

Hall by Hall Analysis

Student Accommodation Satisfaction Survey

2015/2016

All Survey Questions (with quantitative results)

Hall by Hall Analysis Student Accommodation Satisfaction Survey 2015/2016  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)		
Big Questions	Response Rate	Overall Response Rate	603	56%	269	61%	118	100%	336	60%	351	67%	336	60%	204	100%	325	87%	2384	71%
		Are you enjoying your stay in residences?	337	96%	164	88%	118	87%	139	95%	234	90%	203	90%	204	94%	284	96%	1683	93%
		Do you think your residence offers good value for money?	337	83%	164	86%	118	78%	139	78%	234	64%	203	80%	204	84%	284	85%	1683	80%
		Would you recommend your residence to other students at LSE?	337	93%	164	84%	118	92%	139	89%	234	82%	203	85%	204	95%	284	95%	1683	90%
		What most attracted you to apply for LSE residences?	33%	Catering	55%	Price	33%	Social Atmosphere	82%	Location	84%	Location	71%	Location	29%	Social Atmosphere	29%	Catering	38%	Location
Facilities	Access to PCs, printers and copiers	Importance	333	83%	162	83%	116	84%	137	77%	230	73%	200	81%	202	76%	281	80%	1661	80%
		Satisfaction	314	79%	153	48%	107	79%	132	73%	216	62%	187	65%	195	72%	277	67%	1581	68%
	Bathroom and toilet facilities	Importance	332	92%	161	91%	116	91%	137	92%	229	89%	201	91%	200	90%	281	94%	1657	91%
		Satisfaction	315	77%	154	68%	108	69%	133	68%	220	62%	187	69%	190	53%	278	65%	1585	67%
	Bedrooms	Importance	330	91%	162	93%	115	91%	137	92%	229	89%	200	90%	200	91%	281	93%	1654	91%
		Satisfaction	314	81%	154	67%	107	74%	134	76%	219	76%	185	73%	190	68%	276	74%	1579	74%
	Cleanliness	Importance	327	89%	162	88%	114	90%	132	91%	229	89%	198	88%	201	88%	280	91%	1643	89%
		Satisfaction	312	76%	153	57%	106	75%	129	76%	219	71%	184	68%	193	58%	277	74%	1573	70%
	Communal areas (e.g., entrances and hallways)	Importance	329	74%	162	71%	114	69%	135	67%	228	71%	199	63%	201	71%	280	74%	1648	71%
		Satisfaction	314	74%	154	61%	107	72%	133	69%	217	61%	184	65%	189	64%	276	70%	1574	67%
	Group study areas	Importance	331	64%	161	53%	116	58%	135	44%	228	50%	197	54%	200	61%	280	59%	1648	57%
		Satisfaction	312	62%	152	41%	108	42%	132	40%	218	40%	186	42%	193	40%	277	42%	1578	45%
	Information available to you on arrival	Importance	329	78%	162	78%	115	77%	136	80%	230	72%	198	73%	199	73%	281	78%	1650	76%
		Satisfaction	314	69%	154	77%	107	74%	132	64%	217	68%	185	69%	192	70%	278	69%	1579	70%
	IT Services within your bedroom	Importance	329	85%	162	87%	115	79%	135	83%	231	80%	197	82%	200	77%	281	86%	1650	83%
		Satisfaction	314	74%	153	48%	108	48%	130	72%	218	66%	184	53%	191	69%	273	75%	1571	65%
	Kitchens or snack points	Importance	330	87%	161	84%	116	84%	136	72%	230	82%	194	84%	200	85%	280	85%	1647	84%
		Satisfaction	314	43%	152	59%	107	55%	134	63%	218	59%	184	55%	191	45%	274	54%	1574	53%
	Maintenance (reporting and completion)	Importance	328	86%	161	84%	116	84%	136	84%	231	82%	196	81%	198	81%	279	82%	1645	83%
		Satisfaction	314	78%	153	58%	108	65%	133	74%	222	64%	187	67%	192	57%	278	69%	1587	68%
	Noticeboards, screens and other communication channels	Importance	327	49%	161	52%	116	41%	136	48%	230	41%	198	46%	200	39%	281	48%	1649	46%
		Satisfaction	312	54%	152	54%	108	52%	133	56%	218	51%	187	52%	193	48%	276	57%	1579	53%
	Recreational space (e.g., TV Lounge, games room)	Importance	328	71%	160	50%	116	72%	136	49%	229	58%	197	52%	199	73%	278	64%	1643	62%
		Satisfaction	313	76%	152	70%	108	72%	133	47%	220	52%	188	47%	193	63%	276	52%	1583	60%
	Security measures (e.g., locks, windows, lighting, bike racks, etc.)	Importance	327	76%	161	72%	115	70%	134	80%	231	74%	197	76%	197	75%	278	75%	1640	75%
		Satisfaction	314	72%	152	74%	108	72%	132	77%	219	70%	187	70%	192	69%	278	70%	1582	71%
	Security personnel	Importance	327	78%	161	70%	115	77%	136	83%	230	79%	196	75%	197	72%	279	75%	1641	76%
		Satisfaction	314	68%	151	74%	108	72%	133	87%	221	74%	187	78%	192	64%	278	81%	1584	74%
	WiFi	Importance	328	93%	161	92%	115	91%	136	93%	231	89%	195	91%	197	91%	279	93%	1642	92%
		Satisfaction	313	75%	152	36%	108	50%	132	66%	222	63%	187	43%	193	76%	277	73%	1584	63%
	Laundry (Washers and Dryers)	Importance	327	87%	160	84%	116	84%	134	93%	227	86%	197	87%	198	85%	279	87%	1638	87%
		Satisfaction	313	58%	153	38%	106	49%	133	38%	219	39%	186	46%	192	29%	276	47%	1578	44%
House	Speed of Response	Importance	335	81%	164	88%	118	81%	139	83%	230	79%	201	83%	202	71%	283	80%	1672	80%
		Satisfaction	307	79%	153	73%	105	74%	130	81%	220	71%	181	78%	188	69%	275	84%	1559	77%
	Accuracy of Response	Importance	333	83%	164	89%	118	82%	139	83%	229	79%	200	85%	202	74%	282	82%	1667	82%
		Satisfaction	306	78%	153	73%	105	75%	130	75%	218	72%	182	76%	188	66%	275	80%	1557	75%

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			Bankside House		Butler's Wharf		Carr Saunders Hall		Grosvenor House		High Holborn Residence		Northumberland House		Passfield Hall		Rosebery Hall		LSE Halls (Mean)	
Front of House	Staff Helpfulness	Importance	334	<div></div> 85%	164	<div></div> 87%	118	<div></div> 84%	138	<div></div> 83%	229	<div></div> 79%	200	<div></div> 86%	202	<div></div> 79%	282	<div></div> 82%	1667	<div></div> 83%
		Satisfaction	307	<div></div> 81%	153	<div></div> 74%	103	<div></div> 79%	130	<div></div> 79%	218	<div></div> 79%	182	<div></div> 79%	187	<div></div> 74%	274	<div></div> 83%	1554	<div></div> 79%
	Staff Friendliness	Importance	332	<div></div> 81%	164	<div></div> 80%	118	<div></div> 79%	138	<div></div> 75%	229	<div></div> 75%	200	<div></div> 81%	202	<div></div> 71%	282	<div></div> 81%	1665	<div></div> 78%
		Satisfaction	307	<div></div> 67%	153	<div></div> 79%	105	<div></div> 77%	130	<div></div> 82%	219	<div></div> 80%	180	<div></div> 86%	187	<div></div> 74%	275	<div></div> 86%	1556	<div></div> 78%
	How satisfied are you with the service the Security team offer when manning our reception desks?		304	<div></div> 64%	147	<div></div> 88%	108	<div></div> 81%	119	<div></div> 94%	194	<div></div> 89%	178	<div></div> 89%	174	<div></div> 81%	247	<div></div> 96%	1471	<div></div> 84%
Safety	How safe do you feel in and around your hall?		337	<div></div> 99%	164	<div></div> 98%	117	<div></div> 99%	139	<div></div> 99%	233	<div></div> 97%	203	<div></div> 97%	204	<div></div> 98%	284	<div></div> 98%	1681	<div></div> 98%
Sustainability	Overall, how would you grade your hall in terms of sustainability?		337	<div></div> 67%	163	<div></div> 70%	117	<div></div> 66%	138	<div></div> 67%	233	<div></div> 70%	203	<div></div> 64%	203	<div></div> 62%	282	<div></div> 64%	1676	<div></div> 66%
	Which of the following areas do you think need attention at your hall?	Recycling	110	<div></div> 38%	49	<div></div> 37%	40	<div></div> 45%	46	<div></div> 65%	69	<div></div> 54%	74	<div></div> 53%	77	<div></div> 56%	101	<div></div> 49%	566	<div></div> 49%
		Composting		<div></div> 37%		<div></div> 27%		<div></div> 48%		<div></div> 33%		<div></div> 41%		<div></div> 42%		<div></div> 31%		<div></div> 30%		<div></div> 36%
		Water Usage		<div></div> 34%		<div></div> 18%		<div></div> 28%		<div></div> 11%		<div></div> 19%		<div></div> 23%		<div></div> 32%		<div></div> 31%		<div></div> 26%
		Energy Usage		<div></div> 54%		<div></div> 55%		<div></div> 50%		<div></div> 41%		<div></div> 48%		<div></div> 50%		<div></div> 62%		<div></div> 53%		<div></div> 52%
		Biodiversity		<div></div> 24%		<div></div> 37%		<div></div> 28%		<div></div> 22%		<div></div> 35%		<div></div> 28%		<div></div> 32%		<div></div> 23%		<div></div> 28%
		Packaging/Procurement		<div></div> 17%		<div></div> 22%		<div></div> 23%		<div></div> 4%		<div></div> 19%		<div></div> 18%		<div></div> 27%		<div></div> 15%		<div></div> 18%
	Should we introduce composting facilities to all residences?		334	<div></div> 75%	164	<div></div> 85%	117	<div></div> 81%	139	<div></div> 80%	229	<div></div> 81%	201	<div></div> 81%	196	<div></div> 82%	282	<div></div> 77%	1662	<div></div> 80%
Travel	How do you usually travel to the School?	Bicycle (personal)	337	<div></div> 2%	164	<div></div> 8%	117	<div></div> 2%	139	<div></div> 0%	233	<div></div> 0%	203	<div></div> 2%	202	<div></div> 2%	284	<div></div> 4%	1679	<div></div> 2%
		Bicycle (Santander Hire)		<div></div> 1%		<div></div> 2%		<div></div> 0%		<div></div> 0%		<div></div> 0%		<div></div> 0%		<div></div> 0%		<div></div> 1%		<div></div> 1%
		Bus		<div></div> 3%		<div></div> 29%		<div></div> 0%		<div></div> 0%		<div></div> 0%		<div></div> 3%		<div></div> 8%		<div></div> 10%		<div></div> 6%
		Motorbike		<div></div> 0%		<div></div> 0%		<div></div> 0%		<div></div> 0%		<div></div> 0%		<div></div> 0%		<div></div> 1%		<div></div> 0%		<div></div> 0%
		Scooter / Skateboard		<div></div> 0%		<div></div> 0%		<div></div> 0%		<div></div> 0%		<div></div> 0%		<div></div> 0%		<div></div> 1%		<div></div> 0%		<div></div> 0%
		Train		<div></div> 0%		<div></div> 2%		<div></div> 0%		<div></div> 1%		<div></div> 0%		<div></div> 0%		<div></div> 0%		<div></div> 0%		<div></div> 0%
		Tube		<div></div> 0%		<div></div> 18%		<div></div> 0%		<div></div> 0%		<div></div> 0%		<div></div> 0%		<div></div> 0%		<div></div> 0%		<div></div> 2%
		Walk		<div></div> 94%		<div></div> 41%		<div></div> 98%		<div></div> 99%		<div></div> 100%		<div></div> 94%		<div></div> 86%		<div></div> 85%		<div></div> 88%
		Other		<div></div> 0%		<div></div> 1%		<div></div> 0%		<div></div> 0%		<div></div> 0%		<div></div> 0%		<div></div> 1%		<div></div> 0%		<div></div> 0%
	How many minutes, on average, does your journey take you?	0-10 minutes	337	<div></div> 1%	164	<div></div> 0%	117	<div></div> 1%	138	<div></div> 92%	233	<div></div> 73%	203	<div></div> 7%	201	<div></div> 3%	282	<div></div> 5%	1675	<div></div> 20%
		11-20 minutes		<div></div> 15%		<div></div> 7%		<div></div> 10%		<div></div> 8%		<div></div> 27%		<div></div> 88%		<div></div> 64%		<div></div> 29%		<div></div> 32%
		21-30 minutes		<div></div> 80%		<div></div> 16%		<div></div> 84%		<div></div> 0%		<div></div> 0%		<div></div> 5%		<div></div> 31%		<div></div> 63%		<div></div> 39%
		31-40 minutes		<div></div> 3%		<div></div> 30%		<div></div> 4%		<div></div> 0%		<div></div> 0%		<div></div> 0%		<div></div> 1%		<div></div> 3%		<div></div> 4%
		41-50 minutes		<div></div> 0%		<div></div> 41%		<div></div> 1%		<div></div> 0%		<div></div> 0%		<div></div> 0%		<div></div> 0%		<div></div> 1%		<div></div> 4%
		51-60 minutes		<div></div> 0%		<div></div> 5%		<div></div> 0%		<div></div> 0%		<div></div> 0%		<div></div> 0%		<div></div> 0%		<div></div> 0%		<div></div> 1%
		61+ minutes		<div></div> 1%		<div></div> 1%		<div></div> 0%		<div></div> 0%		<div></div> 0%		<div></div> 0%		<div></div> 1%		<div></div> 0%		<div></div> 0%
Hall Committee	Did you know about the nomination / elections process?		337	<div></div> 78%	164	<div></div> 82%	118	<div></div> 96%	139	<div></div> 71%	232	<div></div> 78%	200	<div></div> 72%	203	<div></div> 93%	283	<div></div> 88%	1676	<div></div> 82%
	Did you nominate yourself for a position on the Committee?		264	<div></div> 6%	134	<div></div> 6%	113	<div></div> 14%	99	<div></div> 2%	182	<div></div> 8%	142	<div></div> 4%	188	<div></div> 10%	247	<div></div> 8%	1369	<div></div> 7%
	How satisfied are you with your current Hall Committee?		273	<div></div> 71%	147	<div></div> 67%	106	<div></div> 81%	106	<div></div> 50%	175	<div></div> 59%	164	<div></div> 66%	180	<div></div> 87%	236	<div></div> 78%	1387	<div></div> 71%
Pastoral Support	Have you ever called on support from a Warden/Subwarden*?		337	<div></div> 16%	163	<div></div> 27%	118	<div></div> 16%	139	<div></div> 22%	234	<div></div> 15%	203	<div></div> 24%	203	<div></div> 17%	284	<div></div> 13%	1681	<div></div> 18%
	How satisfied are you with their support?		54	<div></div> 74%	44	<div></div> 93%	19	<div></div> 89%	31	<div></div> 81%	35	<div></div> 66%	49	<div></div> 76%	35	<div></div> 69%	38	<div></div> 84%	305	<div></div> 78%
	Have you ever called on support from a Peer Supporter?		336	<div></div> 1%	NA	NA - Peer Supporters not assigned to Butler's Wharf	118	<div></div> 8%	139	<div></div> 2%	NA	NA - Peer Supporters not assigned to High Holborn Residence	203	<div></div> 1%	203	<div></div> 4%	282	<div></div> 3%	1281	<div></div> 3%
	How satisfied are you with their support?		4	<div></div> 100%	NA	NA - Peer Supporters not assigned to Butler's Wharf	10	<div></div> 100%	3	<div></div> 33%	NA	NA - Peer Supporters not assigned to High Holborn Residence	3	<div></div> 100%	9	<div></div> 100%	9	<div></div> 89%	38	<div></div> 92%
Choose Respect	Have you seen the Choose Respect campaign in halls?		336	<div></div> 66%	164	<div></div> 74%	117	<div></div> 63%	139	<div></div> 19%	233	<div></div> 30%	203	<div></div> 56%	203	<div></div> 32%	283	<div></div> 83%	1678	<div></div> 55%
	Overall, how would you grade the campaign?		188	<div></div> 72%	110	<div></div> 77%	68	<div></div> 63%	20	<div></div> 70%	57	<div></div> 75%	91	<div></div> 60%	58	<div></div> 55%	183	<div></div> 68%	775	<div></div> 69%
Residences Ambassadors	Were you aware of the Residences Ambassadors in Sept/Oct/Nov2015?		NA	NA - Residences Ambassador role not present at Bankside House	163	<div></div> 17%	NA	NA - Residences Ambassador role not present at Carr Saunders	NA	NA - Residences Ambassador role not present at Grosvenor House	NA	NA - Residences Ambassador role not present at High Holborn	203	<div></div> 16%	NA	NA - Residences Ambassador role not present at Passfield Hall	NA	NA - Residences Ambassador role not present at Rosebery Hall	366	<div></div> 16%
	Overall, how satisfied were you with the Residences Ambassadors?		NA	NA - Residences Ambassador role not present at Bankside House	23	<div></div> 83%	NA	NA - Residences Ambassador role not present at Carr Saunders	NA	NA - Residences Ambassador role not present at Grosvenor House	NA	NA - Residences Ambassador role not present at High Holborn	25	<div></div> 88%	NA	NA - Residences Ambassador role not present at Passfield Hall	NA	NA - Residences Ambassador role not present at Rosebery Hall	48	<div></div> 85%

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			LSE Halls																		
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Resid Ambassadors	Do you feel that the Residences Ambassador Role was...	Essential	NA	NA - Residences Ambassador role not present at Bankside House	27	<div><div></div></div> 26%	NA	NA - Residences Ambassador role not present at Carr Saunders	NA	NA - Residences Ambassador role not present at Grosvenor House	NA	NA - Residences Ambassador role not present at High Holborn	33	<div><div></div></div> 9%	NA	NA - Residences Ambassador role not present at Passfield Hall	NA	NA - Residences Ambassador role not present at Rosebery Hall	60	<div><div></div></div> 17%	
		Helpful				<div><div></div></div> 41%								<div><div></div></div> 45%						<div><div></div></div> 43%	
		Unclear				<div><div></div></div> 22%								<div><div></div></div> 30%						<div><div></div></div> 27%	
		Unnecessary				<div><div></div></div> 11%								<div><div></div></div> 15%						<div><div></div></div> 13%	
Catering	Overall, how satisfied are you with catering services at your hall?		303	<div><div></div></div> 74%	NA	NA - Catering not provided at Butler's Wharf	108	<div><div></div></div> 78%	NA	NA - Catering not provided at Grosvenor House	NA	NA - Catering not provided at High Holborn Residence	NA	NA - Catering not provided at Northumberland House	179	<div><div></div></div> 62%	256	<div><div></div></div> 82%	846	<div><div></div></div> 74%	
	Ambience of restaurant	Importance	334	<div><div></div></div> 67%	NA	NA - Catering not provided at Butler's Wharf	117	<div><div></div></div> 62%	NA	NA - Catering not provided at Grosvenor House	NA	NA - Catering not provided at High Holborn Residence	NA	NA - Catering not provided at Northumberland House	202	<div><div></div></div> 59%	283	<div><div></div></div> 63%	936	<div><div></div></div> 63%	
		Satisfaction	313	<div><div></div></div> 65%	NA	NA - Catering not provided at Butler's Wharf	109	<div><div></div></div> 72%	NA	NA - Catering not provided at Grosvenor House	NA	NA - Catering not provided at High Holborn Residence	NA	NA - Catering not provided at Northumberland House	195	<div><div></div></div> 55%	275	<div><div></div></div> 72%	892	<div><div></div></div> 66%	
	Responsiveness of staff	Importance	334	<div><div></div></div> 80%	NA	NA - Catering not provided at Butler's Wharf	117	<div><div></div></div> 81%	NA	NA - Catering not provided at Grosvenor House	NA	NA - Catering not provided at High Holborn Residence	NA	NA - Catering not provided at Northumberland House	202	<div><div></div></div> 76%	282	<div><div></div></div> 76%	935	<div><div></div></div> 78%	
		Satisfaction	315	<div><div></div></div> 53%	NA	NA - Catering not provided at Butler's Wharf	109	<div><div></div></div> 78%	NA	NA - Catering not provided at Grosvenor House	NA	NA - Catering not provided at High Holborn Residence	NA	NA - Catering not provided at Northumberland House	196	<div><div></div></div> 64%	275	<div><div></div></div> 79%	895	<div><div></div></div> 66%	
	Quality of food	Importance	334	<div><div></div></div> 89%	NA	NA - Catering not provided at Butler's Wharf	117	<div><div></div></div> 90%	NA	NA - Catering not provided at Grosvenor House	NA	NA - Catering not provided at High Holborn Residence	NA	NA - Catering not provided at Northumberland House	201	<div><div></div></div> 89%	281	<div><div></div></div> 89%	933	<div><div></div></div> 89%	
		Satisfaction	314	<div><div></div></div> 56%	NA	NA - Catering not provided at Butler's Wharf	110	<div><div></div></div> 52%	NA	NA - Catering not provided at Grosvenor House	NA	NA - Catering not provided at High Holborn Residence	NA	NA - Catering not provided at Northumberland House	196	<div><div></div></div> 41%	276	<div><div></div></div> 51%	896	<div><div></div></div> 51%	
	Seasonality of food	Importance	334	<div><div></div></div> 66%	NA	NA - Catering not provided at Butler's Wharf	117	<div><div></div></div> 62%	NA	NA - Catering not provided at Grosvenor House	NA	NA - Catering not provided at High Holborn Residence	NA	NA - Catering not provided at Northumberland House	200	<div><div></div></div> 64%	282	<div><div></div></div> 60%	933	<div><div></div></div> 63%	
		Satisfaction	314	<div><div></div></div> 51%	NA	NA - Catering not provided at Butler's Wharf	110	<div><div></div></div> 52%	NA	NA - Catering not provided at Grosvenor House	NA	NA - Catering not provided at High Holborn Residence	NA	NA - Catering not provided at Northumberland House	196	<div><div></div></div> 44%	274	<div><div></div></div> 47%	894	<div><div></div></div> 48%	
	It is important for me to have meals provided in halls			335	<div><div></div></div> 83%	NA	NA - Catering not provided at Butler's Wharf	117	<div><div></div></div> 85%	NA	NA - Catering not provided at Grosvenor House	NA	NA - Catering not provided at High Holborn Residence	NA	NA - Catering not provided at Northumberland House	202	<div><div></div></div> 81%	284	<div><div></div></div> 88%	938	<div><div></div></div> 84%
	The restaurant makes it possible for me to make more friends			335	<div><div></div></div> 67%	NA	NA - Catering not provided at Butler's Wharf	117	<div><div></div></div> 79%	NA	NA - Catering not provided at Grosvenor House	NA	NA - Catering not provided at High Holborn Residence	NA	NA - Catering not provided at Northumberland House	202	<div><div></div></div> 77%	284	<div><div></div></div> 84%	938	<div><div></div></div> 76%
	Eating together enhances the feeling of community in my hall			334	<div><div></div></div> 77%	NA	NA - Catering not provided at Butler's Wharf	117	<div><div></div></div> 83%	NA	NA - Catering not provided at Grosvenor House	NA	NA - Catering not provided at High Holborn Residence	NA	NA - Catering not provided at Northumberland House	202	<div><div></div></div> 82%	284	<div><div></div></div> 86%	937	<div><div></div></div> 81%
	Living in a catered hall makes it easier for me to eat healthily			334	<div><div></div></div> 61%	NA	NA - Catering not provided at Butler's Wharf	117	<div><div></div></div> 64%	NA	NA - Catering not provided at Grosvenor House	NA	NA - Catering not provided at High Holborn Residence	NA	NA - Catering not provided at Northumberland House	201	<div><div></div></div> 59%	284	<div><div></div></div> 62%	936	<div><div></div></div> 61%
	Does this picture [Food for Life Catering Mark] mean anything to you?			336	<div><div></div></div> 36%	NA	NA - Catering not provided at Butler's Wharf	115	<div><div></div></div> 14%	NA	NA - Catering not provided at Grosvenor House	NA	NA - Catering not provided at High Holborn Residence	NA	NA - Catering not provided at Northumberland House	204	<div><div></div></div> 19%	283	<div><div></div></div> 19%	938	<div><div></div></div> 25%
	Is the Food for Life Catering Mark important to you?			336	<div><div></div></div> 84%	NA	NA - Catering not provided at Butler's Wharf	117	<div><div></div></div> 78%	NA	NA - Catering not provided at Grosvenor House	NA	NA - Catering not provided at High Holborn Residence	NA	NA - Catering not provided at Northumberland House	202	<div><div></div></div> 83%	283	<div><div></div></div> 84%	938	<div><div></div></div> 83%
Residential Services Office	Overall, how satisfied are you with the service provided by the Residential Services Office?		NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	1144	<div><div></div></div> 80%	
	Speed of Response	Importance	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	1652	<div><div></div></div> 85%	
		Satisfaction	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	1592	<div><div></div></div> 70%	
	Accuracy of Response	Importance	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	1652	<div><div></div></div> 86%	
		Satisfaction	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	1589	<div><div></div></div> 71%	
	Staff Helpfulness	Importance	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	1650	<div><div></div></div> 85%	
		Satisfaction	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	1586	<div><div></div></div> 72%	
	Staff Friendliness	Importance	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	1648	<div><div></div></div> 79%	
		Satisfaction	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	1587	<div><div></div></div> 72%	
	Overall, how satisfied are you with Hallpad?			NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	1530	<div><div></div></div> 76%
Twitter	Did you know the @LSEResLife Twitter feed existed?		NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	1674	<div><div></div></div> 11%	
	Do you follow @LSEResLife on Twitter?	Yes	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls		<div><div></div></div> 22%	
		No	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	184	<div><div></div></div> 38%	
		I don't have a Twitter account	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls		<div><div></div></div> 40%	
	Which of the following would you use the @LSEResLife Twitter feed for?	Find out about events in halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls		<div><div></div></div> 14%	
		Find out about events on campus	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls		<div><div></div></div> 10%	
		Get advance warning about maintenance in halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls		<div><div></div></div> 10%	
		Keep up to date during emergencies	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	2477	<div><div></div></div> 8%	
		Ask questions of staff in Residences	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls		<div><div></div></div> 5%	
		Find out about jobs in Residential Services	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls		<div><div></div></div> 4%	
		Other	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls		<div><div></div></div> 0%	
		None - I never use Twitter	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls		<div><div></div></div> 48%	
Have you ever used the webpages for current residents?		Yes	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls		<div><div></div></div> 29%	
	No	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	1676	<div><div></div></div> 33%		

## Student Accommodation Satisfaction Survey

All Survey Questions (with quantitative results)

[illegible]

Hall by Hall Analysis

Student Accommodation Satisfaction Survey

2015/2016

All Survey Questions (with quantitative results)

Hall by Hall Analysis			Column Key																	
Student Accommodation Satisfaction			Total number of responses to the question																	
2015/2016			Percentage of those responses answering positively (e.g. 'Very/Quite Satisfied' or 'Good/Very Good' or 'Yes')																	
All Survey Questions (with quantitative results)																				
LSE Halls																				
			Bankside House		Butler's Wharf		Carr Saunders Hall		Grosvenor House		High Holborn Residence		Northumberland House		Passfield Hall		Rosebery Hall		LSE Halls (Mean)	
		Studying	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	<div></div>	7%
		Terms and Conditions	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	<div></div>	24%
	To support the School's environmental aims we did not distribute hard copies of the handbook, instead only making it available online.	Yes - I would have read it more thoroughly if I had been given a hard copy	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	<div></div>	33%
		Yes - I prefer to read things in hard copy so printed it out myself	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	<div></div>	6%
		Yes - I found it much easier to access online so I could read it in sections throughout the year	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	1653	11%
	Do you think this had an effect on your use of the handbook?	Yes - Being sent a link via email probably made me pay more attention to it	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	<div></div>	8%
		No - I don't think it had an effect on my use of the handbook	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	<div></div>	41%
	Staff Nominal	ons	Would you like to nominate someone who has gone out of their way to help you?	335	<div></div> 21%	163	<div></div> 19%	116	<div></div> 27%	139	<div></div> 11%	232	<div></div> 20%	202	<div></div> 25%	203	<div></div> 23%	283	<div></div> 33%	1673

\*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

2015/2016

All Survey Questions (with quantitative results)

			Third Party Managed Halls													
			Lilian Knowles House		Sidney Webb House		urbanest King's Cross		urbanest Tower Bridge		urbanest Westminster Bridge		Zebra Housing Flats		Third Party Managed Halls (Mean)	
Big Questions	Overall Response Rate		368	<div>51%</div>	435	<div>47%</div>	288	<div>47%</div>	6	<div>67%</div>	450	<div>38%</div>	7	<div>71%</div>	1554	<div>45%</div>
	Are you enjoying your stay in residences?		187	<div>83%</div>	204	<div>77%</div>	134	<div>92%</div>	4	<div>50%</div>	171	<div>83%</div>	5	<div>100%</div>	705	<div>83%</div>
	Do you think your residence offers good value for money?		187	<div>71%</div>	204	<div>62%</div>	134	<div>57%</div>	4	<div>0%</div>	171	<div>55%</div>	5	<div>80%</div>	705	<div>62%</div>
	Would you recommend your residence to other students at LSE?		187	<div>70%</div>	204	<div>60%</div>	134	<div>69%</div>	4	<div>25%</div>	171	<div>74%</div>	5	<div>80%</div>	705	<div>68%</div>
	What most attracted you to apply for LSE residences?		28%	<div>Location</div>	56%	<div>Price</div>	25%	<div>Room Type</div>	75%	<div>Location</div>	45%	<div>Location</div>	60%	<div>Room Type</div>	34%	<div>Location</div>
Facilities	Access to PCs, printers and copiers	Importance	186	<div>74%</div>	197	<div>77%</div>	128	<div>75%</div>	4	<div>50%</div>	171	<div>77%</div>	4	<div>50%</div>	690	<div>75%</div>
		Satisfaction	183	<div>29%</div>	192	<div>44%</div>	121	<div>60%</div>	3	<div>33%</div>	164	<div>37%</div>	4	<div>0%</div>	667	<div>41%</div>
	Bathroom and toilet facilities	Importance	186	<div>88%</div>	197	<div>88%</div>	129	<div>89%</div>	4	<div>100%</div>	171	<div>91%</div>	4	<div>75%</div>	691	<div>89%</div>
		Satisfaction	182	<div>59%</div>	193	<div>25%</div>	121	<div>83%</div>	3	<div>100%</div>	164	<div>82%</div>	4	<div>75%</div>	667	<div>60%</div>
	Bedrooms	Importance	186	<div>89%</div>	197	<div>89%</div>	128	<div>91%</div>	4	<div>100%</div>	171	<div>93%</div>	4	<div>100%</div>	690	<div>90%</div>
		Satisfaction	183	<div>71%</div>	194	<div>40%</div>	121	<div>80%</div>	3	<div>67%</div>	164	<div>77%</div>	4	<div>75%</div>	669	<div>65%</div>
	Cleanliness	Importance	185	<div>87%</div>	195	<div>86%</div>	128	<div>90%</div>	4	<div>100%</div>	171	<div>92%</div>	5	<div>100%</div>	688	<div>89%</div>
		Satisfaction	182	<div>53%</div>	191	<div>39%</div>	120	<div>68%</div>	3	<div>33%</div>	164	<div>69%</div>	5	<div>80%</div>	665	<div>56%</div>
	Communal areas (e.g., entrances and hallways)	Importance	186	<div>63%</div>	196	<div>68%</div>	128	<div>71%</div>	4	<div>50%</div>	171	<div>71%</div>	4	<div>25%</div>	689	<div>68%</div>
		Satisfaction	180	<div>46%</div>	193	<div>49%</div>	122	<div>70%</div>	3	<div>33%</div>	164	<div>72%</div>	4	<div>75%</div>	666	<div>58%</div>
	Group study areas	Importance	186	<div>46%</div>	197	<div>46%</div>	128	<div>59%</div>	4	<div>75%</div>	170	<div>60%</div>	4	<div>50%</div>	689	<div>52%</div>
		Satisfaction	182	<div>16%</div>	194	<div>29%</div>	120	<div>55%</div>	3	<div>0%</div>	165	<div>61%</div>	4	<div>50%</div>	668	<div>38%</div>
	Information available to you on arrival	Importance	185	<div>82%</div>	198	<div>79%</div>	127	<div>80%</div>	4	<div>75%</div>	169	<div>78%</div>	4	<div>75%</div>	687	<div>79%</div>
		Satisfaction	182	<div>31%</div>	194	<div>49%</div>	121	<div>66%</div>	3	<div>0%</div>	163	<div>44%</div>	4	<div>75%</div>	667	<div>46%</div>
	IT Services within your bedroom	Importance	185	<div>84%</div>	198	<div>85%</div>	128	<div>85%</div>	3	<div>100%</div>	169	<div>83%</div>	4	<div>50%</div>	687	<div>84%</div>
		Satisfaction	181	<div>40%</div>	194	<div>60%</div>	120	<div>64%</div>	3	<div>67%</div>	163	<div>46%</div>	4	<div>100%</div>	665	<div>52%</div>
	Kitchens or snack points	Importance	185	<div>73%</div>	196	<div>80%</div>	128	<div>75%</div>	4	<div>25%</div>	169	<div>75%</div>	4	<div>50%</div>	686	<div>76%</div>
		Satisfaction	181	<div>51%</div>	194	<div>43%</div>	120	<div>63%</div>	3	<div>33%</div>	164	<div>65%</div>	5	<div>80%</div>	667	<div>54%</div>
	Maintenance (reporting and completion)	Importance	184	<div>83%</div>	198	<div>87%</div>	127	<div>90%</div>	4	<div>100%</div>	169	<div>88%</div>	5	<div>100%</div>	687	<div>87%</div>
		Satisfaction	182	<div>46%</div>	193	<div>44%</div>	120	<div>49%</div>	3	<div>67%</div>	164	<div>35%</div>	5	<div>20%</div>	667	<div>43%</div>
	Noticeboards, screens and other communication channels	Importance	184	<div>38%</div>	197	<div>38%</div>	127	<div>54%</div>	3	<div>67%</div>	169	<div>47%</div>	4	<div>0%</div>	684	<div>43%</div>
		Satisfaction	181	<div>25%</div>	194	<div>36%</div>	121	<div>51%</div>	3	<div>0%</div>	165	<div>42%</div>	4	<div>25%</div>	668	<div>37%</div>
	Recreational space (e.g., TV Lounge, games room)	Importance	185	<div>52%</div>	197	<div>44%</div>	126	<div>56%</div>	4	<div>50%</div>	171	<div>56%</div>	4	<div>0%</div>	687	<div>51%</div>
		Satisfaction	183	<div>34%</div>	194	<div>40%</div>	120	<div>59%</div>	3	<div>0%</div>	165	<div>59%</div>	4	<div>25%</div>	669	<div>46%</div>
	Security measures (e.g., locks, windows, lighting, bike racks, etc.)	Importance	185	<div>75%</div>	196	<div>76%</div>	127	<div>83%</div>	4	<div>50%</div>	171	<div>85%</div>	4	<div>100%</div>	687	<div>79%</div>
		Satisfaction	182	<div>46%</div>	194	<div>60%</div>	121	<div>83%</div>	3	<div>67%</div>	165	<div>64%</div>	4	<div>50%</div>	669	<div>61%</div>
	Security personnel	Importance	185	<div>70%</div>	198	<div>72%</div>	127	<div>80%</div>	4	<div>50%</div>	171	<div>79%</div>	4	<div>100%</div>	689	<div>75%</div>
		Satisfaction	182	<div>37%</div>	193	<div>58%</div>	120	<div>76%</div>	3	<div>33%</div>	165	<div>63%</div>	4	<div>25%</div>	667	<div>56%</div>
	WiFi	Importance	184	<div>88%</div>	196	<div>89%</div>	127	<div>91%</div>	4	<div>100%</div>	171	<div>94%</div>	4	<div>100%</div>	686	<div>90%</div>
		Satisfaction	182	<div>34%</div>	194	<div>58%</div>	120	<div>56%</div>	3	<div>67%</div>	165	<div>38%</div>	4	<div>75%</div>	668	<div>46%</div>
	Laundry (Washers and Dryers)	Importance	185	<div>86%</div>	197	<div>85%</div>	128	<div>86%</div>	4	<div>100%</div>	170	<div>91%</div>	5	<div>100%</div>	689	<div>87%</div>
		Satisfaction	183	<div>10%</div>	193	<div>40%</div>	119	<div>62%</div>	3	<div>0%</div>	163	<div>46%</div>	4	<div>50%</div>	665	<div>37%</div>
House	Speed of Response	Importance	186	<div>80%</div>	203	<div>79%</div>	134	<div>81%</div>	4	<div>75%</div>	171	<div>85%</div>	5	<div>80%</div>	703	<div>81%</div>
		Satisfaction	182	<div>38%</div>	190	<div>51%</div>	123	<div>51%</div>	3	<div>33%</div>	160	<div>32%</div>	4	<div>50%</div>	662	<div>43%</div>
	Accuracy of Response	Importance	185	<div>82%</div>	202	<div>80%</div>	134	<div>81%</div>	4	<div>100%</div>	171	<div>86%</div>	5	<div>80%</div>	701	<div>82%</div>
		Satisfaction	182	<div>40%</div>	189	<div>51%</div>	123	<div>53%</div>	3	<div>0%</div>	159	<div>40%</div>	5	<div>40%</div>	661	<div>45%</div>



Hall by Hall Analysis

Student Accommodation Satisfaction Survey

2015/2016

All Survey Questions (with quantitative results)

			Third Party Managed Halls													
			Lilian Knowles House		Sidney Webb House		urbanest King's Cross		urbanest Tower Bridge		urbanest Westminster Bridge		Zebra Housing Flats		Third Party Managed Halls (Mean)	
Front of House	Staff Helpfulness	Importance	185	<div><div></div></div> 82%	202	<div><div></div></div> 80%	134	<div><div></div></div> 81%	4	<div><div></div></div> 100%	171	<div><div></div></div> 88%	4	<div><div></div></div> 75%	700	<div><div></div></div> 83%
		Satisfaction	182	<div><div></div></div> 45%	189	<div><div></div></div> 56%	123	<div><div></div></div> 67%	3	<div><div></div></div> 33%	160	<div><div></div></div> 47%	4	<div><div></div></div> 25%	661	<div><div></div></div> 52%
	Staff Friendliness	Importance	184	<div><div></div></div> 77%	203	<div><div></div></div> 71%	134	<div><div></div></div> 77%	4	<div><div></div></div> 100%	171	<div><div></div></div> 77%	4	<div><div></div></div> 75%	700	<div><div></div></div> 76%
		Satisfaction	181	<div><div></div></div> 38%	188	<div><div></div></div> 65%	123	<div><div></div></div> 82%	3	<div><div></div></div> 33%	158	<div><div></div></div> 70%	4	<div><div></div></div> 25%	657	<div><div></div></div> 62%
	How satisfied are you with the service the Security team offer when manning our reception desks?		162	<div><div></div></div> 50%	173	<div><div></div></div> 75%	107	<div><div></div></div> 78%	3	<div><div></div></div> 67%	144	<div><div></div></div> 65%	5	<div><div></div></div> 60%	594	<div><div></div></div> 66%
Safety	How safe do you feel in and around your hall?		187	<div><div></div></div> 86%	204	<div><div></div></div> 60%	132	<div><div></div></div> 100%	4	<div><div></div></div> 100%	171	<div><div></div></div> 97%	5	<div><div></div></div> 60%	703	<div><div></div></div> 84%
Sustainability	Overall, how would you grade your hall in terms of sustainability?		187	<div><div></div></div> 32%	204	<div><div></div></div> 38%	131	<div><div></div></div> 57%	4	<div><div></div></div> 50%	171	<div><div></div></div> 48%	5	<div><div></div></div> 60%	702	<div><div></div></div> 43%
	Which of the following areas do you think need attention at your hall?	Recycling	127	<div><div></div></div> 76%	126	<div><div></div></div> 60%	56	<div><div></div></div> 68%	2	<div><div></div></div> 100%	89	<div><div></div></div> 82%	2	<div><div></div></div> 100%	402	<div><div></div></div> 71%
		Composting		<div><div></div></div> 48%		<div><div></div></div> 44%		<div><div></div></div> 38%		<div><div></div></div> 50%		<div><div></div></div> 49%		<div><div></div></div> 100%		<div><div></div></div> 46%
		Water Usage		<div><div></div></div> 28%		<div><div></div></div> 27%		<div><div></div></div> 20%		<div><div></div></div> 0%		<div><div></div></div> 26%		<div><div></div></div> 0%		<div><div></div></div> 26%
		Energy Usage		<div><div></div></div> 40%		<div><div></div></div> 46%		<div><div></div></div> 46%		<div><div></div></div> 100%		<div><div></div></div> 55%		<div><div></div></div> 50%		<div><div></div></div> 47%
		Biodiversity		<div><div></div></div> 28%		<div><div></div></div> 32%		<div><div></div></div> 25%		<div><div></div></div> 0%		<div><div></div></div> 30%		<div><div></div></div> 50%		<div><div></div></div> 29%
		Packaging/Procurement		<div><div></div></div> 17%		<div><div></div></div> 21%		<div><div></div></div> 23%		<div><div></div></div> 0%		<div><div></div></div> 26%		<div><div></div></div> 0%		<div><div></div></div> 21%
	Should we introduce composting facilities to all residences?		183	<div><div></div></div> 85%	201	<div><div></div></div> 83%	130	<div><div></div></div> 73%	4	<div><div></div></div> 75%	169	<div><div></div></div> 70%	5	<div><div></div></div> 100%	692	<div><div></div></div> 78%
Travel	How do you usually travel to the School?	Bicycle (personal)	187	<div><div></div></div> 7%	204	<div><div></div></div> 9%	132	<div><div></div></div> 8%	4	<div><div></div></div> 0%	171	<div><div></div></div> 5%	5	<div><div></div></div> 20%	703	<div><div></div></div> 7%
		Bicycle (Santander Hire)		<div><div></div></div> 1%		<div><div></div></div> 2%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 1%		<div><div></div></div> 20%		<div><div></div></div> 1%
		Bus		<div><div></div></div> 9%		<div><div></div></div> 44%		<div><div></div></div> 5%		<div><div></div></div> 0%		<div><div></div></div> 25%		<div><div></div></div> 20%		<div><div></div></div> 22%
		Motorbike		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%
		Scooter / Skateboard		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%
		Train		<div><div></div></div> 1%		<div><div></div></div> 0%		<div><div></div></div> 1%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%
		Tube		<div><div></div></div> 45%		<div><div></div></div> 11%		<div><div></div></div> 58%		<div><div></div></div> 100%		<div><div></div></div> 2%		<div><div></div></div> 40%		<div><div></div></div> 27%
		Walk		<div><div></div></div> 37%		<div><div></div></div> 33%		<div><div></div></div> 28%		<div><div></div></div> 0%		<div><div></div></div> 67%		<div><div></div></div> 0%		<div><div></div></div> 41%
		Other		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 1%		<div><div></div></div> 0%		<div><div></div></div> 1%		<div><div></div></div> 0%		<div><div></div></div> 0%
	How many minutes, on average, does your journey take you?	0-10 minutes	185	<div><div></div></div> 2%	202	<div><div></div></div> 0%	130	<div><div></div></div> 0%	4	<div><div></div></div> 0%	171	<div><div></div></div> 4%	5	<div><div></div></div> 0%	697	<div><div></div></div> 2%
		11-20 minutes		<div><div></div></div> 21%		<div><div></div></div> 13%		<div><div></div></div> 10%		<div><div></div></div> 25%		<div><div></div></div> 32%		<div><div></div></div> 40%		<div><div></div></div> 19%
		21-30 minutes		<div><div></div></div> 32%		<div><div></div></div> 26%		<div><div></div></div> 41%		<div><div></div></div> 75%		<div><div></div></div> 63%		<div><div></div></div> 20%		<div><div></div></div> 40%
		31-40 minutes		<div><div></div></div> 29%		<div><div></div></div> 45%		<div><div></div></div> 37%		<div><div></div></div> 0%		<div><div></div></div> 1%		<div><div></div></div> 20%		<div><div></div></div> 28%
		41-50 minutes		<div><div></div></div> 15%		<div><div></div></div> 15%		<div><div></div></div> 12%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 20%		<div><div></div></div> 11%
		51-60 minutes		<div><div></div></div> 1%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%
		61+ minutes		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%
Hall Committee	Did you know about the nomination / elections process?		186	<div><div></div></div> 85%	202	<div><div></div></div> 74%	133	<div><div></div></div> 85%	NA	NA - No Committee present at urbanest Tower Bridge	170	<div><div></div></div> 44%	NA	NA - No Committee present at Zebra Housing Flats	691	<div><div></div></div> 72%
	Did you nominate yourself for a position on the Committee?		158	<div><div></div></div> 5%	149	<div><div></div></div> 6%	113	<div><div></div></div> 6%	NA	NA - No Committee present at urbanest Tower Bridge	74	<div><div></div></div> 8%	NA	NA - No Committee present at Zebra Housing Flats	494	<div><div></div></div> 6%
	How satisfied are you with your current Hall Committee?		147	<div><div></div></div> 74%	153	<div><div></div></div> 59%	96	<div><div></div></div> 55%	NA	NA - No Committee present at urbanest Tower Bridge	122	<div><div></div></div> 36%	NA	NA - No Committee present at Zebra Housing Flats	518	<div><div></div></div> 57%
Pastoral Support	Have you ever called on support from a Warden/Subwarden*?		187	<div><div></div></div> 11%	NA	NA - Error resulted in question not asked of Sidney Webb residents	134	<div><div></div></div> 9%	NA	NA - Warden role not present at urbanest Tower Bridge	171	<div><div></div></div> 5%	NA	NA - Warden role not present at Zebra Housing Flats	492	<div><div></div></div> 8%
	How satisfied are you with their support?		20	<div><div></div></div> 60%	NA	NA - Error resulted in question not asked of Sidney Webb residents	12	<div><div></div></div> 75%	NA	NA - Warden role not present at urbanest Tower Bridge	9	<div><div></div></div> 56%	NA	NA - Warden role not present at Zebra Housing Flats	41	<div><div></div></div> 63%
	Have you ever called on support from a Peer Supporter?		NA	NA - Peer Supporters not assigned to Lilian Knowles House	204	<div><div></div></div> 7%	NA	NA - Peer Supporters not assigned to urbanest King's Cross	NA	NA - Peer Supporters not assigned to urbanest Tower Bridge	171	<div><div></div></div> 3%	NA	NA - Peer Supporters not assigned to Zebra Housing Flats	375	<div><div></div></div> 5%
	How satisfied are you with their support?		NA	NA - Peer Supporters not assigned to Lilian Knowles House	15	<div><div></div></div> 87%	NA	NA - Peer Supporters not assigned to urbanest King's Cross	NA	NA - Peer Supporters not assigned to urbanest Tower Bridge	5	<div><div></div></div> 60%	NA	NA - Peer Supporters not assigned to Zebra Housing Flats	20	<div><div></div></div> 80%
Choose Respect	Have you seen the Choose Respect campaign in halls?		187	<div><div></div></div> 49%	202	<div><div></div></div> 51%	133	<div><div></div></div> 8%	NA	NA - Choose Respect series not used at urbanest Tower Bridge	171	<div><div></div></div> 7%	NA	NA - Choose Respect series not used at Zebra Housing Flats	693	<div><div></div></div> 31%
	Overall, how would you grade the campaign?		81	<div><div></div></div> 67%	91	<div><div></div></div> 69%	7	<div><div></div></div> 86%	NA	NA - Choose Respect series not used at urbanest Tower Bridge	12	<div><div></div></div> 92%	NA	NA - Choose Respect series not used at Zebra Housing Flats	191	<div><div></div></div> 70%
Residences Advisors	Were you aware of the Residences Ambassadors in Sept/Oct/Nov2015?		187	<div><div></div></div> 20%	NA	NA - Residences Ambassador role not present at Sidney Webb House	133	<div><div></div></div> 45%	NA	NA - Residences Ambassador role not present at urbanest Tower Bridge	171	<div><div></div></div> 22%	NA	NA - Residences Ambassador role not present at Zebra Housing Flats	491	<div><div></div></div> 27%
	Overall, how satisfied were you with the Residences Ambassadors?		30	<div><div></div></div> 37%	NA	NA - Residences Ambassador role not present at Sidney Webb House	49	<div><div></div></div> 71%	NA	NA - Residences Ambassador role not present at urbanest Tower Bridge	30	<div><div></div></div> 57%	NA	NA - Residences Ambassador role not present at Zebra Housing Flats	109	<div><div></div></div> 58%

## 2015/2016

All Survey Questions (with quantitative results)

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## Student Accommodation Satisfaction Survey

All Survey Questions (with quantitative results)

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Hall by Hall Analysis

Student Accommodation Satisfaction Survey

2015/2016

All Survey Questions (with quantitative results)

			Third Party Managed Halls																				
			Lilian Knowles House		Sidney Webb House		urbanest King's Cross		urbanest Tower Bridge		urbanest Westminster Bridge		Zebra Housing Flats		Third Party Managed Halls (Mean)								
		Studying	NA	NA - Handbook not distributed at Lilian Knowles House		7%	NA	NA - Handbook not distributed at urbanest King's Cross	NA	NA - Handbook not distributed at urbanest Tower Bridge	NA	NA - Handbook not distributed at urbanest Westminster Bridge	NA	NA - Handbook not distributed at Zebra Housing Flats		7%							
		Terms and Conditions	NA	NA - Handbook not distributed at Lilian Knowles House		17%	NA	NA - Handbook not distributed at urbanest King's Cross	NA	NA - Handbook not distributed at urbanest Tower Bridge	NA	NA - Handbook not distributed at urbanest Westminster Bridge	NA	NA - Handbook not distributed at Zebra Housing Flats		17%							
	To support the School's environmental aims we did not distribute hard copies of the handbook, instead only making it available online.	Yes - I would have read it more thoroughly if I had been given a hard copy	NA	NA - Handbook not distributed at Lilian Knowles House		29%	NA	NA - Handbook not distributed at urbanest King's Cross	NA	NA - Handbook not distributed at urbanest Tower Bridge	NA	NA - Handbook not distributed at urbanest Westminster Bridge	NA	NA - Handbook not distributed at Zebra Housing Flats		29%							
		Yes - I prefer to read things in hard copy so printed it out myself	NA	NA - Handbook not distributed at Lilian Knowles House		4%	NA	NA - Handbook not distributed at urbanest King's Cross	NA	NA - Handbook not distributed at urbanest Tower Bridge	NA	NA - Handbook not distributed at urbanest Westminster Bridge	NA	NA - Handbook not distributed at Zebra Housing Flats		4%							
		Yes - I found it much easier to access online so I could read it in sections throughout the year	NA	NA - Handbook not distributed at Lilian Knowles House	201	10%	NA	NA - Handbook not distributed at urbanest King's Cross	NA	NA - Handbook not distributed at urbanest Tower Bridge	NA	NA - Handbook not distributed at urbanest Westminster Bridge	NA	NA - Handbook not distributed at Zebra Housing Flats	201	10%							
		Yes - Being sent a link via email probably made me pay more attention to it	NA	NA - Handbook not distributed at Lilian Knowles House		13%	NA	NA - Handbook not distributed at urbanest King's Cross	NA	NA - Handbook not distributed at urbanest Tower Bridge	NA	NA - Handbook not distributed at urbanest Westminster Bridge	NA	NA - Handbook not distributed at Zebra Housing Flats		13%							
	Do you think this had an effect on your use of the handbook?	No - I don't think it had an effect on my use of the handbook	NA	NA - Handbook not distributed at Lilian Knowles House		43%	NA	NA - Handbook not distributed at urbanest King's Cross	NA	NA - Handbook not distributed at urbanest Tower Bridge	NA	NA - Handbook not distributed at urbanest Westminster Bridge	NA	NA - Handbook not distributed at Zebra Housing Flats		43%							
Staff Nominations	Would you like to nominate someone who has gone out of their way to help you?		186		24%	202		19%	131		25%	4		25%	171		12%	5		40%	699		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

2015/2016

All Survey Questions (with quantitative results)

			Intercollegiate Halls													
			College Hall		Connaught Hall		International Hall		Lilian Penson Hall		Nutford House		UoL Halls (Mean)			
Big Questions	Overall Response Rate		43	<div><div></div></div> 23%	31	<div><div></div></div> 39%	86	<div><div></div></div> 40%	42	<div><div></div></div> 21%	35	<div><div></div></div> 26%	237	<div><div></div></div> 31%	4175	<div><div></div></div> 59%
	Are you enjoying your stay in residences?		10	<div><div></div></div> 90%	12	<div><div></div></div> 100%	34	<div><div></div></div> 97%	9	<div><div></div></div> 89%	9	<div><div></div></div> 78%	74	<div><div></div></div> 93%	2462	<div><div></div></div> 90%
	Do you think your residence offers good value for money?		10	<div><div></div></div> 80%	12	<div><div></div></div> 92%	34	<div><div></div></div> 76%	9	<div><div></div></div> 44%	9	<div><div></div></div> 78%	74	<div><div></div></div> 76%	2462	<div><div></div></div> 75%
	Would you recommend your residence to other students at LSE?		10	<div><div></div></div> 70%	12	<div><div></div></div> 100%	34	<div><div></div></div> 97%	9	<div><div></div></div> 67%	9	<div><div></div></div> 56%	74	<div><div></div></div> 85%	2462	<div><div></div></div> 83%
	What most attracted you to apply for LSE residences?		50%	Location	33%	Social Atmosphere	44%	Location	56%	Room Type	44%	Price	25%	Location	34%	Location
Facilities	Access to PCs, printers and copiers	Importance	10	<div><div></div></div> 70%	12	<div><div></div></div> 67%	34	<div><div></div></div> 74%	9	<div><div></div></div> 67%	9	<div><div></div></div> 89%	74	<div><div></div></div> 73%	2425	<div><div></div></div> 78%
		Satisfaction	10	<div><div></div></div> 30%	12	<div><div></div></div> 8%	33	<div><div></div></div> 24%	8	<div><div></div></div> 13%	8	<div><div></div></div> 13%	71	<div><div></div></div> 20%	2319	<div><div></div></div> 59%
	Bathroom and toilet facilities	Importance	10	<div><div></div></div> 90%	12	<div><div></div></div> 100%	34	<div><div></div></div> 94%	9	<div><div></div></div> 89%	9	<div><div></div></div> 100%	74	<div><div></div></div> 95%	2422	<div><div></div></div> 91%
		Satisfaction	10	<div><div></div></div> 70%	12	<div><div></div></div> 67%	33	<div><div></div></div> 73%	8	<div><div></div></div> 50%	8	<div><div></div></div> 50%	71	<div><div></div></div> 66%	2323	<div><div></div></div> 65%
	Bedrooms	Importance	10	<div><div></div></div> 100%	12	<div><div></div></div> 100%	34	<div><div></div></div> 94%	8	<div><div></div></div> 88%	9	<div><div></div></div> 100%	73	<div><div></div></div> 96%	2417	<div><div></div></div> 91%
		Satisfaction	10	<div><div></div></div> 90%	12	<div><div></div></div> 100%	33	<div><div></div></div> 79%	7	<div><div></div></div> 43%	8	<div><div></div></div> 75%	70	<div><div></div></div> 80%	2318	<div><div></div></div> 72%
	Cleanliness	Importance	10	<div><div></div></div> 80%	12	<div><div></div></div> 100%	34	<div><div></div></div> 94%	9	<div><div></div></div> 89%	9	<div><div></div></div> 100%	74	<div><div></div></div> 93%	2405	<div><div></div></div> 89%
		Satisfaction	10	<div><div></div></div> 60%	12	<div><div></div></div> 75%	33	<div><div></div></div> 67%	8	<div><div></div></div> 50%	8	<div><div></div></div> 75%	71	<div><div></div></div> 66%	2309	<div><div></div></div> 66%
	Communal areas (e.g., entrances and hallways)	Importance	10	<div><div></div></div> 70%	12	<div><div></div></div> 75%	34	<div><div></div></div> 76%	9	<div><div></div></div> 56%	9	<div><div></div></div> 56%	74	<div><div></div></div> 70%	2411	<div><div></div></div> 70%
		Satisfaction	9	<div><div></div></div> 67%	12	<div><div></div></div> 83%	33	<div><div></div></div> 64%	8	<div><div></div></div> 25%	8	<div><div></div></div> 75%	70	<div><div></div></div> 64%	2310	<div><div></div></div> 65%
	Group study areas	Importance	9	<div><div></div></div> 67%	11	<div><div></div></div> 36%	34	<div><div></div></div> 50%	9	<div><div></div></div> 67%	9	<div><div></div></div> 44%	72	<div><div></div></div> 51%	2409	<div><div></div></div> 55%
		Satisfaction	10	<div><div></div></div> 40%	12	<div><div></div></div> 42%	33	<div><div></div></div> 42%	8	<div><div></div></div> 25%	8	<div><div></div></div> 38%	71	<div><div></div></div> 39%	2317	<div><div></div></div> 43%
	Information available to you on arrival	Importance	10	<div><div></div></div> 100%	12	<div><div></div></div> 83%	34	<div><div></div></div> 82%	9	<div><div></div></div> 89%	9	<div><div></div></div> 67%	74	<div><div></div></div> 84%	2411	<div><div></div></div> 77%
		Satisfaction	10	<div><div></div></div> 80%	12	<div><div></div></div> 67%	33	<div><div></div></div> 64%	8	<div><div></div></div> 50%	8	<div><div></div></div> 25%	71	<div><div></div></div> 61%	2317	<div><div></div></div> 63%
	IT Services within your bedroom	Importance	10	<div><div></div></div> 80%	12	<div><div></div></div> 92%	34	<div><div></div></div> 82%	9	<div><div></div></div> 89%	9	<div><div></div></div> 100%	74	<div><div></div></div> 86%	2411	<div><div></div></div> 83%
		Satisfaction	9	<div><div></div></div> 78%	12	<div><div></div></div> 58%	31	<div><div></div></div> 58%	8	<div><div></div></div> 38%	8	<div><div></div></div> 38%	68	<div><div></div></div> 56%	2304	<div><div></div></div> 61%
	Kitchens or snack points	Importance	10	<div><div></div></div> 90%	12	<div><div></div></div> 67%	34	<div><div></div></div> 79%	9	<div><div></div></div> 67%	9	<div><div></div></div> 78%	74	<div><div></div></div> 77%	2407	<div><div></div></div> 81%
		Satisfaction	10	<div><div></div></div> 30%	12	<div><div></div></div> 25%	33	<div><div></div></div> 30%	8	<div><div></div></div> 25%	8	<div><div></div></div> 38%	71	<div><div></div></div> 30%	2312	<div><div></div></div> 53%
	Maintenance (reporting and completion)	Importance	10	<div><div></div></div> 100%	12	<div><div></div></div> 83%	34	<div><div></div></div> 88%	9	<div><div></div></div> 78%	8	<div><div></div></div> 75%	73	<div><div></div></div> 86%	2405	<div><div></div></div> 84%
		Satisfaction	10	<div><div></div></div> 50%	12	<div><div></div></div> 83%	33	<div><div></div></div> 67%	8	<div><div></div></div> 38%	7	<div><div></div></div> 43%	70	<div><div></div></div> 61%	2324	<div><div></div></div> 60%
	Noticeboards, screens and other communication channels	Importance	10	<div><div></div></div> 60%	12	<div><div></div></div> 50%	34	<div><div></div></div> 38%	9	<div><div></div></div> 33%	9	<div><div></div></div> 33%	74	<div><div></div></div> 42%	2407	<div><div></div></div> 45%
		Satisfaction	10	<div><div></div></div> 50%	12	<div><div></div></div> 83%	33	<div><div></div></div> 58%	8	<div><div></div></div> 50%	8	<div><div></div></div> 63%	71	<div><div></div></div> 61%	2318	<div><div></div></div> 49%
	Recreational space (e.g., TV Lounge, games room)	Importance	10	<div><div></div></div> 80%	12	<div><div></div></div> 92%	34	<div><div></div></div> 53%	9	<div><div></div></div> 67%	9	<div><div></div></div> 56%	74	<div><div></div></div> 65%	2404	<div><div></div></div> 59%
		Satisfaction	10	<div><div></div></div> 70%	12	<div><div></div></div> 100%	33	<div><div></div></div> 67%	8	<div><div></div></div> 50%	8	<div><div></div></div> 63%	71	<div><div></div></div> 70%	2323	<div><div></div></div> 57%
	Security measures (e.g., locks, windows, lighting, bike racks, etc.)	Importance	10	<div><div></div></div> 90%	12	<div><div></div></div> 92%	33	<div><div></div></div> 82%	9	<div><div></div></div> 78%	9	<div><div></div></div> 89%	73	<div><div></div></div> 85%	2400	<div><div></div></div> 77%
		Satisfaction	10	<div><div></div></div> 80%	12	<div><div></div></div> 92%	33	<div><div></div></div> 70%	8	<div><div></div></div> 75%	8	<div><div></div></div> 50%	71	<div><div></div></div> 73%	2322	<div><div></div></div> 68%
	Security personnel	Importance	7	<div><div></div></div> 100%	12	<div><div></div></div> 83%	34	<div><div></div></div> 88%	9	<div><div></div></div> 89%	9	<div><div></div></div> 67%	71	<div><div></div></div> 86%	2401	<div><div></div></div> 76%
		Satisfaction	10	<div><div></div></div> 70%	12	<div><div></div></div> 92%	33	<div><div></div></div> 73%	8	<div><div></div></div> 75%	8	<div><div></div></div> 38%	71	<div><div></div></div> 72%	2322	<div><div></div></div> 69%
WiFi	Importance	10	<div><div></div></div> 100%	12	<div><div></div></div> 100%	34	<div><div></div></div> 94%	9	<div><div></div></div> 78%	9	<div><div></div></div> 100%	74	<div><div></div></div> 95%	2402	<div><div></div></div> 91%	
	Satisfaction	10	<div><div></div></div> 50%	12	<div><div></div></div> 83%	33	<div><div></div></div> 48%	8	<div><div></div></div> 25%	8	<div><div></div></div> 25%	71	<div><div></div></div> 49%	2323	<div><div></div></div> 58%	
Laundry (Washers and Dryers)	Importance	10	<div><div></div></div> 100%	12	<div><div></div></div> 83%	34	<div><div></div></div> 82%	9	<div><div></div></div> 89%	9	<div><div></div></div> 100%	74	<div><div></div></div> 88%	2401	<div><div></div></div> 87%	
	Satisfaction	10	<div><div></div></div> 40%	12	<div><div></div></div> 67%	33	<div><div></div></div> 33%	8	<div><div></div></div> 50%	8	<div><div></div></div> 50%	71	<div><div></div></div> 44%	2314	<div><div></div></div> 42%	
House	Speed of Response	Importance	10	<div><div></div></div> 90%	12	<div><div></div></div> 83%	34	<div><div></div></div> 85%	9	<div><div></div></div> 44%	9	<div><div></div></div> 89%	74	<div><div></div></div> 81%	2449	<div><div></div></div> 81%
		Satisfaction	9	<div><div></div></div> 100%	12	<div><div></div></div> 83%	30	<div><div></div></div> 67%	8	<div><div></div></div> 63%	9	<div><div></div></div> 56%	68	<div><div></div></div> 72%	2289	<div><div></div></div> 67%
	Accuracy of Response	Importance	10	<div><div></div></div> 90%	12	<div><div></div></div> 83%	34	<div><div></div></div> 82%	9	<div><div></div></div> 78%	9	<div><div></div></div> 78%	74	<div><div></div></div> 82%	2442	<div><div></div></div> 82%
		Satisfaction	9	<div><div></div></div> 100%	12	<div><div></div></div> 83%	30	<div><div></div></div> 63%	8	<div><div></div></div> 38%	9	<div><div></div></div> 44%	68	<div><div></div></div> 66%	2286	<div><div></div></div> 66%

Hall by Hall Analysis

Student Accommodation Satisfaction Survey

2015/2016

All Survey Questions (with quantitative results)

			Intercollegiate Halls													
			College Hall		Connaught Hall		International Hall		Lilian Penson Hall		Nutford House		UoL Halls (Mean)			
Front of House	Staff Helpfulness	Importance	10	<div>90%</div>	12	<div>75%</div>	34	<div>85%</div>	9	<div>78%</div>	9	<div>89%</div>	74	<div>84%</div>	2441	<div>83%</div>
		Satisfaction	9	<div>89%</div>	12	<div>83%</div>	30	<div>77%</div>	8	<div>50%</div>	9	<div>56%</div>	68	<div>74%</div>	2283	<div>71%</div>
	Staff Friendliness	Importance	10	<div>90%</div>	12	<div>75%</div>	34	<div>85%</div>	9	<div>78%</div>	9	<div>89%</div>	74	<div>84%</div>	2439	<div>78%</div>
		Satisfaction	9	<div>100%</div>	12	<div>75%</div>	30	<div>70%</div>	8	<div>25%</div>	9	<div>33%</div>	68	<div>65%</div>	2281	<div>73%</div>
	How satisfied are you with the service the Security team offer when manning our reception desks?		7	<div>71%</div>	11	<div>91%</div>	32	<div>81%</div>	7	<div>43%</div>	9	<div>67%</div>	66	<div>76%</div>	2131	<div>79%</div>
Safety	How safe do you feel in and around your hall?		10	<div>90%</div>	12	<div>92%</div>	34	<div>100%</div>	9	<div>100%</div>	9	<div>78%</div>	74	<div>95%</div>	2458	<div>94%</div>
Sustainability	Overall, how would you grade your hall in terms of sustainability?		10	<div>60%</div>	12	<div>83%</div>	33	<div>67%</div>	9	<div>56%</div>	9	<div>67%</div>	73	<div>67%</div>	2451	<div>59%</div>
	Which of the following areas do you think need attention at your hall?	Recycling		<div>50%</div>		<div>0%</div>		<div>45%</div>		<div>0%</div>		<div>67%</div>		<div>38%</div>	992	<div>58%</div>
		Composting		<div>0%</div>		<div>50%</div>		<div>27%</div>		<div>50%</div>		<div>33%</div>		<div>29%</div>		<div>40%</div>
		Water Usage	4	<div>25%</div>	2	<div>0%</div>	11	<div>27%</div>	4	<div>0%</div>	3	<div>0%</div>	24	<div>17%</div>		<div>26%</div>
		Energy Usage		<div>50%</div>		<div>50%</div>		<div>45%</div>		<div>50%</div>		<div>100%</div>		<div>54%</div>		<div>50%</div>
		Biodiversity		<div>0%</div>		<div>50%</div>		<div>18%</div>		<div>50%</div>		<div>33%</div>		<div>25%</div>		<div>28%</div>
		Packaging/Procurement		<div>50%</div>		<div>50%</div>		<div>36%</div>		<div>0%</div>		<div>0%</div>		<div>29%</div>		<div>19%</div>
	Should we introduce composting facilities to all residences?		10	<div>80%</div>	12	<div>92%</div>	34	<div>82%</div>	8	<div>88%</div>	9	<div>100%</div>	73	<div>86%</div>	2427	<div>79%</div>
Travel	How do you usually travel to the School?	Bicycle (personal)		<div>0%</div>		<div>0%</div>		<div>0%</div>		<div>0%</div>		<div>22%</div>		<div>3%</div>	2456	<div>4%</div>
		Bicycle (Santander Hire)		<div>0%</div>		<div>0%</div>		<div>0%</div>		<div>0%</div>		<div>0%</div>		<div>0%</div>		<div>1%</div>
		Bus		<div>0%</div>		<div>0%</div>		<div>3%</div>		<div>0%</div>		<div>0%</div>		<div>1%</div>		<div>11%</div>
		Motorbike		<div>0%</div>		<div>0%</div>		<div>0%</div>		<div>0%</div>		<div>0%</div>		<div>0%</div>		<div>0%</div>
		Scooter / Skateboard	10	<div>0%</div>	12	<div>0%</div>	34	<div>0%</div>	9	<div>0%</div>	9	<div>0%</div>	74	<div>0%</div>		<div>0%</div>
		Train		<div>0%</div>		<div>0%</div>		<div>0%</div>		<div>11%</div>		<div>0%</div>		<div>1%</div>		<div>0%</div>
		Tube		<div>0%</div>		<div>0%</div>		<div>0%</div>		<div>67%</div>		<div>22%</div>		<div>11%</div>		<div>9%</div>
		Walk		<div>100%</div>		<div>100%</div>		<div>97%</div>		<div>22%</div>		<div>56%</div>		<div>84%</div>		<div>74%</div>
		Other		<div>0%</div>		<div>0%</div>		<div>0%</div>		<div>0%</div>		<div>0%</div>		<div>0%</div>		<div>0%</div>
	How many minutes, on average, does your journey take you?	0-10 minutes		<div>0%</div>		<div>0%</div>		<div>0%</div>		<div>0%</div>		<div>0%</div>		<div>0%</div>	2446	<div>14%</div>
		11-20 minutes	10	<div>60%</div>	12	<div>83%</div>	34	<div>88%</div>	9	<div>33%</div>	9	<div>11%</div>	74	<div>68%</div>		<div>30%</div>
		21-30 minutes		<div>40%</div>		<div>17%</div>		<div>9%</div>		<div>44%</div>		<div>22%</div>		<div>20%</div>		<div>38%</div>
		31-40 minutes		<div>0%</div>		<div>0%</div>		<div>3%</div>		<div>11%</div>		<div>11%</div>		<div>4%</div>		<div>11%</div>
		41-50 minutes		<div>0%</div>		<div>0%</div>		<div>0%</div>		<div>0%</div>		<div>44%</div>		<div>5%</div>		<div>6%</div>
		51-60 minutes		<div>0%</div>		<div>0%</div>		<div>0%</div>		<div>11%</div>		<div>11%</div>		<div>3%</div>		<div>1%</div>
		61+ minutes		<div>0%</div>		<div>0%</div>		<div>0%</div>		<div>0%</div>		<div>0%</div>		<div>0%</div>		<div>0%</div>
Hall Committee	Did you know about the nomination / elections process?		10	<div>50%</div>	12	<div>100%</div>	34	<div>85%</div>	9	<div>44%</div>	9	<div>89%</div>	74	<div>78%</div>	2441	<div>79%</div>
	Did you nominate yourself for a position on the Committee?		5	<div>0%</div>	12	<div>8%</div>	29	<div>0%</div>	4	<div>0%</div>	8	<div>0%</div>	58	<div>2%</div>	1921	<div>7%</div>
	How satisfied are you with your current Hall Committee?		10	<div>70%</div>	11	<div>100%</div>	29	<div>66%</div>	9	<div>56%</div>	9	<div>33%</div>	68	<div>66%</div>	1973	<div>67%</div>
Pastoral Support	Have you ever called on support from a Warden/Subwarden*?		10	<div>20%</div>	12	<div>17%</div>	34	<div>15%</div>	9	<div>0%</div>	9	<div>22%</div>	74	<div>15%</div>	2247	<div>16%</div>
	How satisfied are you with their support?		2	<div>0%</div>	2	<div>100%</div>	5	<div>80%</div>	0	<div>NA - No Responses</div>	2	<div>100%</div>	11	<div>73%</div>	357	<div>76%</div>
	Have you ever called on support from a Peer Supporter?		NA	<div>NA - Peer Supporters not assigned to UoL Halls</div>	NA	<div>NA - Peer Supporters not assigned to UoL Halls</div>	NA	<div>NA - Peer Supporters not assigned to UoL Halls</div>	NA	<div>NA - Peer Supporters not assigned to UoL Halls</div>	NA	<div>NA - Peer Supporters not assigned to UoL Halls</div>	NA	<div>NA - Peer Supporters not assigned to UoL Halls</div>	1656	<div>4%</div>
	How satisfied are you with their support?		NA	<div>NA - Peer Supporters not assigned to UoL Halls</div>	NA	<div>NA - Peer Supporters not assigned to UoL Halls</div>	NA	<div>NA - Peer Supporters not assigned to UoL Halls</div>	NA	<div>NA - Peer Supporters not assigned to UoL Halls</div>	NA	<div>NA - Peer Supporters not assigned to UoL Halls</div>	NA	<div>NA - Peer Supporters not assigned to UoL Halls</div>	58	<div>88%</div>
Choose Respect	Have you seen the Choose Respect campaign in halls?		NA	<div>NA - Choose Respect series not used at College Hall</div>	NA	<div>NA - Choose Respect series not used at Connaught Hall</div>	NA	<div>NA - Choose Respect series not used at International Hall</div>	NA	<div>NA - Choose Respect series not used at Lilian Penson Hall</div>	NA	<div>NA - Choose Respect series not used at Nutford House</div>	NA	<div>NA - Choose Respect series not used at any UoL Hall</div>	2371	<div>48%</div>
	Overall, how would you grade the campaign?		NA	<div>NA - Choose Respect series not used at College Hall</div>	NA	<div>NA - Choose Respect series not used at Connaught Hall</div>	NA	<div>NA - Choose Respect series not used at International Hall</div>	NA	<div>NA - Choose Respect series not used at Lilian Penson Hall</div>	NA	<div>NA - Choose Respect series not used at Nutford House</div>	NA	<div>NA - Choose Respect series not used at any UoL Hall</div>	966	<div>69%</div>
Residences Advisors	Were you aware of the Residences Ambassadors in Sept/Oct/Nov2015?		10	<div>50%</div>	12	<div>50%</div>	34	<div>44%</div>	9	<div>33%</div>	9	<div>44%</div>	74	<div>45%</div>	933	<div>25%</div>
	Overall, how satisfied were you with the Residences Ambassadors?		4	<div>75%</div>	4	<div>25%</div>	14	<div>43%</div>	3	<div>0%</div>	4	<div>25%</div>	29	<div>38%</div>	186	<div>62%</div>

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2015/2016

All Survey Questions (with quantitative results)

			Intercollegiate Halls										All Halls (Mean)				
			College Hall		Connaught Hall		International Hall		Lilian Penson Hall		Nutford House				UoL Halls (Mean)		
Resid Ambas	Do you feel that the Residences Ambassador Role was...	Essential	5	0%	6	0%	14	7%	3	0%	4	0%	32	3%	227	7%	
		Helpful		40%		17%		36%		0%		25%		28%			
		Unclear		40%		50%		36%		33%		75%		44%			
		Unnecessary		20%		33%		21%		67%		0%		25%			
Catering	Overall, how satisfied are you with catering services at your hall?		10	40%	11	73%	30	73%	9	33%	9	56%	69	61%	915	73%	
	Ambience of restaurant	Importance	10	80%	12	83%	33	67%	9	44%	9	78%	73	70%	1009	64%	
		Satisfaction	9	33%	12	75%	31	61%	8	38%	9	67%	69	58%	961	65%	
	Responsiveness of staff	Importance	10	90%	12	83%	32	81%	9	67%	9	100%	72	83%	1007	78%	
		Satisfaction	9	67%	12	58%	31	58%	7	29%	9	67%	68	57%	963	66%	
	Quality of food	Importance	9	89%	12	83%	33	91%	9	78%	9	100%	72	89%	1005	89%	
		Satisfaction	9	22%	12	58%	31	19%	8	25%	9	56%	69	32%	965	50%	
	Seasonality of food	Importance	10	70%	12	42%	33	58%	9	22%	9	56%	73	52%	1006	62%	
		Satisfaction	9	33%	11	45%	31	19%	7	14%	9	67%	67	31%	961	47%	
	It is important for me to have meals provided in halls		10	80%	12	75%	33	70%	9	56%	9	67%	73	70%	1011	83%	
	The restaurant makes it possible for me to make more friends		10	70%	12	100%	33	76%	9	56%	9	78%	73	77%	1011	76%	
	Eating together enhances the feeling of community in my hall		10	80%	12	100%	32	66%	9	78%	9	67%	72	75%	1009	81%	
	Living in a catered hall makes it easier for me to eat healthily		10	30%	12	50%	33	39%	9	22%	9	33%	73	37%	1009	60%	
	Does this picture [Food for Life Catering Mark] mean anything to you?		NA	NA - Food for Life accreditation not acquired at UoL Halls	NA	NA - Food for Life accreditation not acquired at UoL Halls	NA	NA - Food for Life accreditation not acquired at UoL Halls	NA	NA - Food for Life accreditation not acquired at UoL Halls	NA	NA - Food for Life accreditation not acquired at UoL Halls	NA	NA - Food for Life accreditation not acquired at UoL Halls	938	25%	
	Is the Food for Life Catering Mark important to you?		NA	NA - Food for Life accreditation not acquired at UoL Halls	NA	NA - Food for Life accreditation not acquired at UoL Halls	NA	NA - Food for Life accreditation not acquired at UoL Halls	NA	NA - Food for Life accreditation not acquired at UoL Halls	NA	NA - Food for Life accreditation not acquired at UoL Halls	NA	NA - Food for Life accreditation not acquired at UoL Halls	938	83%	
Residential Services Office	Overall, how satisfied are you with the service provided by the Residential Services Office?		NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	55	56%	1652	76%	
	Speed of Response	Importance	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	72	90%	2417	85%	
		Satisfaction	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	70	64%	2334	67%	
	Accuracy of Response	Importance	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	72	90%	2415	86%	
		Satisfaction	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	70	67%	2329	68%	
	Staff Helpfulness	Importance	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	72	88%	2412	85%	
		Satisfaction	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	70	59%	2324	68%	
	Staff Friendliness	Importance	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	72	79%	2408	79%	
		Satisfaction	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	70	63%	2324	69%	
Overall, how satisfied are you with Hallpad?		NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	69	52%	2202	72%		
Twitter	Did you know the @LSEResLife Twitter feed existed?		NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	74	5%	2449	11%	
	Do you follow @LSEResLife on Twitter?	Yes	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	4	0%	262	23%	
		No	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls		50%		38%	
		I don't have a Twitter account	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls		50%		39%	
	Which of the following would you use the @LSEResLife Twitter feed for?	Find out about events in halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	108	15%	3709	14%	
		Find out about events on campus	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls		10%	11%	3709	11%
		Get advance warning about maintenance in halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls		8%	11%	3709	11%
		Keep up to date during emergencies	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls		8%	9%	3709	9%
		Ask questions of staff in Residences	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls		6%	6%	3709	6%
		Find out about jobs in Residential Services	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls		1%	4%	3709	4%
		Other	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls		1%	0%	3709	0%
		None - I never use Twitter	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls		50%	46%	3709	46%
Have you ever used the webpages for current residents?		Yes	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls		74	8%	2450	26%
	No	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	74	30%	2450	33%		

## Student Accommodation Satisfaction Survey

2015/2016

All Survey Questions (with quantitative results)

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Hall by Hall Analysis

Student Accommodation Satisfaction Survey

2015/2016

All Survey Questions (with quantitative results)

			Intercollegiate Halls											
			College Hall		Connaught Hall		International Hall		Lilian Penson Hall		Nutford House		UoL Halls (Mean)	
		Studying	NA	NA - Handbook not distributed at University of London Halls	NA	NA - Handbook not distributed at University of London Halls	NA	NA - Handbook not distributed at University of London Halls	NA	NA - Handbook not distributed at University of London Halls	NA	NA - Handbook not distributed at University of London Halls	NA	NA - Handbook not distributed at University of London Halls
		Terms and Conditions	NA	NA - Handbook not distributed at University of London Halls	NA	NA - Handbook not distributed at University of London Halls	NA	NA - Handbook not distributed at University of London Halls	NA	NA - Handbook not distributed at University of London Halls	NA	NA - Handbook not distributed at University of London Halls	NA	NA - Handbook not distributed at University of London Halls
	To support the School's environmental aims we did not distribute hard copies of the handbook, instead only making it available online.	Yes - I would have read it more thoroughly if I had been given a hard copy	NA	NA - Handbook not distributed at University of London Halls	NA	NA - Handbook not distributed at University of London Halls	NA	NA - Handbook not distributed at University of London Halls	NA	NA - Handbook not distributed at University of London Halls	NA	NA - Handbook not distributed at University of London Halls	NA	NA - Handbook not distributed at University of London Halls
		Yes - I prefer to read things in hard copy so printed it out myself	NA	NA - Handbook not distributed at University of London Halls	NA	NA - Handbook not distributed at University of London Halls	NA	NA - Handbook not distributed at University of London Halls	NA	NA - Handbook not distributed at University of London Halls	NA	NA - Handbook not distributed at University of London Halls	NA	NA - Handbook not distributed at University of London Halls
		Yes - I found it much easier to access online so I could read it in sections throughout the year	NA	NA - Handbook not distributed at University of London Halls	NA	NA - Handbook not distributed at University of London Halls	NA	NA - Handbook not distributed at University of London Halls	NA	NA - Handbook not distributed at University of London Halls	NA	NA - Handbook not distributed at University of London Halls	NA	NA - Handbook not distributed at University of London Halls
		Yes - Being sent a link via email probably made me pay more attention to it	NA	NA - Handbook not distributed at University of London Halls	NA	NA - Handbook not distributed at University of London Halls	NA	NA - Handbook not distributed at University of London Halls	NA	NA - Handbook not distributed at University of London Halls	NA	NA - Handbook not distributed at University of London Halls	NA	NA - Handbook not distributed at University of London Halls
	Do you think this had an effect on your use of the handbook?	No - I don't think it had an effect on my use of the handbook	NA	NA - Handbook not distributed at University of London Halls	NA	NA - Handbook not distributed at University of London Halls	NA	NA - Handbook not distributed at University of London Halls	NA	NA - Handbook not distributed at University of London Halls	NA	NA - Handbook not distributed at University of London Halls	NA	NA - Handbook not distributed at University of London Halls
Staff Nominal ons	Would you like to nominate someone who has gone out of their way to help you?		10	50%	12	42%	33	9%	9	11%	9	44%	73	25%

All Halls (Mean)	
	7%
	23%
1854	33%
	6%
	11%
	9%
	41%
2445	22%

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