

2012 Residential Services Survey (Results)

Residential Services
Summer Term 2012



Purpose/Overview


Purpose

- Vital tool in gaining an understanding of residential users' experiences and needs
- The Division's opportunity to reflect, learn and adapt services to meet user needs

Methodology

- The Bristol Online Survey
- Series of Structured and Open Response Questions
- Survey took place from 31 January- 16 March 2012
- All 2011/12 academic year residents were invited to participate

Demographic Information



751 students responded in total (21% of Residential Community)
33.2% Undergraduates
57.3% Postgraduate Taught
7.6% Other (General Course & Language Students)
1.9% Research Students

Responses By Hall

Which hall do you live in?			
Anson & Carleton Road:		0.00%	0
Bankside House:		16.10%	121
Butlers Wharf:		8.80%	66
Carr-Saunders Hall:		6.90%	52
Grosvenor House:		7.70%	58
High Holborn:		8.40%	63
Northumberland House:		10.50%	79
Passfield Hall:		5.30%	40
Rosebery Hall:		9.10%	68
Lilian Knowles House:		9.20%	69
Sidney Webb House:		12.40%	93
Canterbury Hall:		0.40%	3
College Hall:		0.70%	5
Connaught Hall:		0.40%	3
Commonwealth Hall:		1.20%	9
Hughes Parry Hall:		0.90%	7
International Hall:		0.70%	5
Lilian Penson Hall:		0.90%	7
Nutford House:		0.40%	3

Brief Results Summary



Overall Satisfaction

- 80.6% Would recommend their residence to other LSE students
- 19.4% Would not recommend their residence



Value for Money

- 72.7% Feel that their residence offers good value for money
- 27.3% Feel that their residence does not offer good value for money



Would you Recommend your Hall?







Hall Name	Yes	No	# of Respondents
Rosebery Hall	96%	4%	68 Responses
Lilian Knowles	93%	7%	69 Responses
Northumberland House	92%	8%	79 Responses
Passfield Hall	87%	13%	40 Responses
Butlers Wharf	85%	15%	66 Responses
Carr-Saunders Hall	81%	19%	52 Responses
Grosvenor House	76%	24%	58 Responses
Sidney Webb House	74%	26%	93 Responses
Bankside House	73%	27%	121 Responses
High Holborn	71%	29%	63 Responses

Value for Money

Hall Name	Yes	No	# of Respondents
Lilian Knowles	88%	12%	69 Responses
Rosebery Hall	84%	16%	68 Responses
Butlers Wharf	82%	18%	66 Responses
Northumberland House	82%	18%	79 Responses
Passfield Hall	80%	20%	40 Responses
Sidney Webb House	77%	23%	93 Responses
Carr-Saunders Hall	75%	25%	52 Responses
Bankside House	66%	34%	121 Responses
Grosvenor House	52%	48%	58 Responses
High Holborn	43%	57%	63 Responses

Pre-Arrival Results







Overall, how do you rate your experience of Residential Services up to the point of arrival in to your hall?

An excellent job!:		10.8%	81
Good:		42.2%	317
Above Average:		14.1%	106
Average:		20.0%	150
Below Average:		12.3%	92
Not applicable:		0.7%	5

We are Consistently Improving the Arrival Experience:

- Beginning the accommodation offer making process earlier
- Frequently communicating with applicants during the application process
- Piloting a 'SMS' text messaging service as a new communication method during the application process
- Ensuring that our website has the latest up-to date information regarding the application and room selection process

Reception Services

How do you rate your residence hall reception services?			
Great, couldn't be more helpful:		18.2%	137
It's good for a student residence:		36.5%	274
OK, I know where it is when I need it:		26.0%	195
Fine, I hardly use their services:		9.9%	74
Reception? Where's that?:		1.3%	10
Other (<i>please specify</i>):		8.1%	61

Our Commitment to Improve Reception Services:

- Continuous Customer Service Training for all reception staff
- We have implemented a customer feedback reporting process
- Reception Staff have more regular meetings with the Student Hall Committees
- Reception Staff are actively seeking student opinions before introducing new services

Wardens

Within most halls there is a residential Warden or School Representative responsible for the oversight of the welfare of LSE students, and for discipline and community building. In all halls these Wardens are also supported by Sub-Wardens as well as the management and staff teams. How do you rate this aspect of student support ?






Excellent:		11.9%	89
Good:		33.4%	251
Average:		17.6%	132
Below Average:		7.6%	57
I have never called on this support:		27.6%	207
Other (please specify):		2.0%	15

Our Commitment to Pastoral Care:



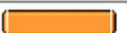


- Shared comments and feedback with Wardens
- Using technology to raise the visibility of Wardens
- Introduced on-going professional development programmes for Wardens & Sub-Wardens in 2011/12
- Revised the induction programme for in-coming Wardens

Hall Facility Services






Information available to you on arrival ? -- Rank how satisfied you are with these service aspects (1 - very satisfied, 5 - not at all satisfied)

very satisfied 1:		27.6%	200
2:		30.9%	224
3:		21.0%	152
4:		13.4%	97
not at all satisfied 5:		7.0%	51

Cleaning Service ? -- Rank how satisfied you are with these service aspects (1 - very satisfied, 5 - not at all satisfied)

very satisfied 1:		20.2%	147
2:		28.5%	207
3:		25.3%	184
4:		16.5%	120
not at all satisfied 5:		9.5%	69





Noticeboards, screens and other communication channels ? -- Rank how satisfied you are with these service aspects (1 - very satisfied, 5 - not at all satisfied)






very satisfied 1:		12.5%	90
2:		27.8%	201
3:		41.0%	296
4:		12.9%	93
not at all satisfied 5:		5.8%	42






Our Commitment to Improving Hall Services:

- We are working with Front of House Staff to ensure that the right amount of information is available upon arrival
- We are ensuring that our website is up to date with the latest information and Frequently Asked Questions
- Hall Staff are promptly reacting to fault reports and keeping students up-to date throughout the repair process
- Hall staff have been communicating planned contractors visits

Dining Services

How often do you eat in the restaurant ?			
every day:		38.3%	124
couple of times a week:		33.3%	108
once a week:		4.3%	14
hardly ever:		24.1%	78

How would you rate the quality of the food ?			
excellent:		4.6%	15
good:		23.1%	75
average:		48.5%	157
below average:		14.8%	48
poor:		9.0%	29

How would you rate the service ?			
excellent:		16.4%	53
good:		37.7%	122
average:		33.3%	108
below average:		8.0%	26
poor:		4.6%	15

Our Commitment to Improving the Dining Experience:

- Beginning next year, in all catered halls meals will be included in the fees
- The option of ordering Halal and Kosher meals has been introduced campus-wide
- Beginning next year, meal times in some halls will be adjusted to meet demand
- Improvements to food choices, such as healthier options, continue to be made in response to student feedback

Environmental Impact

How do you usually travel to the School ?			
walk:		68.3%	513
own cycle:		2.9%	22
bus:		16.4%	123
tube:		8.8%	66
bicycles provided by Mayor Of London/Barclays:		2.7%	20
Other (please specify):		0.9%	7

Residents Commitment to Improving the Environment!

- This is great to hear! The entire Residential Services team was pleased to read that most students are saving money, reducing their environmental impact and exercising all in one swoop by walking to LSE.



Thank You!