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<br>(Mean) |
|                   |   | l                   |     |                   |     |                |     |                    |     |                 |     |                     |     |                    |     |                |     |               |      |                     |
| Respons<br>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<br>value for m         |                     | 334 | 85%               | 217 | 92%            | 98  | 96%                | 120 | 76%             | 260 | 57%                 | 203 | 85%                | 171 | 90%            | 254 | 85%           | 1657 | 82%                 |
|                   | Would you recommend<br>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<br>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<br>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<br>(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.,<br>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.,<br>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<br>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<br>(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,<br>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<br>(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<br>(Mean) |
|          |   |                                  |            |                |     |                |          |                    |     |                 |            |                      |     |                     |     |                |     |               |              |                     |
|          |   | Bicycle (personal)               |            | 1%             |     | 7%             |          | 0%                 |     | 0%              |            | 0%                   |     | 0%                  |     | 2%             |     | 6%            |              | 25                  |
|          |   | Bicycle (Santander<br>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 /<br>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<br>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<br>you like us to make to      |                                  |            | 17%            | _   | 15%            |          | 33%                | -   | 5%              | -          | 29%                  |     | 19%                 |     | 30%            |     | 11%           | -            | 19                  |
|          | the security procedure<br>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<br>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<br>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<br>Did you nominate your              |                                  |            |                | -   |                |          |                    |     |                 |            |                      |     |                     |     |                |     |               | _            | 65                  |
| II Con   | the Comr<br>How satisfied are you w               |                                  | 255<br>291 | 3%             | 190 | 4%             | 88<br>94 | 18%                | 88  | 5%              | 185<br>228 | 6%<br>68%            | 149 | 5%                  | 154 | 8%             | 193 | 5%            | 1302<br>1467 | 75                  |
| ort Ha   | Commi<br>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<br>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 |  |
|-------|--|
| an)   |  |
|       |  |
| 2%    |  |
| 2%    |  |
| 7%    |  |
| 0%    |  |
| 0%    |  |
| 1%    |  |
| 0%    |  |
| 4%    |  |
| 84%   |  |
| 0%    |  |
| 19%   |  |
| 30%   |  |
| 38%   |  |
| 6%    |  |
| 5%    |  |
| 1%    |  |
| 0%    |  |
| 87%   |  |
| 85%   |  |
| 87%   |  |
| 84%   |  |
| 85%   |  |
| 83%   |  |
| 83%   |  |
| 83%   |  |
| 87%   |  |
| 6%    |  |
| 19%   |  |
| 10%   |  |
| 65%   |  |
| 61%   |  |
| 1%    |  |
| 38%   |  |
| _     |  |
| 80%   |  |
| 6%    |  |
| 75%   |  |
| 38%   |  |
| 80%   |  |
| 8%    |  |
| 88%   |  |
|       |  |

| A    | II Halls            |
|------|---------------------|
|      | All Halls<br>(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

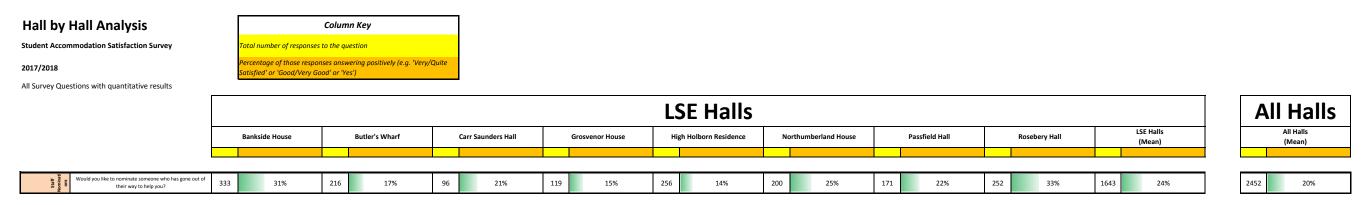
Column Key Total number of responses to the question Percentage of thase responses answering positively (e.g. 'Very/Quite Satisfied' or 'Good/Very Good' or 'Yes')

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<br>Partnerships with         |     | 46%   |     | 37%   |    | 56%   |     | 63%   |     | 46%   |     | 48%   |     | 55%   |     | 50%   |      |         |
|                | Which environmental                                     | the local community<br>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<br>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<br>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<br>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<br>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<br>Butler's Wharf             | 90 | 70%   | NA  | NA - Catering not provided at<br>Grosvenor House            | NA  | NA - Catering not provided at<br>High Holborn Residence     | NA  | NA - Catering not provided at<br>Northumberland House       | 156 | 74%   | 235 | 80%   | 788  |         |
|                | Scivices de   | Importance                                 | 328 | 71%   | NA  | NA - Catering not provided at<br>Butler's Wharf             | 96 | 72%   | NA  | NA - Catering not provided at<br>Grosvenor House            | NA  | NA - Catering not provided at<br>High Holborn Residence     | NA  | NA - Catering not provided at<br>Northumberland House       | 170 | 67%   | 250 | 66%   | 844  |         |
|                | Ambience of restaurant                                  | Satisfaction                               | 314 | 55%   | NA  | NA - Catering not provided at<br>Butler's Wharf             | 91 | 79%   | NA  | NA - Catering not provided at<br>Grosvenor House            | NA  | NA - Catering not provided at<br>High Holborn Residence     | NA  | NA - Catering not provided at<br>Northumberland House       | 159 | 62%   | 237 | 68%   | 801  |         |
|                |   | Importance                                 | 330 | 86%   | NA  | NA - Catering not provided at<br>Butler's Wharf             | 96 | 77%   | NA  | NA - Catering not provided at<br>Grosvenor House            | NA  | NA - Catering not provided at<br>High Holborn Residence     | NA  | NA - Catering not provided at<br>Northumberland House       | 169 | 80%   | 250 | 76%   | 845  |         |
|                | Responsiveness of staff                                 | Satisfaction                               | 315 | 38%   | NA  | NA - Catering not provided at<br>Butler's Wharf             | 91 | 84%   | NA  | NA - Catering not provided at<br>Grosvenor House            | NA  | NA - Catering not provided at<br>High Holborn Residence     | NA  | NA - Catering not provided at<br>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<br>Northumberland House       | 170 | 89%   | 250 | 88%   | 844  |         |
| 50             | Quality of food   | Satisfaction                               | 315 | 40%   | NA  | Butler's Wharf<br>NA - Catering not provided at             | 91 | 40%   | NA  | Grosvenor House<br>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<br>NA - Catering not provided at             | 95 | 66%   | NA  | Grosvenor House<br>NA - Catering not provided at            | NA  | High Holborn Residence<br>NA - Catering not provided at     | NA  | Northumberland House<br>NA - Catering not provided at       | 170 | 64%   | 249 | 66%   | 843  |         |
| Cat            | Seasonality of food                                     | Satisfaction                               | 314 | 42%   | NA  | Butler's Wharf<br>NA - Catering not provided at             | 90 | 48%   | NA  | Grosvenor House<br>NA - Catering not provided at            | NA  | High Holborn Residence<br>NA - Catering not provided at     | NA  | Northumberland House<br>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<br>NA - Catering not provided at             | 96 | 90%   | NA  | Grosvenor House<br>NA - Catering not provided at            | NA  | High Holborn Residence<br>NA - Catering not provided at     | NA  | Northumberland House<br>NA - Catering not provided at       | 171 | 85%   | 250 | 85%   | 848  |         |
|                | provided<br>The restaurant makes                        |  | 330 | 78%   | NA  | Butler's Wharf<br>NA - Catering not provided at             | 96 | 90%   | NA  | Grosvenor House<br>NA - Catering not provided at            | NA  | High Holborn Residence<br>NA - Catering not provided at     | NA  | Northumberland House<br>NA - Catering not provided at       | 171 | 83%   | 250 | 89%   | 847  |         |
|                | socia<br>Eating together enha                           |  | 331 | 73%   | NA  | Butler's Wharf<br>NA - Catering not provided at             | 96 | 90%   | NA  | Grosvenor House<br>NA - Catering not provided at            | NA  | High Holborn Residence<br>NA - Catering not provided at     | NA  | Northumberland House<br>NA - Catering not provided at       | 171 | 81%   | 230 | 87%   | 847  |         |
|                | community<br>Living in a catered hall m                 |  | 330 |   |     | Butler's Wharf<br>NA - Catering not provided at             | 96 |   |     | Grosvenor House<br>NA - Catering not provided at            |     | High Holborn Residence<br>NA - Catering not provided at     |     | Northumberland House<br>NA - Catering not provided at       |     |   |     |   |      |         |
|                | maintain a ba<br>Does this picture [Food f              |  |     | 65%   | NA  | Butler's Wharf<br>NA - Catering not provided at             |    | 65%   | NA  | Grosvenor House<br>NA - Catering not provided at            | NA  | High Holborn Residence<br>NA - Catering not provided at     | NA  | Northumberland House<br>NA - Catering not provided at       | 169 | 69%   | 251 | 69%   | 846  |         |
|                | mean anythi<br>Is the Food for Life Cate                |  | 333 | 28%   | NA  | Butler's Wharf<br>NA - Catering not provided at             | 98 | 31%   | NA  | Grosvenor House<br>NA - Catering not provided at            | NA  | High Holborn Residence<br>NA - Catering not provided at     | NA  | Northumberland House<br>NA - Catering not provided at       | 171 | 30%   | 251 | 27%   | 853  |         |
|                | to yo<br>Overall, how satisfied are you wit             | iu?  | 333 | 79%<br>NA - Campus based service. No need                   | NA  | Butler's Wharf<br>NA - Campus based service. No need        | 98 | 84%<br>NA - Campus based service. No need                   | NA  | Grosvenor House   | NA  | High Holborn Residence                                      | NA  | Northumberland House  | 171 | 78%<br>NA - Campus based service. No need                   | 252 | 86%<br>NA - Campus based service. No need                   | 854  |         |
|                | Residential Sen   |  | NA  | to break results down<br>NA - Campus based service. No need | NA  | to break results down                                       | NA | to break results down<br>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<br>NA - Campus based service. No need | NA  | to break results down<br>NA - Campus based service. No need | 1418 |         |
| e              | Accuracy of Response                                    | Importance                                 | NA  | to break results down                                       | NA  | to break results down<br>NA - Campus based service. No need | NA | to break results down<br>NA - Campus based service. No need | NA  | to break results down<br>NA - Campus based service. No need | NA  | to break results down                                       | NA  | to break results down                                       | NA  | to break results down<br>NA - Campus based service. No need | NA  | to break results down<br>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<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | NA | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | 1627 |         |
| Services       |   | Satisfaction                               | NA  | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | NA | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | 1448 |         |
|                | Speed of Response                                       | Importance                                 | NA  | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | NA | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | 1629 |         |
| Residential    |   | Satisfaction                               | NA  | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | NA | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | 1449 |         |
| Resi           | Staff Friendliness                                      | Importance                                 | NA  | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | NA | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | 1621 |         |
|                | Stan Friendiniess                                       | Satisfaction                               | NA  | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | NA | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | 1441 |         |
|                | Overall, how satisfied a                                | re you with Hallpad?                       | NA  | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | NA | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | NA  | NA - Campus based service. No need<br>to break results down | 1458 |         |
|                |   |  |     |   |     |   |    |   |     |   |     |   |     |   |     |   |     |   |      |         |

| alls<br>an) |  |
|-------------|--|
|             |  |
| 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%         |  |
| 82%         |  |
| 83%         |  |
| 75%         |  |
| 82%         |  |
| 76%         |  |
| 81%         |  |
| 72%         |  |
| 72%         |  |
| 76%         |  |
| 76%         |  |

| A          | II Halls            |
|------------|---------------------|
|            | All Halls<br>(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<br>843 | 48%                 |
| 843        | 65%                 |
| 801        | <b>48%</b><br>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<br>(Mean) |      | All Halls<br>(Mean) |
|                   |   |                     |     |                     |     |                   |      |                      |     |                         |     |                                 |      |                     |
| Respons<br>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<br>value for n                                      |                     | 133 | 84%                 | 201 | 72%               | 162  | 65%                  | 226 | 65%                     | 722 | 70%                             | 2470 | 79%                 |
|                   | Would you recommen<br>other studen  | -                   | 133 | 89%                 | 201 | 75%               | 162  | 77%                  | 226 | 83%                     | 722 | 80%                             | 2470 | 87%                 |
| Big               | What most attracted y<br>residen  |                     | 32% | Price               | 24% | Price             | 30%  | Room Type            | 45% | Location                | 25% | Location                        | 34%  | Location            |
| Safety            | How safe do you feel i<br>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<br>(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.,<br>locks, windows,<br>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.,<br>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<br>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<br>(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<br>channels (e.g.,  | Importance          | 128 | 58%                 | 196 | 59%               | 160  | 52%                  | 222 | 55%                     | 706 | 56%                             | 2414 | 60%                 |
|                   | noticeboard, screens,<br>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<br>(Mean) |      | All Halls<br>(Mean) |
|                |   |                     |     |                     |     |                   |      |                      |       |                         |     |                                  |      |                     |
|                |   | Bicycle (personal)  |     | 2%                  |     | 7%                |      | 5%                   |       | 2%                      |     | 4%                               |      | 3%                  |
|                |   | Bicycle (Santander  |     | 2%                  |     | 5%                |      | 1%                   |       | 1%                      |     | 2%                               |      | 2%                  |
|                |   | Hire)<br>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<br>travel to the School?   | Skateboard<br>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<br>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<br>overnight)?        | Enhance existing    | -   | 10%                 |     | 7%                |      | 10%                  | _     | 10%                     |     | 9%                               |      | 9%                  |
|                |   | Make no change      |     | 59%                 |     | 66%               |      | 79%                  |       | 77%                     |     | 71%                              |      | 67%                 |
|                | Which change would<br>you like us to make to  | Increase existing   |     | 80%                 |     | 66%               |      | 27%                  |       | 25%                     |     | 47%                              |      | 56%                 |
|                | the length of stay<br>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<br>elections p             | process?            | 133 | 74%                 | 200 | 70%               | 162  | 71%                  | NA    | NA - Question not asked | 495 | 71%                              | 2142 | 78%                 |
| Hall Committee | Did you nominate your<br>the Comm             | nittee?             | 98  | 5%                  | 137 | 5%                | 114  | 4%                   | NA    | NA - Question not asked | 349 | 5%                               | 1651 | 6%                  |
| Hall           | How satisfied are you w<br>Commit             | ttee?               | 113 | 65%                 | 165 | 48%               | 130  | 59%                  | NA    | NA - Question not asked | 408 | 56%                              | 1875 | 71%                 |
| Support        | Have you ever had<br>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<br>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<br>(Mean)                              |  |  |  |  |
|                       |  |   |    |   |                           |   |      |   |      |  |     |   |  |  |  |  |
|                       | Overall, how would yo<br>terms of sust                         |   | NA | NA - Question not asked at Third<br>Party Managed Halls     | NA                        | NA - Question not asked at Third<br>Party Managed Halls     | NA   | NA - Question not asked at Third<br>Party Managed Halls     | NA   | NA - Question not asked at Third<br>Party Managed Halls      | NA  | NA - Question not asked at Third<br>Party Managed Halls       |  |  |  |  |
|                       |  | Improving waste<br>and recycling          |    | NA - Question not asked at Third<br>Party Managed Halls     |                           | NA - Question not asked at Third<br>Party Managed Halls     |      | NA - Question not asked at Third<br>Party Managed Halls     |      | NA - Question not asked at Third<br>Party Managed Halls      |     | NA - Question not asked at Third<br>Party Managed Halls       |  |  |  |  |
|                       |  | Partnerships with<br>the local community  |    | NA - Question not asked at Third<br>Party Managed Halls     |                           | NA - Question not asked at Third<br>Party Managed Halls     |      | NA - Question not asked at Third<br>Party Managed Halls     |      | NA - Question not asked at Third<br>Party Managed Halls      |     | NA - Question not asked at Third<br>Party Managed Halls       |  |  |  |  |
|                       | Which environmental<br>issue(s) would you like                 | Supporting student-<br>led sustainability |    | NA - Question not asked at Third<br>Party Managed Halls     |                           | NA - Question not asked at Third<br>Party Managed Halls     | 1    | NA - Question not asked at Third<br>Party Managed Halls     |      | NA - Question not asked at Third<br>Party Managed Halls      |     | NA - Question not asked at Third<br>Party Managed Halls       |  |  |  |  |
|                       | us to prioritise in<br>future?                                 | Saving energy                             | NA | NA - Question not asked at Third<br>Party Managed Halls     | NA                        | NA - Question not asked at Third<br>Party Managed Halls     | NA   | NA - Question not asked at Third<br>Party Managed Halls     | NA   | NA - Question not asked at Third<br>Party Managed Halls      | NA  | NA - Question not asked at Third<br>Party Managed Halls       |  |  |  |  |
|                       | (Tick all that apply)  | Green spaces                              |    | NA - Question not asked at Third<br>Party Managed Halls     |                           | NA - Question not asked at Third<br>Party Managed Halls     | 1    | NA - Question not asked at Third<br>Party Managed Halls     |      | NA - Question not asked at Third<br>Party Managed Halls      |     | NA - Question not asked at Third<br>Party Managed Halls       |  |  |  |  |
|                       |  | Saving water                              |    | NA - Question not asked at Third<br>Party Managed Halls     |                           | NA - Question not asked at Third<br>Party Managed Halls     |      | NA - Question not asked at Third<br>Party Managed Halls     |      | NA - Question not asked at Third<br>Party Managed Halls      |     | NA - Question not asked at Third<br>Party Managed Halls       |  |  |  |  |
| ility                 |  | Other                                     |    | NA - Question not asked at Third<br>Party Managed Halls     |                           | NA - Question not asked at Third<br>Party Managed Halls     |      | NA - Question not asked at Third<br>Party Managed Halls     |      | NA - Question not asked at Third<br>Party Managed Halls      |     | NA - Question not asked at Third<br>Party Managed Halls       |  |  |  |  |
| inab                  |  | Green Impact                              |    | NA - Question not asked at Third<br>Party Managed Halls     |                           | NA - Question not asked at Third<br>Party Managed Halls     |      | NA - Question not asked at Third<br>Party Managed Halls     |      | NA - Question not asked at Third<br>Party Managed Halls      |     | NA - Question not asked at Third<br>Party Managed Halls       |  |  |  |  |
| Sustainability        | Did you participate in<br>any of the following                 | Reduce the Juice                          |    | NA - Question not asked at Third<br>Party Managed Halls     |                           | NA - Question not asked at Third<br>Party Managed Halls     | 1    | NA - Question not asked at Third<br>Party Managed Halls     | 1    | NA - Question not asked at Third<br>Party Managed Halls      |     | NA - Question not asked at Third<br>Party Managed Halls       |  |  |  |  |
| 01                    | initiatives this year?   | ReLove                                    | NA | NA - Question not asked at Third<br>Party Managed Halls     | NA                        | NA - Question not asked at Third<br>Party Managed Halls     | NA   | NA - Question not asked at Third<br>Party Managed Halls     | NA   | NA - Question not asked at Third<br>Party Managed Halls      | NA  | NA - Question not asked at Third<br>Party Managed Halls       |  |  |  |  |
|                       | (Tick all that apply)  | Student Switch-Off                        |    | NA - Question not asked at Third<br>Party Managed Halls     |                           | NA - Question not asked at Third<br>Party Managed Halls     | 1    | NA - Question not asked at Third<br>Party Managed Halls     | 1    | NA - Question not asked at Third<br>Party Managed Halls      |     | NA - Question not asked at Third<br>Party Managed Halls       |  |  |  |  |
|                       |  | Green Impact                              |    | NA - Question not asked at Third<br>Party Managed Halls     |                           | NA - Question not asked at Third<br>Party Managed Halls     | 1    | NA - Question not asked at Third<br>Party Managed Halls     | 1    | NA - Question not asked at Third<br>Party Managed Halls      |     | NA - Question not asked at Third<br>Party Managed Halls       |  |  |  |  |
|                       | How would you rate   | Reduce the Juice                          |    | NA - Question not asked at Third<br>Party Managed Halls     |                           | NA - Question not asked at Third<br>Party Managed Halls     | 1.   | NA - Question not asked at Third<br>Party Managed Halls     | 1    | NA - Question not asked at Third<br>Party Managed Halls      |     | NA - Question not asked at Third<br>Party Managed Halls       |  |  |  |  |
|                       | the project(s) you were<br>involved with?                      | ReLove                                    | NA | NA - Question not asked at Third<br>Party Managed Halls     | NA                        | NA - Question not asked at Third<br>Party Managed Halls     | NA   | NA - Question not asked at Third<br>Party Managed Halls     | NA   | NA - Question not asked at Third<br>Party Managed Halls      | NA  | NA - Question not asked at Third<br>Party Managed Halls       |  |  |  |  |
|                       |  | Student Switch-Off                        |    | NA - Question not asked at Third<br>Party Managed Halls     |                           | NA - Question not asked at Third<br>Party Managed Halls     |      | NA - Question not asked at Third<br>Party Managed Halls     |      | NA - Question not asked at Third<br>Party Managed Halls      |     | NA - Question not asked at Third<br>Party Managed Halls       |  |  |  |  |
|                       | RECYCLING: How easy did you fi<br>to put your different        |   | NA | NA - Question not asked at Third<br>Party Managed Halls     | NA                        | NA - Question not asked at Third<br>Party Managed Halls     | NA   | NA - Question not asked at Third<br>Party Managed Halls     | NA   | NA - Question not asked at Third<br>Party Managed Halls      | NA  | NA - Question not asked at Third<br>Party Managed Halls       |  |  |  |  |
|                       | Overall, how satisfied a services at                           |   | NA | NA - Catering not<br>provided at Lilian Knowles             | NA                        | NA - Catering not<br>provided at Sidney Webb                | NA   | NA - Catering not provided at<br>urbanest King's Cross      | NA   | NA - Catering not provided at<br>urbanest Westminster Bridge | NA  | NA - Catering not provided in any<br>Third Party Managed Hall |  |  |  |  |
|                       | Scrvices at  | Importance                                | NA | NA - Catering not<br>provided at Lilian Knowles             | NA                        | NA - Catering not<br>provided at Sidney Webb                | NA   | NA - Catering not provided at<br>urbanest King's Cross      | NA   | NA - Catering not provided at<br>urbanest Westminster Bridge | NA  | NA - Catering not provided in any<br>Third Party Managed Hall |  |  |  |  |
|                       | Ambience of restaurant   | Satisfaction                              | NA | NA - Catering not<br>provided at Lilian Knowles             | NA                        | NA - Catering not<br>provided at Sidney Webb                | NA   | NA - Catering not provided at<br>urbanest King's Cross      | NA   | NA - Catering not provided at<br>urbanest Westminster Bridge | NA  | NA - Catering not provided in any<br>Third Party Managed Hall |  |  |  |  |
|                       |  | Importance                                | NA | NA - Catering not<br>provided at Lilian Knowles             | NA                        | NA - Catering not<br>provided at Sidney Webb                | NA   | NA - Catering not provided at<br>urbanest King's Cross      | NA   | NA - Catering not provided at<br>urbanest Westminster Bridge | NA  | NA - Catering not provided in any<br>Third Party Managed Hall |  |  |  |  |
|                       | Responsiveness of staff  | Satisfaction                              | NA | NA - Catering not<br>provided at Lilian Knowles             | NA                        | NA - Catering not<br>provided at Sidney Webb                | NA   | NA - Catering not provided at<br>urbanest King's Cross      | NA   | NA - Catering not provided at<br>urbanest Westminster Bridge | NA  | NA - Catering not provided in any<br>Third Party Managed Hall |  |  |  |  |
|                       |  | Importance                                | NA | NA - Catering not<br>provided at Lilian Knowles             | NA                        | NA - Catering not<br>provided at Sidney Webb                | NA   | NA - Catering not provided at<br>urbanest King's Cross      | NA   | NA - Catering not provided at<br>urbanest Westminster Bridge | NA  | NA - Catering not provided in any<br>Third Party Managed Hall |  |  |  |  |
| ۵۵                    | Quality of food  | Satisfaction                              | NA | NA - Catering not<br>provided at Lilian Knowles             | NA                        | NA - Catering not   | NA   | NA - Catering not provided at<br>urbanest King's Cross      | NA   | NA - Catering not provided at<br>urbanest Westminster Bridge | NA  | NA - Catering not provided in any<br>Third Party Managed Hall |  |  |  |  |
| Catering              |  | Importance                                | NA | NA - Catering not   | NA                        | provided at Sidney Webb<br>NA - Catering not                | NA   | NA - Catering not provided at<br>urbanest King's Cross      | NA   | NA - Catering not provided at<br>urbanest Westminster Bridge | NA  | NA - Catering not provided in any<br>Third Party Managed Hall |  |  |  |  |
| Cat                   | Seasonality of food  | Satisfaction                              | NA | provided at Lilian Knowles<br>NA - Catering not             | NA                        | provided at Sidney Webb<br>NA - Catering not                | NA   | NA - Catering not provided at<br>urbanest King's Cross      | NA   | NA - Catering not provided at<br>urbanest Westminster Bridge | NA  | NA - Catering not provided in any<br>Third Party Managed Hall |  |  |  |  |
|                       | It is important for r  |   | NA | provided at Lilian Knowles<br>NA - Catering not             | NA                        | provided at Sidney Webb<br>NA - Catering not                | NA   | NA - Catering not provided at<br>urbanest King's Cross      | NA   | NA - Catering not provided at<br>urbanest Westminster Bridge | NA  | NA - Catering not provided in any<br>Third Party Managed Hall |  |  |  |  |
|                       | provided<br>The restaurant makes                               | it possible for me to                     | NA | provided at Lilian Knowles<br>NA - Catering not             | NA                        | provided at Sidney Webb<br>NA - Catering not                | NA   | NA - Catering not provided at<br>urbanest King's Cross      | NA   | NA - Catering not provided at<br>urbanest Westminster Bridge | NA  | NA - Catering not provided in any<br>Third Party Managed Hall |  |  |  |  |
|                       | socia<br>Eating together enha                                  | nces the feeling of                       | NA | provided at Lilian Knowles<br>NA - Catering not             | NA                        | provided at Sidney Webb<br>NA - Catering not                | NA   | NA - Catering not provided at<br>urbanest King's Cross      | NA   | NA - Catering not provided at<br>urbanest Westminster Bridge | NA  | NA - Catering not provided in any<br>Third Party Managed Hall |  |  |  |  |
|                       | community<br>Living in a catered hall maintain a ba            | akes it easier for me to                  | NA | provided at Lilian Knowles<br>NA - Catering not             | NA                        | provided at Sidney Webb<br>NA - Catering not                | NA   | NA - Catering not provided at<br>urbanest King's Cross      | NA   | NA - Catering not provided at<br>urbanest Westminster Bridge | NA  | NA - Catering not provided in any<br>Third Party Managed Hall |  |  |  |  |
|                       | maintain a ba<br>Does this picture [Food f                     | or Life Catering Mark]                    | NA | provided at Lilian Knowles<br>NA - Catering not             | NA                        | provided at Sidney Webb<br>NA - Catering not                | NA   | NA - Catering not provided at<br>urbanest King's Cross      | NA   | NA - Catering not provided at<br>urbanest Westminster Bridge | NA  | NA - Catering not provided in any<br>Third Party Managed Hall |  |  |  |  |
|                       | mean anythi<br>Is the Food for Life Cate                       | ering Mark important                      | NA | provided at Lilian Knowles<br>NA - Catering not             | NA                        | provided at Sidney Webb<br>NA - Catering not                | NA   | NA - Catering not provided at<br>urbanest King's Cross      | NA   | NA - Catering not provided at<br>urbanest Westminster Bridge | NA  | NA - Catering not provided in any<br>Third Party Managed Hall |  |  |  |  |
|                       | to yo<br>Overall, how satisfied are you wit<br>Residential Ser | h the service provided by the             | NA | NA - Campus based service. No need<br>to break results down | NA                        | NA - Campus based service. No need<br>to break results down | NA   | NA - Campus based service. No need                          | NA   | NA - Campus based service. No need<br>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<br>NA - Campus based service. No need | NA                        | to break results down<br>NA - Campus based service. No need | NA   | to break results down<br>NA - Campus based service. No need | NA   | to break results down<br>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<br>NA - Campus based service. No need | NA                        | to break results down<br>NA - Campus based service. No need | NA   | to break results down<br>NA - Campus based service. No need | NA   | to break results down<br>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%

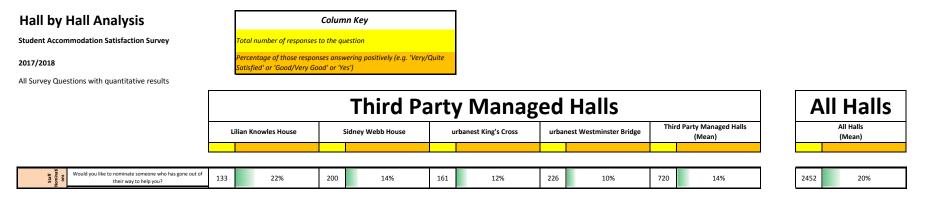
69%

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<br>(Mean) |          |      |           | All Halls<br>(Mean) |  |  |
|                   |  |                            |          |                       |     |                |          |              |     |                    |     |                    |               |       |                     |          |      |           |                     |  |  |
| tespons<br>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<br>other student                     |                            | 10       | 60%                   | 5   | 80%            | 36       | 100%         | 21  | 76%                | 7   | 57%                | 12            | 75%   | 91                  | 82%      | 247  | D         | 87%                 |  |  |
| Big               | What most attracted yo<br>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<br>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<br>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<br>(reporting and                            | Importance                 | 10       | 100%                  | 5   | 60%            | 35       | 94%          | 21  | 86%                | 7   | 71%                | 12            | 92%   | 90                  | 89%      | 239  |           | 85%                 |  |  |
|                   | completion)<br>Access to PCs, printers<br>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<br>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<br>35 | 49%          | 21  | 24%                | 7   | 29%                | 12            | 25%   | 90<br>90            | 33%      | 229  |           | 56%                 |  |  |
| u                 | Security personnel                                       | Importance<br>Satisfaction | 10<br>10 | 70%<br>50%            | 5   | 60%            | 35       | 91%          | 21  | 81%                | 7   | 57%                | 12<br>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<br>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,<br>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<br>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<br>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<br>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<br>channels (e.g.,                         | Importance                 | 10       | 80%                   | 5   | 60%            | 36       | 64%          | 21  | 48%                | 7   | 43%                | 12            | 58%   | 91                  | 59%      | 241  | 4         | 60%                 |  |  |
| r                 | noticeboard, screens,<br>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<br>(Mean)                                  |  |      | All Halls<br>(Mean) |  |  |
|          |   |                             |    |   |    |   |                       |   |    |   |                    |   |               |   |        |  |  |      |                     |  |  |
|          | Bicycle (personal   |                             |    | 0%  | 0% | 0%  |                       | 0%  |    | 0%  | -                  | 0%  |               | 8%  |        | 1%   |  |      | 3%                  |  |  |
|          |   | Bicycle (Santander<br>Hire) |    | 0%  |    | 0%  | 3%                    |   | 0% | 0%  |                    |   | 0%            |   | 1%     |  |  | 2%   |                     |  |  |
|          |   | Bus                         |    | 10%   |    | 40%   | 40%<br>0%<br>0%<br>36 | 8%  |    | 0%  |                    | 0%  |               | 58%   |        | 14%  |  |      | 15%                 |  |  |
|          | How do you usually  | Motorbike                   |    | 0%  |    | 0%  |                       | 0%  |    | 0%  |                    | 0%  |               | 0%  |        | 0%   |  |      | 0%                  |  |  |
|          |   | Scooter /<br>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<br>average, does your<br>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<br>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<br>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<br>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<br>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<br>guests                               | Make no change              |    | 50%   |    | 60%   |                       | 47%   |    | 33%   |                    | 71%   |               | 33%   |        | 45%  |  |      | 42%                 |  |  |
| ttee     | Did you know about<br>elections p                               |                             | NA | NA - Question not asked at<br>UoL Halls           | NA | NA - Question not asked at<br>UoL Halls           | NA                    | NA - Question not asked at<br>UoL Halls           | NA | NA - Question not asked at<br>UoL Halls           | NA                 | NA - Question not asked at<br>UoL Halls           | NA            | NA - Question not asked at<br>UoL Halls           | NA     | NA - Question not asked at<br>UoL Halls              |  | 2142 | 78%                 |  |  |
| ommi     | Did you nominate yours<br>the Comm                              | self for a position on      | NA | NA - Question not asked at<br>UoL Halls           | NA | NA - Question not asked at<br>UoL Halls           | NA                    | NA - Question not asked at<br>UoL Halls           | NA | NA - Question not asked at<br>UoL Halls           | NA                 | NA - Question not asked at<br>UoL Halls           | NA            | NA - Question not asked at<br>UoL Halls           | NA     | NA - Question not asked at<br>any UoL Hall           |  | 1651 | 6%                  |  |  |
| Hall C   | How satisfied are you w<br>Commit                               | ith your current Hall       | NA | NA - Question not asked at<br>UoL Halls           | NA | NA - Question not asked at<br>UoL Halls           | NA                    | NA - Question not asked at<br>UoL Halls           | NA | NA - Question not asked at<br>UoL Halls           | NA                 | NA - Question not asked at<br>UoL Halls           | NA            | NA - Question not asked at<br>UoL Halls           | NA     | NA - Question not asked at<br>any UoL Hall           |  | 1875 | 71%                 |  |  |
| port     | Have you ever had<br>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<br>Suppor                                  |                             | NA | NA - Peer Supporters not<br>assigned to UoL Halls | NA | NA - Peer Supporters not<br>assigned to UoL Halls | NA                    | NA - Peer Supporters not<br>assigned to UoL Halls | NA | NA - Peer Supporters not<br>assigned to UoL Halls | NA                 | NA - Peer Supporters not<br>assigned to UoL Halls | NA            | NA - Peer Supporters not<br>assigned to UoL Halls | NA     | NA - Peer Supporters not<br>assigned to any UoL Hall |  | 2370 | 6%                  |  |  |
| ast      | How satisfied are you   |                             | NA | NA - Peer Supporters not<br>assigned to UoL Halls | NA | NA - Peer Supporters not<br>assigned to UoL Halls | NA                    | NA - Peer Supporters not<br>assigned to UoL Halls | NA | NA - Peer Supporters not<br>assigned to UoL Halls | NA                 | NA - Peer Supporters not<br>assigned to UoL Halls | NA            | NA - Peer Supporters not<br>assigned to UoL Halls | NA     | NA - Peer Supporters not<br>assigned to any UoL Hall |  | 154  | 86%                 |  |  |

Student Accommodation Satisfaction Survey

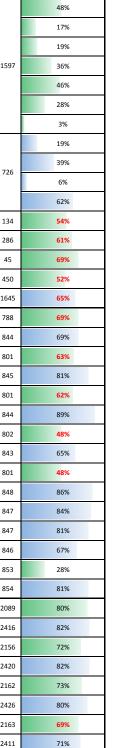
2017/2018

All Survey Questions with quantitative results

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

| Intercollegiate Halls |                |              |                    |                    |               |                     |  |                     |  |  |  |  |  |  |
|-----------------------|----------------|--------------|--------------------|--------------------|---------------|---------------------|--|---------------------|--|--|--|--|--|--|
| College Hall          | Connaught Hall | Garden Halls | International Hall | Lilian Penson Hall | Nutford House | UoL Halls<br>(Mean) |  | All Halls<br>(Mean) |  |  |  |  |  |  |
|                       |                |              |                    |                    |               |                     |  |                     |  |  |  |  |  |  |

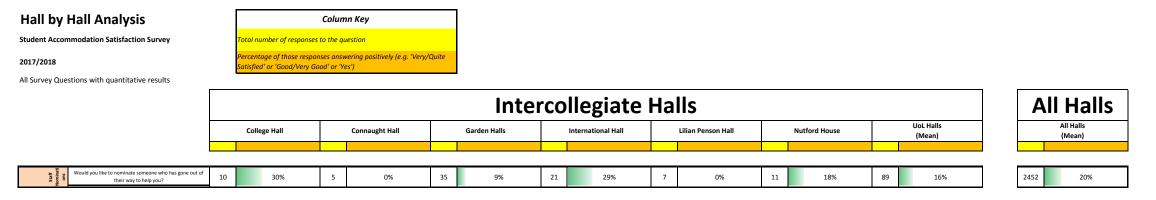
|                | Overall, how would yo                             | u grade your hall in                      | NA   | NA - Question not asked at                                  | NA   | NA - Question not asked at                                  | NA   | NA - Question not asked at                                  | 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<br>and recycling          |      | NA - Question not asked at<br>UoL Halls                     |      | NA - Question not asked at<br>UoL Halls                     |      | NA - Question not asked at<br>UoL Halls                     |      | NA - Question not asked at<br>UoL Halls                     |          | NA - Question not asked at<br>UoL Halls                     |       | NA - Question not asked at<br>UoL Halls                     |           | NA - Question not asked at<br>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<br>issue(s) would you like    | Supporting student-<br>led sustainability |      | NA - Question not asked at<br>UoL Halls                     |      | NA - Question not asked at<br>UoL Halls                     |      | NA - Question not asked at<br>UoL Halls                     |      | NA - Question not asked at<br>UoL Halls                     |          | NA - Question not asked at<br>UoL Halls                     |       | NA - Question not asked at<br>UoL Halls                     |           | NA - Question not asked at<br>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<br>UoL Halls                     |      | NA - Question not asked at<br>UoL Halls                     |      | NA - Question not asked at<br>UoL Halls                     |      | NA - Question not asked at<br>UoL Halls                     |          | NA - Question not asked at<br>UoL Halls                     |       | NA - Question not asked at<br>UoL Halls                     |           | NA - Question not asked at<br>UoL Halls |     |      |   |
|                | (Tick all that apply)                             | <b>6</b>                                  | 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<br>UoL Halls                     |      | NA - Question not asked at<br>UoL Halls                     |      | NA - Question not asked at<br>UoL Halls                     |      | NA - Question not asked at<br>UoL Halls                     |          | NA - Question not asked at<br>UoL Halls                     |       | NA - Question not asked at<br>UoL Halls                     |           | NA - Question not asked at<br>UoL Halls |     |      |   |
| der            |   | <b>C</b>                                  |      | 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<br>UoL Halls                     |      | NA - Question not asked at<br>UoL Halls                     |      | NA - Question not asked at<br>UoL Halls                     |      | NA - Question not asked at<br>UoL Halls                     |          | NA - Question not asked at<br>UoL Halls                     |       | NA - Question not asked at<br>UoL Halls                     |           | NA - Question not asked at<br>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<br>UoL Halls                     |      | NA - Question not asked at<br>UoL Halls                     |      | NA - Question not asked at<br>UoL Halls                     |      | NA - Question not asked at<br>UoL Halls                     |          | NA - Question not asked at<br>UoL Halls                     |       | NA - Question not asked at<br>UoL Halls                     |           | NA - Question not asked at<br>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<br>NA - Question not asked at                     |      | UoL Halls   |      | UoL Halls   |      | UoL Halls<br>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<br>UoL Halls                     |      | NA - Question not asked at<br>UoL Halls                     |      | UoL Halls   | NA       | NA - Question not asked at<br>UoL Halls                     |       | NA - Question not asked at<br>UoL Halls                     |           | NA - Question not asked at<br>UoL Halls |     | 286  |   |
|                | the project(s) you were<br>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<br>UoL Halls                     |      | NA - Question not asked at<br>UoL Halls                     |      | NA - Question not asked at<br>UoL Halls                     |      | NA - Question not asked at<br>UoL Halls                     |          | NA - Question not asked at<br>UoL Halls                     |       | NA - Question not asked at<br>UoL Halls                     |           | NA - Question not asked at<br>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<br>Overall, how satisfied a |   | NA   | UoL Halls<br>NA - Question not asked at                     |      | UoL Halls<br>NA - Question not asked at                     |      | UoL Halls<br>NA - Question not asked at                     |      | UoL Halls<br>NA - Question not asked at                     |          | UoL Halls<br>NA - Question not asked at                     |       | UoL Halls<br>NA - Question not asked at                     |           | UoL Halls<br>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<br>NA - Question not asked at                     |      | UoL Halls<br>NA - Question not asked at                     |      | UoL Halls<br>NA - Question not asked at                     |      | UoL Halls<br>NA - Question not asked at                     |          | UoL Halls<br>NA - Question not asked at                     |       | UoL Halls<br>NA - Question not asked at                     |           | UoL Halls<br>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<br>UoL Halls                     | NA   | NA - Question not asked at<br>UoL Halls                     | NA   | NA - Question not asked at<br>UoL Halls                     | NA   | NA - Question not asked at<br>UoL Halls                     | NA       | NA - Question not asked at<br>UoL Halls                     | NA    | NA - Question not asked at<br>UoL Halls                     | NA        | NA - Question not asked at<br>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<br>UoL Halls                     | NA   | NA - Question not asked at<br>UoL Halls                     | NA   | NA - Question not asked at<br>UoL Halls                     | NA   | NA - Question not asked at<br>UoL Halls                     | NA<br>NA | NA - Question not asked at<br>UoL Halls                     | NA    | NA - Question not asked at<br>UoL Halls                     | NA        | NA - Question not asked at<br>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<br>UoL Halls                     | NA   | NA - Question not asked at<br>UoL Halls                     | NA   | NA - Question not asked at<br>UoL Halls                     | NA   | NA - Question not asked at<br>UoL Halls                     | NA       | NA - Question not asked at<br>UoL Halls                     | NA    | UoL Halls   | NA        | NA - Question not asked at<br>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<br>NA - Question not asked at                     |      | UoL Halls<br>NA - Question not asked at                     |      | UoL Halls<br>NA - Question not asked at                     |      | UoL Halls<br>NA - Question not asked at                     |          | UoL Halls<br>NA - Question not asked at                     |       | UoL Halls<br>NA - Question not asked at                     |           | UoL Halls<br>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<br>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<br>Eating together enha                    |   |      | NA - Question not asked at                                  |      | UoL Halls<br>NA - Question not asked at                     |      | UoL Halls<br>NA - Question not asked at                     |      | UoL Halls<br>NA - Question not asked at                     |          | UoL Halls<br>NA - Question not asked at                     |       | UoL Halls<br>NA - Question not asked at                     |           | UoL Halls<br>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<br>maintain a ba      |   | NA   | NA - Question not asked at<br>UoL Halls                     | NA   | NA - Question not asked at<br>UoL Halls                     | NA   | NA - Question not asked at<br>UoL Halls                     | NA   | NA - Question not asked at<br>UoL Halls                     | NA       | NA - Question not asked at<br>UoL Halls                     | NA    | NA - Question not asked at<br>UoL Halls                     | NA        | NA - Question not asked at<br>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<br>to yo                |   | NA   | NA - Question not asked at<br>UoL Halls                     | NA   | NA - Question not asked at<br>UoL Halls                     | NA   | NA - Question not asked at<br>UoL Halls                     | NA   | NA - Question not asked at<br>UoL Halls                     | NA       | NA - Question not asked at<br>UoL Halls                     | NA    | NA - Question not asked at<br>UoL Halls                     | NA        | NA - Question not asked at<br>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<br>NA - Campus based service. No need |      | to break results down<br>NA - Campus based service. No need |      | to break results down<br>NA - Campus based service. No need |      | to break results down<br>NA - Campus based service. No need |          | to break results down<br>NA - Campus based service. No need |       | to break results down<br>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<br>to break results down | NA   | NA - Campus based service. No need<br>to break results down | NA   | NA - Campus based service. No need<br>to break results down | NA   | NA - Campus based service. No need<br>to break results down | NA       | NA - Campus based service. No need<br>to break results down | NA    | NA - Campus based service. No need<br>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<br>to break results down | NA   | NA - Campus based service. No need<br>to break results down | NA   | NA - Campus based service. No need<br>to break results down | NA   | NA - Campus based service. No need<br>to break results down | NA       | NA - Campus based service. No need<br>to break results down | NA    | NA - Campus based service. No need<br>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<br>to break results down | NA   | NA - Campus based service. No need<br>to break results down | NA   | NA - Campus based service. No need<br>to break results down | NA   | NA - Campus based service. No need<br>to break results down | NA       | NA - Campus based service. No need<br>to break results down | NA    | NA - Campus based service. No need<br>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<br>to break results down | NA   | NA - Campus based service. No need<br>to break results down | NA   | NA - Campus based service. No need<br>to break results down | NA   | NA - Campus based service. No need<br>to break results down | NA       | NA - Campus based service. No need<br>to break results down | NA    | NA - Campus based service. No need<br>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.)