

# Hall by Hall Analysis

Student Accommodation Satisfaction Survey

2017/2018

All Survey Questions with quantitative results

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')	

LSE Halls																		
	Bankside House	Butler's Wharf	Carr Saunders Hall	Grosvenor House	High Holborn Residence	Northumberland House	Passfield Hall	Rosebery Hall	LSE Halls (Mean)									

All Halls (Mean)	
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Question	Response Rate	Facilities (ordered on average importance rating)																	
		Response Rate	Response Rate	Response Rate	Response Rate	Response Rate	Response Rate	Response Rate	Response Rate	Response Rate	Response Rate	Response Rate	Response Rate	Response Rate	Response Rate	Response Rate	Response Rate	Response Rate	
Overall Response Rate	334	55%	217	78%	98	76%	120	68%	260	65%	203	59%	171	76%	254	75%	1657	66%	
Big Questions	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%
	Do you think your residence offers good value for money?	334	85%	217	92%	98	96%	120	76%	260	57%	203	85%	171	90%	254	85%	1657	82%
	Would you recommend your residence to other students at LSE?	334	92%	217	94%	98	97%	120	89%	260	80%	203	92%	171	94%	254	91%	1657	91%
	What most attracted you to apply for LSE residences?	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 in and around your 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
WiFi	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
Bedrooms	Satisfaction	310	85%	205	74%	86	91%	112	79%	242	69%	196	80%	159	72%	237	79%	1547	78%
	Bathroom and toilet facilities	Importance	328	94%	210	91%	95	88%	118	93%	254	91%	201	89%	169	92%	248	91%	1623
Bathroom and toilet 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
Cleanliness	Satisfaction	308	79%	208	74%	87	80%	113	74%	244	67%	195	66%	161	70%	238	78%	1554	73%
	Laundry (Washers and Dryers)	Importance	327	93%	209	87%	94	84%	119	91%	251	88%	197	87%	169	88%	246	88%	1612
Laundry (Washers and Dryers)	Satisfaction	308	55%	206	48%	86	55%	114	37%	243	33%	193	42%	160	36%	234	56%	1544	46%
	Maintenance (reporting and completion)	Importance	327	87%	209	86%	93	78%	118	88%	251	85%	197	87%	169	82%	246	84%	1610
Maintenance (reporting and completion)	Satisfaction	311	76%	207	72%	86	67%	113	66%	239	59%	193	69%	159	57%	234	65%	1542	67%
	Access to PCs, printers and copiers	Importance	328	86%	213	84%	96	79%	119	83%	257	79%	199	84%	170	86%	248	83%	1630
Access to PCs, printers and copiers	Satisfaction	313	78%	209	65%	87	82%	114	82%	243	53%	193	72%	159	65%	240	77%	1558	71%
	Kitchens or snack points	Importance	328	84%	209	82%	95	82%	118	75%	252	79%	198	85%	169	84%	246	87%	1615
Kitchens or snack points	Satisfaction	311	56%	204	73%	86	64%	112	58%	240	53%	194	51%	160	46%	235	56%	1542	57%
	Security personnel	Importance	326	89%	209	76%	94	79%	118	86%	253	82%	195	84%	168	80%	244	76%	1607
Security personnel	Satisfaction	309	82%	206	76%	86	70%	113	85%	242	75%	193	85%	160	73%	234	81%	1543	79%
	Information available to you on arrival	Importance	327	81%	209	83%	94	74%	118	77%	251	80%	197	83%	167	77%	246	79%	1609
Information available to you on arrival	Satisfaction	310	72%	206	82%	87	82%	111	74%	237	67%	193	77%	160	66%	236	75%	1540	74%
	Security measures (e.g., locks, windows, lighting, bike racks, etc)	Importance	327	83%	210	80%	94	72%	118	89%	252	78%	194	81%	169	80%	245	79%	1609
Security measures (e.g., locks, windows, lighting, bike racks, etc)	Satisfaction	309	76%	207	78%	86	77%	113	81%	242	72%	191	76%	160	66%	237	75%	1545	75%
	Communal areas (e.g., entrances and hallways)	Importance	327	77%	210	70%	95	77%	118	73%	254	75%	198	74%	170	73%	245	74%	1617
Communal areas (e.g., entrances and hallways)	Satisfaction	307	75%	205	72%	87	77%	114	70%	245	65%	194	74%	160	64%	237	70%	1549	71%
	IT Services within your bedroom (excluding WiFi)	Importance	327	68%	209	69%	95	53%	119	71%	252	68%	196	64%	168	59%	245	60%	1611
IT Services within your bedroom (excluding WiFi)	Satisfaction	309	53%	206	57%	86	66%	113	65%	242	51%	193	62%	158	51%	235	62%	1542	57%
	Recreational space (e.g., TV Lounge, games room)	Importance	327	70%	210	57%	94	74%	117	52%	252	64%	196	58%	169	76%	247	70%	1612
Recreational space (e.g., TV Lounge, games 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
Group study areas	Satisfaction	308	58%	207	48%	87	63%	113	57%	244	46%	194	49%	160	41%	239	51%	1552	51%
	Communication channels (e.g., noticeboard, screens, emails)	Importance	328	60%	210	61%	95	62%	118	62%	253	63%	196	61%	168	63%	247	60%	1615
Communication channels (e.g., noticeboard, screens, emails)	Satisfaction	310	67%	207	69%	87	70%	114	72%	240	62%	192	73%	159	59%	236	69%	1545	67%

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%

# Hall by Hall Analysis

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2017/2018

All Survey Questions with quantitative results

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')	

## LSE Halls

Bankside House	Butler's Wharf	Carr Saunders Hall	Grosvenor House	High Holborn Residence	Northumberland House	Passfield Hall	Rosebery Hall	LSE Halls (Mean)
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## All Halls

All Halls (Mean)
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			LSE Halls																LSE Halls (Mean)	
			Bankside House	Butler's Wharf	Carr Saunders Hall	Grosvenor House	High Holborn Residence	Northumberland House	Passfield Hall	Rosebery Hall	LSE Halls (Mean)									
Travel	How do you usually travel to the School?	Bicycle (personal)	1%	7%	0%	0%	0%	0%	0%	0%	2%	6%	2%							
		Bicycle (Santander Hire)	2%	3%	3%	0%	0%	0%	2%	4%	2%									
		Bus	2%	29%	3%	0%	0%	1%	12%	8%	7%									
		Motorbike	0%	0%	0%	0%	0%	0%	0%	0%	0%									
		Scooter / Skateboard	0%	0%	0%	0%	0%	0%	1%	0%	0%									
		Taxi	1%	1%	2%	0%	0%	0%	1%	0%	1%									
		Train	0%	1%	1%	0%	0%	0%	0%	0%	0%									
		Tube	1%	27%	1%	1%	0%	0%	0%	0%	4%									
		Walk	94%	32%	90%	99%	99%	98%	82%	81%	84%									
	Other	0%	0%	0%	0%	0%	0%	0%	0%	0%										
	How many minutes, on average, does your journey take you?	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%									
		31-40 minutes	6%	33%	7%	0%	0%	0%	0%	4%	6%									
		41-50 minutes	0%	35%	1%	0%	0%	0%	0%	1%	5%									
		51-60 minutes	1%	7%	0%	0%	0%	0%	0%	0%	1%									
	61+ minutes	0%	1%	1%	1%	0%	0%	1%	0%	0%										
	Front of House	Staff Helpfulness	Importance	330	88%	214	87%	96	85%	118	92%	254	87%	167	84%	246	85%	1626	87%	
Satisfaction			310	85%	204	85%	92	85%	108	82%	240	78%	191	91%	152	86%	235	87%	1532	85%
Accuracy of Response		Importance	328	87%	213	87%	97	82%	118	92%	254	87%	200	86%	168	86%	245	86%	1623	87%
		Satisfaction	306	84%	204	85%	92	82%	108	78%	239	76%	190	89%	151	87%	234	87%	1524	84%
Speed of Response		Importance	330	83%	216	87%	97	84%	118	92%	255	87%	200	86%	168	83%	247	84%	1631	85%
		Satisfaction	309	81%	205	84%	92	85%	108	83%	239	79%	190	87%	152	85%	235	86%	1530	83%
Staff Friendliness		Importance	328	84%	210	84%	96	82%	118	84%	253	83%	201	84%	166	81%	245	82%	1617	83%
		Satisfaction	308	79%	204	84%	92	79%	108	81%	239	75%	190	93%	151	78%	233	91%	1525	83%
How satisfied are you with the service the Security team offer when manning our reception desks?		316	87%	200	87%	89	75%	113	88%	242	76%	181	96%	159	83%	233	96%	1533	87%	
Which change would you like us to make to the security procedure for guests (daytime and overnight)?		Impose one	333	7%	217	4%	98	7%	119	6%	259	5%	203	3%	171	9%	252	5%	1652	6%
		Remove existing	333	17%	217	15%	98	33%	119	5%	259	29%	203	19%	171	30%	252	11%	1652	19%
		Enhance existing	333	11%	217	9%	98	5%	119	13%	259	10%	203	11%	171	9%	252	7%	1652	10%
		Make no change	333	65%	217	72%	98	55%	119	76%	259	56%	203	67%	171	52%	252	77%	1652	65%
Which change would you like us to make to the length of stay permitted for overnight guests?		Increase existing	333	68%	217	58%	98	62%	119	60%	259	66%	203	58%	171	51%	252	56%	1652	61%
		Reduce existing	333	2%	217	3%	98	1%	119	0%	259	2%	203	1%	171	0%	252	2%	1652	1%
		Make no change	333	30%	217	40%	98	37%	119	40%	259	32%	203	40%	171	49%	252	42%	1652	38%
Pastoral Support		Did you know about the nomination / elections process?	333	77%	215	89%	97	94%	119	74%	257	74%	203	75%	171	91%	252	78%	1647	80%
		Did you nominate yourself for a position on the Committee?	255	3%	190	4%	88	18%	88	5%	185	6%	149	5%	154	8%	193	5%	1302	6%
	How satisfied are you with your current Hall Committee?	291	73%	188	81%	94	64%	108	81%	228	68%	176	80%	156	70%	226	83%	1467	75%	
	Have you ever had contact with a Warden/Subwarden*?	333	42%	216	50%	98	57%	119	23%	259	20%	202	44%	171	48%	252	32%	1650	38%	
How satisfied are you with their support?	139	75%	107	77%	56	95%	27	85%	52	81%	88	77%	82	78%	80	83%	631	80%		
Have you ever had contact with a Peer Supporter?	333	10%	217	2%	97	26%	119	3%	259	3%	202	5%	170	16%	252	6%	1649	8%		
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%		

All Halls (Mean)
3%
2%
15%
0%
0%
0%
1%
9%
70%
0%
13%
27%
39%
12%
7%
1%
0%
86%
78%
85%
84%
84%
76%
84%
82%
78%
84%
6%
18%
9%
67%
56%
2%
42%
78%
6%
71%
33%
79%
6%
86%

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

## LSE Halls

Bankside House	Butler's Wharf	Carr Saunders Hall	Grosvenor House	High Holborn Residence	Northumberland House	Passfield Hall	Rosebery Hall	LSE Halls (Mean)
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## All Halls

All Halls (Mean)
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Sustainability	Overall, how would you grade your hall in terms of sustainability?		332	216	98	120	259	203	171	252	1651					
				48%	57%	52%	61%	49%	62%	53%	68%	56%				
Which environmental issue(s) would you like us to prioritise in future? (Tick all that apply)	Improving waste and recycling	323	46%	37%	56%	63%	46%	48%	55%	50%	48%					
	Partnerships with the local community		15%	19%	15%	12%	15%	18%	23%	20%	17%					
	Supporting student-led sustainability		17%	20%	22%	18%	17%	18%	19%	23%	19%					
	Saving energy		40%	35%	40%	28%	30%	36%	46%	35%	36%					
	Green spaces		45%	54%	47%	38%	46%	46%	45%	48%	46%					
	Saving water		35%	20%	25%	21%	22%	26%	38%	30%	28%					
	Other		3%	3%	3%	1%	4%	5%	5%	2%	3%					
Did you participate in any of the following initiatives this year? (Tick all that apply)	Green Impact	141	6%	19%	14%	15%	24%	28%	26%	19%	19%					
	Reduce the Juice		7%	53%	16%	17%	61%	7%	73%	74%	39%					
	ReLove		11%	7%	2%	2%	7%	6%	5%	4%	6%					
	Student Switch-Off		89%	64%	86%	83%	33%	80%	43%	35%	62%					
How would you rate the project(s) you were involved with?	Green Impact	8	38%	64%	83%	50%	63%	47%	55%	45%	54%					
	Reduce the Juice	10	60%	55%	57%	67%	58%	75%	59%	65%	61%					
	ReLove	15	73%	100%	100%	0%	57%	71%	25%	80%	69%					
	Student Switch-Off	126	38%	58%	53%	65%	50%	58%	42%	66%	52%					
RECYCLING: How easy did you find it to understand which bin to put your different waste items into?	332	63%	68%	73%	42%	63%	71%	66%	68%	65%						
Catering	Overall, how satisfied are you with catering services at your hall?		307	58%	NA	90	70%	NA	NA	156	74%	235	80%	788	69%	
	Ambience of restaurant	Importance	328	71%	NA	96	72%	NA	NA	170	67%	250	66%	844	69%	
		Satisfaction	314	55%	NA	91	79%	NA	NA	159	62%	237	68%	801	63%	
	Responsiveness of staff	Importance	330	86%	NA	96	77%	NA	NA	169	80%	250	76%	845	81%	
		Satisfaction	315	38%	NA	91	84%	NA	NA	159	71%	236	78%	801	62%	
	Quality of food	Importance	329	92%	NA	95	84%	NA	NA	170	89%	250	88%	844	89%	
		Satisfaction	315	40%	NA	91	40%	NA	NA	159	49%	237	62%	802	48%	
	Seasonality of food	Importance	329	65%	NA	95	66%	NA	NA	170	64%	249	66%	843	65%	
		Satisfaction	314	42%	NA	90	48%	NA	NA	159	46%	238	58%	801	48%	
	It is important for me to have meals provided in halls	331	85%	NA	96	90%	NA	NA	171	85%	250	85%	848	86%		
	The restaurant makes it possible for me to socialise	330	78%	NA	96	90%	NA	NA	171	83%	250	89%	847	84%		
	Eating together enhances the feeling of community in my hall	331	73%	NA	96	90%	NA	NA	171	81%	249	87%	847	81%		
	Living in a catered hall makes it easier for me to maintain a balanced diet	330	65%	NA	96	65%	NA	NA	169	69%	251	69%	846	67%		
	Does this picture [Food for Life Catering Mark] mean anything to you?	333	28%	NA	98	31%	NA	NA	171	30%	251	27%	853	28%		
	Is the Food for Life Catering Mark important to you?	333	79%	NA	98	84%	NA	NA	171	78%	252	86%	854	81%		
Residential Services Office	Overall, how satisfied are you with the service provided by the Residential Services Office?		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	1418	82%	
	Accuracy of Response	Importance	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	1662	83%
		Satisfaction	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	1443	75%
	Staff Helpfulness	Importance	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	1627	82%
		Satisfaction	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	1448	76%
	Speed of Response	Importance	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	1629	81%
		Satisfaction	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	1449	72%
	Staff Friendliness	Importance	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	1621	72%
		Satisfaction	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	1441	76%
	Overall, how satisfied are you with Hallpa2?	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	1458	76%

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	48%
843	65%
801	48%
848	86%
847	84%
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%

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LSE Halls													
	Bankside House	Butler's Wharf	Carr Saunders Hall	Grosvenor House	High Holborn Residence	Northumberland House	Passfield Hall	Rosebery Hall	LSE Halls (Mean)				

All Halls	
All Halls (Mean)	

Staff Nominations	Would you like to nominate someone who has gone out of their way to help you?	333	31%	216	17%	96	21%	119	15%	256	14%	200	25%	171	22%	252	33%	1643	24%	

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

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Third Party Managed Halls										
	Lilian Knowles House	Sidney Webb House	urbanest King's Cross	urbanest Westminster Bridge	Third Party Managed Halls (Mean)					

All Halls (Mean)	
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Question	Response Rate	Facilities (ordered on average importance rating)												
		Lilian Knowles House	Sidney Webb House	urbanest King's Cross	urbanest Westminster Bridge	Third Party Managed Halls (Mean)								
Overall Response Rate	133	36%	201	45%	162	51%	226	45%	722	44%				
Big Questions	Are you enjoying your stay in residences?	133	88%	201	86%	162	88%	226	93%	722	89%			
	Do you think your residence offers good value for money?	133	84%	201	72%	162	65%	226	65%	722	70%			
	Would you recommend your residence to other students at LSE?	133	89%	201	75%	162	77%	226	83%	722	80%			
	What most attracted you to apply for LSE residences?	32%	Price	24%	Price	30%	Room Type	45%	Location	25%	Location			
	How safe do you feel in and around your hall?	133	91%	201	91%	162	98%	226	96%	722	94%			
Safety	WiFi	Importance	129	91%	196	88%	158	87%	222	87%	705	88%		
		Satisfaction	126	81%	188	69%	147	70%	208	32%	669	60%		
	Bedrooms	Importance	129	89%	198	88%	160	86%	223	85%	710	87%		
		Satisfaction	126	74%	186	74%	146	74%	210	77%	668	75%		
	Bathroom and toilet facilities	Importance	131	90%	199	88%	159	86%	225	85%	714	87%		
		Satisfaction	127	64%	188	59%	145	71%	211	77%	671	68%		
	Cleanliness	Importance	128	89%	196	88%	159	86%	221	86%	704	87%		
		Satisfaction	126	67%	186	59%	144	64%	209	65%	665	63%		
	Laundry (Washers and Dryers)	Importance	129	90%	194	85%	160	88%	223	82%	706	85%		
		Satisfaction	127	42%	188	39%	145	23%	208	41%	668	37%		
	Maintenance (reporting and completion)	Importance	127	87%	195	84%	154	85%	222	85%	698	85%		
		Satisfaction	125	61%	188	29%	141	59%	208	59%	662	51%		
	Access to PCs, printers and copiers	Importance	130	76%	199	81%	160	74%	225	75%	714	77%		
		Satisfaction	126	70%	189	50%	146	42%	210	23%	671	44%		
	Kitchens or snack points	Importance	129	78%	195	79%	160	63%	224	79%	708	75%		
		Satisfaction	126	67%	187	64%	146	53%	205	53%	664	59%		
	Security personnel	Importance	129	74%	195	72%	160	73%	222	76%	706	74%		
		Satisfaction	126	82%	188	70%	145	70%	209	67%	668	71%		
	Information available to you on arrival	Importance	130	82%	192	77%	158	72%	223	75%	703	76%		
		Satisfaction	127	76%	184	61%	146	71%	207	67%	664	68%		
	Security measures (e.g., locks, windows, lighting, bike racks, etc)	Importance	128	77%	196	76%	160	73%	223	77%	707	76%		
		Satisfaction	126	77%	187	78%	145	75%	207	74%	665	76%		
	Communal areas (e.g., entrances and hallways)	Importance	130	67%	197	70%	160	65%	223	74%	710	69%		
		Satisfaction	126	67%	188	71%	145	68%	209	71%	668	69%		
	IT Services within your bedroom (excluding WiFi)	Importance	130	64%	196	59%	157	54%	223	62%	706	60%		
		Satisfaction	127	62%	189	44%	143	47%	207	41%	666	47%		
	Recreational space (e.g., TV Lounge, games room)	Importance	129	55%	195	57%	160	46%	222	54%	706	53%		
		Satisfaction	126	60%	189	66%	146	51%	206	60%	667	60%		
	Group study areas	Importance	130	50%	197	62%	159	52%	223	69%	709	60%		
		Satisfaction	123	37%	186	59%	144	54%	208	63%	661	55%		
Communication channels (e.g., noticeboard, screens, emails)	Importance	128	58%	196	59%	160	52%	222	55%	706	56%			
	Satisfaction	125	60%	187	50%	145	49%	205	57%	662	54%			

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%

# Hall by Hall Analysis

Student Accommodation Satisfaction Survey

2017/2018

All Survey Questions with quantitative results

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')	

## Third Party Managed Halls

Lilian Knowles House	Sidney Webb House	urbanest King's Cross	urbanest Westminster Bridge	Third Party Managed Halls (Mean)

## All Halls

All Halls (Mean)

Category	Question	Lilian Knowles House	Sidney Webb House	urbanest King's Cross	urbanest Westminster Bridge	Third Party Managed Halls (Mean)						
						Count	Percentage					
Travel	How do you usually travel to the School?	Bicycle (personal)	2%	7%	5%	2%	4%					
		Bicycle (Santander Hire)	2%	5%	1%	1%	2%					
		Bus	18%	57%	15%	31%	32%					
		Motorbike	0%	0%	0%	0%	0%					
		Scooter / Skateboard	0%	0%	1%	0%	0%					
		Taxi	0%	0%	0%	0%	0%					
		Train	1%	0%	4%	0%	1%					
		Tube	45%	4%	49%	1%	21%					
		Walk	32%	26%	27%	63%	39%					
	Other	0%	0%	0%	0%	0%						
	How many minutes, on average, does your journey take you?	0-10 minutes	0%	1%	0%	4%	1%					
		11-20 minutes	16%	11%	7%	30%	17%					
		21-30 minutes	40%	26%	35%	64%	42%					
		31-40 minutes	33%	43%	37%	2%	27%					
		41-50 minutes	10%	19%	17%	0%	11%					
		51-60 minutes	1%	1%	3%	0%	1%					
	61+ minutes	0%	1%	1%	0%	0%						
	Front of House	Staff Helpfulness	Importance	131	83%	198	84%	159	83%	221	82%	709
Satisfaction			125	63%	183	58%	148	76%	200	60%	656	64%
Accuracy of Response		Importance	131	83%	198	82%	159	83%	221	81%	709	82%
		Satisfaction	125	64%	183	55%	148	71%	200	56%	656	61%
Speed of Response		Importance	132	83%	199	82%	159	85%	223	81%	713	83%
		Satisfaction	125	66%	183	53%	148	74%	202	48%	658	59%
Staff Friendliness		Importance	129	78%	197	77%	157	78%	217	79%	700	78%
		Satisfaction	124	61%	181	67%	147	78%	199	64%	651	68%
How satisfied are you with the service the Security team offer when manning our reception desks?		114	86%	172	74%	143	83%	189	71%	618	78%	
Which change would you like us to make to the security procedure for guests (daytime and overnight)?		Impose one	133	8%	201	5%	162	4%	226	9%	722	7%
		Remove existing		23%		22%		7%		4%		13%
		Enhance existing		10%		7%		10%		10%		9%
		Make no change		59%		66%		79%		77%		71%
Which change would you like us to make to the length of stay permitted for overnight guests?		Increase existing	133	80%	200	66%	162	27%	226	25%	721	47%
		Reduce existing		2%		3%		4%		4%		4%
	Make no change		17%		32%		69%		71%		50%	
Hall Committee	Did you know about the nomination / elections process?	133	74%	200	70%	162	71%	NA	NA - Question not asked	495	71%	
	Did you nominate yourself for a position on the Committee?	98	5%	137	5%	114	4%	NA	NA - Question not asked	349	5%	
	How satisfied are you with your current Hall Committee?	113	65%	165	48%	130	59%	NA	NA - Question not asked	408	56%	
Pastoral Support	Have you ever had contact with a Warden/Subwarden*?	132	18%	201	34%	162	17%	226	14%	721	21%	
	How satisfied are you with their support?	24	83%	68	71%	27	81%	32	84%	151	77%	
	Have you ever had contact with a Peer Supporter?	133	2%	200	0%	162	6%	226	7%	721	4%	
	How satisfied are you with their support?	2	100%	0	0%	9	78%	15	80%	26	81%	

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

# Hall by Hall Analysis

Student Accommodation Satisfaction Survey

2017/2018

All Survey Questions with quantitative results

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')	

Third Party Managed Halls									
Lilian Knowles House	Sidney Webb House	urbanest King's Cross	urbanest Westminster Bridge	Third Party Managed Halls (Mean)					

All Halls (Mean)	
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Sustainability	Overall, how would you grade your hall in terms of sustainability?		NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls
	Which environmental issue(s) would you like us to prioritise in future? (Tick all that apply)	Improving waste and recycling	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls
Partnerships with the local community		NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA
Supporting student-led sustainability		NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA
Saving energy		NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA
Green spaces		NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA
Saving water		NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA
Did you participate in any of the following initiatives this year? (Tick all that apply)	Green Impact	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA
	Reduce the Juice	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA
	ReLove	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA
	Student Switch-Off	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA
How would you rate the project(s) you were involved with?	Green Impact	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA
	Reduce the Juice	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA
	ReLove	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA
	Student Switch-Off	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA
RECYCLING: How easy did you find it to understand which bin to put your different waste items into?			NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls
Catering	Overall, how satisfied are you with catering services at your hall?		NA	NA - Catering not provided at Lilian Knowles	NA	NA - Catering not provided at Sidney Webb	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at urbanest Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall
	Ambience of restaurant	Importance	NA	NA - Catering not provided at Lilian Knowles	NA	NA - Catering not provided at Sidney Webb	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at urbanest Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall
		Satisfaction	NA	NA - Catering not provided at Lilian Knowles	NA	NA - Catering not provided at Sidney Webb	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at urbanest Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall
	Responsiveness of staff	Importance	NA	NA - Catering not provided at Lilian Knowles	NA	NA - Catering not provided at Sidney Webb	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at urbanest Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall
		Satisfaction	NA	NA - Catering not provided at Lilian Knowles	NA	NA - Catering not provided at Sidney Webb	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at urbanest Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall
	Quality of food	Importance	NA	NA - Catering not provided at Lilian Knowles	NA	NA - Catering not provided at Sidney Webb	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at urbanest Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall
		Satisfaction	NA	NA - Catering not provided at Lilian Knowles	NA	NA - Catering not provided at Sidney Webb	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at urbanest Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall
	Seasonality of food	Importance	NA	NA - Catering not provided at Lilian Knowles	NA	NA - Catering not provided at Sidney Webb	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at urbanest Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall
		Satisfaction	NA	NA - Catering not provided at Lilian Knowles	NA	NA - Catering not provided at Sidney Webb	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at urbanest Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall
	It is important for me to have meals provided in halls	NA	NA - Catering not provided at Lilian Knowles	NA	NA - Catering not provided at Sidney Webb	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at urbanest Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall	
	The restaurant makes it possible for me to socialise	NA	NA - Catering not provided at Lilian Knowles	NA	NA - Catering not provided at Sidney Webb	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at urbanest Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall	
	Eating together enhances the feeling of community in my hall	NA	NA - Catering not provided at Lilian Knowles	NA	NA - Catering not provided at Sidney Webb	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at urbanest Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall	
	Living in a catered hall makes it easier for me to maintain a balanced diet	NA	NA - Catering not provided at Lilian Knowles	NA	NA - Catering not provided at Sidney Webb	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at urbanest Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall	
	Does this picture [Food for Life Catering Mark] mean anything to you?	NA	NA - Catering not provided at Lilian Knowles	NA	NA - Catering not provided at Sidney Webb	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at urbanest Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall	
Is the Food for Life Catering Mark important to you?	NA	NA - Catering not provided at Lilian Knowles	NA	NA - Catering not provided at Sidney Webb	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at urbanest Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall		
Residential Services Office	Overall, how satisfied are you with the service provided by the Residential Services Office?		NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	596	75%
	Accuracy of Response	Importance	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	703	80%
		Satisfaction	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	625	66%
	Staff Helpfulness	Importance	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	703	79%
		Satisfaction	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	628	65%
	Speed of Response	Importance	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	707	79%
		Satisfaction	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	628	64%
	Staff Friendliness	Importance	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	699	68%
		Satisfaction	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	620	65%
	Overall, how satisfied are you with Hallpa3?		NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	612	69%

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	48%
843	65%
801	48%
848	86%
847	84%
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%

## Hall by Hall Analysis

Student Accommodation Satisfaction Survey

2017/2018

All Survey Questions with quantitative results

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')

Third Party Managed Halls									
Lilian Knowles House		Sidney Webb House		urbanest King's Cross		urbanest Westminster Bridge		Third Party Managed Halls (Mean)	

All Halls	
All Halls (Mean)	

Staff Nominations	Would you like to nominate someone who has gone out of their way to help you?	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
		133	22%	200	14%	161	12%	226	10%	720	14%

2452	20%

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



# Hall by Hall Analysis

Student Accommodation Satisfaction Survey

2017/2018

All Survey Questions with quantitative results

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')	

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

All Halls (Mean)	
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Person or Hall	Question	Total Responses	Percentage of Positive Responses													
			College Hall	Connaught Hall	Garden Halls	International Hall	Lilian Penson Hall	Nutford House	UoL Halls (Mean)							
Big Questions	Overall Response Rate	10	23%	5	34%	36	7%	21	12%	7	28%	12	36%	91	25%	
	Are you enjoying your stay in residences?	10	80%	5	100%	36	100%	21	86%	7	71%	12	92%	91	91%	
	Do you think your residence offers good value for money?	10	70%	5	80%	36	92%	21	76%	7	71%	12	83%	91	82%	
	Would you recommend your residence to other students at LSE?	10	60%	5	80%	36	100%	21	76%	7	57%	12	75%	91	82%	
	What most attracted you to apply for LSE residences?	40%	Location	80%	Catering	33%	Location	52%	Location	57%	Room Type	42%	Price	32%	Location	
Safety	How safe do you feel in and around your hall?	10	100%	5	100%	36	94%	21	86%	7	100%	12	100%	91	95%	
	Facilities (ordered on average importance rating)															
WiFi	Importance	10	100%	5	80%	36	97%	21	100%	7	100%	12	92%	91	97%	
	Satisfaction	10	50%	5	40%	35	80%	21	62%	7	86%	12	67%	90	69%	
Bedrooms	Importance	10	100%	5	60%	35	97%	21	100%	7	100%	12	92%	90	96%	
	Satisfaction	10	80%	5	40%	34	94%	20	80%	7	71%	12	67%	88	81%	
Bathroom and toilet facilities	Importance	10	100%	5	80%	36	92%	21	100%	7	100%	12	92%	91	95%	
	Satisfaction	10	80%	5	20%	35	91%	20	50%	7	71%	12	42%	89	69%	
Cleanliness	Importance	10	100%	5	80%	35	97%	20	100%	7	100%	12	92%	89	97%	
	Satisfaction	10	80%	5	40%	34	85%	20	60%	7	43%	12	58%	88	69%	
Laundry (Washers and Dryers)	Importance	10	100%	5	80%	36	94%	21	100%	7	86%	12	92%	91	95%	
	Satisfaction	10	0%	5	40%	34	59%	20	20%	7	29%	12	42%	88	38%	
Maintenance (reporting and completion)	Importance	10	100%	5	60%	35	94%	21	86%	7	71%	12	92%	90	89%	
	Satisfaction	10	60%	5	40%	34	65%	20	60%	7	43%	12	50%	88	58%	
Access to PCs, printers and copiers	Importance	10	80%	5	60%	36	81%	21	95%	7	71%	12	92%	91	84%	
	Satisfaction	10	0%	5	40%	34	18%	21	10%	7	0%	12	8%	89	12%	
Kitchens or snack points	Importance	10	70%	5	80%	36	89%	21	86%	7	57%	12	92%	91	84%	
	Satisfaction	10	10%	5	40%	35	49%	21	24%	7	29%	12	25%	90	33%	
Security personnel	Importance	10	70%	5	60%	35	91%	21	81%	7	57%	12	83%	90	81%	
	Satisfaction	10	50%	5	40%	35	86%	21	81%	7	57%	12	50%	90	71%	
Information available to you on arrival	Importance	10	100%	5	80%	36	94%	21	90%	7	100%	12	83%	91	92%	
	Satisfaction	10	70%	5	80%	35	80%	20	55%	7	71%	12	33%	89	66%	
Security measures (e.g., locks, windows, lighting, bike racks, etc)	Importance	10	70%	5	60%	36	86%	21	90%	7	57%	12	83%	91	81%	
	Satisfaction	10	40%	5	40%	35	86%	21	76%	7	43%	12	42%	90	67%	
Communal areas (e.g., entrances and hallways)	Importance	10	40%	5	80%	36	81%	21	71%	7	29%	12	83%	91	70%	
	Satisfaction	10	30%	5	60%	35	89%	20	75%	7	57%	12	75%	89	73%	
IT Services within your bedroom (excluding WiFi)	Importance	10	30%	5	40%	35	57%	21	71%	7	29%	12	67%	90	56%	
	Satisfaction	10	20%	5	40%	34	56%	20	40%	7	57%	12	42%	88	45%	
Recreational space (e.g., TV Lounge, games room)	Importance	10	50%	4	75%	36	56%	20	70%	7	43%	12	50%	89	57%	
	Satisfaction	10	30%	5	80%	35	66%	20	70%	7	57%	12	58%	89	62%	
Group study areas	Importance	10	40%	5	40%	36	56%	21	62%	7	57%	12	75%	91	57%	
	Satisfaction	10	10%	5	20%	35	60%	21	57%	7	57%	12	42%	90	49%	
Communication channels (e.g., noticeboard, screens, emails)	Importance	10	80%	5	60%	36	64%	21	48%	7	43%	12	58%	91	59%	
	Satisfaction	10	50%	5	60%	34	71%	21	62%	7	57%	12	75%	89	65%	

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%

# Hall by Hall Analysis

Student Accommodation Satisfaction Survey

2017/2018

All Survey Questions with quantitative results

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')	

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

All Halls (Mean)	
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Category	Question	UoL Halls (Mean)	Intercollegiate Halls														
			College Hall	Connaught Hall	Garden Halls	International Hall	Lilian Penson Hall	Nutford House	UoL Halls (Mean)								
Travel	How do you usually travel to the School?	Bicycle (personal)	0%	0%	0%	0%	0%	0%	8%	1%							
		Bicycle (Santander Hire)	0%	0%	3%	0%	0%	0%	0%	1%							
		Bus	10%	40%	8%	0%	0%	58%	14%								
		Motorbike	0%	0%	0%	0%	0%	0%	0%								
		Scoter / Skateboard	0%	0%	0%	0%	0%	0%	0%								
		Taxi	0%	0%	0%	0%	0%	0%	0%								
		Train	0%	0%	0%	0%	0%	0%	0%								
		Tube	0%	0%	3%	0%	86%	33%	12%								
		Walk	90%	60%	86%	100%	14%	0%	71%								
	Other	0%	0%	0%	0%	0%	0%	0%									
	How many minutes, on average, does your journey take you?	0-10 minutes	0%	0%	6%	0%	0%	0%	2%								
		11-20 minutes	30%	80%	39%	90%	14%	0%	45%								
		21-30 minutes	70%	20%	53%	10%	57%	42%	42%								
		31-40 minutes	0%	0%	0%	0%	14%	14%	3%								
		41-50 minutes	0%	0%	3%	0%	14%	42%	8%								
		51-60 minutes	0%	0%	0%	0%	0%	0%	0%								
	61+ minutes	0%	0%	0%	0%	0%	0%	0%									
Front of House	Staff Helpfulness	Importance	10	90%	5	60%	35	91%	19	74%	7	100%	12	92%	88	86%	
		Satisfaction	10	80%	5	80%	35	69%	21	76%	7	43%	12	75%	90	71%	
	Accuracy of Response	Importance	10	80%	5	60%	36	92%	20	65%	7	100%	12	92%	90	83%	
		Satisfaction	10	60%	5	80%	35	69%	21	43%	7	86%	12	83%	90	66%	
	Speed of Response	Importance	10	90%	5	40%	36	89%	20	65%	7	86%	12	92%	90	81%	
		Satisfaction	10	80%	4	100%	35	71%	21	62%	7	71%	12	100%	89	75%	
	Staff Friendliness	Importance	10	90%	5	60%	36	92%	19	74%	7	100%	12	92%	89	87%	
		Satisfaction	10	80%	5	80%	35	57%	21	71%	7	43%	12	75%	90	66%	
	How satisfied are you with the service the Security team offer when manning our reception desks?		8	75%	5	80%	31	87%	20	70%	7	71%	10	80%	81	79%	
	Which change would you like us to make to the security procedure for guests (daytime and overnight)?	Impose one	10	10%	5	0%	36	11%	21	5%	7	14%	12	8%	91	9%	
		Remove existing	10	30%	5	0%	36	19%	21	19%	7	14%	12	8%	91	18%	
		Enhance existing	10	0%	5	0%	36	6%	21	14%	7	0%	12	17%	91	8%	
		Make no change	10	60%	5	100%	36	64%	21	62%	7	71%	12	67%	91	66%	
	Which change would you like us to make to the length of stay permitted for overnight guests?	Increase existing	10	50%	5	40%	36	50%	21	67%	7	29%	12	58%	91	53%	
Reduce existing		10	0%	5	0%	36	3%	21	0%	7	0%	12	8%	91	2%		
Make no change		10	50%	5	60%	36	47%	21	33%	7	71%	12	33%	91	45%		
Hall Committee	Did you know about the nomination / elections process?	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls		
	Did you nominate yourself for a position on the Committee?	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls		
	How satisfied are you with your current Hall Committee?	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls		
Pastoral Support	Have you ever had contact with a Warden/Subwarden*?	10	50%	5	100%	36	31%	21	43%	7	71%	12	50%	91	45%		
	How satisfied are you with their support?	5	80%	5	80%	11	91%	9	89%	5	100%	6	50%	41	83%		
	Have you ever had contact with a Peer Supporter?	NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls		
	How satisfied are you with their support?	NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls		

All Halls (Mean)	
3%	
2%	
15%	
0%	
0%	
0%	
1%	
9%	
70%	
0%	
13%	
27%	
39%	
12%	
7%	
1%	
0%	
86%	
78%	
85%	
76%	
84%	
76%	
82%	
78%	
84%	
6%	
18%	
9%	
67%	
56%	
2%	
42%	
78%	
6%	
71%	
33%	
79%	
6%	
86%	

# Hall by Hall Analysis

Student Accommodation Satisfaction Survey

2017/2018

All Survey Questions with quantitative results

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')	

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

All Halls (Mean)	
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Sustainability	Overall, how would you grade your hall in terms of sustainability?		NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls
	Which environmental issue(s) would you like us to prioritise in future? (Tick all that apply)	Improving waste and recycling	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls
	Partnerships with the local community	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA
	Supporting student-led sustainability	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA
	Saving energy	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA
	Green spaces	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA
	Saving water	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA
	Other	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA
Did you participate in any of the following initiatives this year? (Tick all that apply)	Green Impact	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA
	Reduce the Juice	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA
	ReLove	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA
	Student Switch-Off	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA
How would you rate the project(s) you were involved with?	Green Impact	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA
	Reduce the Juice	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA
	ReLove	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA
	Student Switch-Off	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA
RECYCLING: How easy did you find it to understand which bin to put your different waste items into?		NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA

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	48%
843	65%
801	48%
848	86%
847	84%
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%

## Hall by Hall Analysis

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2017/2018

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

All Halls	
All Halls (Mean)	

Staff Nominations	Would you like to nominate someone who has gone out of their way to help you?	10	30%	5	0%	35	9%	21	29%	7	0%	11	18%	89	16%

2452	20%

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