



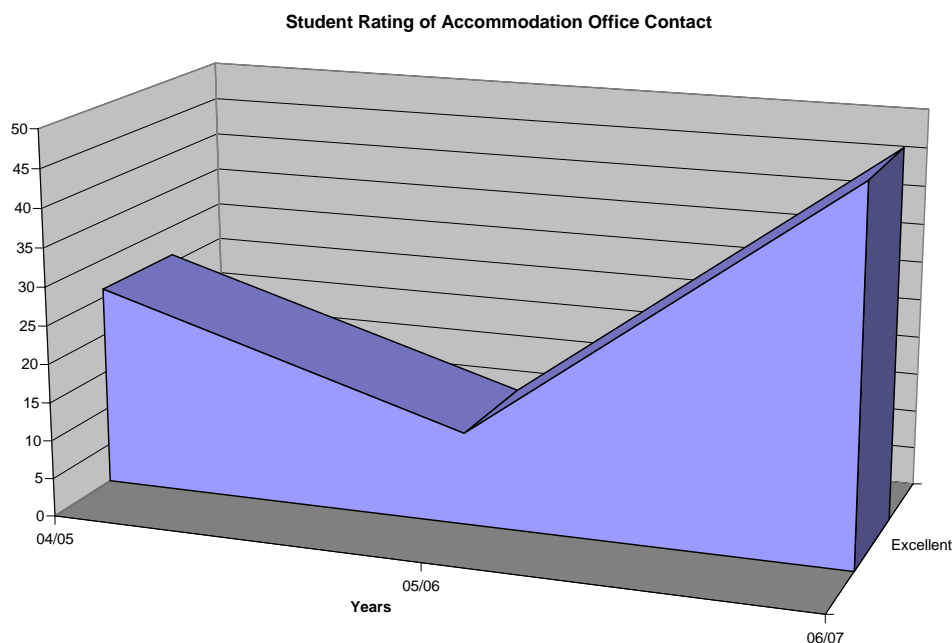
Accommodation Satisfaction Survey- Quantitative Results

Students moving into University operated Accommodation were given the opportunity to answer an online survey to indicate their satisfaction with various services they encountered before and during their move into our accommodation this year.

An e-mail was sent out to 4114 students, on the 9th October, asking them to fill in the online survey (see Appendix). The survey was open till the 20th October and 1399 students responded, a Response rate of 34%. This is marginally up on last years paper based survey where 1346 students responded

The purpose of the ASS was to show improvements from the 2005 intake. Comparing the results from the ranking given to contact with the Accommodation Office staff we can see a marked improvement over the three year period.

The graph below shows the number of students who marked contact with the Accommodation Office as being excellent



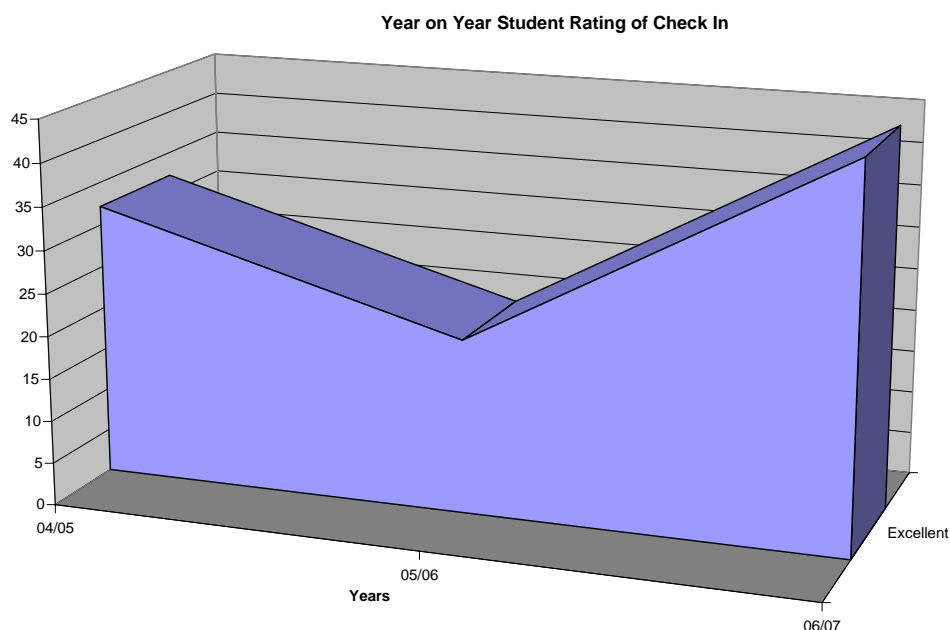
The rankings clearly show that the Accommodation Office has improved it's perception amongst student residents.

Overall those students rating the service as Excellent and Good have risen from 50% in 2005 to 89% in 2006. Likewise the number students rating the service as poor have significantly diminished from 22% in 2005 to 2% in 2006.

How would you rate your contact with the Accommodation Office?

	04/05	05/06	06/07
Excellent	26.1	11.94	48.78
Good	60.79	38.45	40.33
Satisfactory	13.06	27.57	8.96
Poor	2.92	22.04	1.93

The other business critical area was that of the "Check In Process", the graph below shows the number of students who ranked the check-in process as excellent.



Overall those students rating the service as Excellent and Good have risen from 55% in 2005 to 85% in 2006. Likewise the number students rating the service as poor have significantly diminished from 21% in 2005 to 4% in 2006.

How did you rate "Check In" arrangements?

	04/05	05/06	06/07
Excellent	32.19	20.37	44.55
Good	51.19	34.46	40.81
Satisfactory	13.1	24.58	10.4
Poor	3.52	20.59	4.24

2006 - 2007 Survey: Qualitative Results

Students were asked a total of 20 Questions with a set of optional demographic questions at the end. The Survey was split into two parts with question pertaining to each, namely pre-arrival and check-in.

Pre-Arrival

Questions centred on the types of information provided in order for a student to make decisions about their offer of accommodation.

Accommodation Handbook

92% of respondents had received a copy of the accommodation handbook and overall 70% found the content, layout and overall usefulness to very good or good.

However 40% of those surveyed said that the photographs were of an average or poor nature.

Website

88% of respondents had viewed the accommodation website but the levels of satisfaction were not as high as those displayed for the handbook. 60% of students rated the website's presentation, navigation, content and overall usefulness as being very good or good.

Also it is worth noting that almost 30% of students rated the photographs on the website as being poor or very poor.

Accommodation Offer

In general students were positive about the offer process, however 20% of students found that they did not have enough information on the type of accommodation available nor were they aware of what to do once they had accepted their offer.

Contacting the Accommodation Office

64% of those surveyed said they had to contact the Accommodation office before they arrived at University. Students used both e-mail and telephone calls in equal measure to contact the office.

Their enquiries were concentrated in three areas, with 50% of the enquiries pertaining to "arrivals" information. The other two main areas were questions relating to how to accept their offer and help with completing the application form.

When asked about how they would rate their contact with the Accommodation office? 90% of students said that the friendliness of the staff they dealt with was either very good or good. However 20% of students were dissatisfied with how quick their problems were resolved with 20% saying that they felt the process was poor or very poor. This may be due to the long time between some clearing students gaining a place to study at Southampton and receiving an offer of accommodation.

Arrivals

Questions regarding the arrivals process were designed to give us an overview of when and where students were arriving and how they experienced the process at different complexes. 40% of the respondents were moving into their accommodation in the Glen Eyre complex and another 40% were moving into accommodation at Wessex Lane. The remaining 20% were respondents from Small Halls

Arrivals Day

Students were very impressed with the friendliness of staff on arrivals day with 80% scoring this element at very good or good. They were also satisfied with the arrangements regarding the collection of their keys and the social events planned during the first few weeks of residency.

Students were dissatisfied with the directions they were provided with to get to their accommodation and the general lack of information pre-arrival. This may be due in part to the generic nature of the arrivals instructions.

Date and Time of arrival

On the whole, the majority of students arrived over the designated "arrivals weekend" with numbers being slightly higher on the Sunday than they were on the Saturday. However almost 15% of the students surveyed arrived before the designated arrivals weekend and their experiences will vary greatly in comparison to those of students who arrived at the end of September.

There were two major arrival periods with almost 30% of students arriving between 10:30 and 12:00 and a further 30% arriving between 14:00 and 15:30.

Efficiency of Arrivals

80% of students, where able to move into their rooms within 15 minutes of arriving on site. Furthermore 93% of students were able to move into their room within 30 minutes of arriving at their accommodation.

A small number of students had to wait over 2 hours to move into their rooms and this may be as a result of the large number of early arrivals.

Helpfulness of Staff

Overall students rated Students Volunteers and the JCR as being the most helpful staff they came into contact with over the arrivals weekend. Particular mention must be made to the wardenal and reception staff at the Small Halls as they scored higher than their equivalent staff at the other complexes.

However between 5-10% of students noted that the helpfulness of reception staff was very poor in some instances, examples are mentioned in the qualitative section.

Welcome Packs

5% of students did not receive a welcome pack, the packs are intended to be handed out with keys and therefore should go to every student. Some students

may not have received Welcome Packs as they arrived outside office hours before the arrivals weekend.

41% of respondents found the Welcome Pack useful with only 2% saying they did not find it useful at all.

Aspects of the Accommodation

Students were happy with the cleanliness and the size of their rooms once they had arrived. Although in Glen Eyre more students seemed worried about the Security of their accommodation and in Wessex Lane more found that the cleanliness of their kitchens was not as they expected.

Across the sites students seemed most likely to complain about their bath and shower facilities and this was consistently the lowest ranked aspect.

Accommodation Satisfaction Survey- Qualitative Results

Students were asked to return three qualitative responses in the Accommodation Satisfaction Survey (ASS). They were designed to make students think about our best and worst features while giving them an opportunity to expand on or justify their motivations behind how they may have answered the rest of the survey.

The questions were phrased as follows:

- **What has been the best aspect of the accommodation process?**
- **What has been the worst aspect of the accommodation process?**
- **If you have any further comments about your experience with the University of Southampton's accommodation please make them here:**

Worst Aspect:

Students ranked a number of issues as being the worst aspect. They were not limited to one particular area of the application process, varying from pre-application to issues once they had moved into their rooms.

There were the perennial dissatisfactions with

- Not being allocated their preferred room
- Not liking their flatmates

Recurrent Issues that arose were:

1. Receptions
2. Time taken to receive offer
3. Accepting offer online
4. Lack of information pre-arrivals
5. Lack of information on what to bring
6. Accepting offer offline
7. Rooms – Hall Facilities
8. Pictures on Website
9. Early/Late Arrivals

Some examples of the comments received are detailed below:

1.) Receptions

"A few of the staff at reception are incredibly snippy and rude when you ask simple questions."

"The lady receptionist with blonde hair is horrible"

"Trying to get any sense out of Glen Eyre reception. Any question I have asked they haven't known. They didn't even know where black bin bags go when they are full. It seems everyone I talked to has had similar problems, not just students but also the builders/electricians and plumbers who have been working here."

"The Monte Reception were not very friendly and when I asked for some help with my luggage I was simply told to manage it on my own one way or the other because there was no one to help me."

"One person in particular on the Glen Eyre reception was incredibly rude and provided appalling service! People on reception do not take your problems seriously enough!"

2.) Time taken to receive offer

"Not having been made an offer until the week before I was moving and people saying that they would ring me back then not bothering."

"Contacting accommodation via e-mail took either weeks or days to respond, was not consistent and feedback on progress did not happen unless chased as a decision became very urgent. I actually signed somewhere else as I was offered the place so I'm out of pocket by £230"

"waiting for an offer of accommodation (this was only received a week an a half before arrival)"
"late offer of accommodation and being promised by accommodation staff that we would hear about the offer on a certain date, only for that date to pass without communication to us."

3.) Accepting offer online

"Actually accepting my offer! I had to e-mail to find out my password for logging into the online system, then once I had been through the acceptance process the money for my prepayment was taken but I was just returned to the initial screen without the offer coming up as accepted. The first time I phoned up about this the person said they would call me back that day but never did, so in the end I had to call several times and eventually post evidence that I had made the payment, along with a paper acceptance, and keep on checking the website 'til it finally said I had accepted! I was also told I would be phoned again when the acceptance had gone through and never was."

"Accepting the offer. As an international student I was not able to accept the offer online as I needed a credit card or a bank account in the UK. I had to call the accommodation office to accept the offer."

"The way it was accepted - online and it was difficult to pay, it kept declining online one day but the next day I could enter the details and send them off - it was a bit inconvenient!"

4.) Lack of Information Pre-Arrivals

"No information through the post on the process. No maps were sent, no information on move in dates was sent either. Limited information was given via email. I have received no request for payments either (not that i'm complaining about that!)"

"Information before arriving was of very low quality and difficult to obtain i felt very in the dark about what was to happen."

"Not knowing exactly what to do, most information was sent just days before I was due to move in, many people I spoke to were worried (as I was) that the information wasn't going to arrive."

"Details on arrival information. After accepting my offer of accommodation I received an email confirming this, but from that point onwards received no further information about what to do on arrivals weekend. This information was only obtained after a series of phone calls and emails to the accommodation office."

5.) Lack of information on what to bring

"No information on size of beds, and what was needed in the studio flats (neither online or in any information packs)"

"The complete lack of information. We should have been sent a specific booklet for that hall with a picture of it and specific info as to what we needed to bring and moving in days. A lot of people just assumed you could move in either day on the weekend."

"The screaming lack of information, it would be incredibly useful to know what exactly will be in your room so you can equip yourself effectively."

6.) Accepting offer offline

"The instruction for accepting offer offline is not clear for sponsored students. The period for acceptance is short and posting already takes a week from overseas. Reply from accommodation office is slow. I was very much worried that my offer will be withdrawn until the acceptance is confirmed."

"Application process was too slow. The deadline given to accept the offer was too short (1 week only). To make matter worse, nobody told me that as a returning sponsored international student, I was supposed to accept the application offline. By the time I received the email reply from the accommodation office, it was already the fourth day. At that time, I was spending my holiday abroad. As a result, I had to spend quite a lot of money in order to send my financial affidavit and my acceptance form via speed post to meet the deadline. I called the accommodation office from abroad (cost me a bomb!) and sent numerous emails to the accommodation office to confirm the acceptance of my documents, but did not get any reply. Finally a week after the deadline, I received a number of emails of apology from the accommodation office. I really hope that the same thing will not happen again in the coming year."

"The online payment was such a hassle, especially when you are a sponsored student. It was not clear from the start that sponsored students need to fill in a hardcopy of the form and pay manually. I only found out after several trial and errors. You are thousands of miles away and you found out that you can only pay manually. I was fortunate that I still had friends living in Southampton who were able to receive my scanned copy of the form and hand it in to the accommodation office on my behalf. I can just imagine those who are living in rural areas in third world countries who does not have the same facilities (eg internet, scanners, efficient post service). My friends and I have asked repeatedly to pay the deposit before we went back to our country only to be told, you can pay online when you receive the offer. Clearly that was not the case."

7.) Rooms – Hall Facilities

"the kitchen, for the amount of people in the flat, using the facilities, it is far too small, there is very little cupboard/fridge space, hardly any preparation space and the appliances are ineffective, in particular the 'microwave' I'm sure it predates most university buildings."

"disappointment with the kitchen - ours must be the only one in all of Jellicoe with a window that has no opening, terrible noise, vibrating floor, indescribable heat, less storage than the other kitchens, less space etc. we would like to have this sorted out by someone, or at least a reduced accommodation fee."

there was a problem with plumbing, the toilet wouldn't flush, it took 3 days to fix it the weird thing is, there is no water tap for water pressure...u can get either high pressure cold water, or low pressure boiling water that u cant even touch..."

"no hot water in kitchen for nearly over a week. Erasmus Park needs to be updated with broadband. and more storage in the rooms like shelves on the wall. more cupboard space in kitchen and another fridge/freezer"

8.) Pictures on website

"Lack of pictures available of the complex. e.g. pictures of your actual room."

"It would also have been nice to have pictures of the insides of the rooms on the website when choosing your accommodation preferences. Generally I think theres been a huge lack of information given to us from Southampton"

"No photographs or pictures so that international students might know what the rooms they are opting for be like."

"Trying to find pictures of the rooms. I couldn't attend a full open day and therefore did not see what the halls were like inside. Although my room is really nice it would have been nice to know what the different halls bedrooms looked like for comparison."

9.) Early Arrivals

"Early arrival was a problem. the information given to me by different people was directly conflicting and it wasn't possible to request to speak with the same person over the many days it took to resolve my request."

I didn't get an answer about arriving early till quite late and the possibility of not being put in the room I would spend the year in was not good, I didn't get given a welcome pack and was not shown to my room, it took them a long time to organise themselves and generally the reception staff have not been very helpful, also I felt completely excluded from all the social events in Freshers week which was made worse by all the noise and hassle we had to endure without having the opportunity to take part.

"Being told that even though I had to arrive at University two weeks before any of the contracts started, due to my PGCE course starting early, I would not be able to have my accommodation unless I paid an excess fee. I decided to make other arrangements as I felt this was unacceptable."

General Comments

"Nothing, everything is a nightmare for me. This is the worst service I have seen in my life. My bedroom light went off, complained at 8:20am didn't get fixed for 48 hours, just to change a light bulb. I was in the dark, my work got affected.....the list goes on"

"Having to clean and rectify the dirtiness and faultiness of aspects in my room and ensuite. Things that were cleaned up by myself were very basic and should have been sorted before arrival."

"Allocation process...what I mean is your quarter should arrange in a way that Muslims can live together in one flat. But please no males and females in one flat (for Muslims only)"

"I have been extremely unsatisfied with my accommodation since I moved in. Because of this, I have written a transfer request form and handed it in hall's reception. Besides, I have also sent a complaint email about the reasons why I am unsatisfied with my accommodation and when I could have the respond from accommodation office. To my surprise, accommodation office asked me to fill out the transfer request form which I have already submitted and they didn't answer my question. I think they didn't respect me and I feel very angry."

"As I went through clearing the whole system was a mess, I had to phone numerous times to ask what was happening with my application and nobody knew what was going on or could tell me where I was going to be staying.

"There is no enough information & facilities for students who live in Erasmus Park in Winchester. sounds like they are not a part of Southampton university at all!!!"

"Not being told what was in room. For example I had to buy a set of shelves as there weren't any in my room. If I had know this before I could have brought some from home"

Best Aspect:

Responses on the whole were short and to the point. Most of the positive comments centred on

- Friendliness of Staff
- Moving in
- Meeting new people
- Ease of the online application process.

Many students commented specifically about the service they received from various members of staff:

Accommodation Hotline:

"There is a staff on the telephone call James is very helpful when i got a problem on the direct debit for the accommodation"

"The helpfulness of the people on the telephone. I had a worry about moving into a twinned room and was repeatedly assured! Certainly did the job well and diligently."

"The fact that whenever I called the hotline, someone was always so helpful and answered everything so clearly and that they weren't messing around with the dates. They told me I'd find out by Wednesday and I did."

Accommodation Office

"The speed in which the accommodation office replied to and solved a query I had about the accommodation process."

"The speed with which the accommodation office responded to my early arrival request."

"The willingness of Accommodation Office staff to deal with late changes I needed to make in my application."

"I've got prompt correspondence from the accommodation office although i understand that the accommodation office would be very busy during that period of time."

"Friendliness and help of accommodation office prior to my arrival"

Reception Staff

"That the person at the reception was very helpful"

"Getting room at the reception. Staff were helpful and were able to make immediate response to early arrival enquiry."

"Process of getting the room keys where the Glen Eyre Reception officer was nice, helpful and very organized in doing his job."

Wardens

"My limited experience with the wardens has also been very positive"

"The wardens at the hall are very friendly."

"As I came out of office hours, I had to contact the warden by mobile and he turned up soon. That is what I felt quiet good."

Student Helpers

"Moving in day, student volunteers helped me carry my stuff to my room, as well as being really helpful this immediately made me more relaxed about moving in."

"The speed in which I was able to get into my room and the speedy and friendly help given by the student volunteers"

"As soon as I arrived with my family by car I was told by the student volunteers that I could park anywhere for two hours only and that in order to get my keys I had to go to reception. I went to reception and got my keys and my welcome pack straight away. Therefore, the best aspect of the accommodation process was the fact that everyone was very friendly and everything was well organised."

"The room, the meet and greet of older student volunteers on moving in day, particularly their friendliness and willingness to carry items."

JCR

"Monte JCR - organised, friendly, helpful."

"That the Glen JCR organise something to do - the halls I'm in are terrible and I've been put with a bunch of people who barely talk"

"The JCR did well to get everyone together to meet and greet and help break the ice. The Monte t-shirts were brilliant as they were a brilliant conversation starter."

There were a number of positive responses concerning the application process, namely:

1. Online Application
2. Choice of Accommodation

1.) Online application

"Being able to track the progress of my application online."

"Ease of using the online application system"

"The application was dealt with efficiently and the offer was well explained."

2.) Choice of Accommodation

"Choice of accommodation"

"The selection of accommodation, and receiving my first choice"

"Choice of accommodation. Being able to put down different options"

"The selection of accommodation, and receiving my first choice"

Some of the positive comments were informative while others like the ones listed below were quite humorous

"More supermarkets near by. I am eating pasta every night!!!"

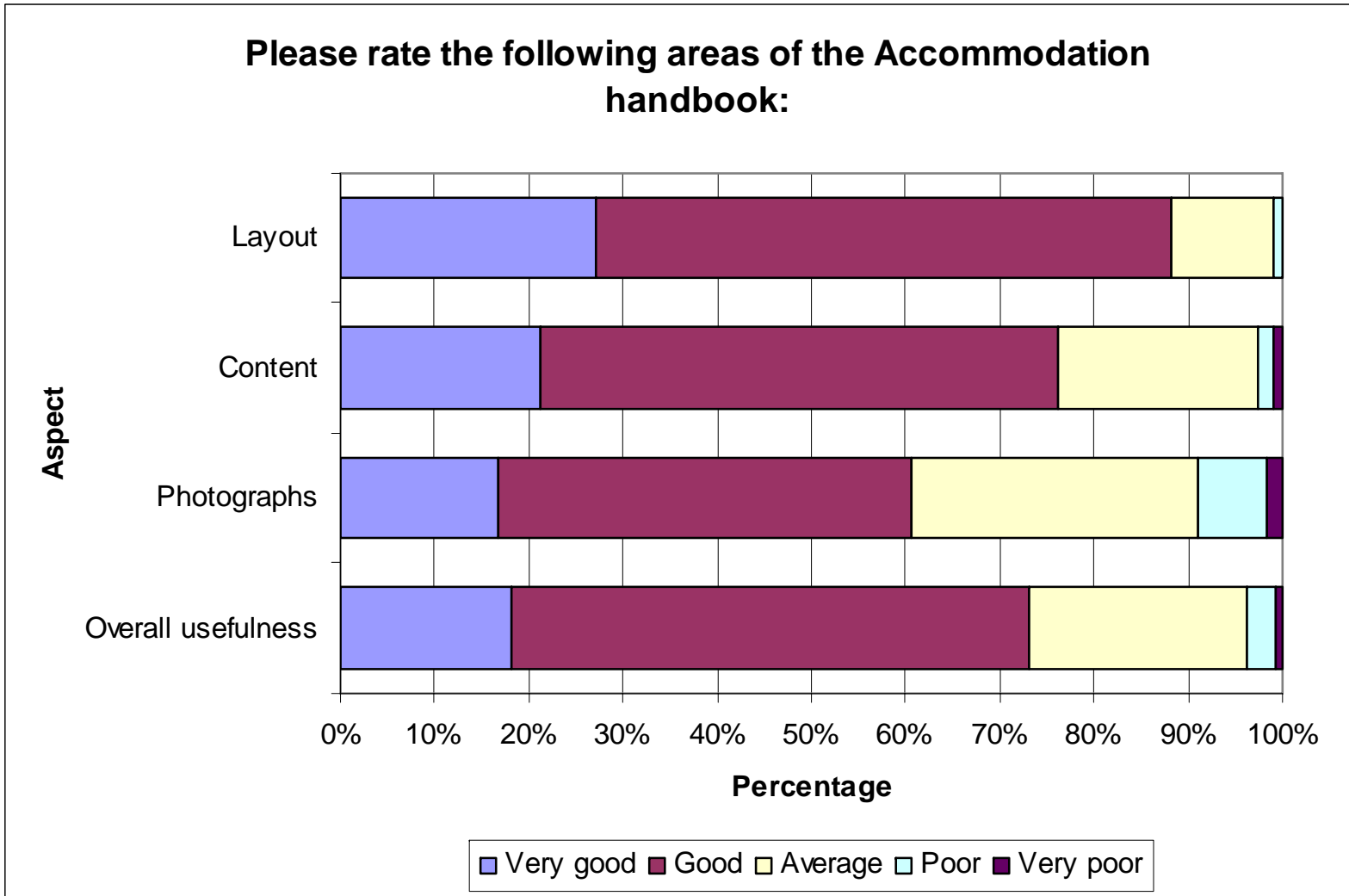
"Roll court was better before it was refurbished and more people shared the same kitchen."

"Actually quite impressed compared to nearly all the universities I've been to, and I've seen a few!"

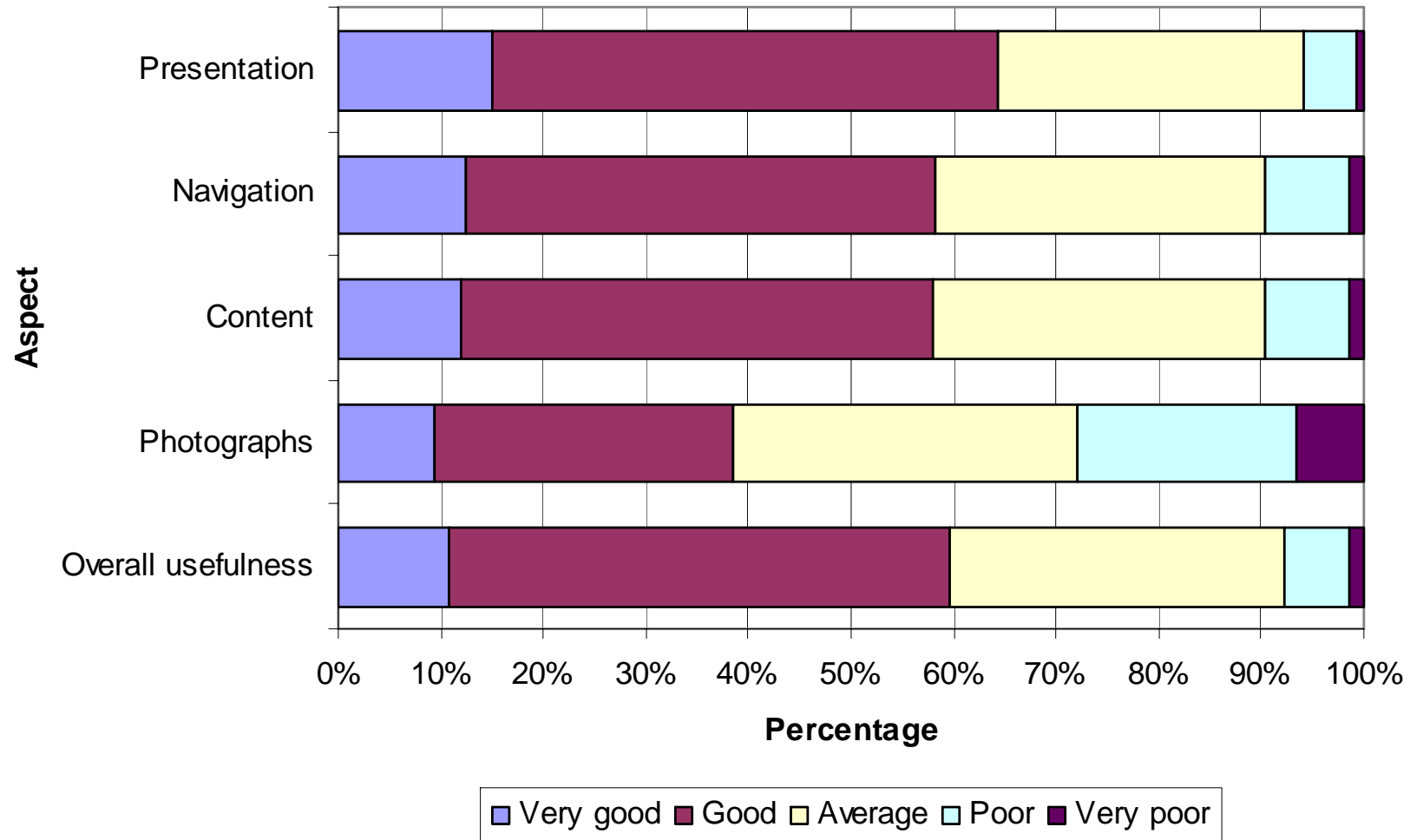
"Fantastic all around. no problems, cleaners, wardens and all staff are friendly and helpful :D though during moving in times they seemed stretched and stressed due to the overwhelming amount of duties. Maybe they need a pay rise to cheer them up or possibly just some temporary staff to help"

Accommodation Satisfaction Survey – Tables and Graphs

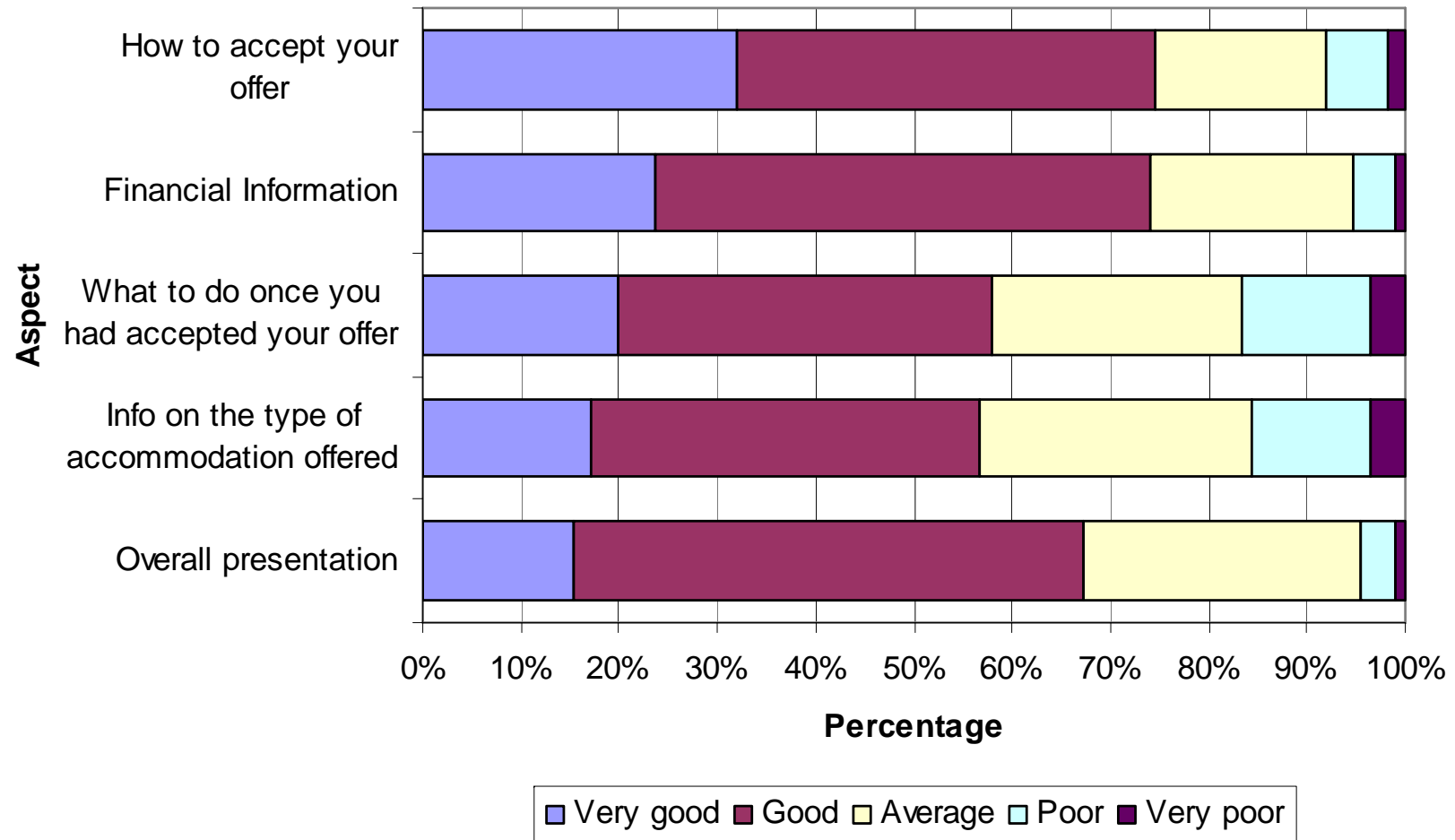
Please rate the following areas of the Accommodation handbook:



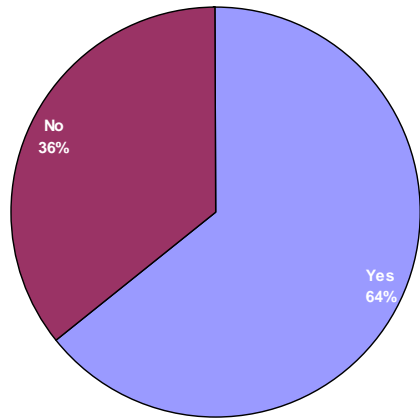
Please rate the following aspects of the website:



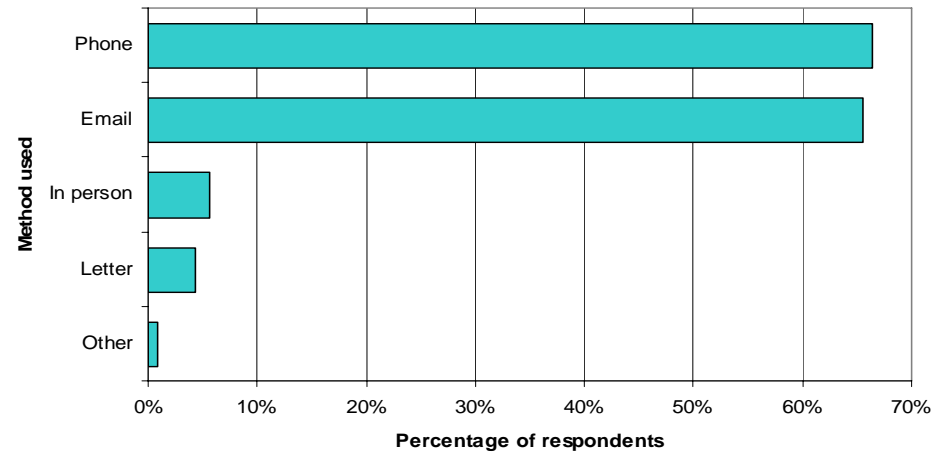
Please rate the following aspects of your accommodation offer from the University:



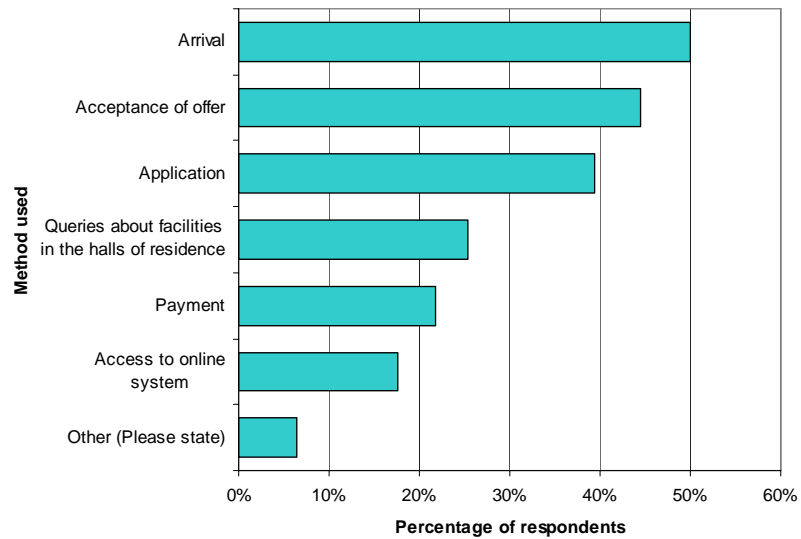
Did you need to contact the accommodation at any point before arrival at the University of Southampton?



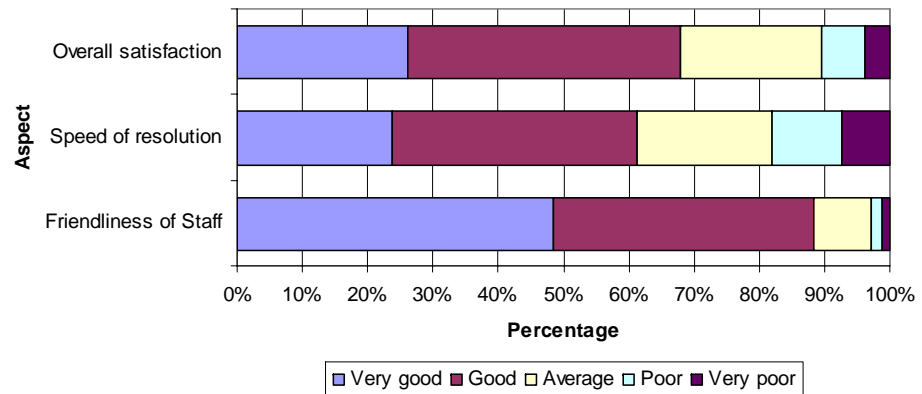
How did you contact the accommodation office? (Please tick all that apply)



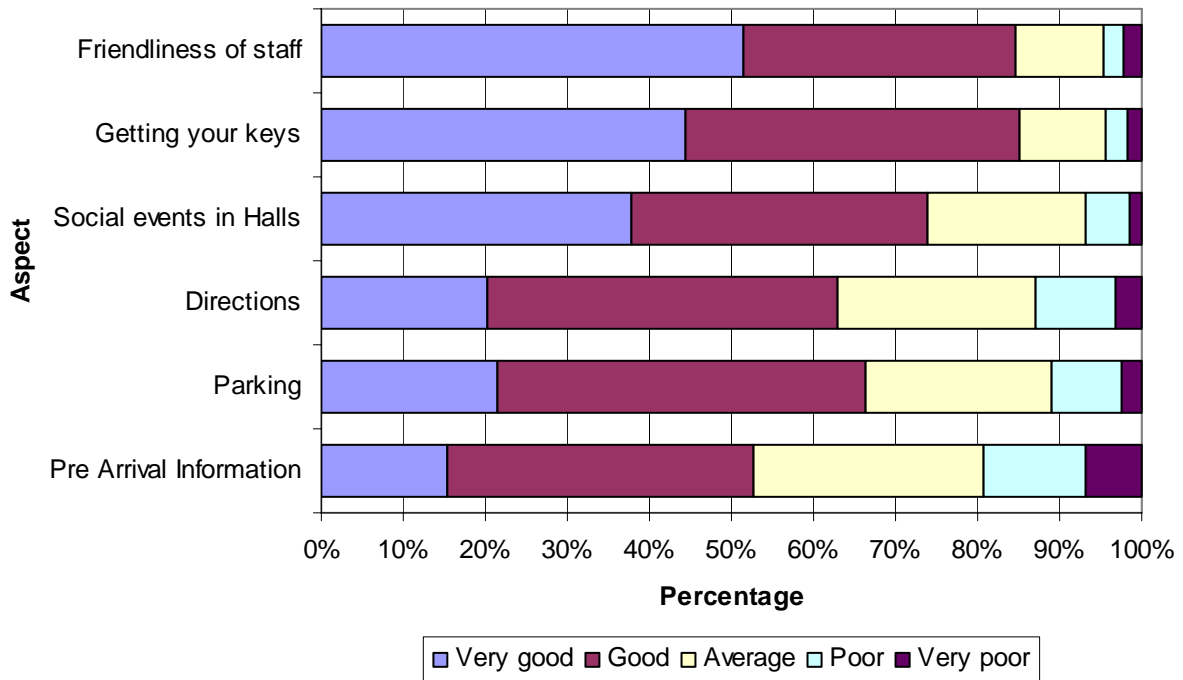
Why did you contact the accommodation office? (Please tick all that apply)



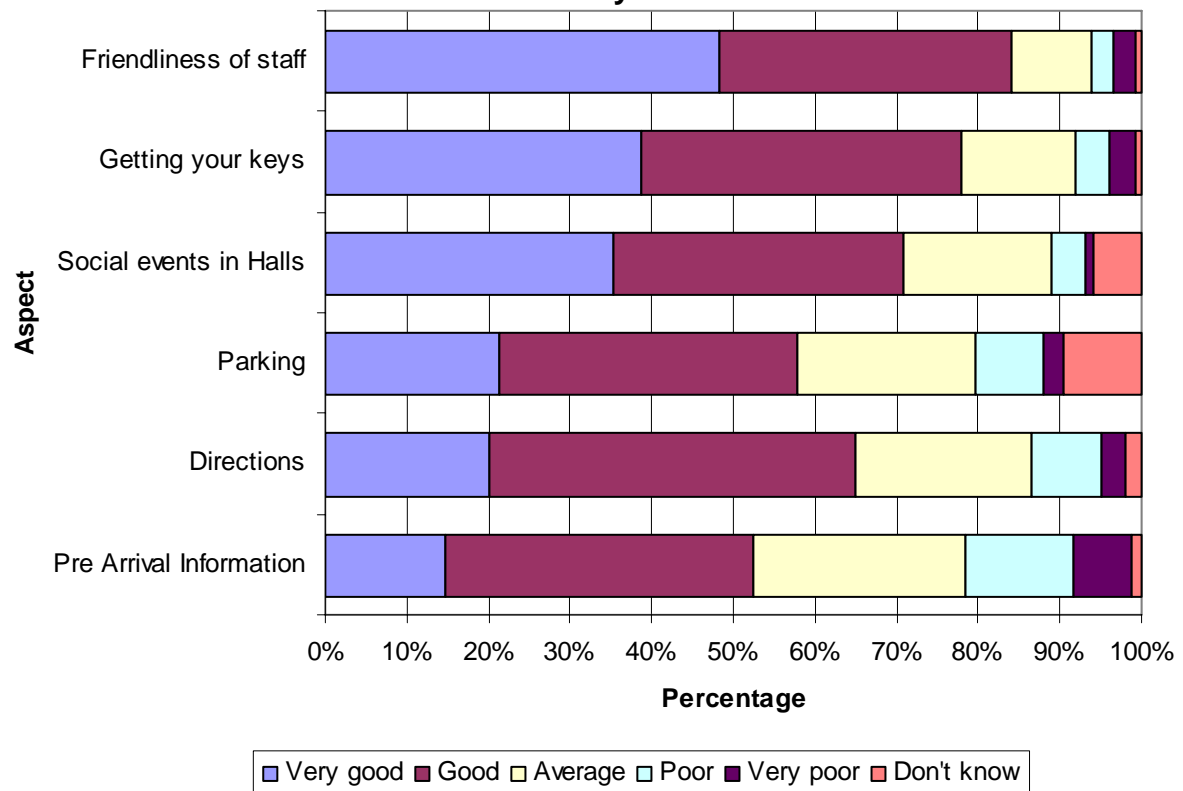
Please rate the following aspects of your contact with the accommodation office:



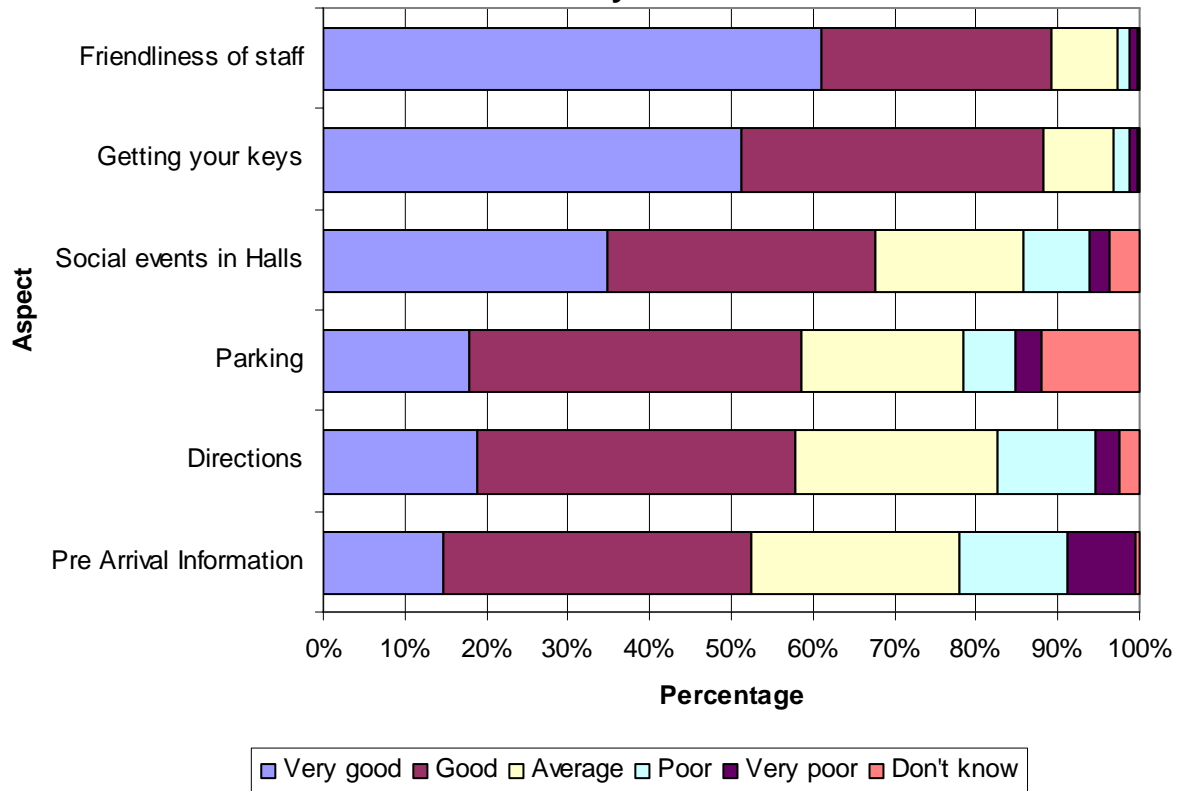
How did you find the following elements of moving in day?



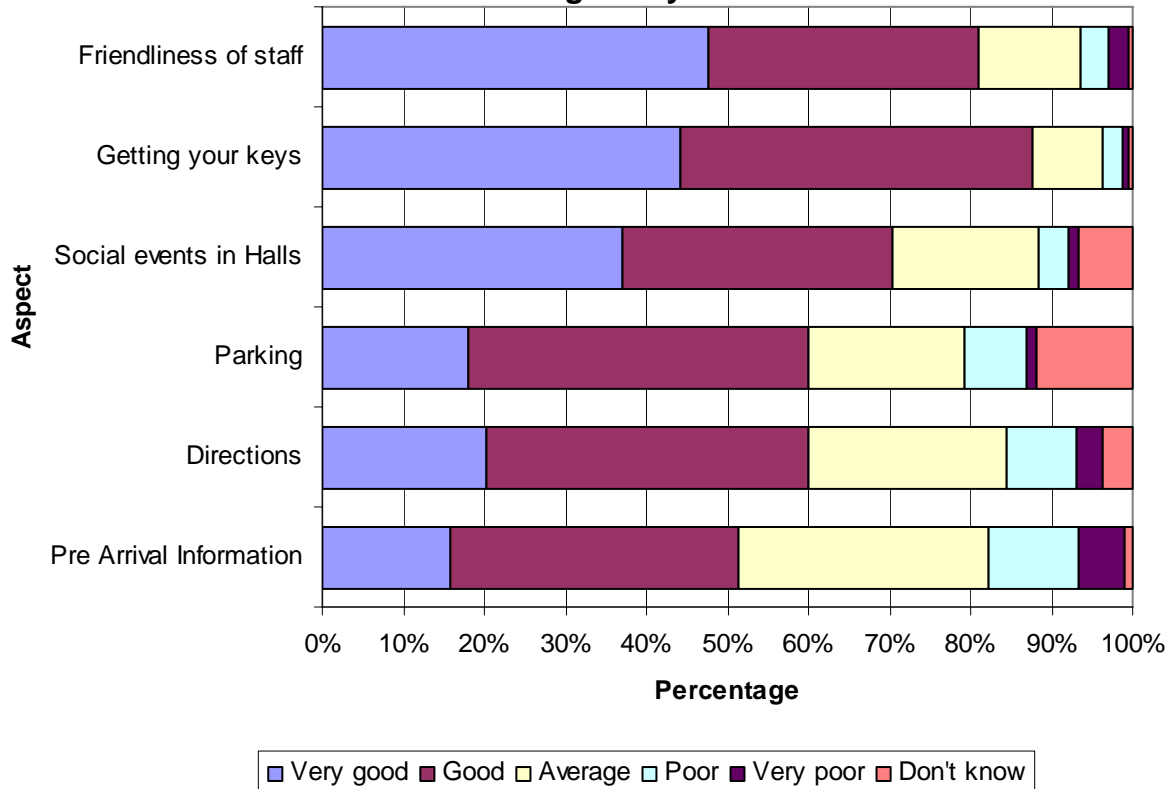
Glen Eyre: How did you find the following elements of moving in day?

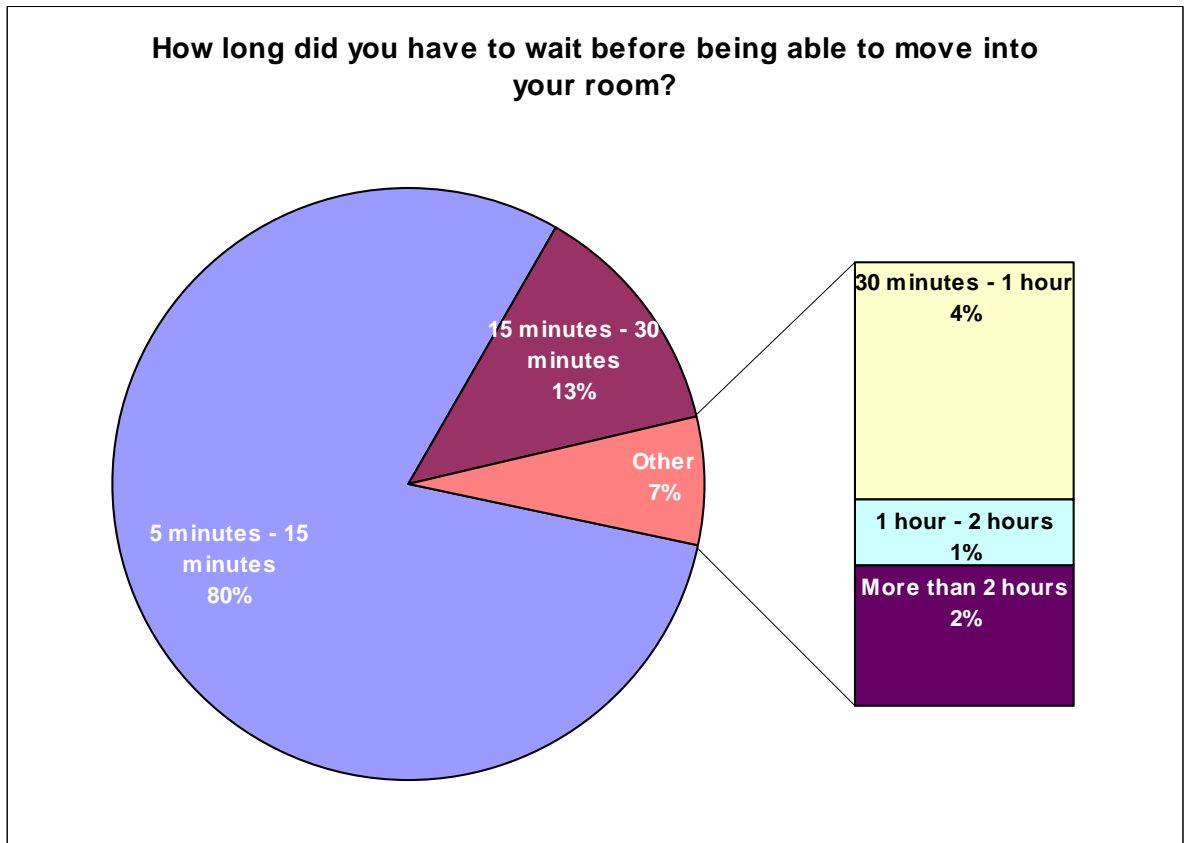
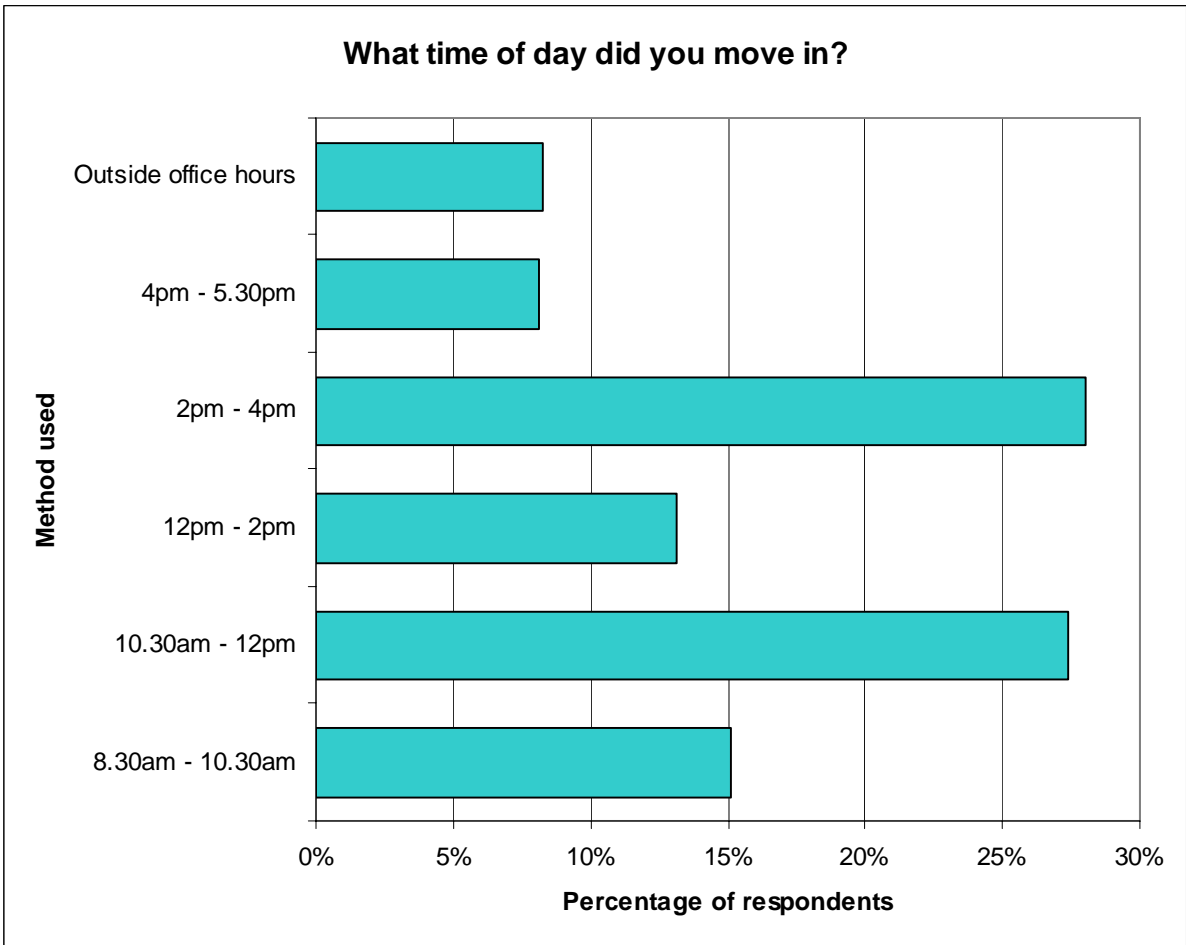


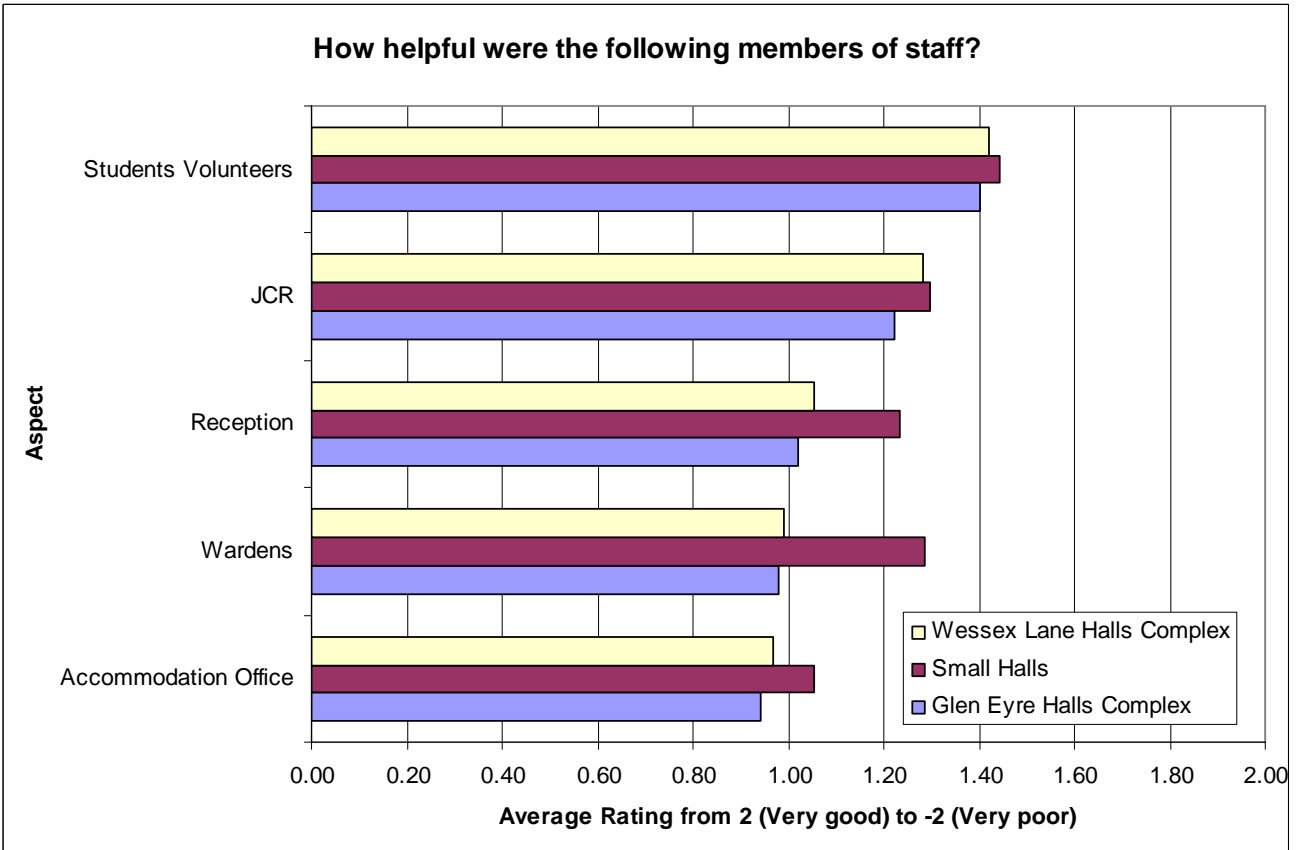
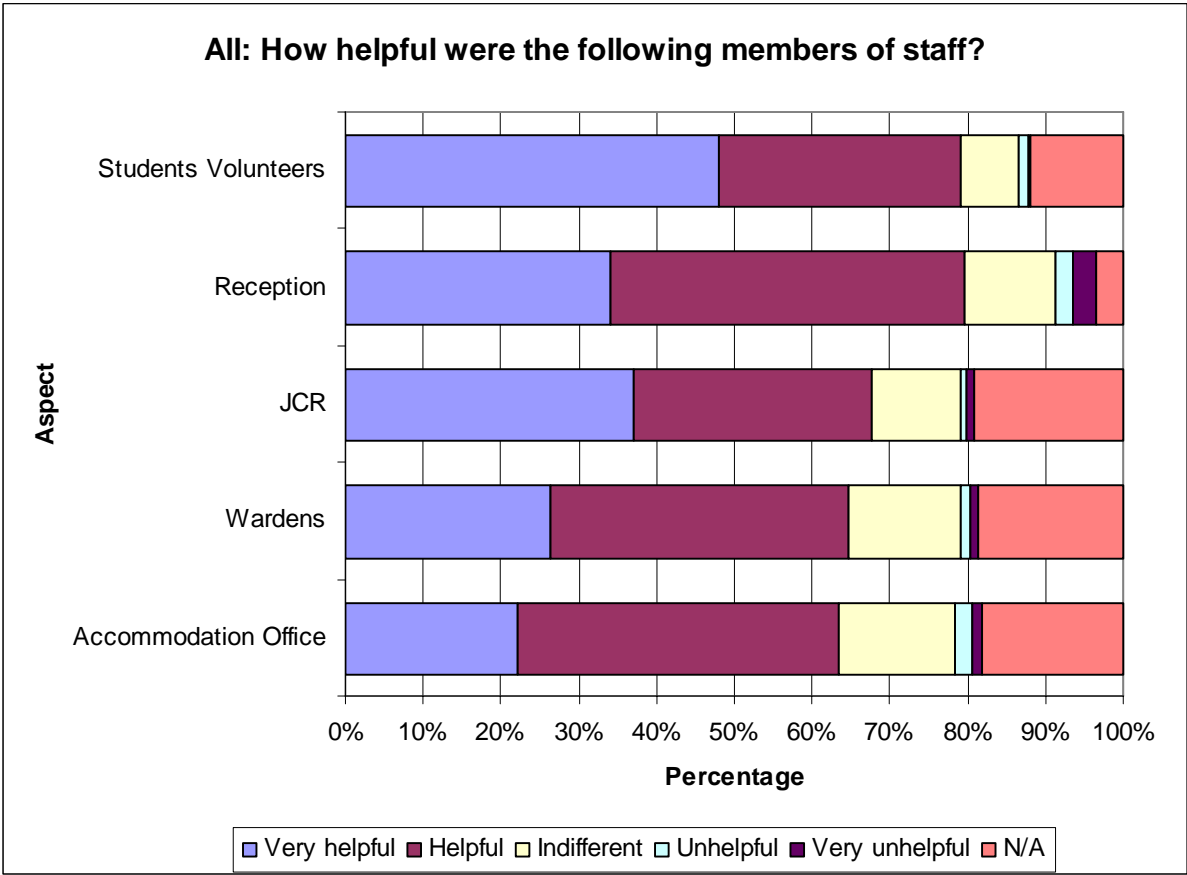
Small Halls: How did you find the following elements of moving in day?



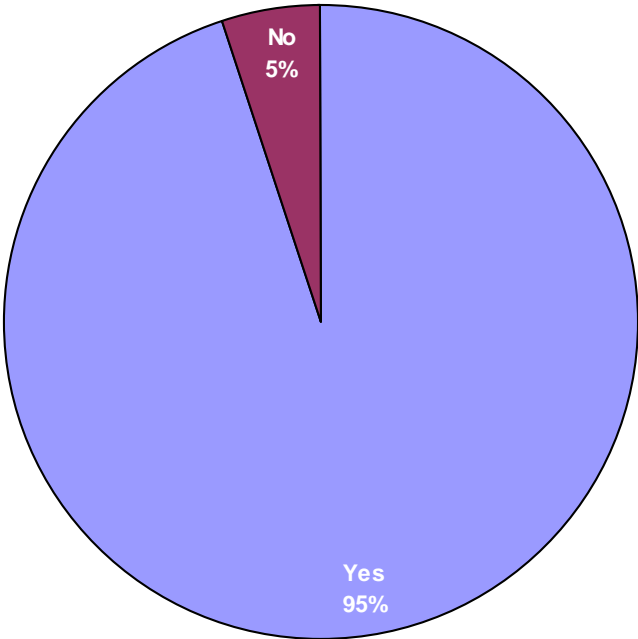
Wessex Lane: How did you find the following elements of moving in day?



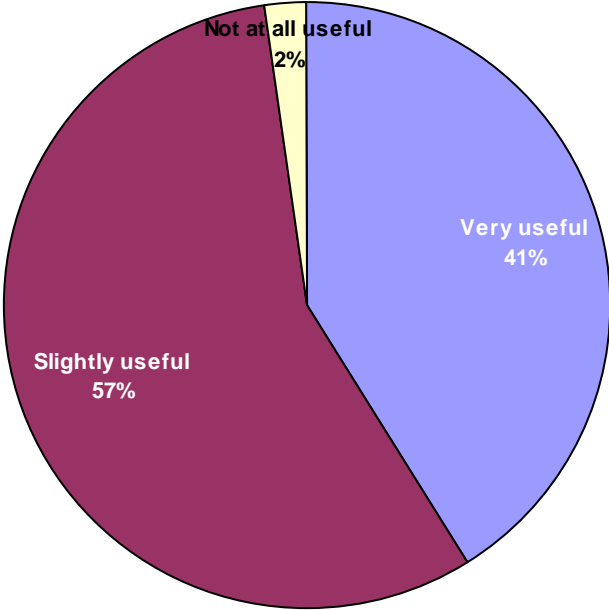




Did you receive a welcome pack?



How useful did you find the welcome pack?



Please rate the following aspects of your accommodation/halls of residence:

