No need	NA	NA - Campus based service. No need	NA	NA - Campus based service. No need	NA	NA - Campus based service. No need	NA	NA - Campus based service. No need	NA	NA - Campus based service. No need	75	71%		2089	
	Residential Serv	ices Office?		to break results down NA - Campus based service. No need		to break results down NA - Campus based service. No need		to break results down NA - Campus based service. No need		to break results down NA - Campus based service. No need		to break results down NA - Campus based service. No need		to break results down NA - Campus based service. No need					+
	Accuracy of Response	Importance	NA	to break results down	NA	to break results down	NA	to break results down	91	85%		2416							
fice	Accuracy of Response	Satisfaction	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	88	69%		2156	
Office				NA - Campus based service. No need		NA - Campus based service. No need		NA - Campus based service. No need		NA - Campus based service. No need		NA - Campus based service. No need		NA - Campus based service. No need	00				F
	Staff Helpfulness	Importance	NA	to break results down	NA	to break results down	NA	to break results down	90	88%		2420							
Services		Satisfaction	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	86	70%		2162	
Sel		Important		NA - Campus based service. No need		NA - Campus based service. No need	AL A	NA - Campus based service. No need	NIA	NA - Campus based service. No need	NIA	NA - Campus based service. No need	NIC	NA - Campus based service. No need	00	010/		2426	Ē
tial	Speed of Response	Importance	NA	to break results down	NA	to break results down	NA	to break results down	90	81%		2426							
ent		Satisfaction	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	86	67%		2163	
Residential		Importance	NA	NA - Campus based service. No need	NA	NA - Campus based service. No need	NA	NA - Campus based service. No need	NA	NA - Campus based service. No need	NA	NA - Campus based service. No need	NA	NA - Campus based service. No need	91	74%		2411	T
Re	Staff Friendliness	importance	MA	to break results down	IN/A	to break results down	INA	to break results down	INA	to break results down	MA	to break results down	INA	to break results down	21	7470		2411	
		Satisfaction	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	88	70%		2149	
	Overall, how satisfied ar	e you with Hallpad?	NA	NA - Campus based service. No need	NA	NA - Campus based service. No need	NA	NA - Campus based service. No need	NA	NA - Campus based service. No need	NA	NA - Campus based service. No need	NA	NA - Campus based service. No need	78	67%		2148	
				to break results down		to break results down		to break results down			l	0							



73% 74%

Halls

56%



*Terminology in this question was changed specific to each hall (e.g. Warden/Senior Subwarden, Subwarden/Senior Resident etc.)