Residential Life

Annual Student Satisfaction Survey 2012/13 Academic Year

Report

April 2013

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Background

LSE Residential Services carry out an annual satisfaction survey to establish exactly how LSE students feel about their services and facilities. As a part of our commitment, we have continuously improved our services and the quality of our accommodation.

It is important that our halls of residence are accessible, affordable and provide a safe and welcoming environment. Feedback from our students reveals whether their expectations regarding the cost and quality of our accommodation are being met.

The results of this survey allows us to determine trends and identify the areas in which exceed expectations, areas where we do perform well, those where we may need to invest more resources; be that time, finance, process or people.

The information now held is valuable assistance to LSE Residential Services and will assist with our in its management of nearly 4000 residence places across multiple sites, with multiple partners in central London.

The 2012/13 survey data saw a sharp 70% increase in responses, from 751 in 2012 to 1298 valid responses in 2013, exceeding 1000 verified responses for the first time.

This report, and its recommendations, provide stakeholders with student views of their accommodation, and statistical evidence.

The results of this survey, in good faith, can be used to facilitate continuous improvements to the LSE student experience.

Introduction

The objective of this report is:-

1. To provide analysis of the 2012/2013 student accommodation survey, measuring absolute perceptions of performance across a variety of dimensions.
2. Measure levels of student customer satisfaction with LSE residential provision in key service areas.
3. To enable feedback about facility and services to be tracked over time (in alignment with previous years' results).

Methodology

An online survey, hosted by Bristol Online Surveys, was carried out from 4 February to 15 March 2013.

The survey consisted of 23 questions about the students' experience of living in residences, and the communication with different contact points within the School.

The 2011/2012 participation rate was 21.5%.This year, the survey received a sharp 70% increase in response to 1298 responses, equivalent to 33.56% participation.

The data used in this report is rounded up or down to the nearest whole percentage. It is for this reason that, on occasions, tables or charts may add up to 99% or 101%.

The combining of response might therefore create differences between the text and tables of this report.

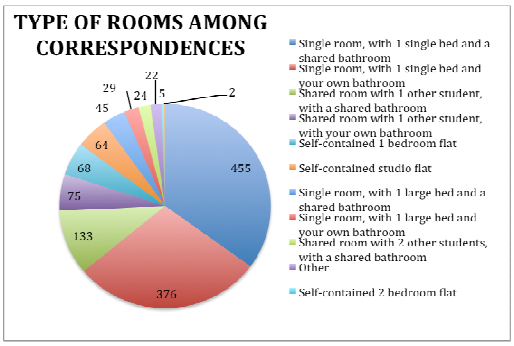
Results that do differ in this way should not have a noticeable variance, not any larger than 1%. To ensure the transparency of data representation, data labels in all of the charts are of actual figure/count of responses out of the 1298 responses unless stated otherwise.

In addition to this written report, data tabulations in Excel format have also been produced, which present the data as a whole or on hall-by-hall basis. The written report is based on valid responses, i.e. if a respondent did not answer a question, or answered it incorrectly they were excluded from the analysis for that question.

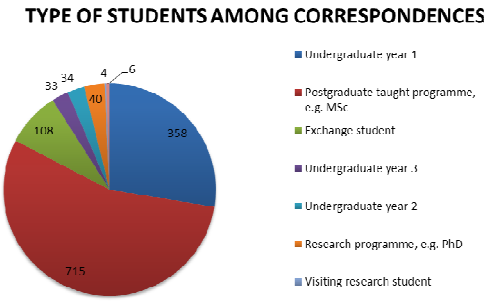
Survey Results

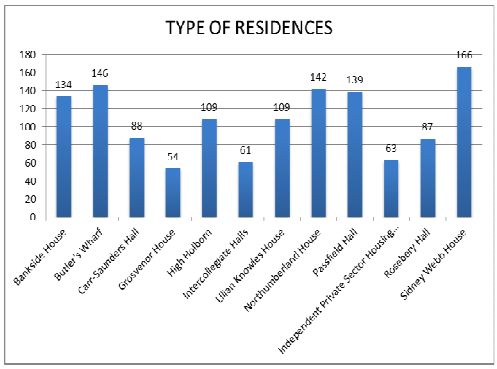
Demographics information of correspondents

The majority of respondents are Masters students with 55% share, whilst the second-highest counterpart of 28% is made up of first year undergraduates.



Among the 1298 respondents, 70% live in a single room, whilst only 18% live in some forms of shared room. The rest are made up of a variety of studio flats, one-bedroom flats or larger.



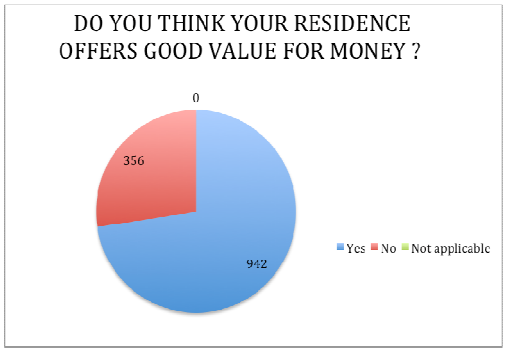


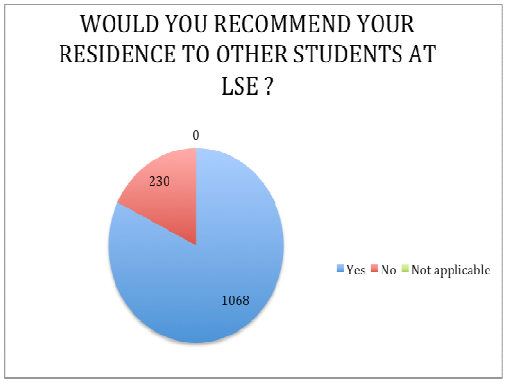
This year has seen a sharp increase in the number of responses, with the highest percentages of responses coming from Sidney Webb House (13%), Butler's Wharf (11%) and Northumberland House (11%).

Overall Satisfaction

This year, we welcome very positive satisfaction ratings from LSE students. Approximately three in four respondents (73%) believed that their hall of residence is of good value for money, whilst 82% would recommend their hall of residences to other LSE peers.

	DO YOU THINK YOUR RESIDENCE OFFERS GOOD VALUE FOR MONEY?		WOULD YOU RECOMMEND YOUR RESIDENCE TO OTHER STUDENTS AT LSE?	
	Yes	No	Yes	No
Bankside	66%	34%	80%	20%
Sidney Webb	80%	20%	80%	20%
Butler's Wharf	79%	21%	78%	22%
Carr-Saunders Hall	88%	13%	94%	6%
Gosvenor House	67%	33%	80%	20%
High Holborn	39%	61%	68%	32%
Intercollegiate Halls	70%	30%	74%	26%
Lilian Knowles	80%	20%	84%	16%
Northumberland House	77%	23%	91%	9%
Passfield Hall	74%	26%	90%	10%
Rosebery Hall	83%	17%	86%	14%
Tower Bridge	44%	56%	72%	28%
Wellington Lodge	46%	54%	77%	23%
Zebra Housing	92%	8%	92%	8%
All Residences	73%	27%	82%	18%



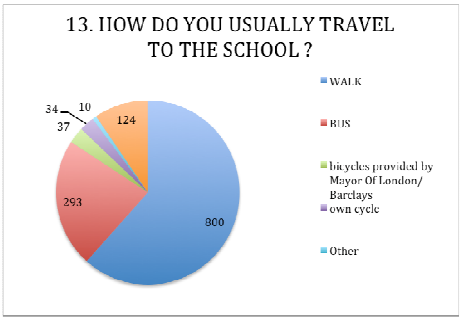


On-arrival Information

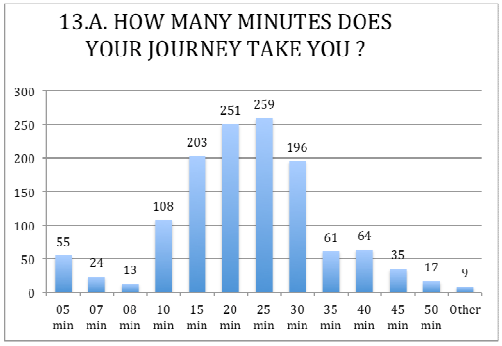
62% of respondents are 'very' to 'highly satisfied' with the on-arrival information they received. We also received many helpful comments and suggestions from residents about pre-arrival information:

- *How come we can only know what type of room we would be allocated after arrival?*
- *Very helpful information pack!*
- *I arrived late on Sunday and it was difficult to get information.*
- *Limited information on surrounding facilities.*
- *Please consider distributing information more efficiently and more environmental-friendly.*
- *I moved in February. My flatmates had to explain to me everything.*
- *Maybe a map would have been helpful.*
- *More information about the hall facilities and rules-in a digital/accessible format-would be useful.*

Location and transport



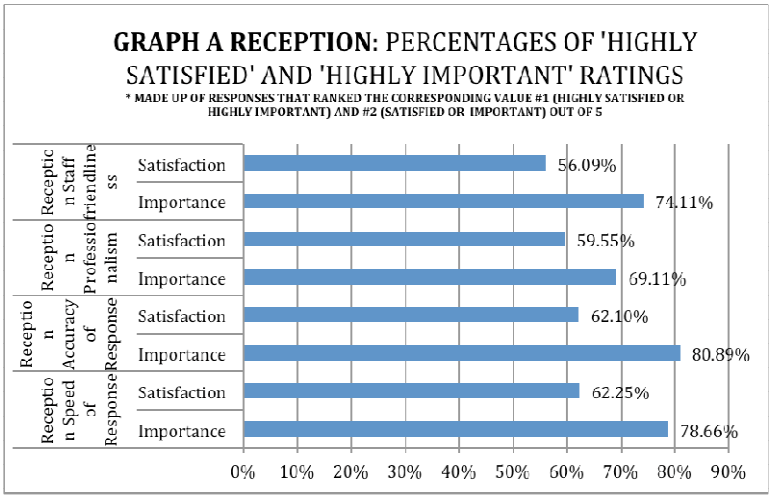
Two in three respondents (62%) preferred walking to LSE. Statistical evidence endorse the central locations of LSE residences, because 85% of respondents claimed to travel to LSE within 30 minutes or less from door-to-door.



Reception

This graph illustrates students' considerations of the importance, and their satisfaction with reception services.

The existing performances of front of house services are fairly satisfactory because roughly around 60% of respondents ranked receptions' services as 'very' to 'highly' satisfying.



However, in comparisons with the corresponding 'importance' measures, the statistics suggest a gap of 15%, on average, between the students' expectation of the services and the actual quality of service delivery. Closing this gap is an essential area for improvement.

Many helpful suggestions were also received from residents about changes they would like to see to front-of-house services.

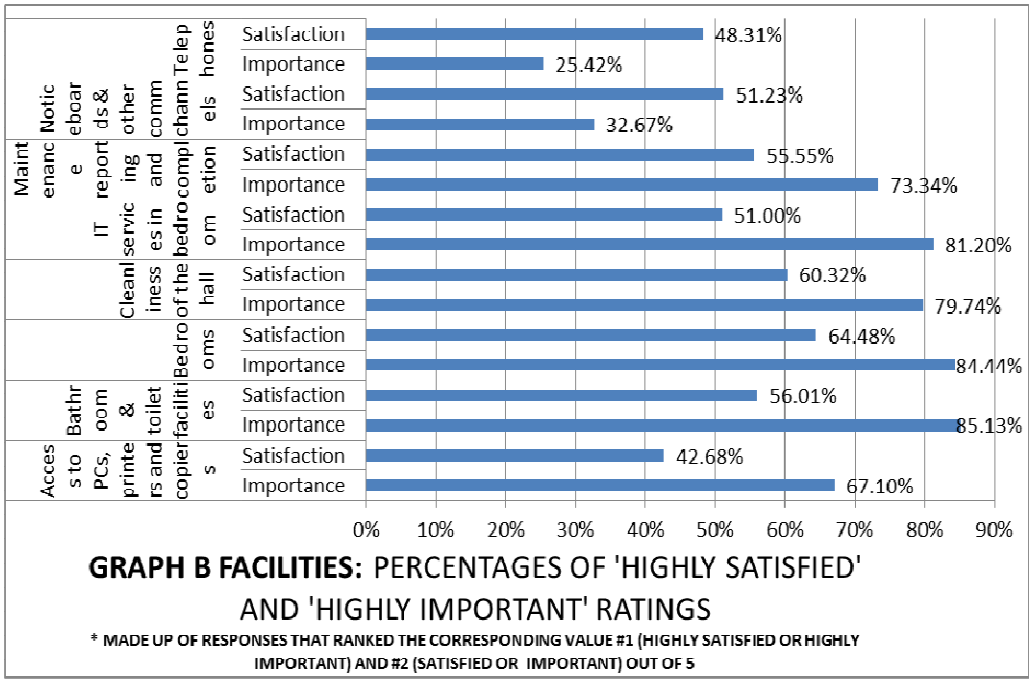
More than half of the comments are about staff attitude, which suggests that this should be one of the main concerns for improvements.

- *Friendliness! People do their jobs uncaringly sometimes. This shouldn't be the case in a customer-facing role.*
- *Accuracy. I find it incredibly annoying when different receptionists tell me different things whenever I ask, as well as often leading me on a "phone call" chase in which they all give me separate phone numbers/emails to answer my problem.*
- *Nothing. They are great!*
- *I would ensure that there is always at least one manager present, just in case the person at reception is unable to answer a particular query.*
- *Better handling of packages (Timely posting of packages, appropriate filing so that packages are not "lost" for periods of time).*
- *Many of the staffs do not understand the concept of "service". It will be good for some of these service staff to be trained or replaced.*
- *I wish the staff would smile once in a while.*
- *A hall guidebook(including phone numbers to be used to receive internal calls) is handy for every receptionist to guide students through.*
- *Need a waiting/reception area for visitors to sit and wait, standing is not comfortable for visitors.*
- *The reception should have up to date information like an online inventory for anyone who checks into the rooms for any purpose, they should be given a time limit to reply back to email queries, and they should reply back in the first place rather than the resident following up.*
- *Provide change for laundry machines!*
- *Increase communication between receptionists, so that if I talk to someone about a matter and come back the next day, the new person sitting there should have heard from her colleague about the progress of my matter.*
- *Removal of charges for temporary keycards when they were returned.*
- *The residents should be introduced to them at the beginning of the year, just as we're introduced to the committee. They're just as much part of the hall as everyone else.*
- *Do not employ current hall residents as receptionists. I had a situation where I had emailed reception about something sensitive and one of the current residents who works at reception read this email and told everybody about it. I informed the front of house about this, and they did nothing about it. Appalling service!*

On-site facilities

Statistics regarding the relative importance of different services offered in the halls of residences yield interesting results.

67% of respondents believed 'Access to PCs, printers and copiers' are 'very' to 'highly important', as compared to only 45% who believed food is of the same importance.



'Telephone' and 'Notice boards' are the criteria where the students' satisfaction exceeded the students' expectation *(a reflection of parameters' importance-ranking)*, by roughly 20%.

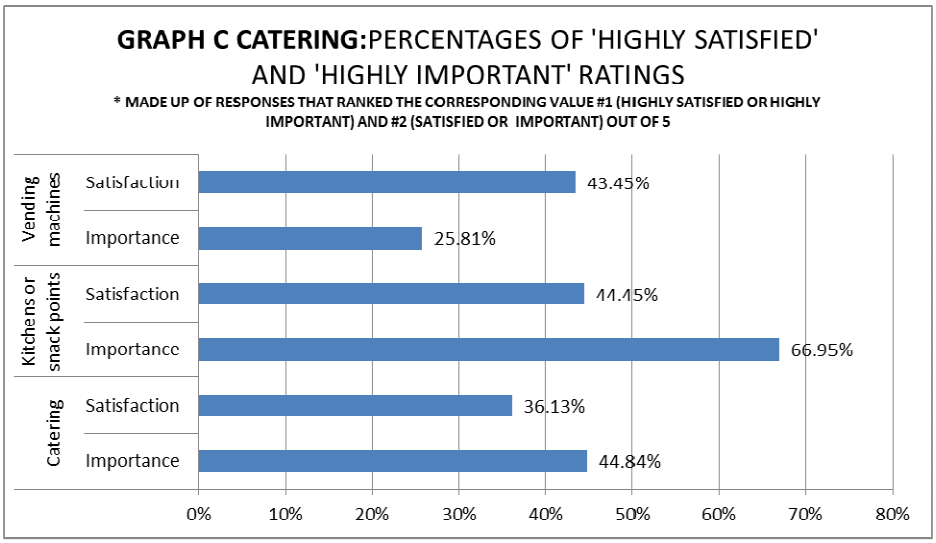
The most important facilities are bathroom facilities (85%) followed by bedroom facilities (84%). The quality of service delivery of these two measures closely followed. Respectively 56% and 65% of students' responses to these two criteria are 'very satisfied' and above.

Catering Services

Student responses indicate that improvements to catering and food provision within halls are required.

Satisfaction ratings of all the food-related measures are much lower than other facilities'.

On average, only 41% of residents are 'very' to 'highly' satisfied with the food.



Below are some of the helpful comments from residents about changes they would love to see to catering services:

- *As a vegetarian I think the options for this could be improved by offering more meat substitution products like tofu.*

- *The food isn't of very high quality and the same ingredients are used in a variety of ways across the week, often the same thing is served twice.*

- *As a vegetarian, I have found that the meals are pretty terrible. The vegetarian options are very repetitive, bland and I don't eat at the dining room often because of this reason. I would rather not pay for this service.*

- *Being post-grad students, we don't have fixed time to return back home. Thus, having a dining hour doesn't make sense for us.*

- *First of all, the meals are included in the rent, so students should have full right to decide whether they are eating in or taking out. If they want to reduce the usage of disposable boxes, just remind students to bring their own containers instead of only offering the take out service when there are academic events. Second, the kitchen staffs are nice, but as for the food there's still space for improvement. Pasta is often tasteless and way too soft. Rice is too dry and can be done in a better way. Side dishes have too little veggies and too much carbs.*

- *Great for socialising, not so much for maintaining a healthy and more so balanced diet - too many carbs (sounds pretentious but I'm being serious) in one sitting, so often skip my paid meals. Also it would be GREAT if you had the opt-out of dinner services and could save money on the weekly rent rate on that basis!*

- *I don't use it at all because I have allergies and there is little food left for me to eat, which is often bland and unappealing. I prefer to cook for myself and so do a lot of students. I think students should be able to choose whether they will participate in meals or not. I'm basically paying for meals I don't eat.*

- *It's unfair how different halls have different meal services. Some of the halls have unlimited access to the salad bar, whereas others are limited to a small portion. Vegetarian options aren't often appealing either - pasta bakes, or carbs and cheese, don't really serve as a 'main' if your sides are rice, potatoes and bread anyway.*

- *I've liked dining, but they're probably overly strict with respect to deserts. They likely throw out the ones that aren't used and there are usually a fair number that aren't. Maybe they could let us vote on dishes we'd like. A dialogue would be nice.*

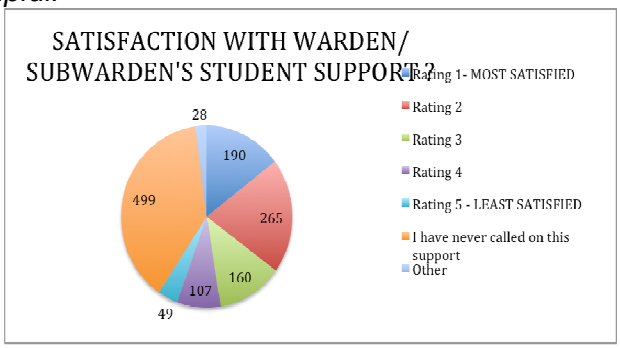
- *The dining service is satisfactory and the members of the staff are willing to help us. It is a good thing that everyday dinner is included in the accommodation fees and tackles the problem of cooking every day and spending more money eating out. Nevertheless, in my opinion, there should be a schedule so that every student knows what the meals are likely to be offered every week. In addition, a very important drawback of the dining service is that it is not provided throughout Christmas and Spring Break. There are many students who decide to stay in London and not go back and, although they have paid for those vacations to be included in their accommodation fees, they are not provided with dinner at those dates. This causes great disruption and enforces the students to consider the possibility of going back to their countries for the break. However, it should be taken into account that this is not feasible for everyone for several reasons (expensive tickets, distance, disruption of the course of studying). The Halal option is really not great. It is advisable that we are also served with freshly made Halal food and a better variety of the menu just like the rest of the options..*

Warden & Subwarden support

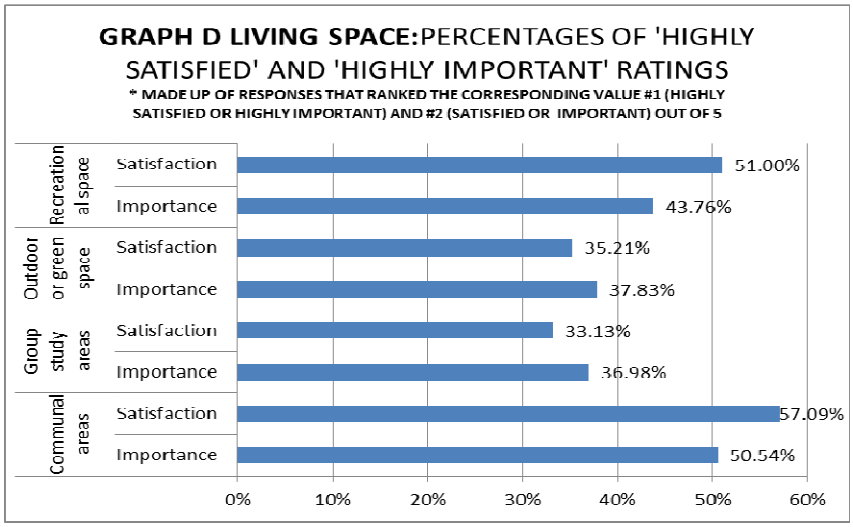
38% of respondents have never called on the Warden Support. Among the 62% who had interactions with Warden, 24% was most satisfied with their warden and only 6% was least satisfied.

Some of the comments from respondents about wardens:

- *The Warden has been extremely friendly and helpful.*
- *Richard Perkins is a wonderful and friendly man, lucky to have him as a warden.*
- *Wardens never even introduced themselves.*
- *Sub wardens often don't seem to know what's going on.*
- *The Warden is brilliant, and exceptionally professional! The sub wardens are rarely seen, and suffer from a lack of legitimacy in the eyes of the residents*.



Residential Spaces

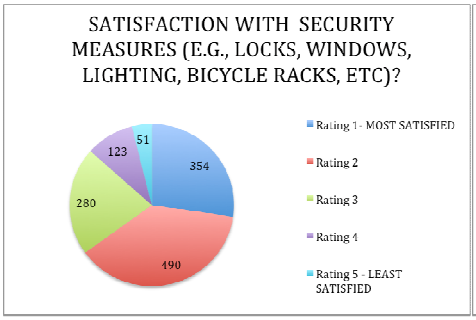


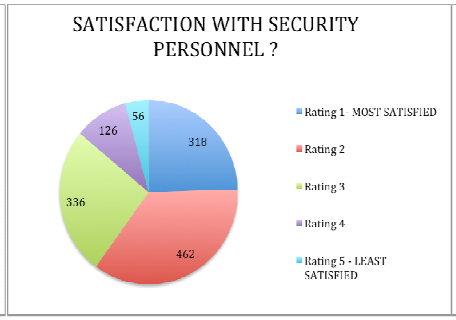
The importance to residents of having different types of living space in their residence is relatively low. Most types of space achive less than a 30% "very" of "highly" importance ranking.

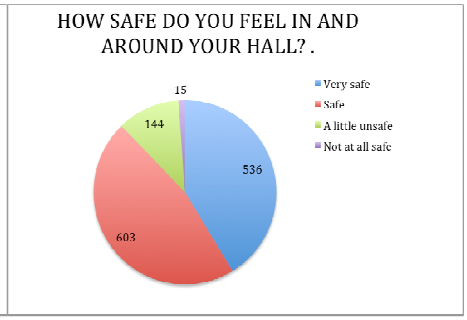
However, 'Communal areas' and 'Recreational space' are the criteria where the students' satisfaction exceeded the students' expectation *(judged by parameters' importance-ranking).*

Security

Approximately nine in ten respondents (88%) believed the neighbourhood of their residences are safe, or very safe.





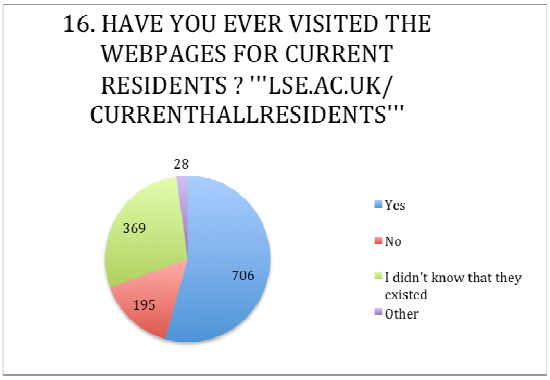


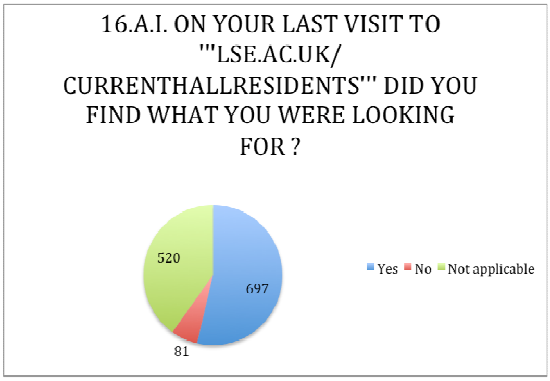
In term of security measures, 87% ranked their residences' security measures rank 3/5 to 1/5 most satisfied. Similarly, 86% of residences are 'fairly satisfied' to 'most satisfied' with their hall's security personnel.

Accommodation Services

Online visits

The webpages for current hall residents are fairly well used, with 54% claimed to have visited the site. Among this 706 site visitors, 697 (99%) found what they were looking for.

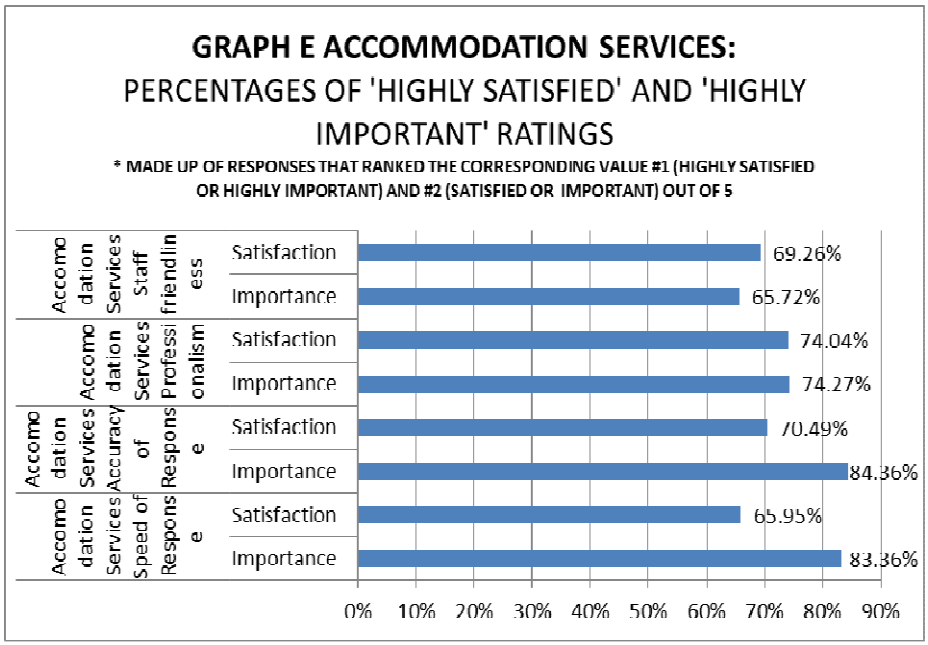




In Person Visits

Staff in the Accommodation Office offer good customer service and student satisfaction exceeded the students' expectations *(judged by parameters importance-ranking)* by roughly 4%.

In general, in-person visit to the Accommodation Office are proven to be 'very' to 'highly' satisfactory. On average, across the four measures, 70% of students rated their satisfaction with the accommodation services visit as 'very' to 'highly satisfying'.



Compliments and suggestions

Below are some of the most common free-text comments of residents about aspects that can be improved in halls:

Hall committee activities

- *I'm reasonably satisfied with the activities of the committee. There is, however, one point I'd like to raise: in mixed undergraduate and postgraduate halls, (at least in Rosebery), the committee is made up mostly or entirely of undergraduate students and there is very little room for, or efforts to include and integrate postgraduates into the communal activities of the hall. It would be useful, in my opinion, to integrate postgraduates a little better from the beginning. I think undergraduates could benefit enormously from building friendships with postgraduates, since their university experience could make for useful advice. It might also help to alleviate some of the common problems undergraduates struggle with, such as homesickness, a feeling of being overwhelmed academically, or other problems that are usually alleviated over time.*

- *Hall committees should spend more money on facilities that can impact all residents rather than the minority which participate in hall events like parties. For instance, using the money to ensure that the basic welfare of residents are met such as heating would be better than spending them on hall events which are never attended by many residents.*

- *I think that the Hall Committee could be improved if there was a representative on every floor. In addition, I think more could be done to create a greater sense of community on each floor. I have the distinct impression that the Hall Committee is mostly composed of undergrads and caters mostly to undergrads even though the majority of the students in this building are postgrads.*

To improve in house 'green' or environmentally positive initiatives

- *More advertisement (with at least 124 other similar responses)*

- *Better information and initiatives (with at least 53 other similar responses)*

- *In my flat, nobody currently participates in those initiatives. Most foreign students do not know how and what to recycle. The bins are not well designed and user friendly for encouraging recycling. Some cleaners do not care and mix everything inside big bags. Some cleaners obviously have no time and no incentive to support recycling. Lastly, the committee environmental officer is totally invisible and not helpful. The Management should appoint directly students responsible for encouraging recycling and switching off. A portion of the money currently given to the hall committee should be allocated to green 'stewards' appointed by the residence manager or Warden.*

- *Provide enough recycling bins for flats with over 6 people. Our flat has 8 residents, and one recycling bin is not sufficient, and this results in residents putting recyclable materials in the regular bins. So providing enough recycling facilities will give people an incentive to actually recycle.*

Types of information students looked up for and wanted to see on '"lse.ac.uk/currenthallresidents"'

- *Information about how to pay my accommodation fees (with at least 317 other similar responses).*
- *Information about my contract with LSE (with at least 183 other similar responses).*
- *High Holborn's website is the worst thing on earth. It has information on stuff like elevators (with pictures and a really long text!!!) but NOTHING about bedrooms. No pictures - don't you think that those of us who are applying for a hall from abroad are most interested in pictures of the bedrooms in making our choices for dorms, and not pictures of the elevators? (I'm not talking about the LSE website, but the High Holborn specific website). Also, PLEASE find a way to notify people of the full cost of the room earlier during the year. It's very important for deciding budgets, and having to wait so long to know how much the room is going to cost weekly is very inconvenient. I understand that the staffs at High Holborn is working very hard to allocate the rooms, but perhaps people who applied early should be allocated first and be given a price earlier in time? This sounds fair to me. (I applied very early myself and had to wait over 6 months to know the cost of my bedroom)*
- *Provide effective rules or guidelines for dealing with roommate issues. I've been having trouble with noise in my flat, and the website guidelines were vague and discouraging. They led me to believe that I have no recourse (and if I have no recourse, that is itself a problem).*
- *Provide a portal to report issues of maintenance and repair and eventually give feedback on the same would be helpful. Sometimes, the staffs are absent at the reception and it is time consuming.*
- *More photos (with at least 25 other similar responses).*

Hallpad

- *All of the LSE online systems are nice, but because there are so many different ones it can become confusing and frustrating after a while. LSE for You, Moodle, Hallpad, my hall's individual website, and my LSE e-mail, I'm going to a zillion different places online. And when I said all the online systems were nice, I meant all of them except the e-mail client.*
- *The HallPad application form is quite well done but it might be improved by including more information. For instance, a consolidated interactive map locating all the residences and their relative locations to LSE with commuting/eating-out/health services/other basic information would be a huge time-saver.*

IT services within the hall

- *Printer never works (with at least 252 similar responses**):** Despite continuous complaints the printers are never reliable. Some computers are apparently not compatible with them yet we do not know which of the computers these are. But regardless, none of them are reliable. I have given up going to attempt to print in my halls. This should be a basic facility.*

- *Request for wifi within the bedroom (with at least 145 other similar responses) No wi-fi connection in bedrooms is completely unacceptable considering the price of the room. Inconvenient when trying to set up a work space, or working with others. All residents are disappointed by this.*

Cleaning services

- *Cleaners do not speak a word of English. Terrible time management - how can you close the kitchen for cleaning between 10 past and 30 past the hour in the morning, when people need to make breakfast/lunch before going to school. Would make more sense to clean the kitchens right before the full hour (for example 9:45-10).*

Thanks

Sincere thanks to Dr Richard Perkins, Warden Passfield Hall and Reader in Environmental Geography for his assistance in developing the survey.

A large vote of thanks is due to Mai Le, BSc Economics, Peer Supporter and Carr-Saunders resident 2012/13 for her diligence and commitment to LSE by analysing the survey data, compiling a comprehensive set of underpinning data and for producing this report.

APPENDIX 1: HALL-BY-HALL SATISFACTION AND IMPORTANCE RATING – % OF RANKING AT 5 ON SCALE WHERE 5 IS EXCELLENT (RANKING 1 TO 5)

		LSE										UOL	Nomination			AO (Total)
		BA	BW	CS	GH	HH	LK	NH	PA	RA	SW	CA + COL + CON + HP + IH + LP + NH	TB	WL	ZH	
Reception Speed of Response	Importance	76.87%	82.88%	73.86%	83.33%	79.82%	79.82%	84.51%	72.66%	80.46%	82.53%	62.30%	76.00%	76.92%	66.67%	78.66%
	Satisfaction	54.14%	70.55%	63.64%	59.26%	47.71%	55.96%	69.72%	63.31%	74.71%	67.47%	54.10%	52.00%	53.85%	66.67%	62.25%
Reception Accuracy of Response	Importance	77.61%	85.62%	78.41%	85.19%	79.82%	81.65%	83.10%	80.58%	79.31%	83.73%	72.13%	80.00%	76.92%	66.67%	80.89%
	Satisfaction	53.73%	72.60%	62.50%	51.85%	58.72%	58.72%	69.72%	62.59%	70.11%	62.05%	50.82%	52.00%	53.85%	75.00%	62.10%
Reception Professionalism	Importance	64.93%	78.08%	57.95%	74.07%	69.72%	69.72%	73.24%	58.27%	70.11%	72.29%	68.85%	68.00%	80.77%	58.33%	69.11%
	Satisfaction	44.78%	61.64%	50.00%	62.96%	51.38%	67.89%	64.79%	57.55%	66.67%	68.67%	54.10%	48.00%	69.23%	66.67%	59.55%
Reception Staff friendliness	Importance	74.63%	79.45%	75.00%	70.37%	79.82%	74.31%	79.58%	64.75%	78.16%	69.28%	73.77%	64.00%	73.08%	66.67%	74.11%
	Satisfaction	32.09%	54.79%	38.64%	75.93%	49.54%	55.05%	60.56%	48.20%	59.77%	75.90%	57.38%	92.00%	73.08%	66.67%	56.09%
Access to PCs, printers and copiers	Importance	65.67%	69.86%	67.05%	72.22%	64.22%	73.39%	80.28%	61.87%	68.97%	63.86%	49.18%	52.00%	61.54%	66.67%	67.10%
	Satisfaction	41.79%	39.73%	60.23%	55.56%	44.95%	36.70%	58.45%	53.96%	36.78%	27.71%	24.59%	32.00%	19.23%	33.33%	42.68%
Bathroom & toilet facilities	Importance	82.84%	87.67%	79.55%	85.19%	88.07%	88.99%	84.51%	80.58%	90.80%	88.55%	77.05%	88.00%	80.77%	75.00%	85.13%
	Satisfaction	64.18%	60.27%	54.55%	62.96%	45.87%	62.39%	65.49%	38.85%	52.87%	49.40%	54.10%	88.00%	57.69%	66.67%	56.01%
Bedrooms	Importance	84.33%	85.62%	78.41%	77.78%	87.16%	87.16%	84.51%	82.01%	91.95%	86.75%	77.05%	92.00%	76.92%	75.00%	84.44%
	Satisfaction	59.70%	57.53%	61.36%	64.81%	56.88%	67.89%	68.31%	63.31%	68.97%	68.07%	68.85%	88.00%	73.08%	58.33%	64.48%
Catering	Importance	73.88%	30.14%	68.18%	27.78%	30.28%	22.94%	30.28%	74.82%	81.61%	19.88%	67.21%	12.00%	34.62%	16.67%	44.84%
	Satisfaction	41.79%	28.77%	51.14%	25.93%	21.10%	23.85%	28.17%	53.96%	73.56%	25.90%	37.70%	24.00%	38.46%	16.67%	36.13%
Cleanliness of the hall	Importance	83.58%	76.03%	71.59%	81.48%	81.65%	79.82%	82.39%	79.14%	85.06%	80.12%	78.69%	84.00%	73.08%	58.33%	79.74%
	Satisfaction	61.19%	51.37%	57.95%	62.96%	55.96%	62.39%	70.42%	56.12%	62.07%	64.46%	57.38%	80.00%	50.00%	41.67%	60.32%
Communal areas	Importance	41.04%	47.26%	59.09%	51.85%	49.54%	44.04%	53.52%	54.68%	55.17%	51.81%	50.82%	40.00%	73.08%	33.33%	50.54%
	Satisfaction	57.46%	50.00%	60.23%	53.70%	47.71%	44.95%	62.68%	61.15%	57.47%	66.87%	57.38%	72.00%	53.85%	50.00%	57.09%
Group study areas	Importance	35.07%	35.62%	39.77%	31.48%	42.20%	34.86%	37.32%	39.57%	44.83%	36.14%	18.03%	48.00%	42.31%	33.33%	36.98%
	Satisfaction	41.04%	21.92%	31.82%	27.78%	36.70%	21.10%	30.99%	33.81%	29.89%	46.39%	42.62%	24.00%	26.92%	33.33%	33.13%
Information available on arrival	Importance	58.21%	71.92%	60.23%	66.67%	60.55%	72.48%	66.20%	52.52%	58.62%	65.66%	57.38%	64.00%	69.23%	58.33%	63.17%
	Satisfaction	67.91%	54.79%	56.82%	57.41%	48.62%	67.89%	66.20%	63.31%	66.67%	73.49%	40.98%	56.00%	50.00%	50.00%	61.56%
IT services in bedroom	Importance	81.34%	83.56%	76.14%	77.78%	83.49%	85.32%	85.21%	77.70%	80.46%	81.33%	78.69%	92.00%	73.08%	50.00%	81.20%
	Satisfaction	43.28%	43.15%	54.55%	38.89%	37.61%	51.38%	55.63%	60.43%	54.02%	59.64%	67.21%	36.00%	38.46%	50.00%	51.00%
Kitchens or snack points	Importance	62.69%	69.86%	65.91%	51.85%	70.64%	66.97%	77.46%	62.59%	74.71%	71.69%	62.30%	48.00%	46.15%	33.33%	66.95%
	Satisfaction	37.31%	48.63%	52.27%	35.19%	45.87%	44.95%	43.66%	40.29%	40.23%	56.02%	31.15%	52.00%	38.46%	33.33%	44.45%
Maintenance reporting and completion	Importance	68.66%	76.03%	63.64%	74.07%	71.56%	79.82%	71.83%	73.38%	66.67%	82.53%	65.57%	88.00%	69.23%	75.00%	73.34%
	Satisfaction	58.21%	56.16%	57.95%	55.56%	44.04%	55.96%	61.97%	47.48%	63.22%	59.04%	47.54%	60.00%	46.15%	66.67%	55.55%
Noticeboard and other comm. channels	Importance	27.61%	33.56%	36.36%	33.33%	33.03%	33.94%	30.99%	30.22%	27.59%	40.36%	29.51%	20.00%	46.15%	25.00%	32.67%
	Satisfaction	57.46%	41.10%	48.86%	46.30%	41.28%	49.54%	57.75%	44.60%	62.07%	67.47%	40.98%	36.00%	42.31%	50.00%	51.23%
Outdoor or green space	Importance	35.07%	36.30%	37.50%	44.44%	31.19%	42.20%	34.51%	41.73%	41.38%	38.55%	32.79%	24.00%	57.69%	50.00%	37.83%
	Satisfaction	27.61%	18.49%	23.86%	18.52%	16.51%	34.86%	31.69%	67.63%	56.32%	40.96%	52.46%	20.00%	34.62%	33.33%	35.21%
Recreational space	Importance	41.79%	44.52%	62.50%	48.15%	41.28%	38.53%	42.25%	48.92%	43.68%	37.95%	40.98%	28.00%	50.00%	41.67%	43.76%
	Satisfaction	53.73%	43.84%	68.18%	33.33%	44.95%	31.19%	40.85%	61.87%	64.37%	62.65%	50.82%	48.00%	46.15%	50.00%	51.00%
Security measures	Importance	69.40%	71.92%	68.18%	74.07%	66.06%	76.15%	75.35%	66.91%	71.26%	69.88%	73.77%	76.00%	69.23%	75.00%	71.03%
	Satisfaction	67.91%	65.75%	63.64%	59.26%	57.80%	70.64%	65.49%	56.12%	62.07%	75.90%	62.30%	80.00%	61.54%	33.33%	65.02%
Security personnel	Importance	64.18%	61.64%	54.55%	68.52%	61.47%	67.89%	69.01%	62.59%	56.32%	63.86%	70.49%	52.00%	65.38%	50.00%	63.25%
	Satisfaction	61.19%	66.44%	51.14%	53.70%	58.72%	68.81%	64.08%	45.32%	59.77%	72.89%	60.66%	36.00%	46.15%	25.00%	60.09%
Telephones	Importance	0.00%	32.88%	26.14%	25.93%	32.11%	19.27%	20.42%	27.34%	22.99%	21.08%	31.15%	20.00%	26.92%	41.67%	25.42%
	Satisfaction	44.03%	59.59%	44.32%	48.15%	38.53%	53.21%	51.41%	49.64%	62.07%	48.80%	44.26%	8.00%	23.08%	33.33%	48.31%
Vending machines	Importance	41.79%	19.18%	30.68%	35.19%	26.61%	25.69%	30.99%	24.46%	25.29%	23.49%	31.15%	20.00%	30.77%	41.67%	25.81%
	Satisfaction	48.51%	54.11%	42.05%	29.63%	42.20%	54.13%	29.58%	43.17%	54.02%	46.99%	36.07%	12.00%	26.92%	25.00%	43.45%