



THE LONDON SCHOOL  
OF ECONOMICS AND  
POLITICAL SCIENCE ■

# London School of Economics and Political Science

## Residential Services



## Student Satisfaction Survey 2013/14 Report

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## Background

LSE Residential Services carry out an annual student accommodation survey to establish exactly how LSE students feel about the services and facilities we offer. We are committed to continuous improvement of our services and the quality of the accommodation we offer to students.

It is important that our halls of residence are accessible, affordable and provide a safe and welcoming environment. The results of this survey reveal whether student's expectations regarding the cost and quality of our accommodation are being met.

The number of valid responses for the survey has significantly increased by 73% year-on-year since 2012. We received 2248 valid responses this year, with a total response rate of 54.1%

The results of this survey allow us to determine trends and identify the areas in which we exceed expectations and those where we may need to invest more resources. This allows us to offer a continually improving level of service to students.



*Tag cloud of opinions concerning Hall's catering*

# Overview

This year's survey shows positive trends across most LSE halls in terms of value for money ratings. All halls have improved except Sidney Webb House and Lilian Knowles House. Recommendation ratings have improved in all halls except for Sidney Webb House and Carr-Saunders Hall where ratings fell by 10% and 3% respectively.

This suggests that overall, students are more pleased with our services than last year. The trends in Sidney Webb House, Carr-Saunders Hall and Lilian Knowles House correspond to downward trends in facilities and reception services in the main hall by hall analysis, that can be found with this report on the student accommodation survey web page.

Passfield Hall shows an exceptional recommendation rate of 98%. Participation in this year's survey increased greatly since last year, with 54.11% compared to 33.56% in 2012/13.

This suggests a more active and involved community within halls.

Hall	Do you think your residence offers good value for money?				Would you recommend your residence to other students at LSE?			
	2012/13		2013/14		2012/13		2013/14	
	Yes	No	Yes	No	Yes	No	Yes	No
Bankside House	66%	34%	74%	26%	80%	20%	89%	11%
Sidney Webb House	80%	20%	67%	33%	80%	20%	70%	30%
Butler's Wharf Residence	79%	21%	86%	14%	78%	22%	89%	11%
Carr-Saunders Hall	88%	13%	91%	9%	94%	6%	91%	9%
Grosvenor House	67%	33%	72%	28%	80%	20%	89%	11%
High Holborn Residence	39%	61%	44%	56%	68%	32%	77%	23%
Intercollegiate Halls	70%	30%	74%	26%	74%	26%	77%	23%
Lilian Knowles House	80%	20%	76%	24%	84%	16%	90%	10%
Northumberland House	77%	23%	77%	23%	91%	9%	93%	7%
Passfield Hall	74%	26%	88%	12%	90%	10%	98%	2%
Rosebery Hall	83%	17%	89%	11%	86%	14%	96%	4%
Urbanest King's Cross	n/a	n/a	53%	47%	n/a	n/a	73%	27%
Tower Bridge	44%	56%	n/a	n/a	72%	28%	n/a	n/a
Wellington Lodge	46%	54%	n/a	n/a	77%	23%	n/a	n/a
Zebra Housing (Anson Road Flats)	92%	8%	n/a	n/a	92%	8%	n/a	n/a
<b>All Residences</b>	73%	27%	74%	26%	82%	18%	86%	14%

To see a hall by hall breakdown of results concerning facilities and reception services, visit the main hall by hall analysis grid found with this report on the student accommodation survey web page. This can be compared to 2012/13 using the separate 2012/13 analysis grid also found on the student accommodation web page.

# Introduction

## Report Objectives

The purpose of this report is to:

- Provide an analysis of the 2013/2014 student accommodation survey results
- Measure levels of student satisfaction with LSE Residential Services in key areas
- Allow results to be compared with previous years results

## Methodology

The survey was carried out from 3 February to 28 February 2014. It was hosted online by Bristol Online Surveys and consisted of 23 questions about the experience of living in residences, and the communication with different contact points within the School.

The 2011/2012 and 2012/2013 participation rate was 21.5% and 33.56% respectively. This year, the survey received an 81% increase in responses to 2353 responses, equivalent to 54.1% participation.

Out of the 2353 responses received, 2248 responses were valid and verified with unique LSE Student ID numbers. 105 responses with duplicated LSE Student ID numbers have been removed from the analysis. Nonetheless, these responses are still recorded and stored in a separate spreadsheet for future reference.

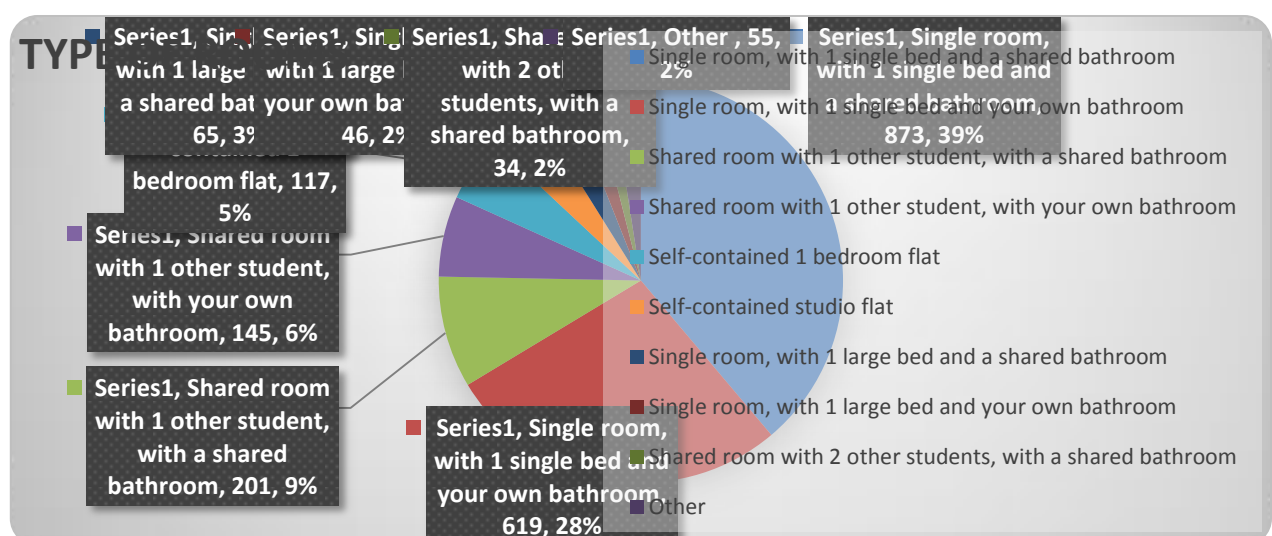
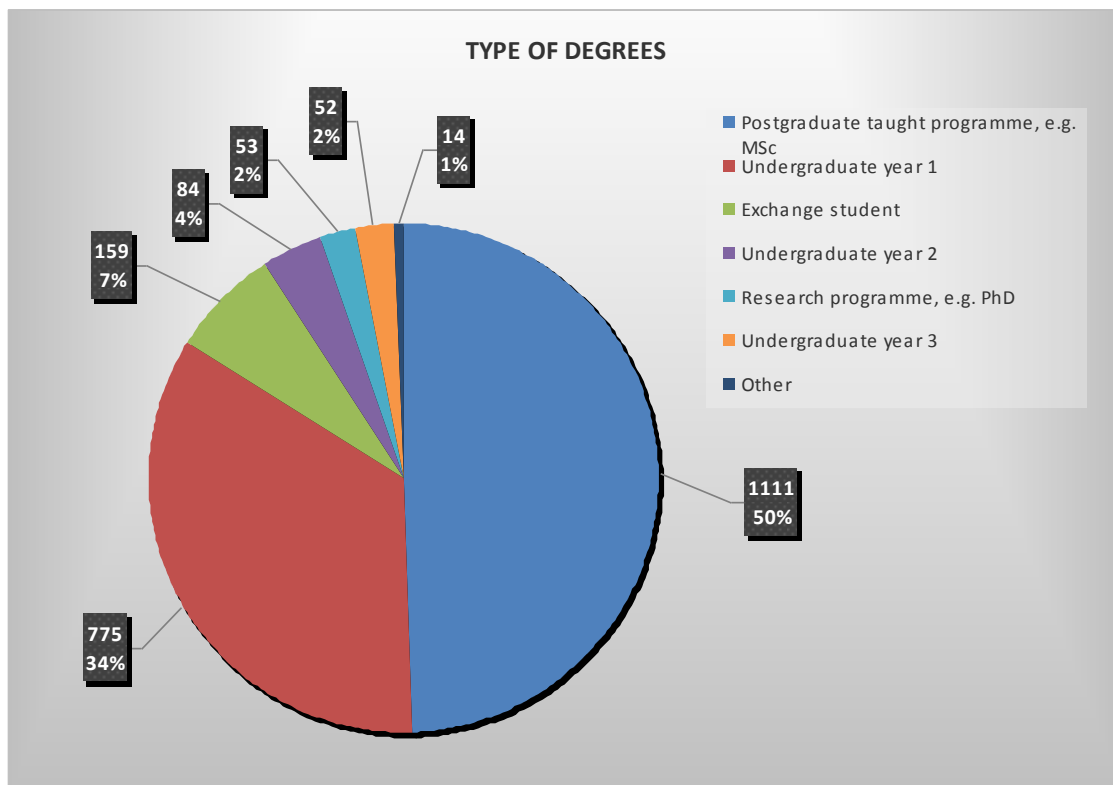
The data used in this report is rounded up or down to the nearest whole percentage point. For this reason tables or charts may not total 100%. The combining of responses might therefore create differences between the text and tables of this report. Results that do differ in this way should not have a noticeable variance, not any larger than 1%.

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

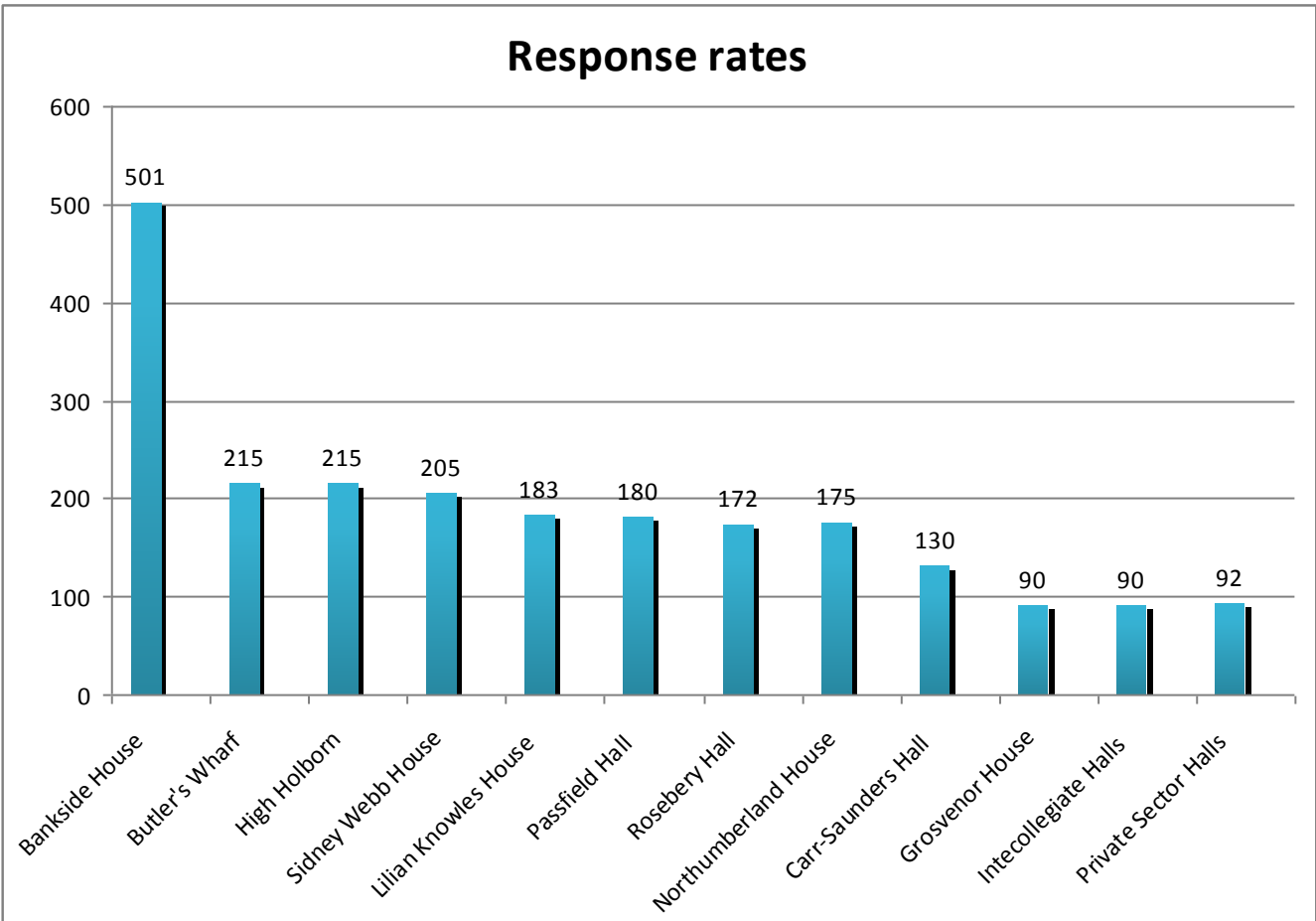
# Survey Results

## Demographic information

Almost half of the respondents are postgraduate (MSc) students (49%), whilst the second highest segment of 35% is made up of first-year undergraduates. Among the 2248 respondents, 71% live in a single room, whilst only 17% live in a shared room. The rest are made up of a wide variety of studio flats, one-bedroom flats or larger living space that we offer.



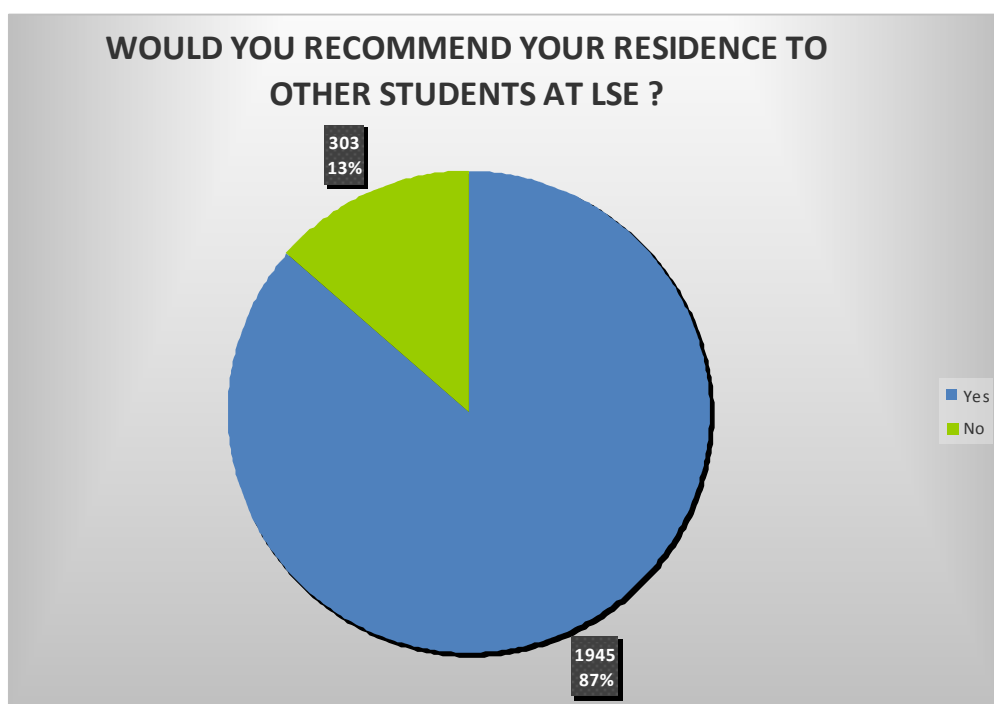
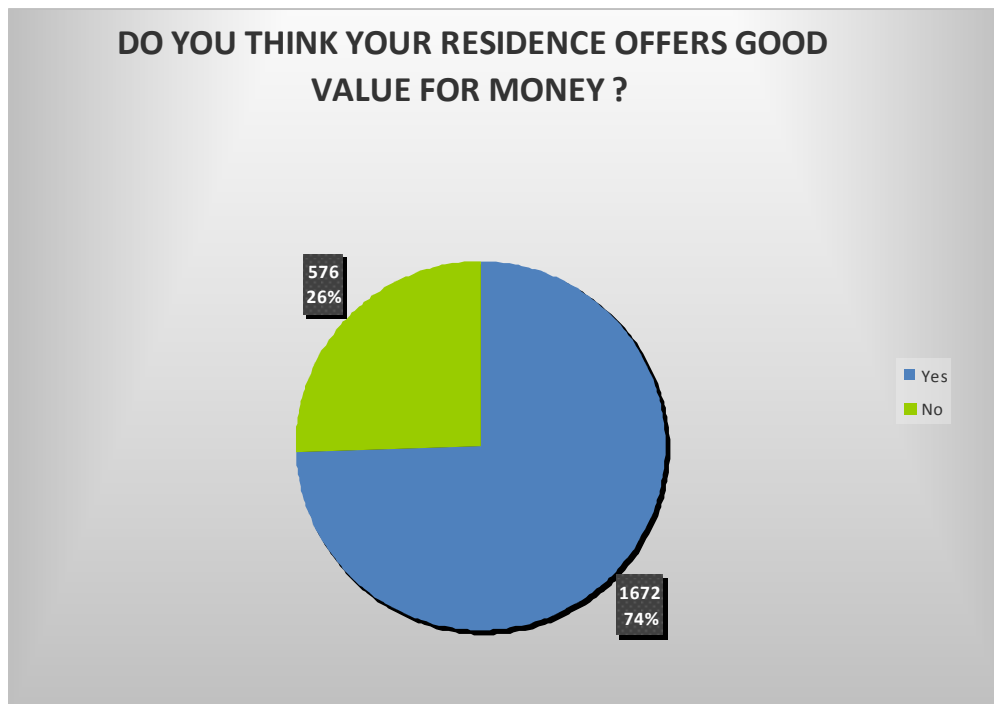
The highest number of responses came from Bankside House (22.3%), followed by Butler’s Wharf (9.6%) and High Holborn (9.6%)



## Overall Satisfaction

This year's results show very positive satisfaction ratings from our students.

Approximately three out of four respondents (74%) believed that their hall of residence is good value for money, whilst 87% would recommend their hall of residence to other LSE students.



We can see improvement in these areas in many of our halls when compared to last year's results.

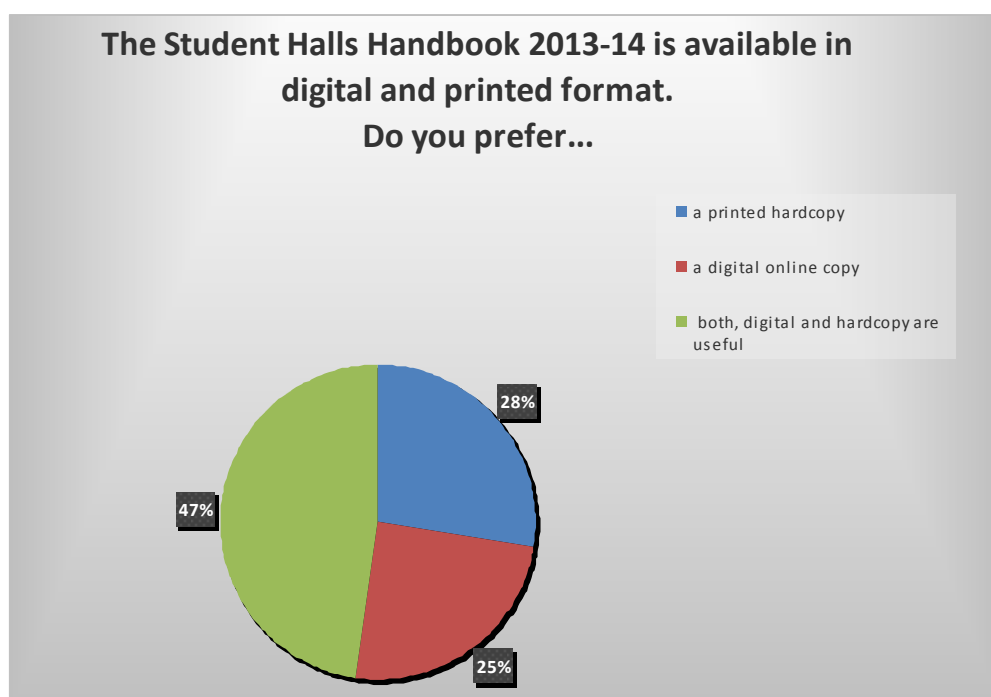
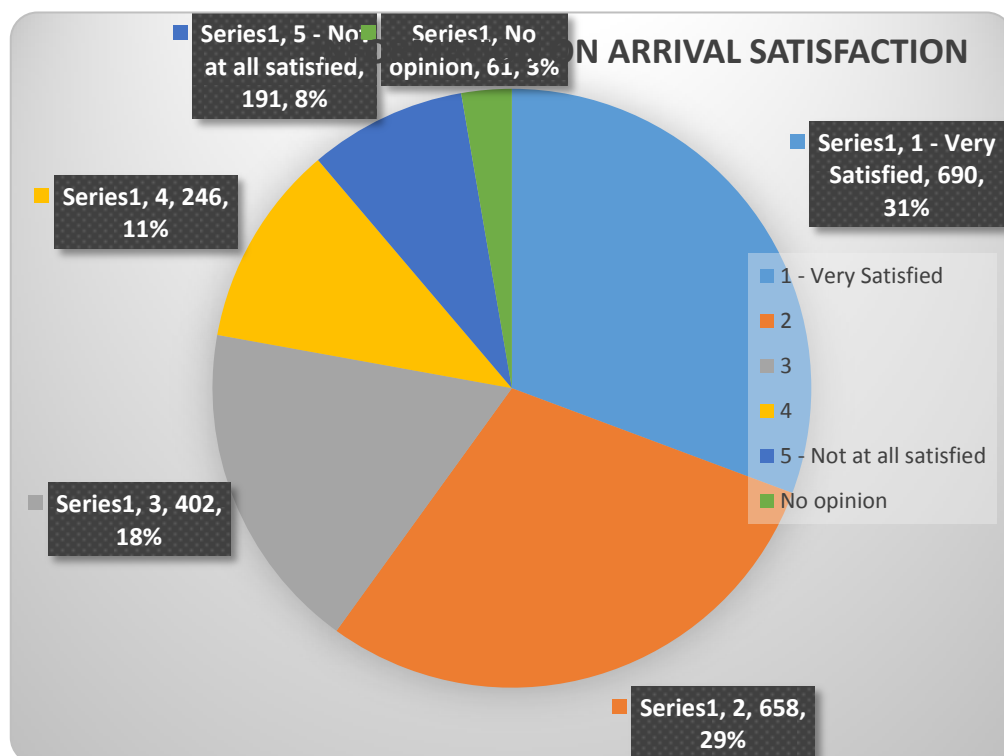


## On-arrival Information

78% of respondents are 'satisfied' to 'very satisfied' with the on-arrival information they received on moving into halls. This is shown on the graph below. Only 8% were not satisfied at all.

In terms of the format of on-arrival information, students have a split opinion on digital or print formats (for the Student Halls Handbook specifically). Most have a preference toward both formats.

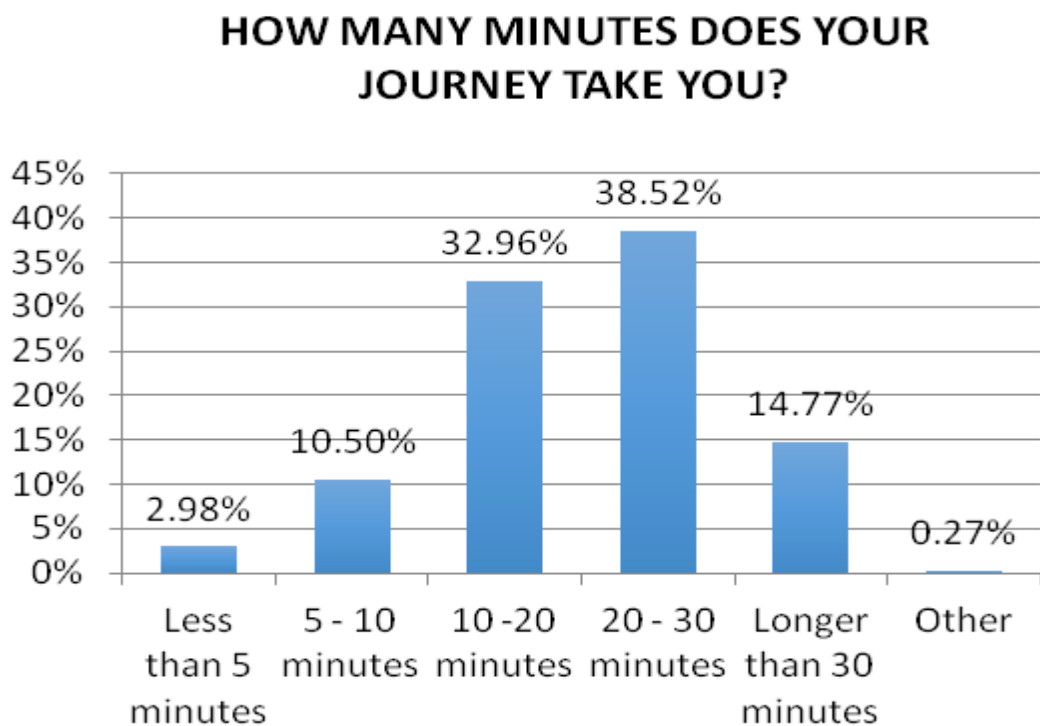
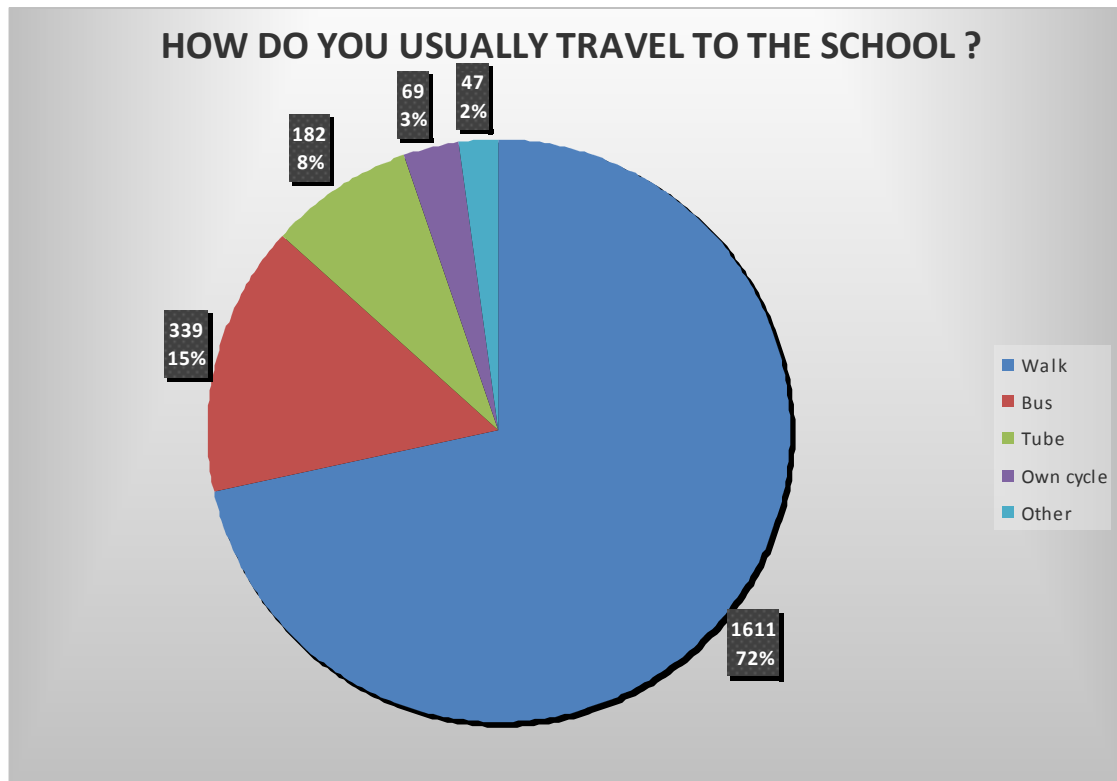
To see examples of useful feedback in this area gained from the survey, visit the appendix at the end of this report.



## Location and transportation

Two in three respondents (72%) preferred walking to LSE. Others preferred public transport or cycling before all other modes of transport (2%). 85% of respondents reported travel times of 30 minutes or less to LSE campus. This can be seen on the graphs below.

This is extremely positive and suggests ease of access to LSE campus from the central London location of LSE halls.



## Reception

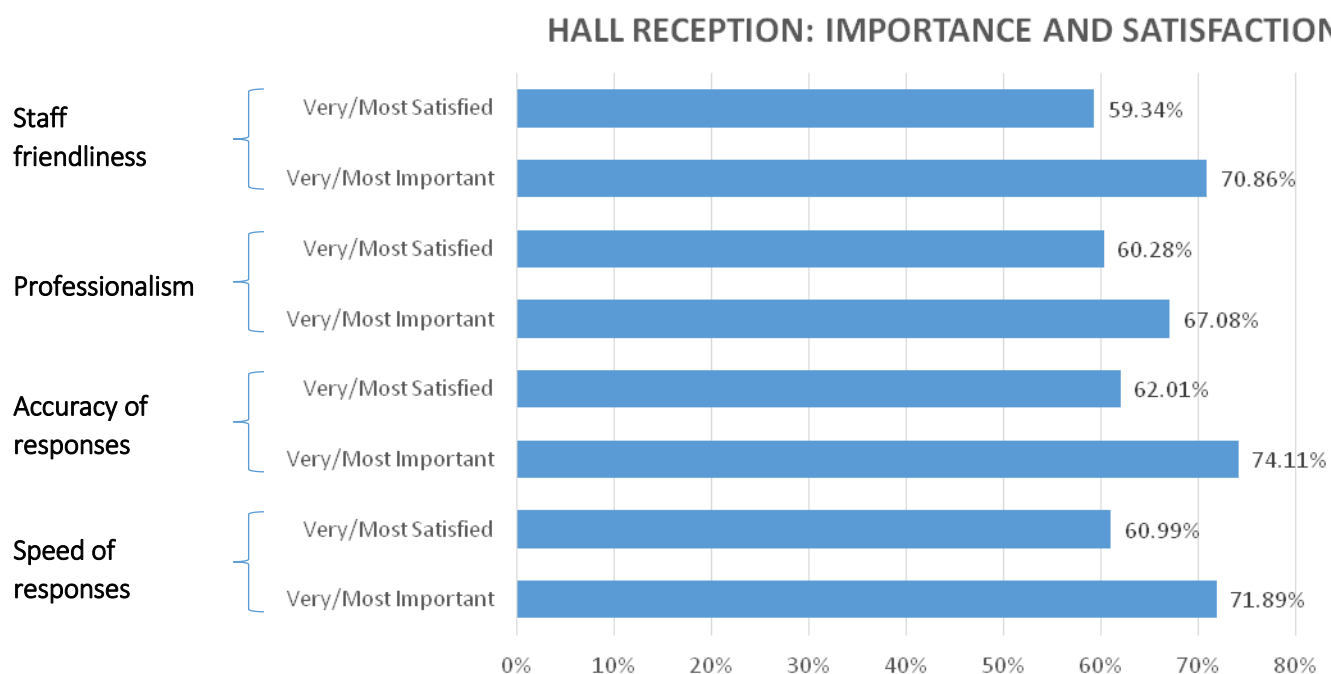
Overall, around 60% of respondents ranked reception services as 'very' to 'highly' satisfactory. This can be seen generally in this section but this is affected by the difference in ratings between halls. To see a hall by hall breakdown, visit the main hall by hall analysis grid found with this report on the student accommodation web page.

This can be compared to 2012/13 using the separate 2012/13 analysis grid also found on the student accommodation web page.

Satisfaction ratings are generally trending toward improvements on 'Friendliness' and 'Professionalism' over last year's results.

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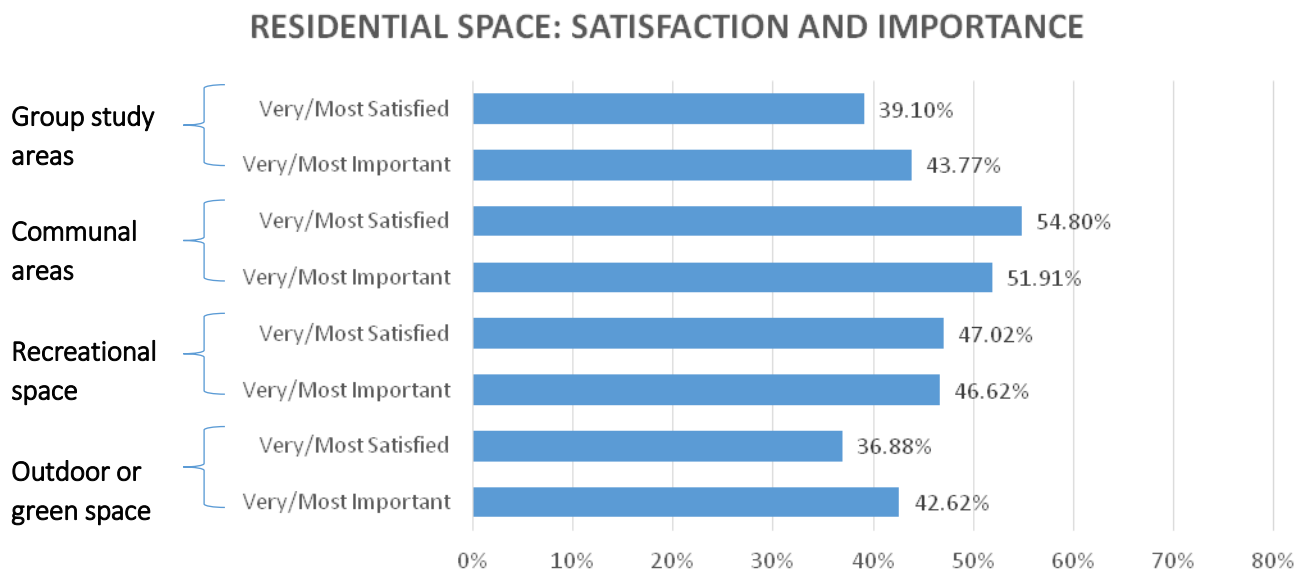
The following graph illustrates students considerations of the importance of and their satisfaction with reception services.



## Residential Spaces

Generally, residents ranked the importance of having different types of living space in their residence as relatively low. Most types of residential space covered in the survey receive less than 50% importance rating.

‘Communal areas’ and ‘Recreational space’ are areas where student satisfaction ranked higher than importance ratings.



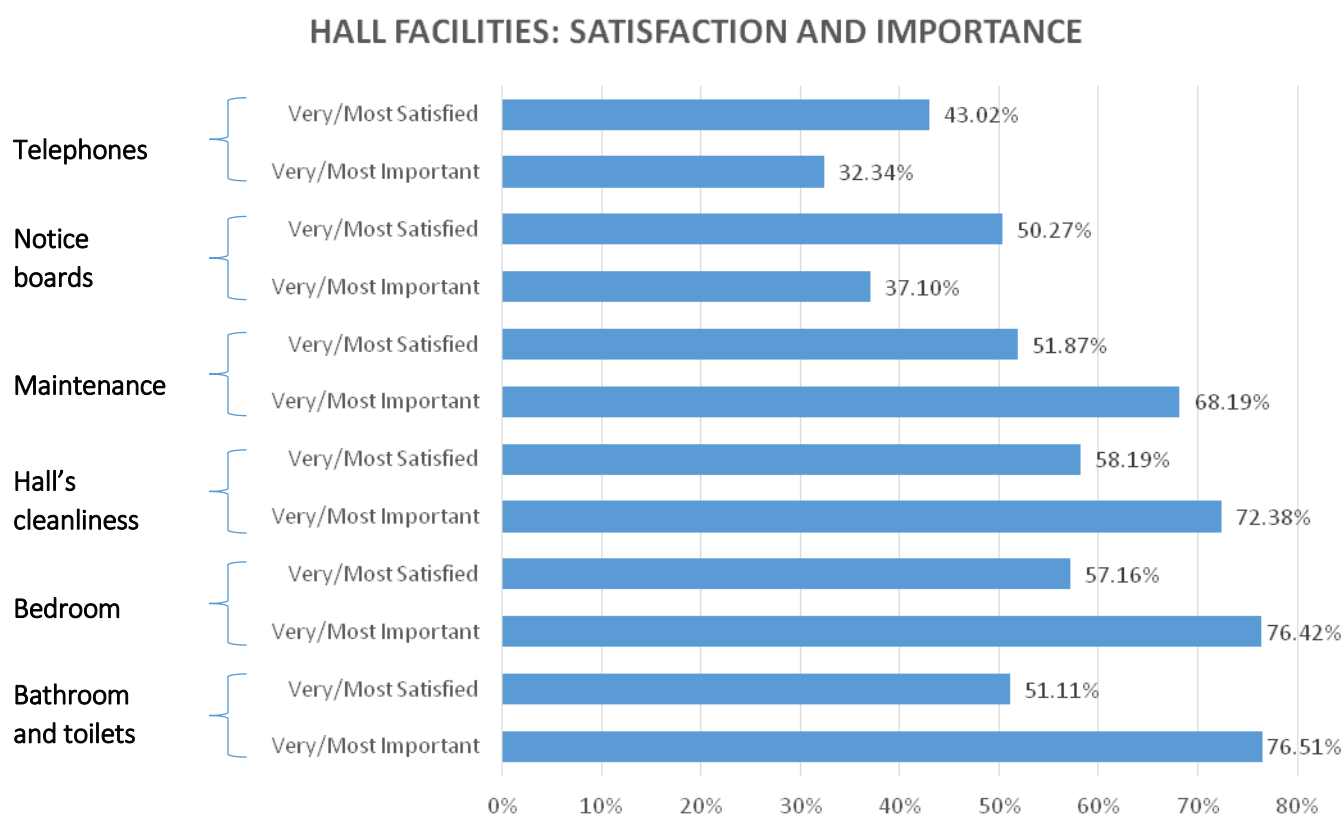
## On-site facilities

The graph below displays importance and satisfaction ratings for on-site facilities in halls.

The facility that students are most satisfied with is hall cleanliness (58%). 'Telephone' and 'Notice boards' are areas where the student satisfaction ranked higher than importance ratings by 10-13%.

The most important facilities are the bathroom facilities (76.51%) followed closely by bedroom facilities (76.42%).

There were more respondents who were 'very' or 'highly' satisfied with bedroom facilities (57%) than with their bathroom (51%).



## Catering Services

The survey identifies that hall catering is as an area for future improvement.

However, Bankside House and Passfield Hall (44.71% and 58.89% very to highly satisfied respectively), have made improvements since last year.

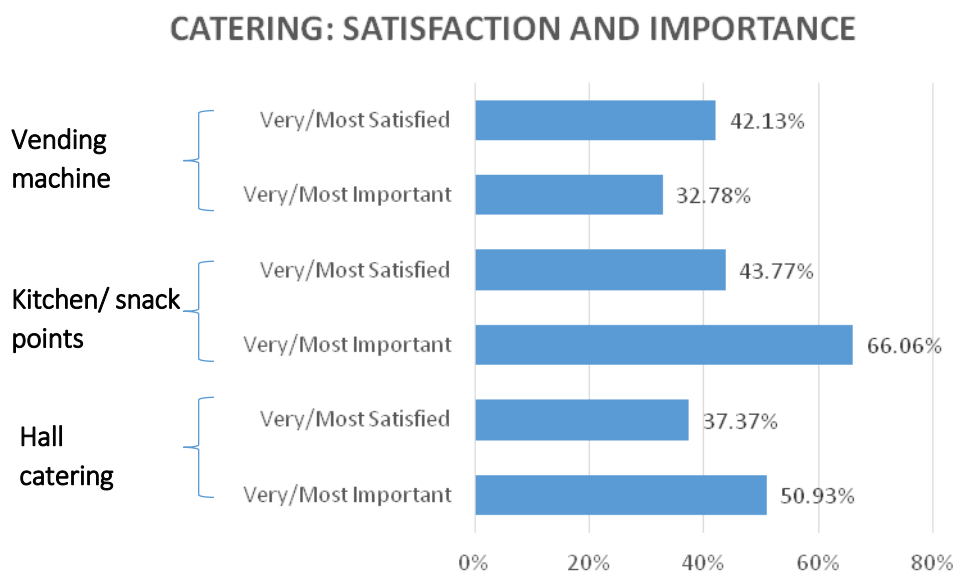
These statistics apply only to the four catered halls and also include Intercollegiate Halls (34.44% very to highly satisfied).

On average, **37%** of residents are 'very' to 'highly' satisfied with the food. The provision of vending machines and kitchens receive a satisfaction rating of approximately 43%.

Without including Intercollegiate Halls, an average of **50.47%** residents are 'very' to 'highly' satisfied with the food.

To see a hall by hall breakdown, visit the main hall by hall analysis grid found with this report on the student accommodation survey web page. This can be compared to 2012/13 using the separate 2012/13 analysis grid also found on the student accommodation survey web page.

To see examples of useful feedback in this area gained from the survey, visit the appendix at the end of this report.

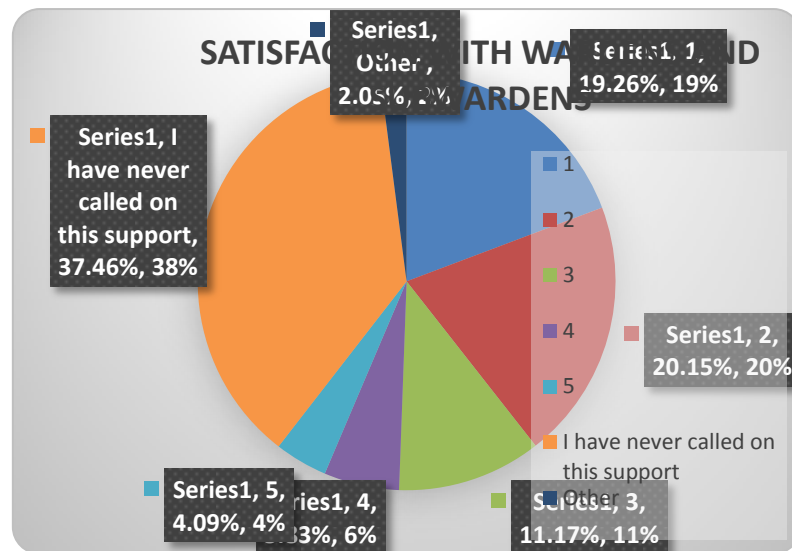




## Warden and Subwarden Support

38% of respondents have never called on the Warden team's support. From those who did call on support, 39% were very/most satisfied and only 4% were least satisfied.

To see examples of useful feedback in this area gained from the survey, visit the appendix at the end of this report.

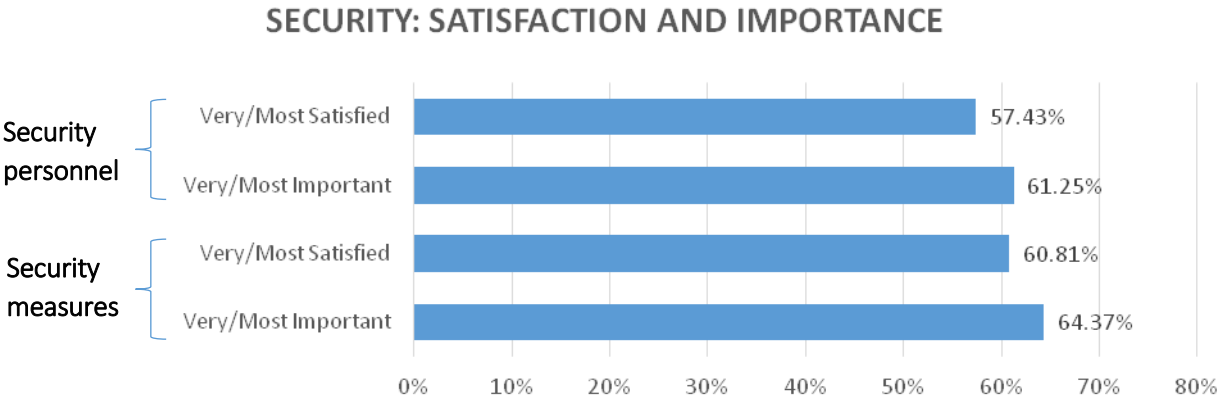
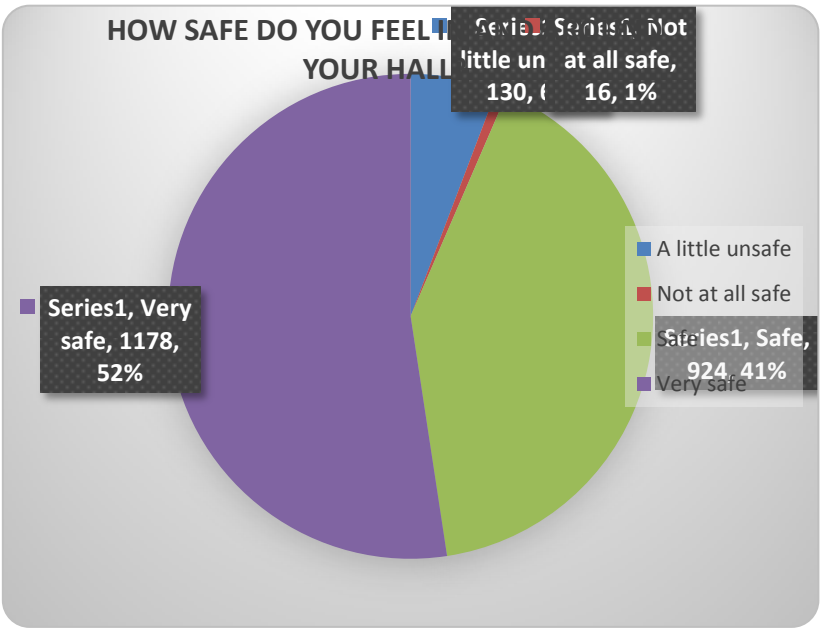




Security

Over nine in ten respondents (94%) believed the area around their residence to be safe, or very safe. This suggests that our central London hall locations are safe areas.

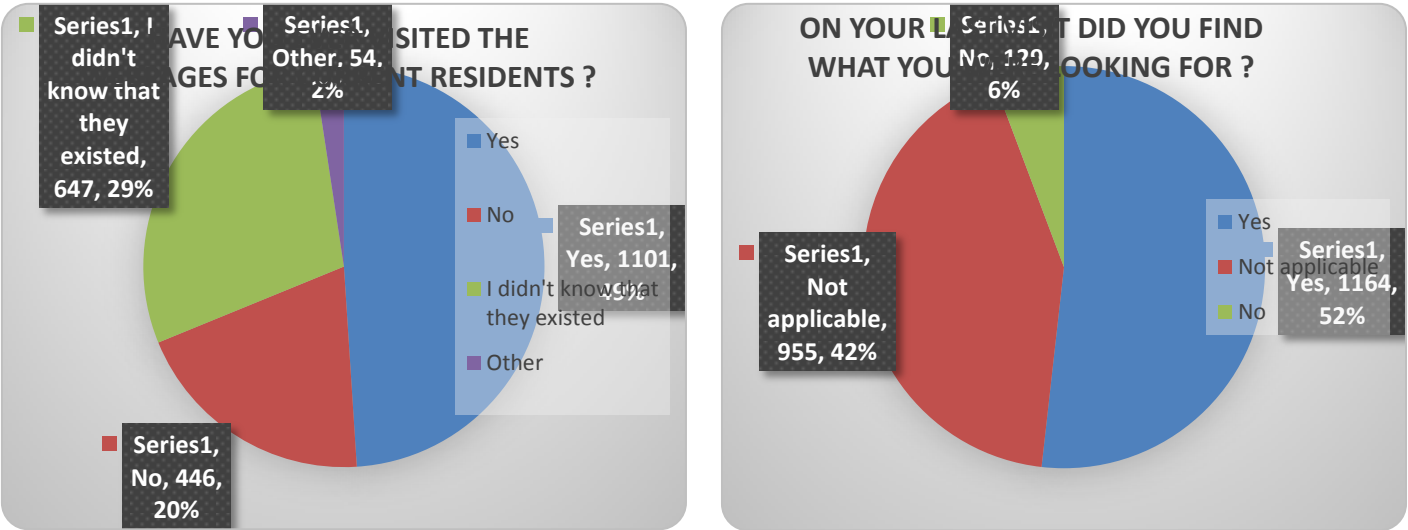
Security measures are areas for improvement. Both satisfaction ratings are lower than importance ratings by approximately 4%.



# Accommodation Services

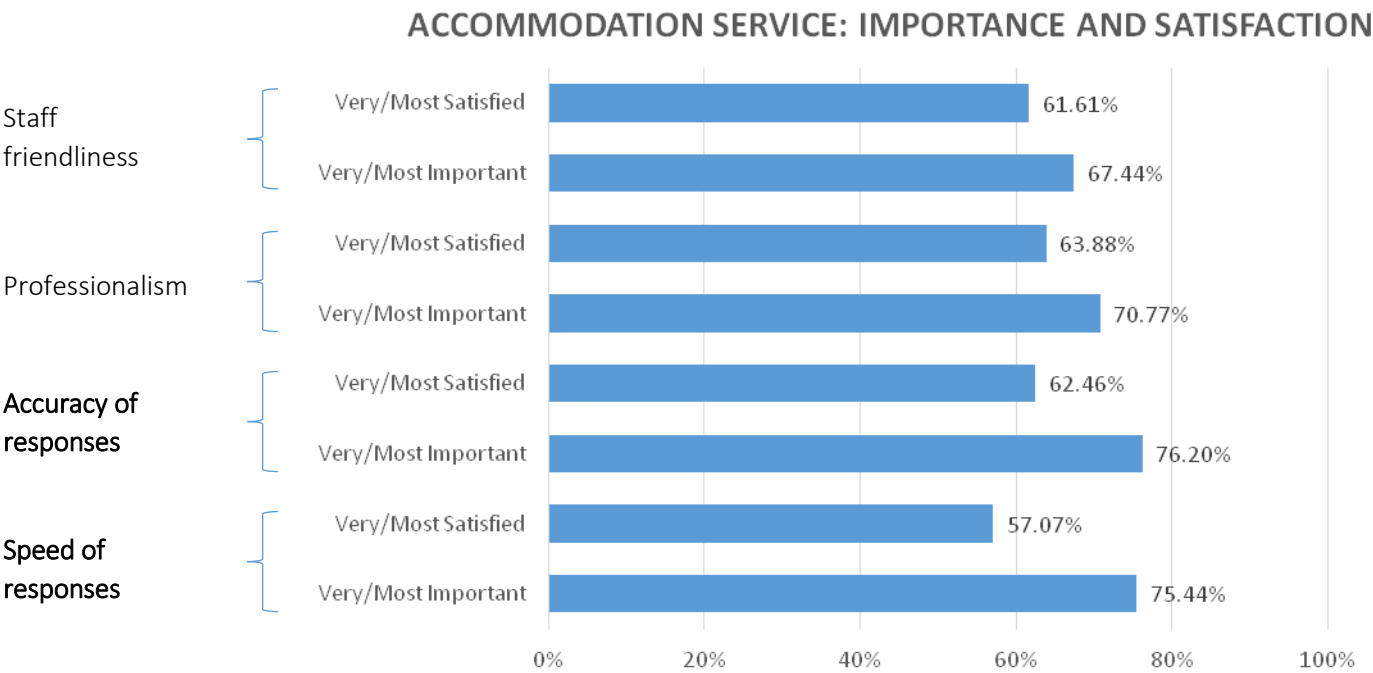
## Online visits

49% of residents claim to have used the web pages for current hall residents. Only 6% could not find what they were looking for.



## In Person visits

In-person visits to Residential Services prove to be ‘very’ to ‘highly’ satisfactory. On average, over 70% of students rated their satisfaction with the accommodation services visit as ‘very’ to ‘highly satisfying’. An area that needs the most improvement is the accuracy of responses, where the services provided missed the students’ expectations by almost 15%.



# Compliments and Suggestions

Below are a selection of free text comments across a range of topics gathered by the survey.

## Hall committee activities

'Current and previous hall committee are/were really good at making you feel welcome, and encouraged everyone to get involved and get to know each other, which I feel is essential during your first year at university, especially if you are not in catered halls.'

'Although these activities are not too important for me and I therefore do not experience this as a particularly pressing problem, the committee organizes activities only on a very irregular basis, which causes them to miss the goal of improving social interaction among residents.'

'As a postgraduate student I am disappointed with the Hall Committee as the postgraduate officer for High Holborn has not organized a single event for postgraduates. I am disappointed by this as it is difficult to meet other postgraduates in the hall without any events. As a result, this has led to a disappointing experience for me within the hall.'

'As part of the hall committee for the previous year I oversaw the election of the new committee. I am aware they have been organising social events and making use of the bar before club nights, however I have not participated as often as previously with this.'

'Being the ex-president of the hall committee at Butler's Wharf, I can say the current hall committee seems to be keeping up with what is expected of them.'

'Current hall committee is very good. The way they spend their money should be strictly overlooked by a member of staff from the LSE, and that the committee should present all major ideas to her first for her agreement.'

'Drinking is the only "service" they have provided. They are extremely juvenile and failed to address the needs and wants of international students and postgraduate students. They never represent our views to improve our service. The hall has failed to provide lifts and laundry and nothing was done to compensate us for this problem.'

'I do not feel that the £100k has been made good use of. The events organised are not suitable for everyone. There should be more events to bring everyone in the hall together as a whole such as movie night, pizza party, etc.'

'In my opinion, most of the hall budget is spent on clubbing events, pre-drinks and pizza evenings. It would be helpful if the hall committee could advertise more when they are sponsoring these events as many times I am unaware of the events taking place in the hall.'

'My current hall committee showed tremendous willingness to accept feedback from the fellow residents, they have also been great at putting a lot of effort in organizing all sorts of different events, and to maximise our benefits with the given budget.'

### 'Green' or environmentally-friendly initiatives

'A greater number of students could be encouraged to use the staircases but many refrain from doing so as they are so dingy looking. They should be improved with witty posters and some incentive based media display that they are unlikely to catch anywhere else except for when they use the stairs. Make stairs-climbing an activity in itself to look forward to.'

'Add a direct on/off switch in addition to the knob ones in the lounge. The knob ones which allow you to adjust the brightness of the light are nice when watching TV, but when you just want to pop in to get some water it may be quite a nuisance and I think that's why a lot of people don't bother. A direct on/off switch would make things easier!'

'A wider promotion of the existing initiatives would perhaps make them more effective. This could involve, for example, putting up the posters about the initiatives in all rooms to increase residents' awareness of them.'

'Allocate two bins in each flat. One for mixed recycles and the other for commercial waste. It will be great if the accommodation can provide bin bags - e.g. white for mixed recycles, black for commercial waste. These can make green initiative more convenient and easy to follow.'

'Better sealed windows, thermostats so we can control the temperature of the electric heaters, motion sensored lights in the public spaces such as corridors, provision of draft excluders for windows, thicker walls.'

'Clearly marked recycle bins perhaps with different colour bin bags as it seems most students simply consider both bins provided in the halls to be 'normal' bins. Switch Off campaign not advertised very well at SW Hall, apart from odd e-mail.'

'Giving a nicely designed bag to each room for scrap paper etc to be recycled. These to be disposed separately into the recycling bin. I usually just mix these recyclables with my other trash thus do not recycle them at all'

'I appreciate the recycling efforts. However, I find impractical not to have a residual waste bin in my room, but only a recycling bin. I have to buy my own waste bags and take care of residual waste myself. Being from a very recycling-friendly country, I have never encountered this strategy and find it very inconvenient.'

'I have seen absolutely no presence of any green initiatives at LKH, which is a huge shame. I take my recycling out to the skips myself, and the skips seem so disorganized and mixed up that it's hard to believe that anything is actually recycled. Plus, there is a great deal of recyclable waste in the garbage skip, and no opportunity for composting. I'd really like to see LKH staff and committee members take some, any!, initiative on this: ensuring the hall is reducing its waste, educating residents about recycling and wasting water, encouraging cycling etc.'

'Idea: Encourage residents to drink tap water instead of bottled / inform students that tap water is drinking water; encourage sharing - buy off bikes from residents in July and sell to newcomers in October (win-win situation).'

## Accommodation web pages

'I had to find the contract in my email inbox - to be honest, I wish I was given a hard copy upon arrival, or that a model was available online. Also, bank information was inconsistent from what I received from BW staff and Accommodation office at LSE - not acceptable - i almost wasted A LOT of money'

'More photos of all student halls (show different sizes of rooms, communal kitchens, bathrooms etc. on the website) including the surrounding area. Providing a map of the halls would be a good idea too as many residents are confused where the blocks are when they are moving in.'

'perhaps maps of the surrounding area, so that I can have an idea of what's around (shops, restaurants etc.) when I first arrive'

'More clear information about getting OUT of LSE accommodations. The process was so much more difficult that it was ever explained.'

'Could have more students giving their views on the area. It's in a great location and this isn't really apparent on the website when I was trying to decide between the different halls.'

'Clearer info about beds in couples rooms- the website says that the couples' rooms have beds with zippers, but that was not true and I was told that Rosebery didn't have zippable beds. That meant that my couples room came with two twin beds, and I was not offered any solutions by the staff at Rosebery. I was extremely misled.'

'Be explicit in stating things like communal bathrooms (how many will be sharing a bathroom), and if sinks are included in rooms.'

## Hallpad

'Easy enough to use - however, could this not be included in LSE for You?'

'Fairly easy to use, although the questions seemed a little random. My main priority with getting a hall was to have a 31 week contract (as I don't need my room at all in the holidays as I live fairly near by). It concerned me that I had to select halls in my choices which offered much longer/more expensive contracts.'

'Hallpad seems outdated. The system should be synchronized with the student's LSE account. A redesign of the website is in order. The current design does not make LSE appear as a prestigious university.'

'HallPad was fine - it was relatively easy to use. Having a smoother interface between the LSE Housing website that lists information about each hall and the HallPad page might be useful when applying. I think that's a greater issue on the LSE end of things though, because navigating their webpage requires clicking back several times to go back to a general list. Having a map with colour coded bubbles to indicate post grad only, undergrad only, etc. would be a better way of laying out that information.'

'I applied on the day that it opened, and was not notified by the date I was supposed to be. It was several weeks later. I ranked intercollegiate last on my preferences, and believe I was eventually allocated this option since HallPad had apparently crashed and other applications were piling up as the deadlines came and went. This service needs to be rectified to deal with the influx of applications.'

'It is useful, although it should be integrated to the LSE services in overall (e.g. it would be easy to login with the LSE username and password). Also, it would be better if they offered information about the different services available in each hall in a single web page at the beginning, when we had to apply for a room.'

'I found it inconvenient during the days prior to arriving in London that I had to log onto Hallpad and follow the link to my contract (in pdf) form just to know which residence I was allocated to. After one logs into Hallpad, it should say on the 'Home' screen the name of the residence.'

## General Information

'A greater warning about the time limit on offers - I lost my original offer of accommodation because I did not reply during the specified time, however it was not made completely clear the offer would be time sensitive and email was the only alert I received.'

'Clearer spread of prices, as when I went to pay, common room fee was added and other items, which weren't listed clearly earlier. Also knowing the huge difference in rooms for a similar price i.e. a 173 room can be very similar in size to the 160, but then a 160 may be a hugely worse than a 173.'

'Exactly when to expect a response, and if this deadline couldn't be met a phone call or email setting a new precise deadline. Also the price of the room, when first accepting the contract.'

'How much maintenance work is done during the year at High Holborn - It is a ridiculous inconvenience, and I think a great deal of the work should be completed over the summer when less students are here.'

'Also, my room shares a wall with the stairway, and another with a through hallway, and it is terribly loud. I am seriously disappointed with my accommodation.'

'I think a video tour of each hall would be preferable to photos because I feel that photos can be distorted to make rooms look larger. Additionally, the ability to know what types of facilities are in the neighbouring areas would be nice. For instance, Bankside has a world class gym just steps from its doorway (Bankside Health Club) and as a fitness freak that would have been nice to know.'

'It is unbelievable the fact that we are not allowed to see the halls before paying. In that way, we have to pay even if we don't like the residence for ANY reason (after all, it depends upon us where we want to live) and we are engaged with contracts we cannot get rid of. I believe we should be given the opportunity of 5 min tours sometime during summer or early in September; then a lot of cancellations and frustrations of finding another accommodation 3 days before school begins, will be evaded.'

'Methods of payment should be changed. Students, and specially scholarship students, should be able to pay monthly fees, calculated based on the price per week. The recent arrangement (maximum of 8 instalments) is harmful to students with low resources. Information about methods of payment are crucial and were only released when we had to sign the contract. Such procedure is disrespectful and should be made more flexible.'





# Appendix

## On-arrival

'Both well packed info and further guidance offered by the staff'

'Details on more specific locations of facilities would be helpful.'

'I arrived on a Sunday morning and the porter simply gave me my room key. I signed a paper and that was it.'

'No hall overview plan /layout of building).'

'There is a bit of info-overload although the info isn't what people really want to know: bed size facilities; kitchen utensils (there is no list which makes it impossible to report what's missing). Even though I asked before arriving in London (LSE residences and the house) and came to ask on arrival, the info regarding the bed size was inaccurate.'

## Reception

'[Receptionists should be able to] extend contracts for students so that they can stay in their rooms until after graduation instead of trying to find accommodation for 10 to 16 days while they wait for graduation'

'Friendlier staff. A few people at the reception are very helpful and friendly and have helped me a great deal many times but a few others have not expressed such warmth.'

'Respond to any maintenance issues immediately. Without any reminders. It's really annoying when you have to report several times and still the issue isn't fixed.'

'They seem completely unaware of what goes on in the building and how to deal with issues (e.g. people stuck in the lift, broken washing machines, where to find the ironing room)'

'When maintenance is carried out, it would be helpful to mention this on the reception tv screen or through posters. During the Michaelmas Term, the fifth floor in Carr-Saunders Hall did not receive hot water, this was not conveyed to the residents of the fifth floor'

'Better parcel (mail that cannot fit in a mailbox) management system — seems like it wasn't properly thought through given hundreds of students live here.'

'Automated System for Maintenance Requests, Automated System for Package Delivery Notification'

'I would teach the night guards to smile :).'

'Less emails. Personally, I read all the emails that the BW team send, but I have spoken to many other residents that do not read the emails as there are many emails sent by the team.'

## Catering

'A lot of variety of different food, including a salad bar and desert which is good. The portions of meat are most of the time very small. Moreover, sometimes the food quality is very high and sometimes very low, there could be an average of quality every day to smooth it.'

'As a resident in Passfield for the second year, I can tell that food quality and quantity has increased since last year. The food is always varied, offering something for every taste, from the vegetarian to the hard-core meat eater. Definitely recommended.'

'Dining service in Rosebery is really good. I am satisfied with the quality of food. Though if we have to ask for box for next day we can only do it in person, It would be really convenient if we can book our dinner orders online.'

'Dining service is good, but if you do not like any of the three options available, dinner becomes much hit and miss. Sometimes, the dining service tries too hard with the cultural dishes and they end up not being of great quality. Brunch on the other hand is pretty much excellent.'

'Even though the meals are ok, I think that they are not offered in a convenient time. Most of the LSE events, such as public lectures begin at 6.30 and end at 8, which is the same time that dinner is offered. Therefore a lot of students from my hall miss dinners quite often. I think that if they began an hour earlier, or even half an hour earlier it would be much more convenient. Also, I think that there should be vegan options for desserts, because now it's only for the main meal.'

'Extremely bland. Hours are too short. As a student who has significant commitment to extracurricular activities, I almost never return on time to pick up dinner on a week night. There should be ways to order and pick up dinner from the reception after the kitchen closes.'

'Food is generally good, and the fact that we can get one fruit a day is very encouraging. I like that we have soup as an alternative to desert in this new term. Probably, more variety of food should be introduced, such as Asian food, which was hugely popular when they served it during Chinese New Year.'

'Food is great. The staff are very friendly and Abi knows everyone by name and their preferences. The options can be a bit random (e.g. spag bol with roast potatoes and spinach or parsnips!), but they are generally very good. It has been much better now that we have a soup option.'

'Food is terrible. Salad bar should be labelled (I'm a vegetarian and found myself eating prawns from an anonymous pasta dish once). Can we have more of the chocolate fudge cake though? That was incredible. Also the vegetarian dishes need to be less potato oriented when there are already side options of potatoes (which basically means less shepherd's pie style dishes). More pasta!!'

'Friendly staff. Food choices are, at times, odd...vegetarian options do not appear to be attractive on some days - although the main courses are generally very good for meat-eaters. More optional sauce should be available though/dishes should come with more sauce (eg. gravy or hoisin sauce) as chicken-dishes are often too dry!'

'Hit and miss Sometimes great well cooked food Sometimes not great Love the new soup option Bit stingy as we cannot have dessert and soup Some staff nice Some a bit rude However the dinner time is ta great social time Love the take out box option Love Saturday brunch'

'I am dissatisfied with the times of meals, they should be offered over a 3 hour period. Breakfast is good. However, coffee that didn't taste like gasoline would be nice. Coffee should be made a priority since the hall mainly consists of students. Dinner is usually bland, and overcooked. I describe it as "slop", or rice with sauce and vegetables EVERYDAY.'

'I love meals at Bankside. We always have a choice of 3 main dishes, a fruit, a dessert, and various salads. The amount of food the staff puts on your plate is huge, so you can never be hungry after the dinner. The Saturday brunch menu doesn't change but it's only once a week, so I don't get bored.'

'I receive one meal a day at Bankside House. As I am vegetarian, I feel like there aren't many varieties or choices in terms of vegetarian food. I would prefer more vegetables and lentils rather than cheese and rice. The desert, salad and juice bars are great. The restaurant staff is quite unfriendly in terms of service. Service has to be improved in the restaurant area. It would also help if the dinner timing were extended by half an hour and an hour (until 9 or 9:30pm), as most of the postgraduates return from school quite late.'

'The food is a lot better than I expected - meals are very well day to day and there is a good range of choice - staff are for the most part friendly, and generous with helpings too. My problem is with the drinks - we get this clearly bulk-bought very sugary kind of squash. While I don't want to sound horrendously middle class, it might sometimes be nice to up the quality of this. Particularly at brunch (which we get on Saturday mornings at Bankside), it would be great to have some proper fruit juice available - I know that other halls do have this option.'

'The food is not very good, there is a general lack of fresh food; the salad bar even contains mostly lettuce and pasta. I would like to know, if the ingredients are organic, ecological.. I think the staff is getting better, but in the beginning they were very harsh, if you didn't understand the 'rules' (one main, two sides, etc.) and this was quite weird, as most of the residents were all new to this system. I find it odd that you can't have a yogurt instead of a side.... And yes, I am quite sorry to be this frank, but the food is bad. The only reason I go there is to eat rice and potatoes to save money. The brunch on Saturdays is a little better. The food is very fatty, and usually it is quite hard to decide what exactly is in the different dishes. Not a big fan. I would happily pay an additional charge to get an organic meal.'

'The dining service is really nice to have the problem is that there is very little that is of nutritional value. For example, all vegetables have massive amounts of oil on them (I know this because I have watched them dump it on them). I love the meal service don't get me wrong.'

## Warden and subwarden support

'Very friendly and student centred.'

'Very prompt, helpful and understanding'

'Warden very good; sub-warden low on response'

'Went out of her way to help facilitate lots of great activities for Rosebery. Well done!'

'I never actually hear from the School Resident. Only twice has he emailed us since fresher's week (during which we saw him a fair bit). More contact would increase the level of support because students would develop a more trusting relationship with the School Resident and might actually speak to him if they needed help.'

'Possibly a monthly meeting could be arranged in one of the many communal rooms where the subwarden would brief the floor of what's changed and take questions.'

'The Warden is good. Sub wardens may as well be invisible - they should try to get to know students more!'

'More allocation of the committee budget to welfare/community & support events, rather than alcohol. In all fairness, this aspect of the hall has improved since last year. The Warden and Community & Support team, in particular, have been very supportive of Peer Support and widening the profile of welfare.'

'The warden is very supportive and organised various events, but subwardens are invisible... they almost never show up and I don't know what kind of support they could give.'

# Acknowledgements

Thank you to Mai Le and Ashley Cory for their substantial work on this year's survey, as well as to the Wardens, Hall Committees and Front of House teams within each residence who exceeded all our expectations in securing our highest student turnout ever.