Student Accommodation Satisfaction Survey 2015/2016

All Survey Questions (with quantitative results)

All Survey Questions ((min quantitative i											LSE Halls								
				Bankside House		Butler's Wharf		Carr Saunders Hall		Grosvenor House	н	igh Holborn Residence	N	Iorthumberland House		Passfield Hall		Rosebery Hall		LSE Halls (Mean)
Res pons e Rate	Overall Respon	se Rate	603	56%	269	61%	118	100%	336	60%	351	67%	336	60%	204	100%	325	87%	2384	71%
Are you e	enjoying your st	ay in residences?	337	96%	164	88%	118	87%	139	95%	234	90%	203	90%	204	94%	284	96%	1683	93%
Do you th	think your reside value for mo	ence offers good oney?	337	83%	164	86%	118	78%	139	78%	234	64%	203	80%	204	84%	284	85%	1683	80%
	ou recommend y other students	your residence to at LSE?	337	93%	164	84%	118	92%	139	89%	234	82%	203	85%	204	95%	284	95%	1683	90%
What mo	ost attracted you residence	u to apply for LSE s?	33%	Catering	55%	Price	33%	Social Atmosphere	82%	Location	84%	Location	71%	Location	29%	Social Atmosphere	29%	Catering	38%	Location
Access to	PCs, printers	Importance	333	83%	162	83%	116	84%	137	77%	230	73%	200	81%	202	76%	281	80%	1661	80%
and	copiers	Satisfaction	314	79%	153	48%	107	79%	132	73%	216	62%	187	65%	195	72%	277	67%	1581	68%
Bathroor	m and toilet	Importance	332	92%	161	91%	116	91%	137	92%	229	89%	201	91%	200	90%	281	94%	1657	91%
fac	cilities	Satisfaction	315	77%	154	68%	108	69%	133	68%	220	62%	187	69%	190	53%	278	65%	1585	67%
		Importance	330	91%	162	93%	115	91%	137	92%	229	89%	200	90%	200	91%	281	93%	1654	91%
Bed	drooms	Satisfaction	314	81%	154	67%	107	74%	134	76%	219	76%	185	73%	190	68%	276	74%	1579	74%
		Importance	327	89%	162	88%	114	90%	132	91%	229	89%	198	88%	201	88%	280	91%	1643	89%
Clea	anliness	Satisfaction	312	76%	153	57%	106	75%	129	76%	219	71%	184	68%	193	58%	277	74%	1573	70%
	al areas (e.g.,	Importance	329	74%	162	71%	114	69%	135	67%	228	71%	199	63%	201	71%	280	74%	1648	71%
	Inces and Ilways)	Satisfaction	314	74%	154	61%	107	72%	133	69%	217	61%	184	65%	189	64%	276	70%	1574	67%
		Importance	331	64%	161	53%	116	58%	135	44%	228	50%	197	54%	200	61%	280	59%	1648	57%
Group s	study areas	Satisfaction	312	62%	152	41%	108	42%	132	40%	218	40%	186	42%	193	40%	277	42%	1578	45%
Informatio	on available to	Importance	329	78%	162	78%	115	77%	136	80%	230	72%	198	73%	199	73%	281	78%	1650	76%
	on arrival	Satisfaction	314	69%	154	77%	107	74%	132	64%	217	68%	185	69%	192	70%	278	69%	1579	70%
IT Services	es within your	Importance	329	85%	162	87%	115	79%	135	83%	231	80%	197	82%	200	77%	281	86%	1650	83%
	droom	Satisfaction	314	74%	153	48%	108	48%	130	72%	218	66%	184	53%	191	69%	273	75%	1571	65%
Kitchen Kitchen	ns or snack	Importance	330	87%	161	84%	116	84%	136	72%	230	82%	194	84%	200	85%	280	85%	1647	84%
	oints	Satisfaction	314	43%	152	59%	107	55%	134	63%	218	59%	184	55%	191	45%	274	54%	1574	53%
Maintenan	nce (reporting	Importance	328	86%	161	84%	116	84%	136	84%	231	82%	196	81%	198	81%	279	82%	1645	83%
and cor	ompletion)	Satisfaction	314	78%	153	58%	108	65%	133	74%	222	64%	187	67%	192	57%	278	69%	1587	68%
	ards, screens d other	Importance	327	49%	161	52%	116	41%	136	48%	230	41%	198	46%	200	39%	281	48%	1649	46%
	nunication annels	Satisfaction	312	54%	152	54%	108	52%	133	56%	218	51%	187	52%	193	48%	276	57%	1579	53%
Recreati	tional space	Importance	328	71%	160	50%	116	72%	136	49%	229	58%	197	52%	199	73%	278	64%	1643	62%
	ounge, games oom)	Satisfaction	313	76%	152	70%	108	72%	133	47%	220	52%	188	47%	193	63%	276	52%	1583	60%
	neasures (e.g., windows,	Importance	327	76%	161	72%	115	70%	134	80%	231	74%	197	76%	197	75%	278	75%	1640	75%
lighting,	, bike racks, etc.)	Satisfaction	314	72%	152	74%	108	72%	132	77%	219	70%	187	70%	192	69%	278	70%	1582	71%
	Í	Importance	327	78%	161	70%	115	77%	136	83%	230	79%	196	75%	197	72%	279	75%	1641	76%
Security	y personnel -	Satisfaction	314	68%	151	74%	108	72%	133	87%	221	74%	187	78%	192	64%	278	81%	1584	74%
	Addition of the state of the st	Importance	328	93%	161	92%	115	91%	136	93%	231	89%	195	91%	197	91%	279	93%	1642	92%
V	WiFi	Satisfaction	313	75%	152	36%	108	50%	132	66%	222	63%	187	43%	193	76%	277	73%	1584	63%
Laundry (\	Washers and	Importance	327	87%	160	84%	116	84%	134	93%	227	86%	197	87%	198	85%	279	87%	1638	87%
	ryers)	Satisfaction	313	58%	153	38%	106	49%	133	38%	219	39%	186	46%	192	29%	276	47%	1578	44%
		Importance	335	81%	164	88%	118	81%	139	83%	230	79%	201	83%	202	71%	283	80%	1672	80%
Speed of	of Response	Satisfaction	307	79%	153	73%	105	74%	130	81%	220	71%	181	78%	188	69%	275	84%	1559	77%
	_	Importance	333	83%	164	89%	118	82%	139	83%	229	79%	200	85%	202	74%	282	82%	1667	82%
Accuracy	of Response	Satisfaction	306	78%	153	73%	105	75%	130	75%	218	72%	182	76%	188	66%	275	80%	1557	75%
for		Satisfaction	306	78%	153	73%	105	75%	130	75%	218	72%	182	76%	188	66%	275	80%	1557	75%

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All Survey Questions (with quantitative results)

Column Key

												LSE Halls								
				Bankside House		Butler's Wharf		Carr Saunders Hall		Grosvenor House	Н	igh Holborn Residence	N	orthumberland House		Passfield Hall		Rosebery Hall		LSE Halls (Mean)
of h		Importance	334	85%	164	87%	118	84%	138	83%	229	79%	200	86%	202	79%	282	82%	1667	83%
Front	Staff Helpfulness	Satisfaction	307	81%	153	74%	103	79%	130	79%	218	79%	182	79%	187	74%	274	83%	1554	79%
Ē	0. 665 . 11:	Importance	332	81%	164	80%	118	79%	138	75%	229	75%	200	81%	202	71%	282	81%	1665	78%
	Staff Friendliness	Satisfaction	307	67%	153	79%	105	77%	130	82%	219	80%	180	86%	187	74%	275	86%	1556	78%
	How satisfied are you with the service manning our recep		304	64%	147	88%	108	81%	119	94%	194	89%	178	89%	174	81%	247	96%	1471	84%
Safety	How safe do you feel ir hall?		337	99%	164	98%	117	99%	139	99%	233	97%	203	97%	204	98%	284	98%	1681	98%
	Overall, how would you terms of susta		337	67%	163	70%	117	66%	138	67%	233	70%	203	64%	203	62%	282	64%	1676	66%
		Recycling		38%		37%		45%		65%		54%		53%		56%		49%		49%
τλ		Composting		37%		27%		48%		33%		41%		42%		31%		30%		36%
Sustainability	Which of the following	Water Usage		34%	1	18%		28%		11%		19%	1 <u>.</u> [23%		32%	1	31%		26%
stain	areas do you think need attention at your hall?	Energy Usage	110	54%	49	55%	40	50%	46	41%	69	48%	74	50%	77	62%	101	53%	566	52%
Su		Biodiversity		24%	1	37%		28%	ı	22%		35%	1 [28%		32%		23%		28%
		Packaging/Procure ment		17%	1	22%		23%	İ	4%		19%	1	18%		27%		15%		18%
	Should we introduce co	mposting facilities	334	75%	164	85%	117	81%	139	80%	229	81%	201	81%	196	82%	282	77%	1662	80%
		Bicycle (personal)		2%		8%		2%		0%		0%		2%		2%		4%		2%
		Bicycle (Santander Hire)		1%	1	2%		0%	İ	0%		0%	1	0%		0%		1%		1%
		Bus		3%	1	29%		0%		0%		0%	1	3%		8%		10%		6%
		Motorbike		0%	1	0%		0%		0%		0%	1	0%		1%		0%		0%
	How do you usually travel to the School?	Scooter / Skateboard	337	0%	164	0%	117	0%	139	0%	233	0%	203	0%	202	1%	284	0%	1679	0%
	traver to the senior.	Train		0%	1	2%		0%		1%		0%	1	0%		0%		0%		0%
		Tube	İ	0%	1	18%		0%		0%		0%	1	0%		0%		0%		2%
le/		Walk	İ	94%	1	41%		98%		99%		100%	1	94%		86%		85%		88%
Travel		Other		0%	1	1%		0%		0%		0%	1	0%		1%		0%		0%
		0-10 minutes		1%		0%		1%		92%		73%		7%		3%		5%		20%
		11-20 minutes	ĺ	15%	1	7%		10%		8%		27%	1	88%		64%		29%		32%
		21-30 minutes		80%	1	16%		84%	Ì	0%		0%	1	5%		31%	Ī	63%		39%
	How many minutes, on average, does your	31-40 minutes	337	3%	164	30%	117	4%	138	0%	233	0%	203	0%	201	1%	282	3%	1675	4%
	journey take you?	41-50 minutes	ĺ	0%	1	41%		1%	Ì	0%		0%	1	0%		0%	Ī	1%		4%
		51-60 minutes		0%	1	5%		0%	Ì	0%		0%	1	0%		0%	Ī	0%		1%
		61+ minutes	İ	1%	1	1%		0%		0%		0%	1	0%		1%		0%		0%
ttee	Did you know about t elections pr		337	78%	164	82%	118	96%	139	71%	232	78%	200	72%	203	93%	283	88%	1676	82%
_	Did you nominate yours the Comm	elf for a position on	264	6%	134	6%	113	14%	99	2%	182	8%	142	4%	188	10%	247	8%	1369	7%
Hall Co	How satisfied are you wi	th your current Hall	273	71%	147	67%	106	81%	106	50%	175	59%	164	66%	180	87%	236	78%	1387	71%
oort	Have you ever called o Warden/Subv	on support from a	337	16%	163	27%	118	16%	139	22%	234	15%	203	24%	203	17%	284	13%	1681	18%
Support	How satisfied are you v		54	74%	44	93%	19	89%	31	81%	35	66%	49	76%	35	69%	38	84%	305	78%
oral	Have you ever called o		336	1%	NA	NA - Peer Supporters not assigned to Butler's Wharf	118	8%	139	2%	NA	NA - Peer Supporters not assigned to High Holborn Residence	203	1%	203	4%	282	3%	1281	3%
Pastoral	How satisfied are you v		4	100%	NA	NA - Peer Supporters not assigned to Butler's Wharf	10	100%	3	33%	NA	NA - Peer Supporters not assigned to High Holborn Residence	3	100%	9	100%	9	89%	38	92%
ect	Have you seen the C		336	66%	164	-	117	63%	139	19%	233	30%	203	56%	203	32%	283	83%	1678	55%
Respe	Overall, how would campaig	you grade the	188	72%	110	77%	68	63%	20	70%	57	75%	91	60%	58	55%	183	68%	775	69%
	Were you aware of the Ambassadors in Sept	the Residences	NA	NA - Residences Ambassador role not present at Bankside House	163	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	16%	NA	NA - Residences Ambassador role not present at Passfield Hall	NA	NA - Residences Ambassador role not present at Rosebery Hall	366	16%
	,bassadors in sept	vere you with the	-		\vdash			NA - Residences Ambassador role not			-	- 0	\vdash		\vdash		+		\vdash	

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Column Key

All Su	vey Questions (with quantitative	results)										LSE Halls									
				Bankside House		Butler's Wharf		Carr Saunders Hall		Grosvenor House	ı	ligh Holborn Residence	ı	Northumberland House		Passfield Hall		Rosebery Hall		LSE H (Me	
Resid	Do you feel that the Residences Ambassador Role was	Essential Helpful Unclear Unnecessary	NA	NA - Residences Ambassador role not present at Bankside House	27	26% 41% 22% 11%	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	9% 45% 30% 15%	NA	NA - Residences Ambassador role not present at Passfield Hall	NA	NA - Residences Ambassador role not present at Rosebery Hall	60		17% 43% 27% 13%
	Overall, how satisfied are you with c	atering services at your hall?	303	74%	NA	NA - Catering not provided at Butler's Wharf	108	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	62%	256	82%	846		74%
		Importance	334	67%	NA	NA - Catering not provided at Butler's Wharf	117	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	59%	283	63%	936		63%
	Ambience of restaurant	Satisfaction	313	65%	NA	NA - Catering not provided at Butler's Wharf	109	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	55%	275	72%	892		66%
		Importance	334	80%	NA	NA - Catering not provided at Butler's Wharf	117	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	76%	282	76%	935		78%
	Responsiveness of staff	Satisfaction	315	53%	NA	NA - Catering not provided at Butler's Wharf	109	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	64%	275	79%	895		66%
		Importance	334	89%	NA	NA - Catering not provided at Butler's Wharf	117	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	89%	281	89%	933		89%
6.0	Quality of food	Satisfaction	314	56%	NA	NA - Catering not provided at Butler's Wharf	110	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	41%	276	51%	896		51%
Catering		Importance	334	66%	NA	NA - Catering not provided at Butler's Wharf	117	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	64%	282	60%	933		63%
Cat	Seasonality of food	Satisfaction	314	51%	NA	NA - Catering not provided at Butler's Wharf	110	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	44%	274	47%	894		48%
	It is important for me		335	83%	NA	NA - Catering not provided at Butler's Wharf	117	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	81%	284	88%	938		84%
	The restaurant makes it	possible for me to	335	67%	NA	NA - Catering not provided at Butler's Wharf	117	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	77%	284	84%	938		76%
	make more Eating together enhan	ces the feeling of	334	77%	NA	NA - Catering not provided at Butler's Wharf	117	83%	NA	NA - Catering not provided at	NA	NA - Catering not provided at High Holborn Residence	NA	NA - Catering not provided at Northumberland House	202	82%	284	86%	937		81%
	community ir Living in a catered hall	makes it easier for	334	61%	NA	NA - Catering not provided at Butler's Wharf	117	64%	NA	NA - Catering not provided at	NA	NA - Catering not provided at High	NA	NA - Catering not provided at Northumberland House	201	59%	284	62%	936		61%
	me to eat he Does this picture [Food fo	r Life Catering Mark]	336	36%	NA	NA - Catering not provided at	115	14%	NA	NA - Catering not provided at	NA	NA - Catering not provided at High	NA	NA - Catering not provided at	204	19%	283	19%	938		25%
	mean anything Is the Food for Life	Catering Mark	336	84%	NA	Butler's Wharf NA - Catering not provided at	117	78%	NA	Grosvenor House NA - Catering not provided at	NA	NA - Catering not provided at High	NA	Northumberland House NA - Catering not provided at	202	83%	283	84%	938		83%
	important t Overall, how satisfied are you with	the service provided by the	NA	NA - Not helpful to break results	NA	Butler's Wharf NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	Grosvenor House NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	Northumberland House NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	1144		80%
	Residential Servic	Importance	NA	NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	1652		85%
Se	Speed of Response	Satisfaction	NΛ	down to individual halls NA - Not helpful to break results	NA.	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA.	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NΛ	down to individual halls NA - Not helpful to break results	1592		70%
Office		Importance	NA NA	down to individual halls NA - Not helpful to break results	NA NA	down to individual halls NA - Not helpful to break results	NA NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA.	down to individual halls NA - Not helpful to break results	NA NA	down to individual halls NA - Not helpful to break results	NA NA	down to individual halls NA - Not helpful to break results	NA.	down to individual halls NA - Not helpful to break results	1652		86%
Services	Accuracy of Response		\vdash	down to individual halls NA - Not helpful to break results	NA.	down to individual halls NA - Not helpful to break results	NA NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA.	down to individual halls NA - Not helpful to break results	NA.	down to individual halls NA - Not helpful to break results	NA.	down to individual halls NA - Not helpful to break results	NA.	down to individual halls NA - Not helpful to break results			
Sen		Satisfaction	NA	down to individual halls NA - Not helpful to break results	NA NA	down to individual halls NA - Not helpful to break results		down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA NA	down to individual halls NA - Not helpful to break results	NA NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	1589		71%
ntial	Staff Helpfulness	Importance	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA 	down to individual halls NA - Not helpful to break results	1650		85%
Residential		Satisfaction	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	1586		72%
Re	Staff Friendliness	Importance	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	1648		79%
		Satisfaction	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	1587		72%
	Overall, how satisfied are Did you know the @LSEF		NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	1530		76%
	existed		NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	1674		11%
	Do you follow	Yes	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	-		22%
	@LSEResLife on Twitter?	No Ldon't have a	NA	NA - Not helpful to break results down to 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		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			40%
		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			14%
Twitter		Find out about events on campus Get advance warning	NA	NA - Not helpful to break results down to 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			10%
≥		about maintenance in	NA	NA - Not helpful to break results down to 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			10%
	Which of the following would you use the	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		8%
	@LSEResLife Twitter feed for?	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			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			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			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			48%
	Have you ever and d	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			29%
	Have you ever used the webpages for current	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		33%
	racidants?								_			•	-								

Student Accommodation Satisfaction Survey

2015/2016 All Survey Questions (with quantitative results)

Column Key

												LSE Halls								
				Bankside House		Butler's Wharf		Carr Saunders Hall		Grosvenor House	١	ligh Holborn Residence	N	orthumberland House		Passfield Hall		Rosebery Hall		LSE Halls (Mean)
	residents:	I didn't know they	NΑ	NA - Not helpful to break results	NΙΔ	NA - Not helpful to break results	NA	NA - Not helpful to break results	NΙΔ	NA - Not helpful to break results	NΙΔ	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results		38%
		existedhow to pay my	IVA	down to individual halls NA - Not helpful to break results	INA	down to individual halls NA - Not helpful to break results	IVA	down to individual halls NA - Not helpful to break results	IVA	down to individual halls NA - Not helpful to break results	INA	down to individual halls NA - Not helpful to break results	INA	down to individual halls NA - Not helpful to break results	INA	down to individual halls NA - Not helpful to break results	INA	down to individual halls NA - Not helpful to break results		
		accommodation fees	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls		73%
ges		my room contents insurance	NA	NA - Not helpful to break results down to 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		17%
ebpages	What information have	my contract with LSE	NA	NA - Not helpful to break results down to 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		44%
We	you looked for at lse.ac.uk/currenthallres	social activities in	NA	NA - Not helpful to break results down to 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	486	18%
	idents?	the staff teams	NA	NA - Not helpful to break results down to 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		18%
		facilities / 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		55%
		in the hall Other	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	l	3%
-	On your last visit to lse.ac.uk/cur		NΑ	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	N/A	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NΑ	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	N/A	down to individual halls NA - Not helpful to break results	N/A	down to individual halls NA - Not helpful to break results	483	
	find what you were Have you read the		IVA	down to individual halls NA - Not helpful to break results	INA	down to individual halls NA - Not helpful to break results	IVA	down to individual halls NA - Not helpful to break results	INA	down to individual halls NA - Not helpful to break results	INA	down to individual halls NA - Not helpful to break results	INA	down to individual halls NA - Not helpful to break results	INA	down to individual halls NA - Not helpful to break results	INA	down to individual halls NA - Not helpful to break results	403	
	Handboo		NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	1676	66%
	The Student Halls Handbook was	Too early	NA	NA - Not helpful to break results down to 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		2%
	distributed via email a week before arrivals	About the right time	NA	NA - Not helpful to break results down to 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	1290	81%
	day. Was this	Too late	NA	NA - Not helpful to break results down to 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		17%
		Student Hall Committee	NA	NA - Not helpful to break results down to 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		7%
		Pastoral Support	NA	NA - Not helpful to break results down to 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		8%
		in Halls Arrival	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results		82%
		Medical Services	NA	down to individual halls NA - Not helpful to break results	NΔ	down to individual halls NA - Not helpful to break results	NΔ	down to individual halls NA - Not helpful to break results	NΔ	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NΔ	down to individual halls NA - Not helpful to break results	NΔ	NA - Not helpful to break results	NΔ	NA - Not helpful to break results	1	29%
				down to individual halls NA - Not helpful to break results		down to individual halls NA - Not helpful to break results		down to individual halls NA - Not helpful to break results		down to individual halls NA - Not helpful to break results		down to individual halls NA - Not helpful to break results		down to individual halls NA - Not helpful to break results		down to individual halls NA - Not helpful to break results		down to individual halls NA - Not helpful to break results	1	
		Fire Safety	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	1	10%
		Maintenance	NA	NA - Not helpful to break results down to 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		24%
	Which sections of the	Business Continuity	NA	NA - Not helpful to break results down to 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		2%
	handbook were the	A-Z Guide	NA	NA - Not helpful to break results down to 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	1079	21%
	MOST useful?	Values and Principles for living 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		15%
		Code of conduct for sharing a room	NA	NA - Not helpful to break results down to 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	1	9%
		Student Conduct	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	1	16%
		Charges	NA	down to individual halls NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	1	42%
		Wellbeing	NA	down to individual halls NA - Not helpful to break results	NΑ	down to individual halls NA - Not helpful to break results	NΑ	down to individual halls NA - Not helpful to break results	NΑ	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NΑ	down to individual halls NA - Not helpful to break results	NΛ	down to individual halls NA - Not helpful to break results	NΑ	down to individual halls NA - Not helpful to break results		17%
	•			down to individual halls NA - Not helpful to break results		down to individual halls NA - Not helpful to break results	14/4	down to individual halls NA - Not helpful to break results		down to individual halls NA - Not helpful to break results		down to individual halls NA - Not helpful to break results		down to individual halls NA - Not helpful to break results		down to individual halls NA - Not helpful to break results		down to individual halls NA - Not helpful to break results		
		Studying Terms and	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	1	31%
형		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		19%
Handbook		Student Hall Committee	NA	NA - Not helpful to break results down to 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		14%
На		Pastoral Support 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		18%
		Arrival	NA	NA - Not helpful to break results down to 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		3%
		Medical 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		4%
		Fire Safety	NA	NA - Not helpful to break results down to 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	1	13%
		Maintenance	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results		7%
		Business	NA NA	down to individual halls NA - Not helpful to break results	NIA.	down to individual halls NA - Not helpful to break results	NA NA	down to individual halls NA - Not helpful to break results	NA NA	down to individual halls NA - Not helpful to break results	NA.	down to individual halls NA - Not helpful to break results	N/A	down to individual halls NA - Not helpful to break results	NIA.	down to individual halls NA - Not helpful to break results	NA.	down to individual halls NA - Not helpful to break results	1	29%
	Which sections of the	Continuity		down to individual halls NA - Not helpful to break results	N/A	down to individual halls NA - Not helpful to break results	IVA NA	down to individual halls NA - Not helpful to break results	NA NA	down to individual halls NA - Not helpful to break results		down to individual halls NA - Not helpful to break results	IVA	down to individual halls NA - Not helpful to break results	NA NA	down to individual halls NA - Not helpful to break results	INA NA	down to individual halls NA - Not helpful to break results	002	
	handbook were the LEAST useful?	A-Z Guide Values and Principles for	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	INA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	982	
		living in halls	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls		16%
		Code of conduct for sharing a room	NA	NA - Not helpful to break results down to 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		20%
						NA New Bedre Class Bereit commission	ıl	NA - Not helpful to break results	i l	NA - Not helpful to break results	ı	NA Not halpful to brook recults	1 l	NA - Not helpful to break results	l	NA - Not helpful to break results	l	NA - Not helpful to break results	I	9%
		Student Conduct	NA	NA - Not helpful to break results down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	down to individual halls	NA	down to individual halls	NA	NA - Not helpful to break results down to individual halls	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	1	3/0
		Student Conduct Charges	NA NA		NA NA		NA NA		NA NA		NA NA		NA NA	down to individual halls NA - Not helpful to break results down to individual halls	NA NA		NA NA	down to individual halls NA - Not helpful to break results down to individual halls		4%

Student Accommodation Satisfaction Survey

2015/2016

All Survey Questions (with quantitative results)

Column Key

												LSE Halls								
				Bankside House		Butler's Wharf		Carr Saunders Hall		Grosvenor House	Н	igh Holborn Residence	N	Iorthumberland 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		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		24%
	To support the School's	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		33%
	environmental aims we did not distribute hard copies of	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		6%
	the handbook, instead only making it available online.	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%
	effect on your use of the	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		8%
	handbook?	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		41%
Staff Nominati ons	Would you like to nominate som their way to he		335	21%	163	19%	116	27%	139	11%	232	20%	202	25%	203	23%	283	33%	1673	23%

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

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All Surv	ey Questions (with quantitative	results)							Th	ird Party Managed Halls						
				Lilian Knowles House		Sidney Webb House		urbanest King's Cross	1	urbanest Tower Bridge	urb	anest Westminster Bridge		Zebra Housing Flats	Thi	ird Party Managed Halls (Mean)
Res pons e Rate	Overall Respor	nse Rate	368	51%	435	47%	288	47%	6	67%	450	38%	7	71%	1554	45%
S	Are you enjoying your st	ay in residences?	187	83%	204	77%	134	92%	4	50%	171	83%	5	100%	705	83%
Questions	Do you think your resid value for mo		187	71%	204	62%	134	57%	4	0%	171	55%	5	80%	705	62%
Que	Would you recommend other students	your residence to	187	70%	204	60%	134	69%	4	25%	171	74%	5	80%	705	68%
Big	What most attracted yo	u to apply for LSE	28%	Location	56%	Price	25%	Room Type	75%	Location	45%	Location	60%	Room Type	34%	Location
	residence	Importance	186	74%	197	77%	128	75%	4	50%	171	77%	4	50%	690	75%
	Access to PCs, printers and copiers	Satisfaction	183	29%	192	44%	121	60%	3	33%	164	37%	4	0%	667	41%
	2.1	Importance	186	88%	197	88%	129	89%	4	100%	171	91%	4	75%	691	89%
	Bathroom and toilet facilities	Satisfaction	182	59%	193	25%	121	83%	3	100%	164	82%	4	75%	667	60%
		Importance	186	89%	197	89%	128	91%	4	100%	171	93%	4	100%	690	90%
	Bedrooms -	Satisfaction	183	71%	194	40%	121	80%	3	67%	164	77%	4	75%	669	65%
		Importance	185	87%	195	86%	128	90%	4	100%	171	92%	5	100%	688	89%
	Cleanliness	Satisfaction	182	53%	191	39%	120	68%	3	33%	164	69%	5	80%	665	56%
	Communal areas (e.g.,	Importance	186	63%	196	68%	128	71%	4	50%	171	71%	4	25%	689	68%
	entrances and hallways)	Satisfaction	180	46%	193	49%	122	70%	3	33%	164	72%	4	75%	666	58%
		Importance	186	46%	197	46%	128	59%	4	75%	170	60%	4	50%	689	52%
	Group study areas	Satisfaction	182	16%	194	29%	120	55%	3	0%	165	61%	4	50%	668	38%
	Information available to	Importance	185	82%	198	79%	127	80%	4	75%	169	78%	4	75%	687	79%
	you on arrival	Satisfaction	182	31%	194	49%	121	66%	3	0%	163	44%	4	75%	667	46%
	IT Comisees within your	Importance	185	84%	198	85%	128	85%	3	100%	169	83%	4	50%	687	84%
ies	IT Services within your bedroom	Satisfaction	181	40%	194	60%	120	64%	3	67%	163	46%	4	100%	665	52%
Facilities	Kitchens or snack	Importance	185	73%	196	80%	128	75%	4	25%	169	75%	4	50%	686	76%
ш.	points	Satisfaction	181	51%	194	43%	120	63%	3	33%	164	65%	5	80%	667	54%
	Maintenance (reporting	Importance	184	83%	198	87%	127	90%	4	100%	169	88%	5	100%	687	87%
	and completion)	Satisfaction	182	46%	193	44%	120	49%	3	67%	164	35%	5	20%	667	43%
	Noticeboards, screens and other	Importance	184	38%	197	38%	127	54%	3	67%	169	47%	4	0%	684	43%
	communication channels	Satisfaction	181	25%	194	36%	121	51%	3	0%	165	42%	4	25%	668	37%
	Recreational space	Importance	185	52%	197	44%	126	56%	4	50%	171	56%	4	0%	687	51%
	(e.g., TV Lounge, games - room)	Satisfaction	183	34%	194	40%	120	59%	3	0%	165	59%	4	25%	669	46%
	Security measures (e.g., locks, windows,	Importance	185	75%	196	76%	127	83%	4	50%	171	85%	4	100%	687	79%
	lighting, bike racks, etc.)	Satisfaction	182	46%	194	60%	121	83%	3	67%	165	64%	4	50%	669	61%
		Importance	185	70%	198	72%	127	80%	4	50%	171	79%	4	100%	689	75%
	Security personnel	Satisfaction	182	37%	193	58%	120	76%	3	33%	165	63%	4	25%	667	56%
	Marie:	Importance	184	88%	196	89%	127	91%	4	100%	171	94%	4	100%	686	90%
	WiFi -	Satisfaction	182	34%	194	58%	120	56%	3	67%	165	38%	4	75%	668	46%
	Laundry (Washers and	Importance	185	86%	197	85%	128	86%	4	100%	170	91%	5	100%	689	87%
	Dryers)	Satisfaction	183	10%	193	40%	119	62%	3	0%	163	46%	4	50%	665	37%
	Spend of Passages	Importance	186	80%	203	79%	134	81%	4	75%	171	85%	5	80%	703	81%
	Speed of Response	Satisfaction	182	38%	190	51%	123	51%	3	33%	160	32%	4	50%	662	43%
a)	Accuracy of Decree	Importance	185	82%	202	80%	134	81%	4	100%	171	86%	5	80%	701	82%
louse	Accuracy of Response	Satisfaction	182	40%	189	51%	123	53%	3	0%	159	40%	5	40%	661	45%

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All Surv	ey Questions (with quantitative	results)							Th	ird Party Managed Halls						
				Lilian Knowles House		Sidney Webb House		urbanest King's Cross		urbanest Tower Bridge	urb	anest Westminster Bridge		Zebra Housing Flats	Th	ird Party Managed Halls (Mean)
of F		Importance	185	82%	202	80%	134	81%	4	100%	171	88%	4	75%	700	83%
Front	Staff Helpfulness	Satisfaction	182	45%	189	56%	123	67%	3	33%	160	47%	4	25%	661	52%
뇬		Importance	184	77%	203	71%	134	77%	4	100%	171	77%	4	75%	700	76%
	Staff Friendliness	Satisfaction	181	38%	188	65%	123	82%	3	33%	158	70%	4	25%	657	62%
	How satisfied are you with the service manning our recept		162	50%	173	75%	107	78%	3	67%	144	65%	5	60%	594	66%
Safety	How safe do you feel in hall?		187	86%	204	60%	132	100%	4	100%	171	97%	5	60%	703	84%
<u> </u>	Overall, how would you		187	32%	204	38%	131	57%	4	50%	171	48%	5	60%	702	43%
	terms of susta	Recycling		76%		60%		68%		100%		82%		100%		71%
>		Composting		48%	1	44%		38%		50%		49%		100%		46%
abilit	Which of the following	Water Usage		28%	1	27%		20%		0%		26%		0%		26%
Sustainability	areas do you think need attention at your hall?	Energy Usage	127	40%	126	46%	56	46%	2	100%	89	55%	2	50%	402	47%
Sus		Biodiversity		28%	1	32%		25%		0%		30%		50%		29%
		Packaging/Procure		17%	1	21%		23%		0%		26%		0%		21%
	Should we introduce co		183	85%	201	83%	130	73%	4	75%	169	70%	5	100%	692	78%
	to all reside	Bicycle (personal)		7%		9%		8%		0%		5%		20%		7%
		Bicycle (Santander		1%	1	2%		0%		0%		1%		20%		1%
		Hire) Bus		9%	1	44%		5%		0%		25%		20%		22%
		Motorbike		0%	1	0%		0%		0%		0%		0%		0%
	How do you usually	Scooter/	187	0%	204	0%	132	0%	4	0%	171	0%	5	0%	703	0%
	travel to the School?	Skateboard Train		1%	1	0%		1%		0%		0%		0%		0%
		Tube		45%	1	11%		58%		100%		2%		40%		27%
<u>—</u>		Walk		37%	1	33%		28%		0%		67%		0%		41%
Travel		Other		0%	1	0%		1%		0%		1%		0%		0%
		0-10 minutes		2%		0%		0%		0%		4%		0%		2%
		11-20 minutes		21%	1	13%		10%		25%		32%		40%		19%
		21-30 minutes		32%	1	26%		41%		75%		63%		20%		40%
	How many minutes, on average, does your	31-40 minutes	185	29%	202	45%	130	37%	4	0%	171	1%	5	20%	697	28%
	journey take you?	41-50 minutes		15%	1	15%		12%		0%		0%		20%		11%
		51-60 minutes		1%	1	0%		0%		0%		0%		0%		0%
		61+ minutes		0%	1	0%		0%		0%		0%		0%		0%
e e	Did you know about t		186	85%	202	74%	133	85%	NA	NA - No Committee present at	170	44%	NA	NA - No Committee present at	691	72%
Hall Committee	elections pro Did you nominate yourse	elf for a position on	158	5%	149	6%	113	6%	NA	urbanest Tower Bridge NA - No Committee present at	74	8%	NA	Zebra Housing Flats NA - No Committee present at	494	6%
등	the Commi How satisfied are you wit	th your current Hall	147	74%	153	59%	96	55%	NA	urbanest Tower Bridge NA - No Committee present at	122	36%	NA	Zebra Housing Flats NA - No Committee present at	518	57%
<u>+</u>	Committ Have you ever called o	n support from a	187	11%	NA	NA - Error resulted in question not asked	134	9%	NA	urbanest Tower Bridge NA - Warden role not present at	171	5%	NA	Zebra Housing Flats NA - Warden role not present at	492	8%
Support	Warden/Subw How satisfied are you w		20	60%	NA	of Sidney Webb residents NA - Error resulted in question not asked	12	75%	NA	urbanest Tower Bridge NA - Warden role not present at	9	56%	NA	Zebra Housing Flats NA - Warden role not present at	41	63%
rals	Have you ever called o	n support from a	NA NA	NA - Peer Supporters not assigned to	204	of Sidney Webb residents	NA NA	NA - Peer Supporters not assigned to	NA	urbanest Tower Bridge NA - Peer Supporters not assigned to	171	3%		Zebra Housing Flats NA - Peer Supporters not assigned to	375	5%
Pastoral	Peer Suppo How satisfied are you w		NA	Lilian Knowles House NA - Peer Supporters not assigned to	15	87%	NA	urbanest King's Cross NA - Peer Supporters not assigned to	NA	urbanest Tower Bridge NA - Peer Supporters not assigned to	5	60%	NA	Zebra Housing Flats NA - Peer Supporters not assigned to	20	80%
	Have you seen the C	hoose Respect	187	Lilian Knowles House	202	51%	133	urbanest King's Cross	NA	urbanest Tower Bridge NA - Choose Respect series not used at	171	7%	NA	Zebra Housing Flats NA - Choose Respect series not used at	693	31%
Choose	campaign in Overall, how would	you grade the	81	67%	91	69%	7	86%	NA	urbanest Tower Bridge NA - Choose Respect series not used at	12	92%	NA	Zebra Housing Flats NA - Choose Respect series not used at	191	70%
	campaig Were you aware of t	he Residences	187	20%	NA NA	NA - Residences Ambassador role not	133	45%	NA	urbanest Tower Bridge NA - Residences Ambassador role not	171	22%	NA	Zebra Housing Flats NA - Residences Ambassador role not	491	27%
ses	Ambassadors in Sept, Overall, how satisfied v	vere you with the	30	37%	NA NA	present at Sidney Webb House NA - Residences Ambassador role not	49	71%	NA NA	present at urbanest Tower Bridge NA - Residences Ambassador role not	30	57%	NA	present at Zebra Housing Flats NA - Residences Ambassador role not	109	58%
ences	Residences Amb	assadors?	30	3/70	NA	present at Sidney Webb House	49	7 170	IVA	present at urbanest Tower Bridge	30	3/76	IVA	present at Zebra Housing Flats	103	36%

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All July	vey Questions (with quantitative	resurs)							Th	ird Party Managed Halls						
				Lilian Knowles House		Sidney Webb House		urbanest King's Cross	ı	urbanest Tower Bridge	urb	anest Westminster Bridge		Zebra Housing Flats	Th	ird Party Managed Halls (Mean)
Resid	Do you feel that the	Essential		5%				5%				0%				7%
Resid	riesidences	Helpful Unclear	38	21%	NA	NA - Residences Ambassador role not present at Sidney Webb House	60	42% 38%	NA	NA - Residences Ambassador role not present at urbanest Tower Bridge	37	27% 57%	NA	NA - Residences Ambassador role not present at Zebra Housing Flats	135	34% 43%
	Ambassador Role was	Unnecessary		13%		NA - Catering not provided at Sidney		15% NA - Catering not provided at		NA - Catering not provided at		16% NA - Catering not provided at		NA - Catering not provided at Zebra		16% NA - Catering not provided in any
	Overall, how satisfied are you with c	atering services at your hall?	NA	NA - Catering not provided at Lilian Knowles House	NA	Webb House	NA	urbanest King's Cross	NA	urbanest Tower Bridge	NA	urbanest Westminster Bridge	NA	Housing Flats	NA	Third Party Managed Hall
	Ambience of restaurant	Importance	NA	NA - Catering not provided at Lilian Knowles House	NA	NA - Catering not provided at Sidney Webb House	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at urbanest Tower Bridge	NA	NA - Catering not provided at urbanest Westminster Bridge	NA	NA - Catering not provided at Zebra Housing Flats	NA	NA - Catering not provided in any Third Party Managed Hall
		Satisfaction	NA	NA - Catering not provided at Lilian Knowles House	NA	NA - Catering not provided at Sidney Webb House	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at urbanest Tower Bridge	NA	NA - Catering not provided at urbanest Westminster Bridge	NA	NA - Catering not provided at Zebra Housing Flats	NA	NA - Catering not provided in any Third Party Managed Hall
	Posponsiyonoss of staff	Importance	NA	NA - Catering not provided at Lilian Knowles House	NA	NA - Catering not provided at Sidney Webb House	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at urbanest Tower Bridge	NA	NA - Catering not provided at urbanest Westminster Bridge	NA	NA - Catering not provided at Zebra Housing Flats	NA	NA - Catering not provided in any Third Party Managed Hall
	Responsiveness of staff	Satisfaction	NA	NA - Catering not provided at Lilian Knowles House	NA	NA - Catering not provided at Sidney Webb House	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at urbanest Tower Bridge	NA	NA - Catering not provided at urbanest Westminster Bridge	NA	NA - Catering not provided at Zebra Housing Flats	NA	NA - Catering not provided in any Third Party Managed Hall
		Importance	NA	NA - Catering not provided at Lilian Knowles House	NA	NA - Catering not provided at Sidney Webb House	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at urbanest Tower Bridge	NA	NA - Catering not provided at urbanest Westminster Bridge	NA	NA - Catering not provided at Zebra Housing Flats	NA	NA - Catering not provided in any Third Party Managed Hall
ÞΩ	Quality of food	Satisfaction	NA	NA - Catering not provided at Lilian Knowles House	NA	NA - Catering not provided at Sidney Webb House	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at urbanest Tower Bridge	NA	NA - Catering not provided at urbanest Westminster Bridge	NA	NA - Catering not provided at Zebra Housing Flats	NA	NA - Catering not provided in any Third Party Managed Hall
Catering		Importance	NA	NA - Catering not provided at Lilian	NA	NA - Catering not provided at Sidney Webb House	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at	NA	NA - Catering not provided at	NA	NA - Catering not provided at Zebra	NA	NA - Catering not provided in any Third Party Managed Hall
Cat	Seasonality of food	Satisfaction	NA	Knowles House NA - Catering not provided at Lilian	NA	NA - Catering not provided at Sidney	NA	NA - Catering not provided at	NA	urbanest Tower Bridge NA - Catering not provided at	NA	urbanest Westminster Bridge NA - Catering not provided at	NA	Housing Flats NA - Catering not provided at Zebra	NA	NA - Catering not provided in any
	It is important for me			NA - Catering not provided at Lilian		Webb House NA - Catering not provided at Sidney		urbanest King's Cross NA - Catering not provided at		urbanest Tower Bridge NA - Catering not provided at		urbanest Westminster Bridge NA - Catering not provided at		Housing Flats NA - Catering not provided at Zebra	_	Third Party Managed Hall NA - Catering not provided in any
	provided in The restaurant makes it		NA	Knowles House NA - Catering not provided at Lilian	NA	Webb House NA - Catering not provided at Sidney	NA	urbanest King's Cross NA - Catering not provided at	NA	urbanest Tower Bridge NA - Catering not provided at	NA	urbanest Westminster Bridge NA - Catering not provided at	NA	Housing Flats NA - Catering not provided at Zebra	NA	Third Party Managed Hall NA - Catering not provided in any
	make more Eating together enhan	friends	NA	Knowles House	NA	Webb House	NA	urbanest King's Cross	NA	urbanest Tower Bridge	NA	urbanest Westminster Bridge	NA	Housing Flats	NA	Third Party Managed Hall
	community ir	my hall	NA	NA - Catering not provided at Lilian Knowles House	NA	NA - Catering not provided at Sidney Webb House	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at urbanest Tower Bridge	NA	NA - Catering not provided at urbanest Westminster Bridge	NA	NA - Catering not provided at Zebra Housing Flats	NA	NA - Catering not provided in any Third Party Managed Hall
	Living in a catered hall me to eat he	ealthily	NA	NA - Catering not provided at Lilian Knowles House	NA	NA - Catering not provided at Sidney Webb House	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at urbanest Tower Bridge	NA	NA - Catering not provided at urbanest Westminster Bridge	NA	NA - Catering not provided at Zebra Housing Flats	NA	NA - Catering not provided in any Third Party Managed Hall
	Does this picture [Food fo mean anything		NA	NA - Catering not provided at Lilian Knowles House	NA	NA - Catering not provided at Sidney Webb House	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at urbanest Tower Bridge	NA	NA - Catering not provided at urbanest Westminster Bridge	NA	NA - Catering not provided at Zebra Housing Flats	NA	NA - Catering not provided in any Third Party Managed Hall
	Is the Food for Life important t	-	NA	NA - Catering not provided at Lilian Knowles House	NA	NA - Catering not provided at Sidney Webb House	NA	NA - Catering not provided at urbanest King's Cross	NA	NA - Catering not provided at urbanest Tower Bridge	NA	NA - Catering not provided at urbanest Westminster Bridge	NA	NA - Catering not provided at Zebra Housing Flats	NA	NA - Catering not provided in any Third Party Managed Hall
	Overall, how satisfied are you with Residential Servic		NA	NA - Not helpful to break results down to 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	453	66%
		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	693	85%
ice	Speed of Response	Satisfaction	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	672	62%
Office		Importance	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	691	86%
Services	Accuracy of Response	Satisfaction	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	670	61%
				down to individual halls NA - Not helpful to break results		down to individual halls NA - Not helpful to break results		down to individual halls NA - Not helpful to break results		down to individual halls NA - Not helpful to break results		down to individual halls NA - Not helpful to break results		down to individual halls NA - Not helpful to break results		
Residential	Staff Helpfulness	Importance	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	690	85%
side		Satisfaction	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	668	59%
Re	Staff Friendliness	Importance	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	688	78%
		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	667	63%
	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	603	67%
	Did you know the @LSEF 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	701	11%
		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		28%
	Do you follow @LSEResLife on	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	74	38%
	Twitter?	I don't have a	NA	NA - Not helpful to break results down to 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		34%
		Twitter account Find out about events in	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results		13%
_		halls Find out about events on	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results		11%
Twitter		Campus Get advance warning		down to individual halls NA - Not helpful to break results		down to individual halls NA - Not helpful to break results		down to individual halls NA - Not helpful to break results	\vdash	down to individual halls NA - Not helpful to break results		down to individual halls NA - Not helpful to break results		down to individual halls NA - Not helpful to break results		
É	Which of the following	about maintenance in halls Keep up to date during	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results		12%
	would you use the @LSEResLife Twitter	emergencies Ask questions of staff in	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls NA - Not helpful to break results	1124	10%
	feed for?	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	down to individual halls		9%
		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		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		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	L	41%
		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		20%
	Have you ever used the webpages for current	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	700	33%
	racidants?			GOWN TO INDIVIDUAL HOUS	L	GOWN TO INCIPITATE ITEMS		COM CO INCINICIDAD ITALIS		COMIT O INDIVIDUAL INDIS		Com., to individual fidits	I	Source of mureroudd fidils	ı	

Student Accommodation Satisfaction Survey

2015/2016

									Th	ird Party Managed Halls						
				Lilian Knowles House		Sidney Webb House		urbanest King's Cross	ı	urbanest Tower Bridge	urb	anest Westminster Bridge		Zebra Housing Flats	Th	ird Party Managed Halls (Mean)
	residents:	I didn't know they 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		47%
		how to pay my accommodation fees	NA	NA - Not helpful to break results down to 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		70%
ses		my room contents insurance	NA	NA - Not helpful to break results down to 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		22%
ebpages	What information have	my contract with	NA	NA - Not helpful to break results down to 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		49%
Wek	you looked for at	social activities in	NA	NA - Not helpful to break results down to 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	138	21%
	lse.ac.uk/currenthallres idents?	the staff teams	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results		17%
		in the hall facilities / services	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results		59%
		in the hall Other	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results		5%
	On your last visit to Ise.ac.uk/cu			down to individual halls NA - Not helpful to break results		down to individual halls NA - Not helpful to break results		down to individual halls NA - Not helpful to break results		down to individual halls NA - Not helpful to break results		down to individual halls NA - Not helpful to break results		down to individual halls NA - Not helpful to break results	127	
	find what you were Have you read the		NA	down to individual halls NA - Handbook not distributed at	NA	down to individual halls	NA	down to individual halls NA - Handbook not distributed at	NA	down to individual halls NA - Handbook not distributed at	NA	down to individual halls NA - Handbook not distributed at	NA	down to individual halls NA - Handbook not distributed at	137	93%
	Handboo		NA	Lilian Knowles House NA - Handbook not distributed at	204	64%	NA	urbanest King's Cross NA - Handbook not distributed at	NA	urbanest Tower Bridge NA - Handbook not distributed at	NA	urbanest Westminster Bridge NA - Handbook not distributed at	NA	Zebra Housing Flats NA - Handbook not distributed at	204	64%
	The Student Halls Handbook was	Too early	NA	Lilian Knowles House	-	1%	NA	urbanest King's Cross	NA	urbanest Tower Bridge	NA	urbanest Westminster Bridge	NA	Zebra Housing Flats		1%
	distributed via email a week before arrivals	About the right time	NA	NA - Handbook not distributed at Lilian Knowles House	142	72%	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	142	72%
	day. Was this	Too late	NA	NA - Handbook not distributed at Lilian Knowles House		27%	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		27%
		Student Hall Committee	NA	NA - Handbook not distributed at Lilian Knowles House		6%	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		6%
		Pastoral Support in Halls	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%
		Arrival	NA	NA - Handbook not distributed at Lilian Knowles House		78%	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		78%
		Medical Services	NA	NA - Handbook not distributed at Lilian Knowles House		23%	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		23%
		Fire Safety	NA	NA - Handbook not distributed at Lilian Knowles House		9%	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		9%
		Maintenance	NA	NA - Handbook not distributed at Lilian Knowles House		35%	NA	NA - Handbook not distributed at	NA	NA - Handbook not distributed at	NA	NA - Handbook not distributed at urbanest Westminster Bridge	NA	NA - Handbook not distributed at		35%
		Business	NA	NA - Handbook not distributed at	1	2%	NA	urbanest King's Cross NA - Handbook not distributed at	NA	urbanest Tower Bridge NA - Handbook not distributed at	NA	NA - Handbook not distributed at	NA	Zebra Housing Flats NA - Handbook not distributed at		2%
	Which sections of the handbook were the	Continuity A-Z Guide	NA	Lilian Knowles House NA - Handbook not distributed at	125	15%	NA	urbanest King's Cross NA - Handbook not distributed at	NA	urbanest Tower Bridge NA - Handbook not distributed at	NA	urbanest Westminster Bridge NA - Handbook not distributed at	NA	Zebra Housing Flats NA - Handbook not distributed at	125	15%
	MOST useful?	Values and Principles for	NA	Lilian Knowles House NA - Handbook not distributed at	-			urbanest King's Cross NA - Handbook not distributed at	NA	urbanest Tower Bridge NA - Handbook not distributed at	NA	urbanest Westminster Bridge NA - Handbook not distributed at		Zebra Housing Flats NA - Handbook not distributed at	123	
		living in halls Code of conduct for		Lilian Knowles House NA - Handbook not distributed at	-	16%	NA	urbanest King's Cross NA - Handbook not distributed at		urbanest Tower Bridge NA - Handbook not distributed at		urbanest Westminster Bridge NA - Handbook not distributed at	NA	Zebra Housing Flats NA - Handbook not distributed at		16%
		sharing a room	NA	Lilian Knowles House NA - Handbook not distributed at	-	10%	NA	urbanest King's Cross NA - Handbook not distributed at	NA	urbanest Tower Bridge NA - Handbook not distributed at	NA	urbanest Westminster Bridge NA - Handbook not distributed at	NA	Zebra Housing Flats NA - Handbook not distributed at		10%
		Student Conduct	NA	Lilian Knowles House	-	13%	NA	urbanest King's Cross	NA	urbanest Tower Bridge	NA	urbanest Westminster Bridge	NA	Zebra Housing Flats		13%
		Charges	NA	NA - Handbook not distributed at Lilian Knowles House	-	35%	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		35%
		Wellbeing	NA	NA - Handbook not distributed at Lilian Knowles House		14%	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		14%
		Studying	NA	NA - Handbook not distributed at Lilian Knowles House		23%	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		23%
š		Terms and Conditions	NA	NA - Handbook not distributed at Lilian Knowles House		19%	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		19%
Handbook		Student Hall Committee	NA	NA - Handbook not distributed at Lilian Knowles House		11%	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		11%
Ha		Pastoral Support in Halls	NA	NA - Handbook not distributed at Lilian Knowles House		22%	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		22%
		Arrival	NA	NA - Handbook not distributed at Lilian Knowles House		6%	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		6%
		Medical Services	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%
		Fire Safety	NA	NA - Handbook not distributed at Lilian Knowles House	1	16%	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		16%
		Maintenance	NA	NA - Handbook not distributed at		5%	NA	NA - Handbook not distributed at	NA	NA - Handbook not distributed at	NA	NA - Handbook not distributed at	NA	NA - Handbook not distributed at		5%
		Business	NA	Lilian Knowles House NA - Handbook not distributed at	1	23%	NA	urbanest King's Cross NA - Handbook not distributed at	NA	urbanest Tower Bridge NA - Handbook not distributed at	NA	urbanest Westminster Bridge NA - Handbook not distributed at	NA	Zebra Housing Flats NA - Handbook not distributed at		23%
	Which sections of the handbook were the	Continuity A-Z Guide	NA	Lilian Knowles House NA - Handbook not distributed at	109	5%	NA	urbanest King's Cross NA - Handbook not distributed at	NA	urbanest Tower Bridge NA - Handbook not distributed at	NA NA	urbanest Westminster Bridge NA - Handbook not distributed at	NA	Zebra Housing Flats NA - Handbook not distributed at	109	5%
	LEAST useful?	Values and Principles for		Lilian Knowles House NA - Handbook not distributed at	-			urbanest King's Cross NA - Handbook not distributed at		urbanest Tower Bridge NA - Handbook not distributed at		urbanest Westminster Bridge NA - Handbook not distributed at		Zebra Housing Flats NA - Handbook not distributed at	200	
		living in halls Code of conduct for	NA	Lilian Knowles House NA - Handbook not distributed at	-	19%	NA	urbanest King's Cross NA - Handbook not distributed at	NA	urbanest Tower Bridge NA - Handbook not distributed at	NA	urbanest Westminster Bridge NA - Handbook not distributed at	NA	Zebra Housing Flats NA - Handbook not distributed at		19%
		sharing a room	NA	Lilian Knowles House NA - Handbook not distributed at	-	12%	NA	urbanest King's Cross NA - Handbook not distributed at	NA	urbanest Tower Bridge NA - Handbook not distributed at	NA	urbanest Westminster Bridge NA - Handbook not distributed at	NA	Zebra Housing Flats NA - Handbook not distributed at		12%
		Student Conduct	NA	Lilian Knowles House	-	11%	NA	urbanest King's Cross	NA	urbanest Tower Bridge	NA	urbanest Westminster Bridge	NA	Zebra Housing Flats		11%
		Charges	NA	NA - Handbook not distributed at Lilian Knowles House		2%	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		2%
		Wellbeing	NA	NA - Handbook not distributed at Lilian Knowles House		6%	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		6%

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									Th	ird Party Managed Halls						
				Lilian Knowles House		Sidney Webb House		urbanest King's Cross		urbanest Tower Bridge	urba	nnest Westminster Bridge		Zebra Housing Flats	Th	ird 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	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%
	not distribute hard copies of	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%
	the handbook, instead only making it available online.	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%
	effect on your use of the	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%
	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 Nominati ons	Would you like to nominate some their way to he		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.)

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								Intercolle	giate	Halls				
				College Hall		Connaught Hall		International Hall		Lilian Penson Hall		Nutford House		UoL Halls (Mean)
Res pons e Rate	Overall Respon	nse Rate	43	23%	31	39%	86	40%	42	21%	35	26%	237	31%
	Are you enjoying your s	tay in residences?	10	90%	12	100%	34	97%	9	89%	9	78%	74	93%
Questions	Do you think your resid	_	10	80%	12	92%	34	76%	9	44%	9	78%	74	76%
Que	Would you recommend other students	your residence to	10	70%	12	100%	34	97%	9	67%	9	56%	74	85%
Big	What most attracted your residence	u to apply for LSE	50%	Location	33%	Social Atmosphere	44%	Location	56%	Room Type	44%	Price	25%	Location
	Access to PCs, printers	Importance	10	70%	12	67%	34	74%	9	67%	9	89%	74	73%
	and copiers	Satisfaction	10	30%	12	8%	33	24%	8	13%	8	13%	71	20%
	Bathroom and toilet	Importance	10	90%	12	100%	34	94%	9	89%	9	100%	74	95%
	facilities	Satisfaction	10	70%	12	67%	33	73%	8	50%	8	50%	71	66%
	Dodrooms	Importance	10	100%	12	100%	34	94%	8	88%	9	100%	73	96%
	Bedrooms	Satisfaction	10	90%	12	100%	33	79%	7	43%	8	75%	70	80%
	Cleanliness	Importance	10	80%	12	100%	34	94%	9	89%	9	100%	74	93%
	Cleaniness	Satisfaction	10	60%	12	75%	33	67%	8	50%	8	75%	71	66%
	Communal areas (e.g.,	Importance	10	70%	12	75%	34	76%	9	56%	9	56%	74	70%
	entrances and hallways)	Satisfaction	9	67%	12	83%	33	64%	8	25%	8	75%	70	64%
	Crown study areas	Importance	9	67%	11	36%	34	50%	9	67%	9	44%	72	51%
	Group study areas	Satisfaction	10	40%	12	42%	33	42%	8	25%	8	38%	71	39%
	Information available to	Importance	10	100%	12	83%	34	82%	9	89%	9	67%	74	84%
	you on arrival	Satisfaction	10	80%	12	67%	33	64%	8	50%	8	25%	71	61%
	IT Services within your	Importance	10	80%	12	92%	34	82%	9	89%	9	100%	74	86%
ities	bedroom	Satisfaction	9	78%	12	58%	31	58%	8	38%	8	38%	68	56%
Facilities	Kitchens or snack	Importance	10	90%	12	67%	34	79%	9	67%	9	78%	74	77%
	points	Satisfaction	10	30%	12	25%	33	30%	8	25%	8	38%	71	30%
	Maintenance (reporting	Importance	10	100%	12	83%	34	88%	9	78%	8	75%	73	86%
	and completion)	Satisfaction	10	50%	12	83%	33	67%	8	38%	7	43%	70	61%
	Noticeboards, screens and other	Importance	10	60%	12	50%	34	38%	9	33%	9	33%	74	42%
	communication channels	Satisfaction	10	50%	12	83%	33	58%	8	50%	8	63%	71	61%
	Recreational space (e.g., TV Lounge, games	Importance	10	80%	12	92%	34	53%	9	67%	9	56%	74	65%
	room)	Satisfaction	10	70%	12	100%	33	67%	8	50%	8	63%	71	70%
	Security measures (e.g., locks, windows,	Importance	10	90%	12	92%	33	82%	9	78%	9	89%	73	85%
	lighting, bike racks, etc.)	Satisfaction	10	80%	12	92%	33	70%	8	75%	8	50%	71	73%
	Security personnel	Importance	7	100%	12	83%	34	88%	9	89%	9	67%	71	86%
	, ,	Satisfaction	10	70%	12	92%	33	73%	8	75%	8	38%	71	72%
	WiFi	Importance	10	100%	12	100%	34	94%	9	78%	9	100%	74	95%
		Satisfaction	10	50%	12	83%	33	48%	8	25%	8	25%	71	49%
	Laundry (Washers and	Importance	10	100%	12	83%	34	82%	9	89%	9	100%	74	88%
	Dryers)	Satisfaction	10	40%	12	67%	33	33%	8	50%	8	50%	71	44%
	Speed of Response	Importance	10	90%	12	83%	34	85%	9	44%	9	89%	74	81%
	,	Satisfaction	9	100%	12	83%	30	67%	8	63%	9	56%	68	72%
a	Accuracy of Response	Importance	10	90%	12	83%	34	82%	9	78%	9	78%	74	82%
louse	, : ::-	Satisfaction	9	100%	12	83%	30	63%	8	38%	9	44%	68	66%

	All Halls (Mean)
4175	59%
2462	90%
2462	75%
2462	83%
34%	Location
2425	78%
2319	59%
2422	91%
2323	65%
2417	91%
2318	72%
2405	89%
2309	66%
2411	70%
2310	65%
2409	55%
2317	43%
2411	77%
2317	63%
2411	83%
2304	61%
2407	81%
2312	53%
2405	84%
2324	60%
2407	45%
2318	49%
2404	59%
2323	57%
2400	77%
2322	68%
2401	76%
2322	69%
2402	91%
2323	58%
2401	87%
2314	42%
2449	81%
2289	67%
2442	82%
2286	66%

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All Survey Questions (with qualititative results)		Intercollegiate Halls													
				College Hall	Connaught Hall			International Hall		Lilian Penson Hall		Nutford House		UoL Halls (Mean)	
														(iviedii)	
of F	Staff Hallafalana	Importance	10	90%	12	75%	34	85%	9	78%	9	89%	74	84%	
Front of	Staff Helpfulness	Satisfaction	9	89%	12	83%	30	77%	8	50%	9	56%	68	74%	
ш	Stoff Exicadliness	Importance	10	90%	12	75%	34	85%	9	78%	9	89%	74	84%	
	Staff Friendliness	Satisfaction	9	100%	12	75%	30	70%	8	25%	9	33%	68	65%	
	How satisfied are you with the service manning our recep		7	71%	11	91%	32	81%	7	43%	9	67%	66	76%	
Safety	How safe do you feel ir hall?		10	90%	12	92%	34	100%	9	100%	9	78%	74	95%	
	Overall, how would you terms of susta	grade your hall in	10	60%	12	83%	33	67%	9	56%	9	67%	73	67%	
		Recycling		50%		0%		45%		0%		67%		38%	
<u> </u>		Composting		0%		50%		27%		50%		33%		29%	
abilit	Which of the following	Water Usage		25%		0%		27%	4	0%		0%		17%	
Sustainability	areas do you think need attention at your hall?	Energy Usage	4	50%	2	50%	11	45%		50%	3	100%	24	54%	
Sus		Biodiversity		0%		50%		18%		50%		33%		25%	
		Packaging/Procure		50%		50%		36%		0%		0%		29%	
	Should we introduce co		10	80%	12	92%	34	82%	8	88%	9	100%	73	86%	
	to all reside	Bicycle (personal)		0%		0%		0%		0%		22%		3%	
		Bicycle (Santander	↓	0%	-	0%		0%	9	0%		0%		0%	
	How do you usually	Hire) Bus		0%		0%		3%		0%		0%		1%	
		Motorbike		0%		0%		0%		0%		0%		0%	
		Scooter/	10	0%	12	0%	34	0%		0%	9	0%	74	0%	
	travel to the School?	Skateboard Train	100	0%		0%		0%	,	11%		0%	, ,	1%	
			1	0%		0%		0%						11%	
_		Tube					1			67%		22%		84%	
Travel		Walk	}	100%		100%		97%		22%		56%			
-		Other		0%		0%	\vdash	0%		0%		0%	\vdash	0%	
		0-10 minutes	_	0%		0%	0%		0%	1	0%		0%		
		11-20 minutes		60%	83%	1	88%		33%		11%		68%		
	How many minutes, on	21-30 minutes		40%		17%		9%	-	44%	-	22%		20%	
	average, does your journey take you?	31-40 minutes	10	0%	12	0%	34	3%	9	11%	9	11%	74	4%	
		41-50 minutes		0%		0%		0%	1	0%		44%		5%	
		51-60 minutes		0%	↓ ↓	0%		0%		11%		11%		3%	
a)	Did you know about t	61+ minutes		0%		0%		0%		0%		0%		0%	
Hall Committee	Did you know about the nomination / elections process? Did you nominate yourself for a position on		10	50%	12	100%	34	85%	9	44%	9	89%	74	78%	
S	the Commi	ittee?	5	0%	12	8%	29	0%	4	0%	8	0%	58	2%	
	How satisfied are you wi Committ	ee?	10	70%	11	100%	29	66%	9	56%	9	33%	68	66%	
Support	Have you ever called o Warden/Subw		10	20%	12	17%	34	15%	9	0%	9	22%	74	15%	
	How satisfied are you w		2	0%	2	100%	5	80%	0	NA - No Responses	2	100%	11	73%	
Pastoral	Have you ever called o		NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls	
Pas	How satisfied are you with their support?		NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls	
Choose	Have you seen the C campaign in		NA	NA - Choose Respect series not used at College Hall	NA	NA - Choose Respect series not used at Connaught Hall	NA	NA - Choose Respect series not used at International Hall	NA	NA - Choose Respect series not used at Lilian Penson Hall	NA	NA - Choose Respect series not used at Nutford House	NA	NA - Choose Respect series not used at any UoL Hall	
Choose Respect	Overall, how would campaig	you grade the	NA	NA - Choose Respect series not used at College Hall	NA	NA - Choose Respect series not used at Connaught Hall	NA	NA - Choose Respect series not used at International Hall	NA	NA - Choose Respect series not used at Lilian Penson Hall	NA	NA - Choose Respect series not used at Nutford House	NA	NA - Choose Respect series not used at any UoL Hall	
10	Were you aware of t Ambassadors in Sept	he Residences	10	50%	12	50%	34	44%	9	33%	9	44%	74	45%	
ences		vere you with the	4	75%	4	25%	14	43%	3	0%	4	25%	29	38%	
nesidences Ambassadors:					i								·		

	All Halls (Mean)
2441	83%
2283	71%
	71%
2439	73%
2131	79%
2458	59%
2431	58%
	40%
992	26%
	50%
	28%
	19%
2427	79%
	4%
	1%
	11%
	0%
2456	0%
	0%
	9%
	74%
	0%
	14%
	30%
	38%
2446	11%
	6%
	1%
	0%
2441	79%
1921	7%
1973	67%
2247	16%
357	76%
1656	4%
58	88%
2371	48%
966	69%
933	25%
186	62%

Student Accommodation Satisfaction Survey

2015/2016

All Survey Questions (with qualiticative results)							Intercolle	giate	Halls					
				College Hall		Connaught Hall		International Hall		Lilian Penson Hall		Nutford House		UoL Halls (Mean)
														(incur)
Resid	Do you feel that the	Essential		0%		0%		7%		0%		0%		3%
A R	Residences	Helpful Unclear	5	40%	6	17% 50%	14	36% 36%	3	0% 33%	4	25% 75%	32	28%
	Ambassador Role was	Unnecessary	1	20%		33%		21%		67%		0%	1 1	25%
	Overall, how satisfied are you with o	atering services at your hall?	10	40%	11	73%	30	73%	9	33%	9	56%	69	61%
		Importance	10	80%	12	83%	33	67%	9	44%	9	78%	73	70%
	Ambience of restaurant	Satisfaction	9	33%	12	75%	31	61%	8	38%	9	67%	69	58%
		Importance	10	90%	12	83%	32	81%	9	67%	9	100%	72	83%
	Responsiveness of staff	Satisfaction	9	67%	12	58%	31	58%	7	29%	9	67%	68	57%
		Importance	9	89%	12	83%	33	91%	9	78%	9	100%	72	89%
50	Quality of food	Satisfaction	9	22%	12	58%	31	19%	8	25%	9	56%	69	32%
Catering		Importance	10	70%	12	42%	33	58%	9	22%	9	56%	73	52%
Cal	Seasonality of food	Satisfaction	9	33%	11	45%	31	19%	7	14%	9	67%	67	31%
	It is important for m		10	80%	12	75%	33	70%	9	56%	9	67%	73	70%
	The restaurant makes it make more	possible for me to	10	70%	12	100%	33	76%	9	56%	9	78%	73	77%
	Eating together enhan	ices the feeling of	10	80%	12	100%	32	66%	9	78%	9	67%	72	75%
	Living in a catered hall me to eat h	makes it easier for	10	30%	12	50%	33	39%	9	22%	9	33%	73	37%
	Does this picture [Food for mean anything	r Life Catering Mark]	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
	Is the Food for Life important t	Catering Mark	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
	Overall, how satisfied are you with Residential Service	the service provided by the	NA	NA - Not helpful to break results down to 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%
		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%
Office	Speed of Response	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%
s of	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%
rvice		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%
al Se	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%
lenti		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%
Residential Services		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%
	Staff Friendliness	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%
	Overall, how satisfied are you with Hally		NA	NA - Not helpful to break results down to 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%
	Did you know the @LSEI 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%
		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		0%
	Do you follow @LSEResLife on	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	4	50%
	Twitter?	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%
		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		15%
tter		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%
Twitter		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%
	Which of the following would you use the	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	100	8%
	@LSEResLife Twitter feed for?	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	108	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%
		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%
		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%
	Have you ever used the	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%
	Have you ever used the webpages for current	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%
		·		·									_	

	All Halls (Mean)
	7% 34%
227	43%
	16%
915	73%
1009	64%
961	65%
1007	78%
963	66%
1005	89%
965	50%
1006	62%
961	47%
1011	83%
1011	76%
1009	81%
1009	60%
938	25%
938	83%
1652	76%
2417	85%
2334	67%
2415	86%
2329	68%
2412	85%
2324	68%
2408	79%
2324	69%
2202	72%
2449	11%
	23%
262	38%
	39%
3709	14%
3709	11%
3709	11%
3709	9%
3709	6%
3709	4%
3709	0%
3709	46%
2450	26%
2450	33%
3709 3709 3709 3709 3709 2450	11% 9% 6% 4% 0% 46% 26%

Student Accommodation Satisfaction Survey

2015/2016

							Intercolle	giate I	Halls			_	UoL Halls
			College Hall		Connaught Hall		International Hall		Lilian Penson Hall		Nutford House		(Mean)
residents:	I didn't know they	NA	NA - Not helpful to break results down to 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	62%
	how to pay my accommodation fees	NA	NA - Not helpful to break results down to 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	33%
	my room contents	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	6	0%
	insurance my contract with	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	NA	NA - Not helpful to break results	6	17%
What information have you looked for at	social activities in	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	6	17%
lse.ac.uk/currenthallres idents?	the hallthe staff teams	NA	down to individual halls NA - Not helpful to break results	NA NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	6	0%
	in the hallfacilities / services	NA	down to individual halls NA - Not helpful to break results	NA NA	down to individual halls NA - Not helpful to break results	NA NA	down to individual halls NA - Not helpful to break results	NA NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	6	67%
	in the hall		down to individual halls NA - Not helpful to break results		down to individual halls NA - Not helpful to break results		down to individual halls NA - Not helpful to break results		down to individual halls NA - Not helpful to break results		down to individual halls NA - Not helpful to break results		
On your last visit to lse.ac.uk/cu	Other	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	NA	down to individual halls NA - Not helpful to break results	6	0%
find what you were	looking for?	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	NA	down to individual halls	6	100%
Handbo		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 distri University of London
The Student Halls Handbook was	Too early	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 distri University of London
distributed via email a week before arrivals	About the right time	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 distr University of Londor
day. Was this	Too late	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 distri University of London
	Student Hall Committee	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 distri University of London
	Pastoral Support in 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	NA	NA - Handbook not distr University of Londor
	Arrival	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 distr University of London
	Medical Services	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 dist University of Londo
	Fire Safety	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 dist University of Londo
	Maintenance	NA	NA - Handbook not distributed at	NA	NA - Handbook not distributed at	NA	NA - Handbook not distributed at	NA	NA - Handbook not distributed at	NA	NA - Handbook not distributed at	NA	NA - Handbook not dist
Which sections of the handbook were the MOST useful?	Business	NA	University of London Halls NA - Handbook not distributed at	NA	University of London Halls NA - Handbook not distributed at	NA	University of London Halls NA - Handbook not distributed at	NA	University of London Halls NA - Handbook not distributed at	NA	University of London Halls NA - Handbook not distributed at	NA	University of Londo NA - Handbook not dis
	Continuity		University of London Halls NA - Handbook not distributed at		University of London Halls NA - Handbook not distributed at		University of London Halls NA - Handbook not distributed at		University of London Halls NA - Handbook not distributed at		University of London Halls NA - Handbook not distributed at		University of Londo NA - Handbook not dis
	A-Z Guide Values and Principles for	NA	University of London Halls NA - Handbook not distributed at	NA	University of London Halls NA - Handbook not distributed at	NA	University of London Halls NA - Handbook not distributed at	NA	University of London Halls NA - Handbook not distributed at	NA	University of London Halls NA - Handbook not distributed at	NA	University of Lond
	living in halls Code of conduct for	NA	University of London Halls NA - Handbook not distributed at	NA	University of London Halls NA - Handbook not distributed at	NA	University of London Halls NA - Handbook not distributed at	NA	University of London Halls NA - Handbook not distributed at	NA	University of London Halls NA - Handbook not distributed at	NA	University of Londo NA - Handbook not dis
	sharing a room	NA	University of London Halls	NA	University of London Halls	NA	University of London Halls	NA	University of London Halls	NA	University of London Halls	NA	University of Londo
	Student Conduct	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 dis University of Lond
	Charges	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 dis University of Londo
	Wellbeing	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 dis University of Londo
	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 dis University of Lond
	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 dis University of Londo
	Student Hall Committee	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 dis University of Londo
	Pastoral Support	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 dis University of Lond
	in Halls Arrival	NA	NA - Handbook not distributed at University of London Halls	NA	NA - Handbook not distributed at	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	NA	NA - Handbook not dis
	Medical Services	NA	NA - Handbook not distributed at	NA	University of London Halls NA - Handbook not distributed at	NA	NA - Handbook not distributed at	NA	NA - Handbook not distributed at	NA	University of London Halls NA - Handbook not distributed at	NA	University of Lond NA - Handbook not dis
	Fire Safety	NA	University of London Halls NA - Handbook not distributed at	NA	University of London Halls NA - Handbook not distributed at	NA	University of London Halls NA - Handbook not distributed at	NA	University of London Halls NA - Handbook not distributed at	NA	University of London Halls NA - Handbook not distributed at	NA	University of Lond NA - Handbook not dis
	Maintenance	NA	University of London Halls NA - Handbook not distributed at	NA	University of London Halls NA - Handbook not distributed at	NA	University of London Halls NA - Handbook not distributed at	NA	University of London Halls NA - Handbook not distributed at	NA	University of London Halls NA - Handbook not distributed at	NA	University of Londo NA - Handbook not dis
	Business		University of London Halls NA - Handbook not distributed at		University of London Halls NA - Handbook not distributed at		University of London Halls NA - Handbook not distributed at		University of London Halls NA - Handbook not distributed at		University of London Halls NA - Handbook not distributed at		University of Lond NA - Handbook not dis
Which sections of the	Continuity	NA	University of London Halls NA - Handbook not distributed at	NA	University of London Halls NA - Handbook not distributed at	NA	University of London Halls NA - Handbook not distributed at	NA	University of London Halls NA - Handbook not distributed at	NA	University of London Halls NA - Handbook not distributed at	NA	University of Londo NA - Handbook not dis
handbook were the LEAST useful?	A-Z Guide	NA	University of London Halls	NA	University of London Halls	NA	University of London Halls	NA	University of London Halls	NA	University of London Halls	NA	University of Lond
	Values and Principles for living in 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	NA	NA - Handbook not dis University of Lond
	Code of conduct for sharing a room	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 dis University of Londo
	Student Conduct	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 dist University of Londo
<u> </u>	Charges	NIA.	NA - Handbook not distributed at	NA	NA - Handbook not distributed at	NA	NA - Handbook not distributed at	NA	NA - Handbook not distributed at	NA	NA - Handbook not distributed at	NA	NA - Handbook not dist
	Charges	NA	University of London Halls		University of London Halls		University of London Halls		University of London Halls		University of London Halls	INA	University of Londo

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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	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
	environmental aims we did not distribute hard copies of	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
	the handbook, instead only making it available online.	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
	Do you think this had an effect on your use of the	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
	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 Nominati ons	Would you like to nominate som their way to h		10	50%	12	42%	33	9%	9	11%	9	44%	73	25%

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

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