

Hall by Hall Analysis

Student Accommodation Satisfaction Survey

2016/2017

All Survey Questions with quantitative results

Column Key
Total number of responses to the question
Percentage of those responses answering positively (e.g. 'Very/Quite Satisfied' or 'Good/Very Good' or 'Yes')

LSE Halls

All Halls

			Bankside House	Butler's Wharf	Carr Saunders Hall	Grosvenor House	High Holborn Residence	Northumberland House	Passfield Hall	Rosebery Hall	St Pancras Renaissance Hotel	St Paul's Churchyard	St Paul's Churchyard	St Paul's Churchyard	St Paul's Churchyard	St Paul's Churchyard	St Paul's Churchyard	St Paul's Churchyard	St Paul's Churchyard	
Big Questions	Overall Response Rate	332	56%	183	68%	99	82%	97	57%	225	57%	184	57%	205	94%	176	54%	1501	62%	
	Are you enjoying your stay in residences?	332	95%	183	92%	99	97%	97	97%	225	88%	184	94%	205	93%	176	94%	1501	93%	
	Do you think your residence offers good value for money?	332	91%	183	95%	99	89%	97	80%	225	70%	184	89%	205	91%	176	83%	1501	86%	
	Would you recommend your residence to other students at LSE?	332	96%	183	89%	99	97%	97	90%	225	88%	184	94%	205	93%	176	90%	1501	92%	
	What most attracted you to apply for LSE residences?	35%	Catering	55%	Price	42%	Social Atmosphere	84%	Location	87%	Location	68%	Location	34%	Social Atmosphere	32%	Catering	36%	Location	
Safety	How safe do you feel in and around your hall?	332	98%	183	68%	98	98%	97	100%	224	96%	183	96%	201	99%	176	98%	1494	94%	
Facilities (ordered on average importance rating)	WiFi	Importance	328	93%	181	93%	96	89%	89	89%	218	89%	178	88%	198	92%	172	97%	1460	92%
		Satisfaction	315	54%	177	52%	92	63%	88	70%	209	50%	170	68%	187	81%	170	75%	1408	62%
	Bedrooms	Importance	326	94%	180	92%	96	88%	89	91%	219	89%	179	88%	198	91%	174	96%	1461	92%
		Satisfaction	315	82%	177	76%	92	80%	88	81%	208	71%	168	69%	188	73%	172	73%	1408	75%
	Bathroom and toilet facilities	Importance	326	92%	181	91%	97	88%	88	90%	220	90%	181	86%	199	91%	173	96%	1465	91%
		Satisfaction	315	77%	176	70%	92	53%	87	74%	207	58%	169	64%	190	69%	171	51%	1407	66%
	Cleanliness	Importance	324	91%	179	92%	97	87%	89	88%	219	89%	177	86%	197	89%	173	95%	1455	90%
		Satisfaction	314	76%	177	73%	91	71%	87	69%	208	64%	166	63%	187	73%	170	69%	1400	71%
	Laundry (Washers and Dryers)	Importance	325	90%	180	88%	96	83%	90	90%	217	87%	177	84%	197	83%	173	92%	1455	87%
		Satisfaction	314	55%	178	57%	91	45%	88	27%	208	35%	168	42%	188	36%	171	50%	1406	45%
	Maintenance (reporting and completion)	Importance	323	85%	177	86%	96	74%	89	84%	217	82%	177	82%	198	76%	170	86%	1447	82%
		Satisfaction	312	77%	174	75%	92	60%	88	75%	206	62%	170	68%	186	61%	170	57%	1398	68%
	Kitchens or snack points	Importance	327	87%	178	79%	95	82%	89	70%	218	79%	179	83%	195	86%	174	90%	1455	83%
		Satisfaction	314	53%	176	70%	91	64%	87	51%	208	54%	166	52%	187	52%	172	51%	1401	55%
	Access to PCs, printers and copiers	Importance	328	88%	181	84%	96	81%	90	79%	219	79%	181	82%	199	81%	174	84%	1468	83%
		Satisfaction	315	76%	177	69%	91	65%	88	74%	209	63%	168	58%	189	70%	171	67%	1408	68%
	Information available to you on arrival	Importance	325	82%	179	82%	95	65%	88	85%	219	81%	179	75%	194	75%	174	86%	1453	79%
		Satisfaction	312	74%	176	75%	91	67%	88	75%	205	69%	166	69%	187	73%	169	75%	1394	72%
	Security measures (e.g., locks, windows, lighting, bike racks, etc.)	Importance	325	80%	181	82%	96	69%	88	77%	217	75%	179	69%	198	71%	172	87%	1456	77%
		Satisfaction	310	76%	176	74%	92	66%	86	65%	206	66%	168	69%	187	69%	171	75%	1396	71%
	Security personnel	Importance	325	82%	181	83%	95	68%	89	82%	217	75%	180	74%	198	71%	171	83%	1456	78%
		Satisfaction	312	75%	176	66%	92	73%	87	83%	207	70%	169	70%	188	77%	172	78%	1403	74%
	Communal areas (e.g., entrances and hallways)	Importance	325	76%	179	70%	96	75%	89	65%	219	74%	181	65%	198	71%	174	75%	1461	72%
		Satisfaction	313	73%	176	74%	90	77%	87	67%	209	63%	168	67%	187	74%	171	60%	1401	69%
	IT Services within your bedroom (excluding WiFi)	Importance	325	62%	179	75%	96	56%	89	64%	219	70%	180	64%	198	58%	174	66%	1460	65%
		Satisfaction	312	54%	177	58%	89	47%	87	60%	206	58%	168	58%	187	56%	171	57%	1397	56%
	Communication channels (e.g., noticeboard, screens, emails)	Importance	325	66%	180	68%	96	53%	89	60%	217	57%	179	55%	196	57%	172	69%	1454	61%
		Satisfaction	313	71%	175	75%	92	62%	87	68%	208	63%	169	62%	184	65%	171	66%	1399	67%
	Recreational space (e.g., TV Lounge, games room)	Importance	326	75%	180	56%	96	74%	89	48%	217	59%	179	55%	198	74%	173	72%	1458	66%
		Satisfaction	313	81%	176	72%	92	78%	87	52%	208	62%	170	46%	188	65%	173	61%	1407	66%
	Group study areas	Importance	324	69%	179	61%	94	50%	90	51%	215	62%	179	63%	198	63%	173	56%	1452	62%
		Satisfaction	311	59%	176	48%	92	49%	88	48%	207	43%	169	35%	188	46%	171	39%	1402	47%

2233	53%
2233	90%
2233	80%
2233	85%
33%	Location
2226	92%
2180	91%
2102	57%
2181	91%
2097	73%
2186	90%
2099	63%
2175	90%
2092	65%
2173	87%
2097	42%
2164	83%
2086	61%
2174	81%
2091	53%
2192	80%
2104	59%
2174	79%
2082	68%
2171	77%
2089	68%
2172	77%
2095	70%
2180	70%
2094	65%
2178	64%
2088	52%
2172	61%
2092	61%
2178	61%
2099	60%
2174	59%
2095	45%

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			LSE Halls																		All Halls	
			Bankside House		Butler's Wharf		Carr Saunders Hall		Grosvenor House		High Holborn Residence		Northumberland House		Passfield Hall		Rosebery Hall		LSE Halls (Mean)			
Travel	How do you usually travel to the School?	Bicycle (personal)	331	1%	183	13%	97	3%	97	0%	222	0%	183	0%	202	3%	175	3%	1490	3%	2220	4%
		Bicycle (Santander Hire)		1%		2%		0%		0%		0%		0%		0%		0%		0%		1%
		Bus		2%		36%		0%		0%		0%		5%		8%		14%		8%		0%
		Motorbike		0%		0%		0%		0%		0%		0%		0%		0%		0%		0%
		Scooter / Skateboard		0%		0%		0%		0%		0%		0%		0%		0%		0%		0%
		Taxi		0%		0%		0%		0%		0%		0%		0%		0%		0%		0%
		Train		0%		2%		1%		0%		0%		0%		0%		0%		0%		0%
		Tube		1%		25%		3%		0%		0%		1%		1%		1%		4%		11%
		Walk		94%		23%		93%		100%		99%		95%		87%		82%		84%		70%
		Other		0%		1%		0%		0%		0%		0%		0%		0%		0%		0%
Travel	How many minutes, on average, does your journey take you?	0-10 minutes	332	1%	182	0%	96	0%	97	92%	220	70%	182	2%	203	2%	175	17%	1487	12%	2217	12%
		11-20 minutes		16%		6%		16%		8%		29%		90%		57%		29%		32%		29%
		21-30 minutes		79%		18%		80%		0%		0%		6%		38%		64%		39%		39%
		31-40 minutes		4%		35%		3%		0%		0%		0%		1%		5%		6%		13%
		41-50 minutes		0%		34%		0%		0%		0%		0%		0%		0%		4%		6%
		51-60 minutes		0%		7%		0%		0%		0%		1%		0%		0%		1%		1%
		61+ minutes		0%		0%		1%		0%		1%		1%		0%		0%		0%		0%
Front of House	Accuracy of Response	Importance	328	86%	182	88%	97	75%	92	91%	216	82%	182	80%	203	87%	172	88%	1472	85%	2192	85%
		Satisfaction	310	83%	176	84%	90	73%	88	80%	198	74%	163	80%	189	76%	167	88%	1381	80%	2061	71%
	Staff Helpfulness	Importance	328	88%	181	89%	97	72%	92	89%	215	84%	182	81%	203	87%	173	87%	1471	85%	2189	85%
		Satisfaction	312	81%	175	85%	90	70%	88	85%	199	76%	163	80%	188	80%	167	92%	1382	81%	2067	72%
	Speed of Response	Importance	328	84%	180	87%	96	73%	92	91%	216	82%	182	80%	203	87%	174	89%	1471	84%	2195	84%
		Satisfaction	309	81%	174	85%	90	71%	88	85%	198	75%	163	78%	188	82%	168	88%	1378	81%	2064	71%
	Staff Friendliness	Importance	328	85%	181	85%	97	70%	92	84%	215	81%	182	81%	202	82%	173	85%	1470	82%	2185	81%
		Satisfaction	311	72%	175	85%	90	76%	88	83%	199	76%	163	83%	188	69%	167	93%	1381	78%	2063	72%
	How satisfied are you with the service the Security team offer when manning our reception desks?		307	79%	169	80%	87	83%	85	95%	196	84%	167	89%	190	84%	167	91%	1368	84%	2036	79%
	Which change would you like us to make to the security procedure for guests (daytime and overnight)?	Impose one	332	2%	183	9%	98	3%	96	8%	224	7%	184	8%	205	3%	176	6%	1498	5%	2227	5%
		Remove existing		34%		14%		47%		9%		38%		17%		26%		11%		25%		23%
		Enhance existing		7%		12%		1%		6%		8%		9%		5%		11%		8%		9%
		Make no change		56%		65%		49%		76%		47%		66%		66%		72%		61%		63%
	Which change would you like us to make to the length of stay permitted for overnight guests	Increase existing	332	73%	183	63%	98	67%	96	58%	223	70%	184	57%	205	63%	176	54%	1497	64%	2226	60%
		Reduce existing		1%		2%		0%		1%		3%		4%		0%		3%		2%		2%
		Make no change		27%		35%		33%		41%		27%		39%		37%		43%		34%		38%
Hall Committee	Did you know about the nomination / elections process?		332	83%	182	85%	98	98%	96	85%	224	73%	184	73%	205	97%	176	77%	1497	83%	1990	83%
	Did you nominate yourself for a position on the Committee?		273	4%	154	6%	93	17%	79	6%	161	5%	132	5%	195	9%	130	5%	1217	6%	1613	6%
	How satisfied are you with your current Hall Committee?		307	81%	164	79%	91	63%	79	66%	183	74%	160	77%	184	84%	160	66%	1328	76%	1760	72%
Pastoral Support	Have you ever had contact with a Warden/Subwarden*?		332	44%	183	69%	98	60%	96	22%	224	16%	184	41%	205	53%	176	24%	1498	41%	2190	35%
	How satisfied are you with their support?		146	75%	126	79%	59	88%	21	71%	35	83%	75	87%	109	77%	43	67%	483	79%	768	79%
	Did you attend the flat meeting at the beginning of Michaelmas Term?		NA	NA - Flat meetings not held at this hall	183	70%	NA	NA - Flat meetings not held at this hall	NA	NA - Flat meetings not held at this hall	NA	NA - Flat meetings not held at this hall	NA	NA - Flat meetings not held at this hall	NA	NA - Flat meetings not held at this hall	NA	NA - Flat meetings not held at this hall	183	70%	183	70%
	Have you ever had contact with a Peer Supporter?		331	6%	183	4%	98	22%	96	5%	224	4%	184	10%	205	17%	175	7%	1496	9%	2123	8%
	How satisfied are you with their support?		20	90%	8	88%	22	95%	5	100%	10	100%	18	89%	35	83%	13	85%	131	89%	162	90%

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LSE Halls

All Halls

Sustainability	Overall, how would you grade your hall in terms of sustainability?		330	<div><div></div></div> 58%	183	<div><div></div></div> 63%	98	<div><div></div></div> 53%	96	<div><div></div></div> 58%	223	<div><div></div></div> 52%	184	<div><div></div></div> 68%	203	<div><div></div></div> 51%	176	<div><div></div></div> 74%	1493	<div><div></div></div> 60%	
	Which environmental issue(s) would you like us to prioritise in future? (Tick all that apply)	Improving waste and recycling	319	<div><div></div></div> 42%	176	<div><div></div></div> 39%	92	<div><div></div></div> 36%	94	<div><div></div></div> 61%	211	<div><div></div></div> 41%	179	<div><div></div></div> 45%	197	<div><div></div></div> 54%	171	<div><div></div></div> 49%	1439	<div><div></div></div> 45%	
		Partnerships with the local community		<div><div></div></div> 20%		<div><div></div></div> 17%		<div><div></div></div> 21%		<div><div></div></div> 17%		<div><div></div></div> 14%		<div><div></div></div> 18%		<div><div></div></div> 19%		<div><div></div></div> 18%		<div><div></div></div> 18%	
		Supporting student-led sustainability		<div><div></div></div> 24%		<div><div></div></div> 23%		<div><div></div></div> 16%		<div><div></div></div> 19%		<div><div></div></div> 18%		<div><div></div></div> 23%		<div><div></div></div> 23%		<div><div></div></div> 19%		<div><div></div></div> 22%	
		Saving energy		<div><div></div></div> 38%		<div><div></div></div> 35%		<div><div></div></div> 35%		<div><div></div></div> 30%		<div><div></div></div> 27%		<div><div></div></div> 26%		<div><div></div></div> 42%		<div><div></div></div> 39%		<div><div></div></div> 34%	
		Green spaces		<div><div></div></div> 50%		<div><div></div></div> 48%		<div><div></div></div> 47%		<div><div></div></div> 52%		<div><div></div></div> 46%		<div><div></div></div> 50%		<div><div></div></div> 42%		<div><div></div></div> 46%		<div><div></div></div> 48%	
		Saving water		<div><div></div></div> 36%		<div><div></div></div> 19%		<div><div></div></div> 27%		<div><div></div></div> 17%		<div><div></div></div> 25%		<div><div></div></div> 20%		<div><div></div></div> 34%		<div><div></div></div> 26%		<div><div></div></div> 27%	
		Other		<div><div></div></div> 1%		<div><div></div></div> 3%		<div><div></div></div> 3%		<div><div></div></div> 0%		<div><div></div></div> 2%		<div><div></div></div> 3%		<div><div></div></div> 5%		<div><div></div></div> 4%		<div><div></div></div> 3%	
	Did you participate in any of the following initiatives this year? (Tick all that apply)	Green Impact	116	<div><div></div></div> 19%	79	<div><div></div></div> 22%	29	<div><div></div></div> 24%	33	<div><div></div></div> 33%	108	<div><div></div></div> 7%	70	<div><div></div></div> 39%	56	<div><div></div></div> 30%	96	<div><div></div></div> 20%	587	<div><div></div></div> 22%	
		Reduce the Juice		<div><div></div></div> 9%		<div><div></div></div> 14%		<div><div></div></div> 14%		<div><div></div></div> 12%		<div><div></div></div> 80%		<div><div></div></div> 16%		<div><div></div></div> 23%		<div><div></div></div> 75%		<div><div></div></div> 36%	
		ReLove		<div><div></div></div> 5%		<div><div></div></div> 4%		<div><div></div></div> 10%		<div><div></div></div> 0%		<div><div></div></div> 4%		<div><div></div></div> 7%		<div><div></div></div> 13%		<div><div></div></div> 6%		<div><div></div></div> 6%	
		Student Switch-Off		<div><div></div></div> 84%		<div><div></div></div> 85%		<div><div></div></div> 76%		<div><div></div></div> 73%		<div><div></div></div> 41%		<div><div></div></div> 71%		<div><div></div></div> 75%		<div><div></div></div> 36%		<div><div></div></div> 65%	
	How would you rate the project(s) you were involved with?	Green Impact	22	<div><div></div></div> 64%	17	<div><div></div></div> 76%	7	<div><div></div></div> 57%	11	<div><div></div></div> 45%	8	<div><div></div></div> 75%	27	<div><div></div></div> 44%	17	<div><div></div></div> 71%	19	<div><div></div></div> 74%	128	<div><div></div></div> 63%	
		Reduce the Juice	11	<div><div></div></div> 73%	11	<div><div></div></div> 64%	4	<div><div></div></div> 50%	4	<div><div></div></div> 50%	85	<div><div></div></div> 58%	11	<div><div></div></div> 45%	12	<div><div></div></div> 58%	72	<div><div></div></div> 79%	210	<div><div></div></div> 65%	
		ReLove	6	<div><div></div></div> 67%	3	<div><div></div></div> 33%	3	<div><div></div></div> 67%	0	<div><div></div></div> NA	4	<div><div></div></div> 50%	5	<div><div></div></div> 40%	7	<div><div></div></div> 57%	6	<div><div></div></div> 83%	34	<div><div></div></div> 59%	
		Student Switch-Off	97	<div><div></div></div> 48%	67	<div><div></div></div> 57%	21	<div><div></div></div> 52%	24	<div><div></div></div> 67%	44	<div><div></div></div> 50%	50	<div><div></div></div> 46%	42	<div><div></div></div> 55%	35	<div><div></div></div> 63%	380	<div><div></div></div> 53%	
	RECYCLING: How easy did you find it to understand which bin to put your different waste items into?			330	<div><div></div></div> 63%	182	<div><div></div></div> 59%	94	<div><div></div></div> 71%	97	<div><div></div></div> 41%	223	<div><div></div></div> 59%	183	<div><div></div></div> 56%	200	<div><div></div></div> 64%	176	<div><div></div></div> 69%	1485	<div><div></div></div> 61%
Catering	Overall, how satisfied are you with catering services at your hall?		317	<div><div></div></div> 78%	NA	NA - Catering not provided at Butler's Wharf	95	<div><div></div></div> 82%	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	192	<div><div></div></div> 71%	166	<div><div></div></div> 78%	770	<div><div></div></div> 77%	
	Ambience of restaurant	Importance	331	<div><div></div></div> 68%	NA	NA - Catering not provided at Butler's Wharf	97	<div><div></div></div> 51%	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	203	<div><div></div></div> 60%	174	<div><div></div></div> 68%	805	<div><div></div></div> 64%	
		Satisfaction	315	<div><div></div></div> 67%	NA	NA - Catering not provided at Butler's Wharf	91	<div><div></div></div> 69%	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	191	<div><div></div></div> 66%	170	<div><div></div></div> 72%	767	<div><div></div></div> 68%	
	Responsiveness of staff	Importance	331	<div><div></div></div> 82%	NA	NA - Catering not provided at Butler's Wharf	97	<div><div></div></div> 72%	NA	NA - Catering not provided at Grosvenor House	NA	NA - Catering not provided at High Holborn Residence	NA	NA - Catering not provided at Northumberland House	204	<div><div></div></div> 79%	173	<div><div></div></div> 82%	805	<div><div></div></div> 80%	
		Satisfaction	313	<div><div></div></div> 61%	NA	NA - Catering not provided at Butler's Wharf	91	<div><div></div></div> 80%	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	192	<div><div></div></div> 70%	169	<div><div></div></div> 79%	765	<div><div></div></div> 70%	
	Quality of food	Importance	331	<div><div></div></div> 91%	NA	NA - Catering not provided at Butler's Wharf	97	<div><div></div></div> 89%	NA	NA - Catering not provided at Grosvenor House	NA	NA - Catering not provided at High Holborn Residence	NA	NA - Catering not provided at Northumberland House	204	<div><div></div></div> 90%	173	<div><div></div></div> 95%	805	<div><div></div></div> 91%	
		Satisfaction	316	<div><div></div></div> 58%	NA	NA - Catering not provided at Butler's Wharf	91	<div><div></div></div> 52%	NA	NA - Catering not provided at Grosvenor House	NA	NA - Catering not provided at High Holborn Residence	NA	NA - Catering not provided at Northumberland House	191	<div><div></div></div> 46%	169	<div><div></div></div> 58%	767	<div><div></div></div> 54%	
	Seasonality of food	Importance	332	<div><div></div></div> 69%	NA	NA - Catering not provided at Butler's Wharf	96	<div><div></div></div> 54%	NA	NA - Catering not provided at Grosvenor House	NA	NA - Catering not provided at High Holborn Residence	NA	NA - Catering not provided at Northumberland House	204	<div><div></div></div> 61%	173	<div><div></div></div> 67%	805	<div><div></div></div> 65%	
		Satisfaction	313	<div><div></div></div> 54%	NA	NA - Catering not provided at Butler's Wharf	91	<div><div></div></div> 53%	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	192	<div><div></div></div> 43%	168	<div><div></div></div> 50%	764	<div><div></div></div> 50%	
	It is important for me to have meals provided in halls			330	<div><div></div></div> 88%	NA	NA - Catering not provided at Butler's Wharf	97	<div><div></div></div> 87%	NA	NA - Catering not provided at Grosvenor House	NA	NA - Catering not provided at High Holborn Residence	NA	NA - Catering not provided at Northumberland House	204	<div><div></div></div> 81%	175	<div><div></div></div> 86%	806	<div><div></div></div> 86%
	The restaurant makes it possible for me to socialise			330	<div><div></div></div> 81%	NA	NA - Catering not provided at Butler's Wharf	97	<div><div></div></div> 89%	NA	NA - Catering not provided at Grosvenor House	NA	NA - Catering not provided at High Holborn Residence	NA	NA - Catering not provided at Northumberland House	204	<div><div></div></div> 84%	175	<div><div></div></div> 86%	806	<div><div></div></div> 84%
	Eating together enhances the feeling of community in my hall			329	<div><div></div></div> 82%	NA	NA - Catering not provided at Butler's Wharf	97	<div><div></div></div> 90%	NA	NA - Catering not provided at Grosvenor House	NA	NA - Catering not provided at High Holborn Residence	NA	NA - Catering not provided at Northumberland House	204	<div><div></div></div> 84%	175	<div><div></div></div> 85%	805	<div><div></div></div> 84%
	Living in a catered hall makes it easier for me to maintain a balanced diet			330	<div><div></div></div> 73%	NA	NA - Catering not provided at Butler's Wharf	96	<div><div></div></div> 73%	NA	NA - Catering not provided at Grosvenor House	NA	NA - Catering not provided at High Holborn Residence	NA	NA - Catering not provided at Northumberland House	204	<div><div></div></div> 69%	174	<div><div></div></div> 72%	804	<div><div></div></div> 72%
	Does this picture [Food for Life Catering Mark] mean anything to you?			332	<div><div></div></div> 41%	NA	NA - Catering not provided at Butler's Wharf	99	<div><div></div></div> 25%	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	205	<div><div></div></div> 22%	176	<div><div></div></div> 46%	812	<div><div></div></div> 35%
	Is the Food for Life Catering Mark important to you?			332	<div><div></div></div> 84%	NA	NA - Catering not provided at Butler's Wharf	99	<div><div></div></div> 75%	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	205	<div><div></div></div> 74%	176	<div><div></div></div> 84%	812	<div><div></div></div> 80%

1493	<div><div></div></div> 60%
1439	<div><div></div></div> 45%
	<div><div></div></div> 18%
	<div><div></div></div> 22%
	<div><div></div></div> 34%
	<div><div></div></div> 48%
	<div><div></div></div> 27%
	3%
587	<div><div></div></div> 22%
	<div><div></div></div> 36%
	<div><div></div></div> 6%
	65%
128	<div><div></div></div> 63%
210	<div><div></div></div> 65%
34	<div><div></div></div> 59%
380	53%
1485	<div><div></div></div> 61%
770	<div><div></div></div> 77%
805	<div><div></div></div> 64%
767	<div><div></div></div> 68%
805	<div><div></div></div> 80%
765	<div><div></div></div> 70%
805	<div><div></div></div> 91%
767	<div><div></div></div> 54%
805	<div><div></div></div> 65%
764	<div><div></div></div> 50%
806	<div><div></div></div> 86%
806	<div><div></div></div> 84%
805	<div><div></div></div> 84%
804	<div><div></div></div> 72%
812	<div><div></div></div> 35%
812	<div><div></div></div> 80%

Hall by Hall Analysis

Student Accommodation Satisfaction Survey

2016/2017

All Survey Questions with quantitative results

Column Key
Total number of responses to the question
Percentage of those responses answering positively (e.g. 'Very/Quite Satisfied' or 'Good/Very Good' or 'Yes')

LSE Halls

Residences Ambassadors	Were you aware of the Residences Ambassadors in Michaelmas Term 2016?	NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at LSE Halls	
	Overall, how satisfied were you with the Residences Ambassadors?	NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at LSE Halls	
	Do you feel that the Residences Ambassador Role was...	Essential	NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at this hall	NA - Residences Ambassador role not present at LSE Halls	
		Helpful																		
		Unclear																		
Unnecessary																				
Residential Services Office	Overall, how satisfied are you with the service provided by the Residential Services Office?	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	1302	80%	
	Accuracy of Response	Importance	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	1481	81%
		Satisfaction	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	1328	70%
	Staff Helpfulness	Importance	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	1476	80%
		Satisfaction	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	1324	71%
	Speed of Response	Importance	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	1482	78%
		Satisfaction	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	1331	68%
	Staff Friendliness	Importance	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	1478	70%
		Satisfaction	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	1325	72%
	Overall, how satisfied are you with Hallpad?	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	1356
Staff Nominations	Would you like to nominate someone who has gone out of their way to help you?	331	<div><div></div></div> 22%	183	<div><div></div></div> 21%	97	<div><div></div></div> 25%	96	<div><div></div></div> 13%	223	<div><div></div></div> 21%	180	<div><div></div></div> 16%	203	<div><div></div></div> 23%	176	<div><div></div></div> 34%	1489	<div><div></div></div> 22%	

All Halls

All Halls (Mean)

253	28%
57	67%
72	3%
	32%
	50%
	15%
1921	77%
2197	81%
1973	68%
2190	80%
1967	68%
2200	79%
1978	66%
2189	69%
1967	69%
2024	75%
2218	21%

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

Hall by Hall Analysis

Student Accommodation Satisfaction Survey

2016/2017

All Survey Questions with quantitative results

Column Key
Total number of responses to the question
Percentage of those responses answering positively (e.g. 'Very/Quite Satisfied' or 'Good/Very Good' or 'Yes')

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

All Halls	
All Halls (Mean)	

Big Questions	Overall Response Rate		178	49%	197	45%	119	36%	135	35%	629	41%
	Are you enjoying your stay in residences?		178	94%	197	74%	119	82%	135	73%	629	81%
	Do you think your residence offers good value for money?		178	90%	197	66%	119	47%	135	44%	629	65%
	Would you recommend your residence to other students at LSE?		178	91%	197	57%	119	62%	135	57%	629	68%
	What most attracted you to apply for LSE residences?		32%	Price	51%	Price	25%	Room Type	48%	Location	27%	Price
Safety	How safe do you feel in and around your hall?		178	93%	197	73%	119	96%	135	95%	629	92%
Facilities (ordered on average importance rating)	WiFi	Importance	175	89%	193	88%	118	88%	134	92%	620	89%
		Satisfaction	170	52%	186	45%	113	62%	130	18%	599	44%
	Bedrooms	Importance	177	89%	195	87%	117	87%	132	92%	621	89%
		Satisfaction	168	74%	186	47%	110	76%	130	75%	594	66%
	Bathroom and toilet facilities	Importance	177	89%	195	87%	117	86%	133	90%	622	88%
		Satisfaction	170	66%	187	32%	111	75%	128	71%	596	58%
	Cleanliness	Importance	176	89%	194	86%	117	88%	133	92%	620	88%
		Satisfaction	168	71%	186	32%	112	59%	130	52%	596	52%
	Laundry (Washers and Dryers)	Importance	177	88%	195	81%	116	84%	131	90%	619	85%
		Satisfaction	169	28%	187	33%	111	23%	129	51%	596	34%
	Maintenance (reporting and completion)	Importance	175	83%	193	87%	117	85%	132	88%	617	86%
		Satisfaction	168	63%	186	28%	111	45%	128	48%	593	46%
	Kitchens or snack points	Importance	177	75%	193	81%	116	73%	133	78%	619	77%
		Satisfaction	168	59%	185	41%	111	57%	130	52%	594	51%
	Access to PCs, printers and copiers	Importance	178	75%	195	74%	118	75%	133	77%	624	75%
		Satisfaction	170	37%	187	69%	113	28%	131	21%	601	42%
	Information available to you on arrival	Importance	177	76%	195	77%	117	78%	133	78%	622	77%
		Satisfaction	168	73%	186	51%	111	64%	127	57%	592	61%
	Security measures (e.g., locks, windows, lighting, bike racks, etc.)	Importance	175	78%	192	77%	116	78%	132	84%	615	79%
		Satisfaction	171	68%	185	46%	112	69%	130	65%	598	61%
	Security personnel	Importance	176	73%	191	74%	117	77%	132	82%	616	76%
		Satisfaction	170	74%	185	54%	112	63%	130	65%	597	64%
	Communal areas (e.g., entrances and hallways)	Importance	177	63%	193	65%	116	67%	133	77%	619	68%
		Satisfaction	169	60%	186	42%	112	60%	130	61%	597	54%
	IT Services within your bedroom (excluding WiFi)	Importance	176	64%	194	56%	117	62%	131	69%	618	62%
		Satisfaction	171	49%	185	38%	111	49%	128	38%	595	43%
	Communication channels (e.g., noticeboard, screens, emails)	Importance	177	56%	195	57%	117	63%	130	64%	619	59%
		Satisfaction	169	57%	187	41%	112	52%	129	41%	597	47%
	Recreational space (e.g., TV Lounge, games room)	Importance	178	54%	193	51%	117	49%	132	60%	620	53%
		Satisfaction	170	42%	185	42%	112	54%	129	55%	596	47%
	Group study areas	Importance	178	49%	194	49%	117	58%	133	66%	622	55%
		Satisfaction	169	27%	186	35%	112	52%	130	64%	597	42%

2233	53%
2233	90%
2233	80%
2233	85%
33%	Location
2226	92%
2180	91%
2102	57%
2181	91%
2097	73%
2186	90%
2099	63%
2175	90%
2092	65%
2173	87%
2097	42%
2164	83%
2086	61%
2174	81%
2091	53%
2192	80%
2104	59%
2174	79%
2082	68%
2171	77%
2089	68%
2172	77%
2095	70%
2180	70%
2094	65%
2178	64%
2088	52%
2172	61%
2092	61%
2178	61%
2099	60%
2174	59%
2095	45%

Hall by Hall Analysis

Student Accommodation Satisfaction Survey

2016/2017

All Survey Questions with quantitative results

Column Key
Total number of responses to the question
Percentage of those responses answering positively (e.g. 'Very/Quite Satisfied' or 'Good/Very Good' or 'Yes')

Third Party Managed Halls												
Lilian Knowles House			Sidney Webb House			urbanest King's Cross			urbanest Westminster Bridge			Third Party Managed Halls (Mean)
Travel	How do you usually travel to the School?	Bicycle (personal)	178	<div><div></div></div> 6%	196	<div><div></div></div> 13%	119	<div><div></div></div> 3%	135	<div><div></div></div> 3%	628	<div><div></div></div> 7%
		Bicycle (Santander Hire)		<div><div></div></div> 2%		<div><div></div></div> 3%		<div><div></div></div> 1%		<div><div></div></div> 2%		<div><div></div></div> 2%
		Bus		<div><div></div></div> 8%		<div><div></div></div> 47%		<div><div></div></div> 14%		<div><div></div></div> 20%		<div><div></div></div> 24%
		Motorbike		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%
		Scooter / Skateboard		<div><div></div></div> 1%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%
		Taxi		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 1%		<div><div></div></div> 0%
		Train		<div><div></div></div> 2%		<div><div></div></div> 1%		<div><div></div></div> 1%		<div><div></div></div> 0%		<div><div></div></div> 1%
		Tube		<div><div></div></div> 52%		<div><div></div></div> 4%		<div><div></div></div> 61%		<div><div></div></div> 0%		<div><div></div></div> 27%
		Walk		<div><div></div></div> 29%		<div><div></div></div> 32%		<div><div></div></div> 20%		<div><div></div></div> 74%		<div><div></div></div> 38%
		Other		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%
	How many minutes, on average, does your journey take you?	0-10 minutes	178	<div><div></div></div> 0%	196	<div><div></div></div> 0%	119	<div><div></div></div> 0%	135	<div><div></div></div> 5%	628	<div><div></div></div> 1%
		11-20 minutes		<div><div></div></div> 18%		<div><div></div></div> 12%		<div><div></div></div> 8%		<div><div></div></div> 24%		<div><div></div></div> 16%
		21-30 minutes		<div><div></div></div> 42%		<div><div></div></div> 27%		<div><div></div></div> 29%		<div><div></div></div> 68%		<div><div></div></div> 40%
		31-40 minutes		<div><div></div></div> 25%		<div><div></div></div> 43%		<div><div></div></div> 48%		<div><div></div></div> 3%		<div><div></div></div> 30%
		41-50 minutes		<div><div></div></div> 15%		<div><div></div></div> 17%		<div><div></div></div> 13%		<div><div></div></div> 0%		<div><div></div></div> 12%
		51-60 minutes		<div><div></div></div> 0%		<div><div></div></div> 1%		<div><div></div></div> 3%		<div><div></div></div> 0%		<div><div></div></div> 1%
		61+ minutes		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%
Front of House	Accuracy of Response	Importance	173	<div><div></div></div> 83%	197	<div><div></div></div> 84%	117	<div><div></div></div> 80%	133	<div><div></div></div> 86%	620	<div><div></div></div> 84%
		Satisfaction	164	<div><div></div></div> 70%	183	<div><div></div></div> 35%	111	<div><div></div></div> 53%	127	<div><div></div></div> 39%	585	<div><div></div></div> 49%
	Staff Helpfulness	Importance	174	<div><div></div></div> 83%	195	<div><div></div></div> 86%	117	<div><div></div></div> 80%	133	<div><div></div></div> 84%	619	<div><div></div></div> 84%
		Satisfaction	168	<div><div></div></div> 68%	183	<div><div></div></div> 39%	111	<div><div></div></div> 56%	127	<div><div></div></div> 43%	589	<div><div></div></div> 51%
	Speed of Response	Importance	175	<div><div></div></div> 82%	197	<div><div></div></div> 85%	119	<div><div></div></div> 80%	133	<div><div></div></div> 86%	624	<div><div></div></div> 83%
		Satisfaction	167	<div><div></div></div> 70%	184	<div><div></div></div> 33%	113	<div><div></div></div> 51%	127	<div><div></div></div> 42%	591	<div><div></div></div> 49%
	Staff Friendliness	Importance	171	<div><div></div></div> 78%	195	<div><div></div></div> 72%	118	<div><div></div></div> 75%	131	<div><div></div></div> 82%	615	<div><div></div></div> 77%
		Satisfaction	166	<div><div></div></div> 62%	184	<div><div></div></div> 51%	111	<div><div></div></div> 72%	127	<div><div></div></div> 56%	588	<div><div></div></div> 59%
	How satisfied are you with the service the Security team offer when manning our reception desks?		170	<div><div></div></div> 83%	174	<div><div></div></div> 58%	109	<div><div></div></div> 67%	126	<div><div></div></div> 66%	579	<div><div></div></div> 69%
	Which change would you like us to make to the security procedure for guests (daytime and overnight)?	Impose one	178	<div><div></div></div> 2%	197	<div><div></div></div> 7%	119	<div><div></div></div> 3%	133	<div><div></div></div> 7%	627	<div><div></div></div> 5%
		Remove existing		<div><div></div></div> 39%		<div><div></div></div> 12%		<div><div></div></div> 7%		<div><div></div></div> 7%		<div><div></div></div> 18%
		Enhance existing		<div><div></div></div> 11%		<div><div></div></div> 14%		<div><div></div></div> 9%		<div><div></div></div> 8%		<div><div></div></div> 11%
		Make no change		<div><div></div></div> 47%		<div><div></div></div> 66%		<div><div></div></div> 81%		<div><div></div></div> 78%		<div><div></div></div> 66%
	Which change would you like us to make to the length of stay permitted for overnight guests	Increase existing	178	<div><div></div></div> 81%	197	<div><div></div></div> 55%	119	<div><div></div></div> 28%	133	<div><div></div></div> 18%	627	<div><div></div></div> 49%
		Reduce existing		<div><div></div></div> 2%		<div><div></div></div> 1%		<div><div></div></div> 5%		<div><div></div></div> 2%		<div><div></div></div> 2%
		Make no change		<div><div></div></div> 17%		<div><div></div></div> 44%		<div><div></div></div> 67%		<div><div></div></div> 80%		<div><div></div></div> 48%
Hall Committee	Did you know about the nomination / elections process?		177	<div><div></div></div> 82%	197	<div><div></div></div> 86%	119	<div><div></div></div> 76%	NA	NA - No Hall Committee at Westminster Bridge this year	493	<div><div></div></div> 82%
	Did you nominate yourself for a position on the Committee?		142	<div><div></div></div> 3%	166	<div><div></div></div> 6%	88	<div><div></div></div> 10%	NA	NA - No Hall Committee at Westminster Bridge this year	396	<div><div></div></div> 6%
	How satisfied are you with your current Hall Committee?		158	<div><div></div></div> 52%	174	<div><div></div></div> 78%	100	<div><div></div></div> 49%	NA	NA - No Hall Committee at Westminster Bridge this year	432	<div><div></div></div> 62%
Pastoral Support	Have you ever had contact with a Warden/Subwarden*?		177	<div><div></div></div> 16%	196	<div><div></div></div> 37%	119	<div><div></div></div> 13%	134	<div><div></div></div> 7%	626	<div><div></div></div> 20%
	How satisfied are you with their support?		29	<div><div></div></div> 79%	72	<div><div></div></div> 76%	16	<div><div></div></div> 81%	9	<div><div></div></div> 56%	126	<div><div></div></div> 76%
	Did you attend the flat meeting at the beginning of Michaelmas Term?		NA	NA - Flat meetings not held at this hall	NA	NA - Flat meetings not held at this hall	NA	NA - Flat meetings not held at this hall	NA	NA - Flat meetings not held at this hall	NA	NA - Flat meetings not held at any Third Party Managed Hall
	Have you ever had contact with a Peer Supporter?		177	<div><div></div></div> 5%	197	<div><div></div></div> 4%	119	<div><div></div></div> 9%	134	<div><div></div></div> 4%	2123	<div><div></div></div> 5%
	How satisfied are you with their support?		8	<div><div></div></div> 100%	7	<div><div></div></div> 100%	11	<div><div></div></div> 82%	5	<div><div></div></div> 100%	31	<div><div></div></div> 94%

All Halls	
All Halls (Mean)	

2220	<div><div></div></div> 4%
	<div><div></div></div> 1%
	<div><div></div></div> 13%
	<div><div></div></div> 0%
	<div><div></div></div> 0%
	<div><div></div></div> 0%
	<div><div></div></div> 0%
	<div><div></div></div> 11%
	<div><div></div></div> 70%
	<div><div></div></div> 0%
2217	<div><div></div></div> 12%
	<div><div></div></div> 29%
	<div><div></div></div> 39%
	<div><div></div></div> 13%
	<div><div></div></div> 6%
	<div><div></div></div> 1%
	<div><div></div></div> 0%
2192	<div><div></div></div> 85%
2061	<div><div></div></div> 71%
2189	<div><div></div></div> 85%
2067	<div><div></div></div> 72%
2195	<div><div></div></div> 84%
2064	<div><div></div></div> 71%
2185	<div><div></div></div> 81%
2063	<div><div></div></div> 72%
2036	<div><div></div></div> 79%
2227	<div><div></div></div> 5%
	<div><div></div></div> 23%
	<div><div></div></div> 9%
	<div><div></div></div> 63%
2226	<div><div></div></div> 60%
	<div><div></div></div> 2%
	<div><div></div></div> 38%
1990	<div><div></div></div> 83%
1613	<div><div></div></div> 6%
1760	<div><div></div></div> 72%
2190	<div><div></div></div> 35%
768	<div><div></div></div> 79%
183	<div><div></div></div> 70%
2123	<div><div></div></div> 8%
162	<div><div></div></div> 90%

Hall by Hall Analysis

Student Accommodation Satisfaction Survey

2016/2017

All Survey Questions with quantitative results

Column Key
Total number of responses to the question
Percentage of those responses answering positively (e.g. 'Very/Quite Satisfied' or 'Good/Very Good' or 'Yes')

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

All Halls	
All Halls (Mean)	

Sustainability	Overall, how would you grade your hall in terms of sustainability?		NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls
	Which environmental issue(s) would you like us to prioritise in future? (Tick all that apply)	Improving waste and recycling		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls
		Partnerships with the local community		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls
		Supporting student-led sustainability		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls
		Saving energy	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls
		Green spaces		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls
		Saving water		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls
		Other		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls
	Did you participate in any of the following initiatives this year? (Tick all that apply)	Green Impact		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls
		Reduce the Juice	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls
		ReLove		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls
		Student Switch-Off		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls
	How would you rate the project(s) you were involved with?	Green Impact		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls
		Reduce the Juice	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls
		ReLove		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls
		Student Switch-Off		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls		NA - Question not asked at Third Party Managed Halls
	RECYCLING: How easy did you find it to understand which bin to put your different waste items into?		NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls	NA	NA - Question not asked at Third Party Managed Halls
Catering	Overall, how satisfied are you with catering services at your hall?		NA	NA - Catering not provided at Lilian Knowles 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 Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall
	Ambience of restaurant	Importance	NA	NA - Catering not provided at Lilian Knowles 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 Westminster Bridge	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 Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall
	Responsiveness of staff	Importance	NA	NA - Catering not provided at Lilian Knowles 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 Westminster Bridge	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 Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall
	Quality of food	Importance	NA	NA - Catering not provided at Lilian Knowles 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 Westminster Bridge	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 Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall
	Seasonality of food	Importance	NA	NA - Catering not provided at Lilian Knowles 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 Westminster Bridge	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 Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall
	It is important for me to have meals provided in halls		NA	NA - Catering not provided at Lilian Knowles 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 Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall
	The restaurant makes it possible for me to socialise		NA	NA - Catering not provided at Lilian Knowles 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 Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall
	Eating together enhances the feeling of community in my hall		NA	NA - Catering not provided at Lilian Knowles 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 Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall
	Living in a catered hall makes it easier for me to maintain a balanced diet		NA	NA - Catering not provided at Lilian Knowles 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 Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall
	Does this picture [Food for Life Catering Mark] mean anything to you?		NA	NA - Catering not provided at Lilian Knowles 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 Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall
	Is the Food for Life Catering Mark important to you?		NA	NA - Catering not provided at Lilian Knowles 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 Westminster Bridge	NA	NA - Catering not provided in any Third Party Managed Hall

1493	<div></div> 60%
1439	<div></div> 45%
	<div></div> 18%
	<div></div> 22%
	<div></div> 34%
	<div></div> 48%
	<div></div> 27%
587	<div></div> 3%
	<div></div> 22%
	<div></div> 36%
	<div></div> 6%
128	<div></div> 65%
	<div></div> 3%
	<div></div> 22%
210	<div></div> 65%
34	<div></div> 59%
380	<div></div> 53%
1485	<div></div> 61%
770	<div></div> 77%
805	<div></div> 64%
767	<div></div> 68%
805	<div></div> 80%
765	<div></div> 70%
805	<div></div> 91%
767	<div></div> 54%
805	<div></div> 65%
764	<div></div> 50%
806	<div></div> 86%
806	<div></div> 84%
805	<div></div> 84%
804	<div></div> 72%
812	<div></div> 35%
812	<div></div> 80%

Hall by Hall Analysis

Student Accommodation Satisfaction Survey

2016/2017

All Survey Questions with quantitative results

Column Key
Total number of responses to the question
Percentage of those responses answering positively (e.g. 'Very/Quite Satisfied' or 'Good/Very Good' or 'Yes')

Third Party Managed Halls

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

All Halls

All Halls (Mean)

Residences Ambassadors	Were you aware of the Residences Ambassadors in Michaelmas Term 2016?	NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at this hall	119	<div>28%</div>	134	<div>29%</div>	253	<div>28%</div>
	Overall, how satisfied were you with the Residences Ambassadors?	NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at this hall	26	<div>73%</div>	31	<div>61%</div>	57	<div>67%</div>
	Do you feel that the Residences Ambassador Role was...	NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at this hall	33	<div>3%</div>	39	<div>3%</div>	72	<div>3%</div>
							<div>24%</div>		<div>38%</div>		<div>32%</div>
							<div>55%</div>		<div>46%</div>		<div>50%</div>
							<div>18%</div>		<div>13%</div>		<div>15%</div>
Residential Services Office	Overall, how satisfied are you with the service provided by the Residential Services Office?	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	528	<div>71%</div>
	Accuracy of Response	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	615	<div>80%</div>
											<div>62%</div>
	Staff Helpfulness	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	613	<div>79%</div>
											<div>61%</div>
	Speed of Response	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	617	<div>79%</div>
											<div>62%</div>
	Staff Friendliness	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	611	<div>67%</div>
											<div>62%</div>
	Overall, how satisfied are you with Hallpad?	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	571	<div>70%</div>
Staff Nominations	Would you like to nominate someone who has gone out of their way to help you?	178	<div>20%</div>	197	<div>26%</div>	119	<div>20%</div>	133	<div>3%</div>	627	<div>18%</div>

253	<div>28%</div>
57	<div>67%</div>
72	<div>3%</div>
	<div>32%</div>
	<div>50%</div>
	<div>15%</div>
1921	<div>77%</div>
2197	<div>81%</div>
1973	<div>68%</div>
2190	<div>80%</div>
1967	<div>68%</div>
2200	<div>79%</div>
1978	<div>66%</div>
2189	<div>69%</div>
1967	<div>69%</div>
2024	<div>75%</div>
2218	<div>21%</div>

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

Hall by Hall Analysis

Student Accommodation Satisfaction Survey

2016/2017

All Survey Questions with quantitative results

Column Key
Total number of responses to the question
Percentage of those responses answering positively (e.g. 'Very/Quite Satisfied' or 'Good/Very Good' or 'Yes')

Intercollegiate Halls														
College Hall			Connaught Hall			Garden Halls			International Hall			Lilian Penson Hall		

All Halls	
All Halls (Mean)	

			Overall Response Rate		7	<div><div></div></div> 17%	11	<div><div></div></div> 33%	25	<div><div></div></div> 26%	32	<div><div></div></div> 38%	17	<div><div></div></div> 46%	11	<div><div></div></div> 41%	103	<div><div></div></div> 32%
Big Questions	Big Questions	Are you enjoying your stay in residences?		7	<div><div></div></div> 100%	11	<div><div></div></div> 82%	25	<div><div></div></div> 96%	32	<div><div></div></div> 91%	17	<div><div></div></div> 82%	11	<div><div></div></div> 82%	103	<div><div></div></div> 89%	
		Do you think your residence offers good value for money?		7	<div><div></div></div> 100%	11	<div><div></div></div> 82%	25	<div><div></div></div> 76%	32	<div><div></div></div> 84%	17	<div><div></div></div> 65%	11	<div><div></div></div> 64%	103	<div><div></div></div> 78%	
		Would you recommend your residence to other students at LSE?		7	<div><div></div></div> 100%	11	<div><div></div></div> 82%	25	<div><div></div></div> 88%	32	<div><div></div></div> 88%	17	<div><div></div></div> 41%	11	<div><div></div></div> 55%	103	<div><div></div></div> 77%	
		What most attracted you to apply for LSE residences?		57%	Location	27%	Location / Price	40%	Location	44%	Location	29%	Location	36%	Price	36%	Location	
Safety		How safe do you feel in and around your hall?		7	<div><div></div></div> 86%	11	<div><div></div></div> 100%	25	<div><div></div></div> 92%	32	<div><div></div></div> 100%	17	<div><div></div></div> 88%	11	<div><div></div></div> 73%	103	<div><div></div></div> 92%	
Facilities (ordered on average importance rating)	WiFi	Importance	7	<div><div></div></div> 100%	11	<div><div></div></div> 82%	25	<div><div></div></div> 96%	30	<div><div></div></div> 97%	16	<div><div></div></div> 88%	11	<div><div></div></div> 91%	100	<div><div></div></div> 93%		
		Satisfaction	7	<div><div></div></div> 57%	11	<div><div></div></div> 55%	24	<div><div></div></div> 50%	26	<div><div></div></div> 62%	16	<div><div></div></div> 75%	11	<div><div></div></div> 45%	95	<div><div></div></div> 58%		
	Bedrooms	Importance	7	<div><div></div></div> 100%	11	<div><div></div></div> 82%	25	<div><div></div></div> 92%	30	<div><div></div></div> 93%	16	<div><div></div></div> 88%	10	<div><div></div></div> 90%	99	<div><div></div></div> 91%		
		Satisfaction	7	<div><div></div></div> 86%	11	<div><div></div></div> 73%	24	<div><div></div></div> 92%	27	<div><div></div></div> 70%	16	<div><div></div></div> 56%	10	<div><div></div></div> 60%	95	<div><div></div></div> 74%		
	Bathroom and toilet facilities	Importance	7	<div><div></div></div> 100%	11	<div><div></div></div> 82%	25	<div><div></div></div> 96%	30	<div><div></div></div> 90%	15	<div><div></div></div> 87%	11	<div><div></div></div> 91%	99	<div><div></div></div> 91%		
		Satisfaction	7	<div><div></div></div> 86%	11	<div><div></div></div> 55%	24	<div><div></div></div> 79%	27	<div><div></div></div> 63%	16	<div><div></div></div> 38%	11	<div><div></div></div> 18%	96	<div><div></div></div> 58%		
	Cleanliness	Importance	7	<div><div></div></div> 100%	11	<div><div></div></div> 82%	25	<div><div></div></div> 92%	30	<div><div></div></div> 90%	16	<div><div></div></div> 88%	11	<div><div></div></div> 91%	100	<div><div></div></div> 90%		
		Satisfaction	7	<div><div></div></div> 86%	11	<div><div></div></div> 64%	24	<div><div></div></div> 46%	27	<div><div></div></div> 67%	16	<div><div></div></div> 56%	11	<div><div></div></div> 36%	96	<div><div></div></div> 57%		
	Laundry (Washers and Dryers)	Importance	7	<div><div></div></div> 100%	11	<div><div></div></div> 82%	24	<div><div></div></div> 96%	30	<div><div></div></div> 93%	16	<div><div></div></div> 56%	11	<div><div></div></div> 91%	99	<div><div></div></div> 87%		
		Satisfaction	7	<div><div></div></div> 57%	11	<div><div></div></div> 55%	23	<div><div></div></div> 65%	27	<div><div></div></div> 48%	16	<div><div></div></div> 38%	11	<div><div></div></div> 0%	95	<div><div></div></div> 46%		
	Maintenance (reporting and completion)	Importance	7	<div><div></div></div> 100%	11	<div><div></div></div> 73%	25	<div><div></div></div> 88%	30	<div><div></div></div> 87%	16	<div><div></div></div> 75%	11	<div><div></div></div> 82%	100	<div><div></div></div> 84%		
		Satisfaction	6	<div><div></div></div> 67%	11	<div><div></div></div> 73%	24	<div><div></div></div> 54%	27	<div><div></div></div> 63%	16	<div><div></div></div> 44%	11	<div><div></div></div> 18%	95	<div><div></div></div> 54%		
	Kitchens or snack points	Importance	7	<div><div></div></div> 86%	11	<div><div></div></div> 73%	25	<div><div></div></div> 92%	30	<div><div></div></div> 70%	16	<div><div></div></div> 69%	11	<div><div></div></div> 82%	100	<div><div></div></div> 78%		
		Satisfaction	7	<div><div></div></div> 29%	11	<div><div></div></div> 18%	24	<div><div></div></div> 50%	27	<div><div></div></div> 44%	16	<div><div></div></div> 38%	11	<div><div></div></div> 0%	96	<div><div></div></div> 35%		
	Access to PCs, printers and copiers	Importance	7	<div><div></div></div> 71%	11	<div><div></div></div> 73%	25	<div><div></div></div> 80%	30	<div><div></div></div> 77%	16	<div><div></div></div> 38%	11	<div><div></div></div> 82%	100	<div><div></div></div> 71%		
		Satisfaction	7	<div><div></div></div> 14%	11	<div><div></div></div> 18%	23	<div><div></div></div> 26%	27	<div><div></div></div> 30%	16	<div><div></div></div> 19%	11	<div><div></div></div> 0%	95	<div><div></div></div> 21%		
	Information available to you on arrival	Importance	7	<div><div></div></div> 100%	11	<div><div></div></div> 64%	25	<div><div></div></div> 76%	29	<div><div></div></div> 79%	16	<div><div></div></div> 69%	11	<div><div></div></div> 82%	99	<div><div></div></div> 77%		
		Satisfaction	7	<div><div></div></div> 86%	11	<div><div></div></div> 64%	24	<div><div></div></div> 58%	27	<div><div></div></div> 63%	16	<div><div></div></div> 38%	11	<div><div></div></div> 55%	96	<div><div></div></div> 58%		
	Security measures (e.g., locks, windows, lighting, bike racks, etc.)	Importance	7	<div><div></div></div> 100%	11	<div><div></div></div> 73%	25	<div><div></div></div> 72%	30	<div><div></div></div> 80%	16	<div><div></div></div> 81%	11	<div><div></div></div> 64%	100	<div><div></div></div> 77%		
		Satisfaction	7	<div><div></div></div> 100%	11	<div><div></div></div> 64%	24	<div><div></div></div> 75%	26	<div><div></div></div> 73%	16	<div><div></div></div> 25%	11	<div><div></div></div> 36%	95	<div><div></div></div> 62%		
	Security personnel	Importance	7	<div><div></div></div> 100%	11	<div><div></div></div> 64%	25	<div><div></div></div> 64%	30	<div><div></div></div> 80%	16	<div><div></div></div> 56%	11	<div><div></div></div> 73%	100	<div><div></div></div> 71%		
		Satisfaction	7	<div><div></div></div> 86%	11	<div><div></div></div> 73%	24	<div><div></div></div> 63%	26	<div><div></div></div> 77%	16	<div><div></div></div> 38%	11	<div><div></div></div> 36%	95	<div><div></div></div> 62%		
	Communal areas (e.g., entrances and hallways)	Importance	7	<div><div></div></div> 71%	11	<div><div></div></div> 73%	25	<div><div></div></div> 68%	30	<div><div></div></div> 77%	16	<div><div></div></div> 63%	11	<div><div></div></div> 27%	100	<div><div></div></div> 66%		
		Satisfaction	7	<div><div></div></div> 71%	11	<div><div></div></div> 64%	24	<div><div></div></div> 67%	27	<div><div></div></div> 63%	16	<div><div></div></div> 50%	11	<div><div></div></div> 64%	96	<div><div></div></div> 63%		
	IT Services within your bedroom (excluding WiFi)	Importance	7	<div><div></div></div> 43%	11	<div><div></div></div> 64%	25	<div><div></div></div> 80%	30	<div><div></div></div> 80%	16	<div><div></div></div> 56%	11	<div><div></div></div> 55%	100	<div><div></div></div> 69%		
		Satisfaction	7	<div><div></div></div> 57%	11	<div><div></div></div> 45%	24	<div><div></div></div> 42%	27	<div><div></div></div> 52%	16	<div><div></div></div> 44%	11	<div><div></div></div> 36%	96	<div><div></div></div> 46%		
	Communication channels (e.g., noticeboard, screens, emails)	Importance	7	<div><div></div></div> 86%	11	<div><div></div></div> 64%	25	<div><div></div></div> 64%	29	<div><div></div></div> 69%	16	<div><div></div></div> 50%	11	<div><div></div></div> 55%	99	<div><div></div></div> 64%		
		Satisfaction	7	<div><div></div></div> 86%	11	<div><div></div></div> 73%	24	<div><div></div></div> 58%	27	<div><div></div></div> 56%	16	<div><div></div></div> 50%	11	<div><div></div></div> 64%	96	<div><div></div></div> 60%		
	Recreational space (e.g., TV Lounge, games room)	Importance	7	<div><div></div></div> 57%	11	<div><div></div></div> 55%	25	<div><div></div></div> 48%	30	<div><div></div></div> 50%	16	<div><div></div></div> 44%	11	<div><div></div></div> 45%	100	<div><div></div></div> 49%		
		Satisfaction	7	<div><div></div></div> 43%	11	<div><div></div></div> 64%	24	<div><div></div></div> 58%	27	<div><div></div></div> 56%	16	<div><div></div></div> 38%	11	<div><div></div></div> 64%	96	<div><div></div></div> 54%		
	Group study areas	Importance	7	<div><div></div></div> 86%	11	<div><div></div></div> 36%	25	<div><div></div></div> 68%	30	<div><div></div></div> 53%	16	<div><div></div></div> 44%	11	<div><div></div></div> 36%	100	<div><div></div></div> 54%		
		Satisfaction	7	<div><div></div></div> 14%	11	<div><div></div></div> 45%	24	<div><div></div></div> 50%	27	<div><div></div></div> 41%	16	<div><div></div></div> 25%	11	<div><div></div></div> 36%	96	<div><div></div></div> 39%		

2233	<div></div> 53%
2233	<div></div> 90%
2233	<div></div> 80%
2233	<div></div> 85%
33%	Location
2226	<div></div> 92%
2180	<div></div> 91%
2102	<div></div> 57%
2181	<div></div> 91%
2097	<div></div> 73%
2186	<div></div> 90%
2099	<div></div> 63%
2175	<div></div> 90%
2092	<div></div> 65%
2173	<div></div> 87%
2097	<div></div> 42%
2164	<div></div> 83%
2086	<div></div> 61%
2174	<div></div> 81%
2091	<div></div> 53%
2192	<div></div> 80%
2104	<div></div> 59%
2174	<div></div> 79%
2082	<div></div> 68%
2171	<div></div> 77%
2089	<div></div> 68%
2172	<div></div> 77%
2095	<div></div> 70%
2180	<div></div> 70%
2094	<div></div> 65%
2178	<div></div> 64%
2088	<div></div> 52%
2172	<div></div> 61%
2092	<div></div> 61%
2178	<div></div> 61%
2099	<div></div> 60%
2174	<div></div> 59%
2095	<div></div> 45%

Hall by Hall Analysis

Student Accommodation Satisfaction Survey

2016/2017

All Survey Questions with quantitative results

Column Key
Total number of responses to the question
Percentage of those responses answering positively (e.g. 'Very/Quite Satisfied' or 'Good/Very Good' or 'Yes')

				Intercollegiate Halls													
				College Hall		Connaught Hall		Garden Halls		International Hall		Lilian Penson Hall		Nutford House		UoL Halls (Mean)	
Travel	How do you usually travel to the School?	Bicycle (personal)	7	0%	11	<div><div></div></div> 9%	25	<div><div></div></div> 4%	31	0%	17	<div><div></div></div> 12%	11	<div><div></div></div> 9%	102	<div><div></div></div> 5%	
		Bicycle (Santander Hire)		<div><div></div></div> 14%		<div><div></div></div> 0%		<div><div></div></div> 3%		<div><div></div></div> 6%		<div><div></div></div> 0%		<div><div></div></div> 3%			
		Bus		0%		<div><div></div></div> 9%		<div><div></div></div> 4%		0%		<div><div></div></div> 6%		<div><div></div></div> 45%		<div><div></div></div> 8%	
		Motorbike		0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%			
		Scooter / Skateboard		0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 3%		<div><div></div></div> 0%		<div><div></div></div> 1%			
		Taxi		0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%			
		Train		0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%			
		Tube		0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 71%		<div><div></div></div> 27%		<div><div></div></div> 15%	
		Walk		<div><div></div></div> 71%		<div><div></div></div> 82%		<div><div></div></div> 92%		<div><div></div></div> 94%		<div><div></div></div> 6%		<div><div></div></div> 18%		<div><div></div></div> 68%	
		Other		<div><div></div></div> 14%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 1%	
	How many minutes, on average, does your journey take you?	0-10 minutes	7	0%	11	<div><div></div></div> 9%	25	<div><div></div></div> 0%	31	<div><div></div></div> 10%	17	<div><div></div></div> 0%	11	<div><div></div></div> 0%	102	<div><div></div></div> 4%	
		11-20 minutes		<div><div></div></div> 71%		<div><div></div></div> 73%		<div><div></div></div> 48%		<div><div></div></div> 87%		<div><div></div></div> 12%		<div><div></div></div> 0%		<div><div></div></div> 53%	
		21-30 minutes		<div><div></div></div> 29%		<div><div></div></div> 18%		<div><div></div></div> 52%		<div><div></div></div> 3%		<div><div></div></div> 41%		<div><div></div></div> 36%		<div><div></div></div> 28%	
		31-40 minutes		0%		0%		0%		0%		<div><div></div></div> 41%		<div><div></div></div> 27%		<div><div></div></div> 10%	
		41-50 minutes		0%		0%		0%		0%		<div><div></div></div> 0%		<div><div></div></div> 27%		<div><div></div></div> 3%	
		51-60 minutes		0%		0%		0%		0%		<div><div></div></div> 6%		<div><div></div></div> 0%		<div><div></div></div> 1%	
		61+ minutes		0%		0%		0%		0%		<div><div></div></div> 0%		<div><div></div></div> 9%		<div><div></div></div> 1%	
Front of House	Accuracy of Response	Importance	6	<div><div></div></div> 100%	11	<div><div></div></div> 73%	25	<div><div></div></div> 88%	30	<div><div></div></div> 87%	17	<div><div></div></div> 88%	11	<div><div></div></div> 82%	100	<div><div></div></div> 86%	
		Satisfaction	7	<div><div></div></div> 86%	11	<div><div></div></div> 73%	24	<div><div></div></div> 46%	27	<div><div></div></div> 85%	16	<div><div></div></div> 44%	10	<div><div></div></div> 40%	95	<div><div></div></div> 62%	
	Staff Helpfulness	Importance	6	<div><div></div></div> 100%	11	<div><div></div></div> 73%	25	<div><div></div></div> 84%	29	<div><div></div></div> 86%	17	<div><div></div></div> 82%	11	<div><div></div></div> 82%	99	<div><div></div></div> 84%	
		Satisfaction	7	<div><div></div></div> 100%	11	<div><div></div></div> 82%	24	<div><div></div></div> 63%	28	<div><div></div></div> 75%	16	<div><div></div></div> 56%	10	<div><div></div></div> 70%	96	<div><div></div></div> 71%	
	Speed of Response	Importance	6	<div><div></div></div> 100%	11	<div><div></div></div> 73%	25	<div><div></div></div> 88%	30	<div><div></div></div> 87%	17	<div><div></div></div> 76%	11	<div><div></div></div> 82%	100	<div><div></div></div> 84%	
		Satisfaction	7	<div><div></div></div> 86%	11	<div><div></div></div> 82%	24	<div><div></div></div> 50%	27	<div><div></div></div> 85%	16	<div><div></div></div> 63%	10	<div><div></div></div> 40%	95	<div><div></div></div> 67%	
	Staff Friendliness	Importance	6	<div><div></div></div> 100%	11	<div><div></div></div> 73%	25	<div><div></div></div> 76%	30	<div><div></div></div> 83%	17	<div><div></div></div> 82%	11	<div><div></div></div> 82%	100	<div><div></div></div> 81%	
		Satisfaction	7	<div><div></div></div> 100%	11	<div><div></div></div> 73%	24	<div><div></div></div> 54%	26	<div><div></div></div> 69%	16	<div><div></div></div> 44%	10	<div><div></div></div> 60%	94	<div><div></div></div> 63%	
	How satisfied are you with the service the Security team offer when manning our reception desks?			6	<div><div></div></div> 67%	11	<div><div></div></div> 91%	23	<div><div></div></div> 39%	25	<div><div></div></div> 80%	14	<div><div></div></div> 43%	10	<div><div></div></div> 50%	89	<div><div></div></div> 61%
	Which change would you like us to make to the security procedure for guests (daytime and overnight)?	Impose one	7	0%	11	<div><div></div></div> 0%	25	<div><div></div></div> 0%	31	<div><div></div></div> 0%	17	<div><div></div></div> 6%	11	<div><div></div></div> 0%	102	<div><div></div></div> 1%	
		Remove existing		<div><div></div></div> 29%		<div><div></div></div> 27%		<div><div></div></div> 24%		<div><div></div></div> 26%		<div><div></div></div> 29%		<div><div></div></div> 45%		<div><div></div></div> 28%	
		Enhance existing		<div><div></div></div> 14%		<div><div></div></div> 0%		<div><div></div></div> 20%		<div><div></div></div> 6%		<div><div></div></div> 0%		<div><div></div></div> 9%		<div><div></div></div> 9%	
		Make no change		<div><div></div></div> 57%		<div><div></div></div> 73%		<div><div></div></div> 56%		<div><div></div></div> 68%		<div><div></div></div> 65%		<div><div></div></div> 45%		<div><div></div></div> 62%	
	Which change would you like us to make to the length of stay permitted for overnight guests	Increase existing	7	<div><div></div></div> 71%	11	<div><div></div></div> 36%	25	<div><div></div></div> 40%	31	<div><div></div></div> 74%	17	<div><div></div></div> 65%	11	<div><div></div></div> 73%	102	<div><div></div></div> 60%	
		Reduce existing		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%		<div><div></div></div> 0%			
		Make no change		<div><div></div></div> 29%		<div><div></div></div> 64%		<div><div></div></div> 60%		<div><div></div></div> 26%		<div><div></div></div> 35%		<div><div></div></div> 27%		<div><div></div></div> 40%	
Hall Committee	Did you know about the nomination / elections process?		NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	
	Did you nominate yourself for a position on the Committee?		NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at any UoL Hall	
	How satisfied are you with your current Hall Committee?		NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at any UoL Hall	
Pastoral Support	Have you ever had contact with a Warden/Subwarden*?		7	<div><div></div></div> 43%	11	<div><div></div></div> 27%	0	NA	31	<div><div></div></div> 32%	17	<div><div></div></div> 71%	0	NA	66	<div><div></div></div> 42%	
	How satisfied are you with their support?		3	<div><div></div></div> 100%	3	<div><div></div></div> 100%	0	NA	10	<div><div></div></div> 100%	12	<div><div></div></div> 75%	0	NA	28	<div><div></div></div> 89%	
	Did you attend the flat meeting at the beginning of Michaelmas Term?		NA	NA - Flat meetings not held at this hall	NA	NA - Flat meetings not held at this hall	NA	NA - Flat meetings not held at this hall	NA	NA - Flat meetings not held at this hall	NA	NA - Flat meetings not held at this hall	NA	NA - Flat meetings not held at this hall	NA	NA - Flat meetings not held at any UoL Hall	
	Have you ever had contact with a Peer Supporter?		NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to any UoL Hall	
	How satisfied are you with their support?		NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to UoL Halls	NA	NA - Peer Supporters not assigned to any UoL Hall	

All Halls (Mean)

2220	4%
	1%
	13%
	0%
	0%
	0%
	0%
	11%
	70%
	0%
2217	12%
	29%
	39%
	13%
	6%
	1%
	0%
2192	85%
2061	71%
2189	85%
2067	72%
2195	84%
2064	71%
2185	81%
2063	72%
2036	79%
2227	5%
	23%
	9%
	63%
2226	60%
	2%
	38%
1990	83%
1613	6%
1760	72%
2190	35%
768	79%
183	70%
2123	8%
162	90%

Hall by Hall Analysis

Student Accommodation Satisfaction Survey

2016/2017

All Survey Questions with quantitative results

Column Key
Total number of responses to the question
Percentage of those responses answering positively (e.g. 'Very/Quite Satisfied' or 'Good/Very Good' or 'Yes')

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

All Halls	
All Halls (Mean)	

Sustainability	Overall, how would you grade your hall in terms of sustainability?		NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls
	Which environmental issue(s) would you like us to prioritise in future? (Tick all that apply)	Improving waste and recycling	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls
		Partnerships with the local community	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls
		Supporting student-led sustainability	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls
		Saving energy	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls
		Green spaces	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls
		Saving water	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls
		Other	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls
	Did you participate in any of the following initiatives this year? (Tick all that apply)	Green Impact	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls
		Reduce the Juice	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls
		ReLove	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls
		Student Switch-Off	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls
	How would you rate the project(s) you were involved with?	Green Impact	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls
		Reduce the Juice	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls
		ReLove	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls
		Student Switch-Off	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls
	RECYCLING: How easy did you find it to understand which bin to put your different waste items into?		NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls
Catering	Overall, how satisfied are you with catering services at your hall?		NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls
	Ambience of restaurant	Importance	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls
		Satisfaction	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls
	Responsiveness of staff	Importance	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls
		Satisfaction	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls
	Quality of food	Importance	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls
		Satisfaction	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls
	Seasonality of food	Importance	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls
		Satisfaction	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls
	It is important for me to have meals provided in halls		NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls
	The restaurant makes it possible for me to socialise		NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls
	Eating together enhances the feeling of community in my hall		NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls
	Living in a catered hall makes it easier for me to maintain a balanced diet		NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls
	Does this picture [Food for Life Catering Mark] mean anything to you?		NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls
	Is the Food for Life Catering Mark important to you?		NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls	NA	NA - Question not asked at UoL Halls

1493	<div><div></div>60%</div>
1439	<div><div></div>45%</div>
	<div><div></div>18%</div>
	<div><div></div>22%</div>
	<div><div></div>34%</div>
	<div><div></div>48%</div>
	<div><div></div>27%</div>
	<div><div></div>3%</div>
587	<div><div></div>22%</div>
	<div><div></div>36%</div>
	<div><div></div>6%</div>
	<div><div></div>65%</div>
128	<div><div></div>63%</div>
210	<div><div></div>65%</div>
34	<div><div></div>59%</div>
380	<div><div></div>53%</div>
1485	<div><div></div>61%</div>
770	<div><div></div>77%</div>
805	<div><div></div>64%</div>
767	<div><div></div>68%</div>
805	<div><div></div>80%</div>
765	<div><div></div>70%</div>
805	<div><div></div>91%</div>
767	<div><div></div>54%</div>
805	<div><div></div>65%</div>
764	<div><div></div>50%</div>
806	<div><div></div>86%</div>
806	<div><div></div>84%</div>
805	<div><div></div>84%</div>
804	<div><div></div>72%</div>
812	<div><div></div>35%</div>
812	<div><div></div>80%</div>

Hall by Hall Analysis

Student Accommodation Satisfaction Survey

2016/2017

All Survey Questions with quantitative results

Column Key
Total number of responses to the question
Percentage of those responses answering positively (e.g. 'Very/Quite Satisfied' or 'Good/Very Good' or 'Yes')

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

Residences Ambassadors	Were you aware of the Residences Ambassadors in Michaelmas Term 2016?		NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at UoL Halls	NA	NA - Residences Ambassador role not present at UoL Halls
	Overall, how satisfied were you with the Residences Ambassadors?		NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at UoL Halls	NA	NA - Residences Ambassador role not present at UoL Halls
	Do you feel that the Residences Ambassador Role was...	Essential	NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at this hall	NA	NA - Residences Ambassador role not present at UoL Halls	NA	NA - Residences Ambassador role not present at UoL Halls
		Helpful														
		Unclear														
		Unnecessary														
Residential Services Office	Overall, how satisfied are you with the service provided by the Residential Services Office?		NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	91	<div><div></div></div> 69%
	Accuracy of Response	Importance	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	101	<div><div></div></div> 79%
		Satisfaction	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	94	<div><div></div></div> 66%
	Staff Helpfulness	Importance	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	101	<div><div></div></div> 79%
		Satisfaction	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	93	<div><div></div></div> 63%
	Speed of Response	Importance	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	101	<div><div></div></div> 80%
		Satisfaction	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	94	<div><div></div></div> 66%
	Staff Friendliness	Importance	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	100	<div><div></div></div> 68%
		Satisfaction	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	94	<div><div></div></div> 63%
	Overall, how satisfied are you with Hallpad?		NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	NA	NA - Campus based service. No need to break results down	97	<div><div></div></div> 69%
Staff Nominations	Would you like to nominate someone who has gone out of their way to help you?		7	<div><div></div></div> 57%	11	<div><div></div></div> 36%	25	<div><div></div></div> 12%	31	<div><div></div></div> 19%	17	<div><div></div></div> 18%	11	<div><div></div></div> 27%	102	<div><div></div></div> 23%

All Halls	
All Halls (Mean)	

253	<div><div></div></div> 28%
57	<div><div></div></div> 67%
72	<div><div></div></div> 3%
	<div><div></div></div> 32%
	<div><div></div></div> 50%
	<div><div></div></div> 15%
1921	<div><div></div></div> 77%
2197	<div><div></div></div> 81%
1973	<div><div></div></div> 68%
2190	<div><div></div></div> 80%
1967	<div><div></div></div> 68%
2200	<div><div></div></div> 79%
1978	<div><div></div></div> 66%
2189	<div><div></div></div> 69%
1967	<div><div></div></div> 69%
2024	<div><div></div></div> 75%
2218	<div><div></div></div> 21%

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