

Residences Department

Survey

February 2009



Residences Department Survey 2008/09

Surveys were emailed to 4546 students on the Uxbridge Campus. We also carried out face to face surveys during the day and in the evenings and at reception and student mentor desks in Residences. We received a total of 3082 returns of which 719 (15.81%) were completed electronically achieving a Return Rate of 67.8%.

Results

Customers were asked to rate their response to each question from 1 to 4 with:

1=Poor

2=Fair

3=Good

4=Excellent

The overall mean score for Residences was 3, achieving our target for this year and improving on our previous score by 0.1.

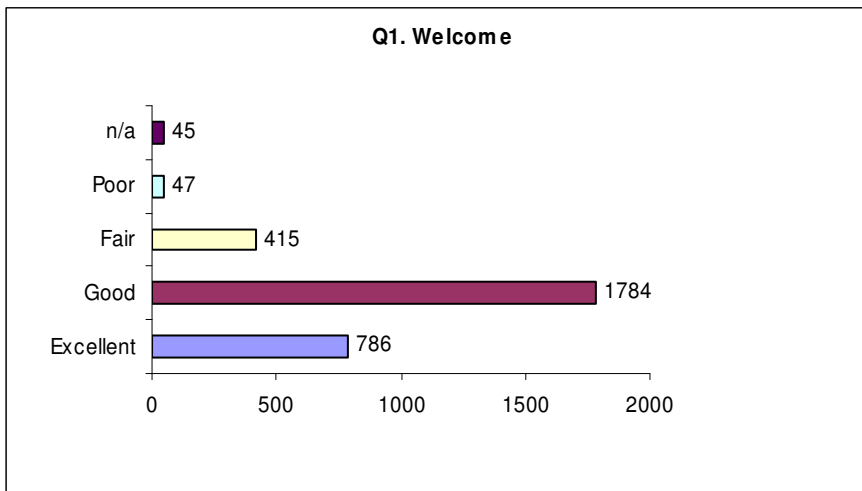
We aim to improve this score to 3.1 during our next surveys by improving the services we provide to our customers.

Question 1

Welcome

You received a Welcome Bag on your arrival into Residences.

How would you rate the usefulness of the information in this bag?



Explanation

We achieved an overall mean score of 3.1 in relation to our Welcome packs.

This exceeds our target of 3 and last year's mean score of 2.9

- 25% of our customers rated the packs as Excellent
- 58% of our customers rated the packs as Good
- 13.5% of our customers rated the packs as Fair
- 1.5% of our customers rated the packs as Poor
- 1.5% of respondents did not rate this question

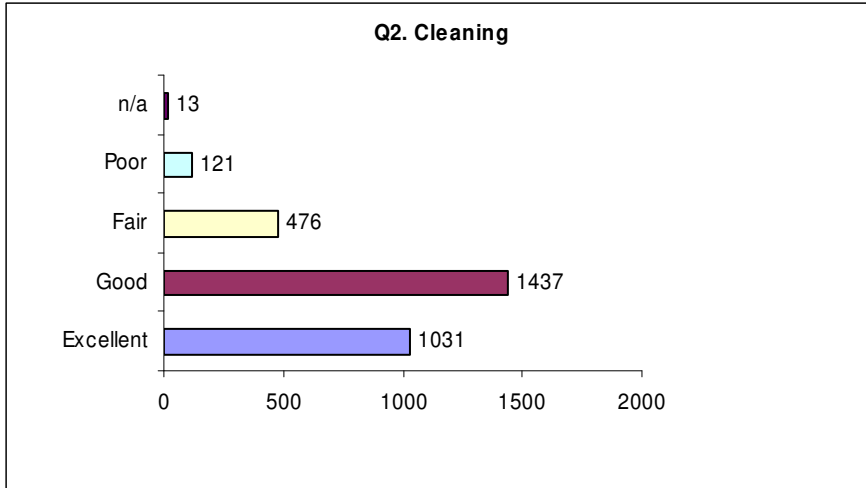
We aim to maintain this score of 3.1 in future.

Question 2

Cleaning

Residences aim to provide a daily cleaning service from Monday to Friday in communal areas.

How do you rate this service?



Explanation

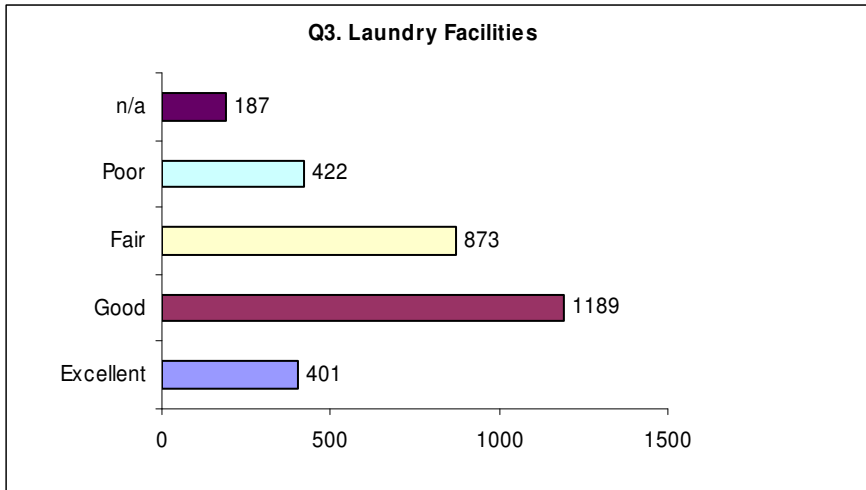
We achieved an overall mean score of 3.1 exceeding our target of 3.

- 33.5% of our customers rated our Cleaning Service as Excellent
- 46.7% of our customers rated our Cleaning Service as Good
- 15.5% of our customers rated our cleaning service as Fair
- 3.9% of our customers rated our Cleaning Service as Poor
- 0.4% of respondents did not rate this service.

Our future target is 3.1

Question 3

Through an external service provider we provide laundry facilities in Residences. How do you rate these facilities in comparison to similar facilities elsewhere?



Explanation

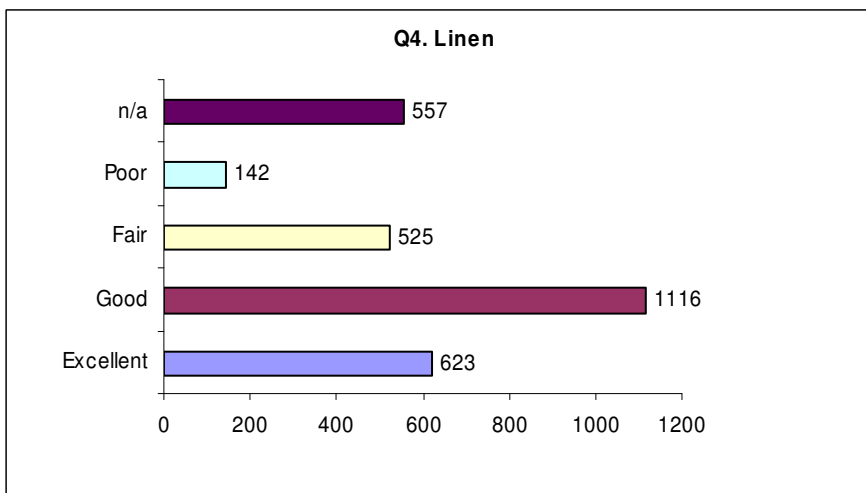
We achieved an overall rating of 3.1 improving on last year's score of 2.5 and our target of 2.7.

- 13.1% of our customers rated this service as Excellent
- 38.7% of our customers rated this service as Good
- 28.4% of our customers rated this service as Fair
- 13.7% of our customers rated this service as Poor
- 6.1% of respondents did not rate this service.

We aim to maintain an overall rating of 3.1 as a minimum.

Question 4

We provide a weekly linen change service (sheets and pillowcases) for our residents. If you use this service how do you rate it?



Explanation

We achieved a rating of 2.9

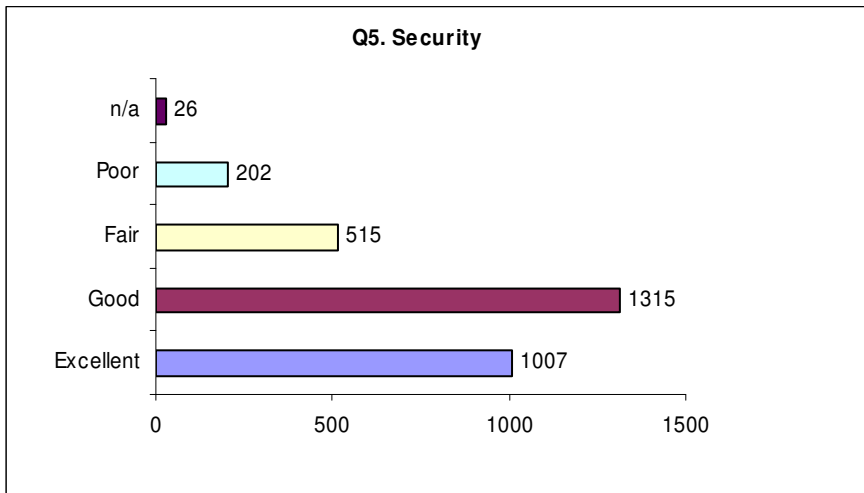
Whilst we maintained the same score as last year, we did not achieve our target of 3 and will work to improve this rating to achieve a target of 3 in future.

- 21% of our Customers rated this service as Excellent
- 37.7% of our customers rated this service as Good
- 17.7% of our Customers rated this service as Fair
- 4.8% of our customers rated this service as Poor
- 18.8% of respondents did not rate this service

Question 5

Residences aim to provide a safe and secure environment, (locks, swipe cards, CCTV, window alarms).

How do you rate these facilities in Residences?



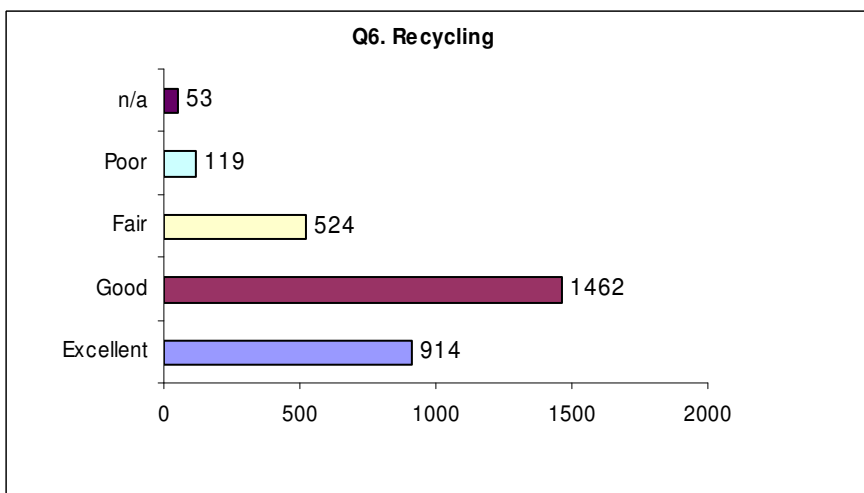
Explanation

We achieved an overall rating of 3.0, and, whilst maintaining our rating from last year we did not achieve our target of 3.1. We will endeavour to make improvements, based on your feedback to achieve a target of 3.1

- 32.9% of our customers rated Safety and Security in Residences as Excellent
- 42.9% of our customers rated Safety and Security in Residences as Good
- 16.8% of our customers rated Safety and Security in Residences as Fair
- 6.6% of our Customers rated Safety and Security in Residences as Poor
- 0.8% of respondents did not rate this service.

Question 6

How do you rate recycling arrangements in residences?



Explanation

We achieved an overall rating of 3.1

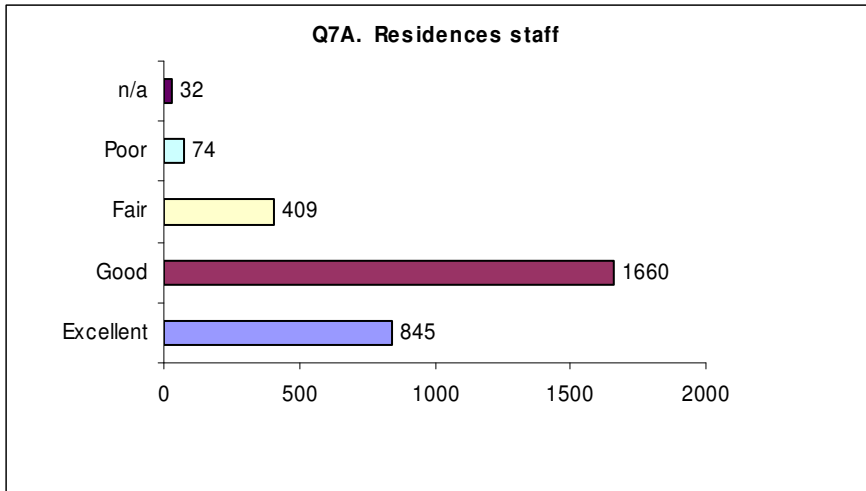
Whilst we did not achieve our previous year's rating of 3.2 your rating of 3.1 is within our target of 3 to 4.

- 29.8% of our customers rated our recycling arrangements as Excellent
- 47.6% of our customers rated our recycling arrangements as Good
- 17.1% of our customers rated our recycling arrangements as Fair
- 3.9% of our customers rated our recycling arrangements as Poor
- 1.7% respondents did not rate this service.

Our future target for this service is 3.2

Question 7a

How do you rate the helpfulness of Residences Office Staff?



Explanation

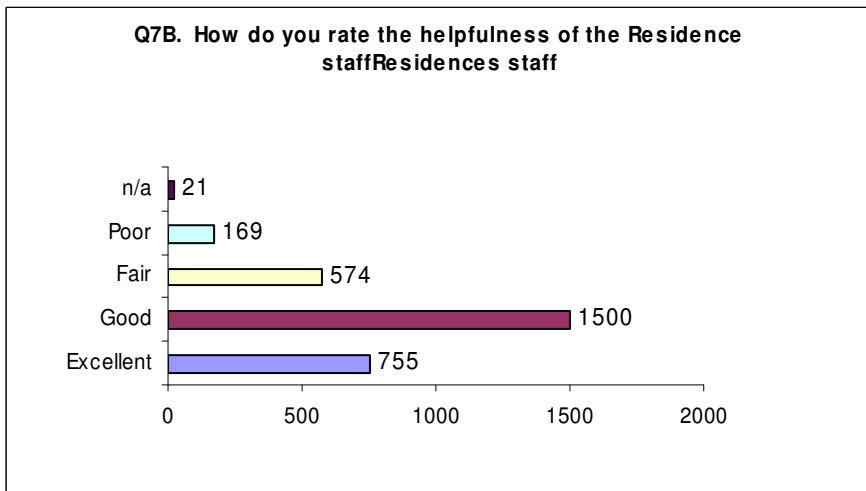
We achieved a rating of 3.1 achieving our target for this year and improving on last year's rating of 3.

- 28% of our customers rated the helpfulness of our Office Staff as Excellent
- 55% of our customers rated the helpfulness of our Office Staff as Good
- 13.5% of our customers rated the helpfulness of our Office Staff as Fair
- 2.5% of our customers rated the helpfulness of our Office Staff as Poor
- 1.1% of respondents did not rate this question.

Our target for the future is 3.2

Question 7b

How do you rate the helpfulness of Residences Cleaning Staff



Explanation

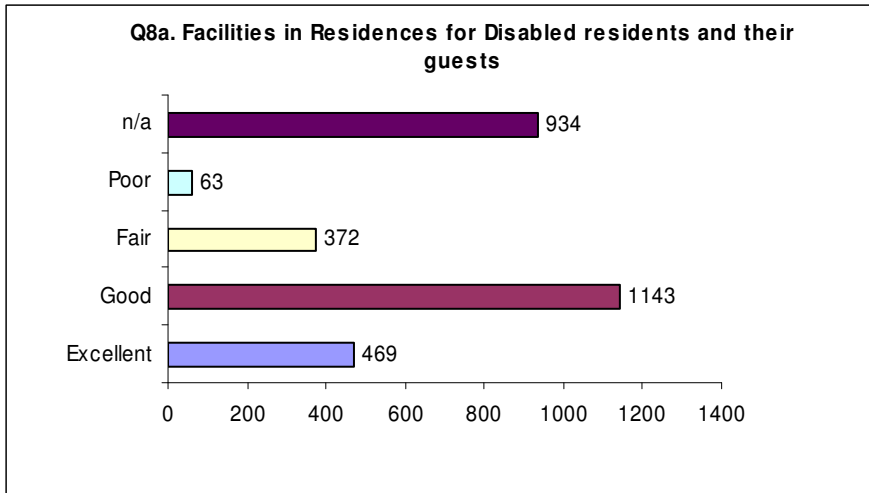
We achieved an overall rating of 2.9, exceeding our previous year's score of 2.7 and our target of 2.8.

- 25% of our customers rated the helpfulness of our cleaning staff as Excellent
- 49.7% of our customers rated the helpfulness of our cleaning staff as Good
- 19% of our customers rated the helpfulness of our cleaning staff as Fair
- 5.6% of our customers rated the helpfulness of our cleaning staff as Poor
- 0.7% of respondents did not rate this service.

We aim to achieve a rating of 3 in future

Question 8a

How do you rate the facilities in Residences for people with disabilities?



Explanation

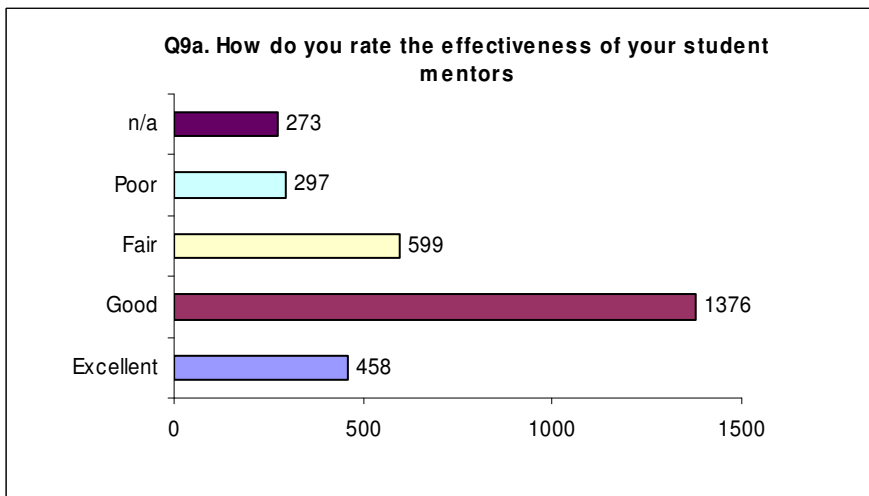
We achieved an overall rating of 3 exceeding last year's score of 2.9 and achieving our target for this year.

- 15.7% of our customers rated our facilities as Excellent
- 38.3% of our customers rated our facilities as Good
- 12.5% of our customers rated our facilities as Fair
- 2.1% of our customers rated our facilities as Poor
- 31.3% of respondents did not rate our facilities.

We aim to maintain a rating of 3

Question 9a

How do you rate the effectiveness of your student mentors?



Explanation

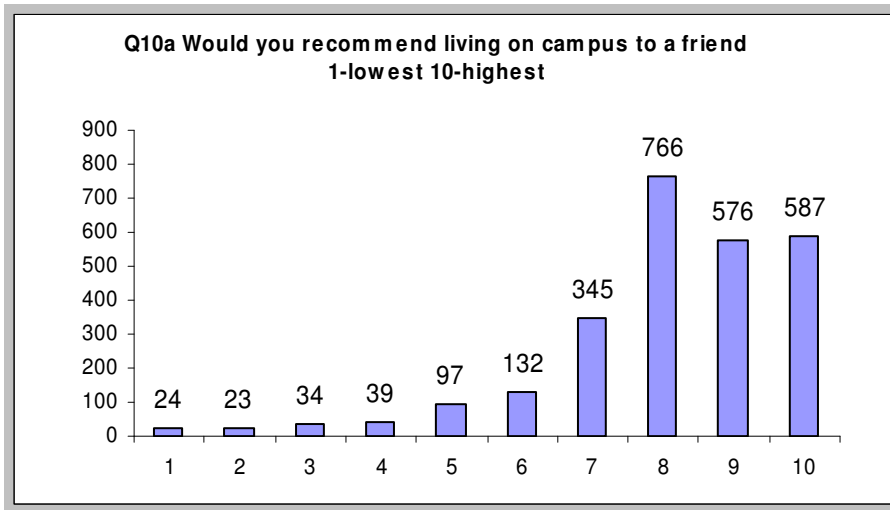
We achieved an overall rating of 2.7 for this programme which has been extended to all residences this year for the first time. Our target for next year is 3

- 15.3% of our customers rated the availability of Residences staff as Excellent
- 45.8% of our customers rated the availability of our Residences Staff as Good
- 19.9% of our customers rated the availability of our Residences Staff as Fair
- 9.9% of our customers rated the availability of our Residences Staff as Poor
- 9.1% of respondents did not rate this service.

Question 10a

Would you recommend living on campus to a friend?

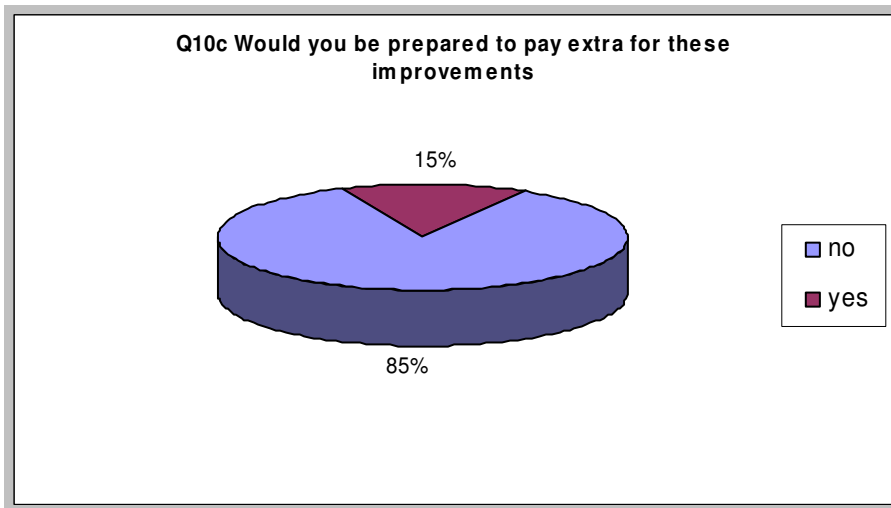
We asked you to indicate your rating of this question on a scale of 1 to 10 with 1 being the lowest and 10 being the highest.



Explanation

- 0.9% rated us being 1 and 2
- 1.3% rated us as 3
- 1.5% rated us as 4
- 3.7% rated us as 5
- 5% rated us as 6
- 13.2% rated us as 7
- 29.2% rated us as 8
- 22% rated us as 9
- 22.4% rated us as 10

Would you be prepared to pay extra for these improvements?



Explanation

We achieved an overall rating of 2.9.

- 13% of our customers rated Residences as Excellent
- 63% of our customers rated Residences as Good
- 20% of our customers rated Residences as Fair
- 3% of our customers rated Residences as Poor

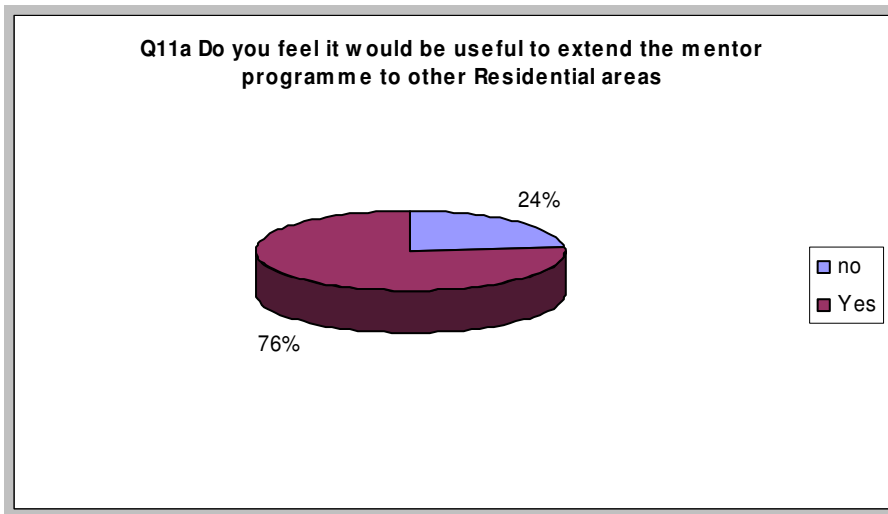
Proposed Improvements for 2007/08

We aim to achieve a rating of 3 by continuously examining ways we can improve all our services based on your feedback.

Question 11a

This year we are piloting a new Student Mentor Programme in Mill, Fleming & Galbraith Halls.

Do you feel it would be useful to extend this programme to other residential areas?.



Explanation

We achieved an overall rating of 2.9.

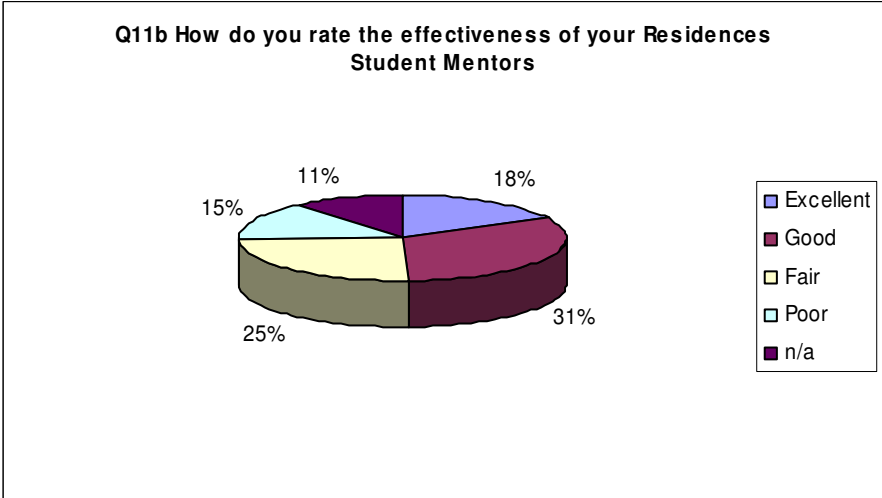
- 24% of our customers answered No
- 76% of our customers Answered Yes

Proposed Improvements for 2008/09

We aim to achieve a rating of 3 by continuously examining ways we can improve all our services based on your feedback.

Question 11b

How do you rate the effectiveness of your Residences Student Mentors.



Explanation

We achieved an overall rating of 2.9.

- 18% of our customers rated Residences as Excellent
- 31% of our customers rated Residences as Good
- 25% of our customers rated Residences as Fair
- 15% of our customers rated Residences as Poor

Proposed Improvements for 2008/09

We aim to achieve a rating of 3 by continuously examining ways we can improve all our services based on your feedback.

Question 8b

We also asked our customers to name a single improvement they would like to see in Residences.

Based on this information we are currently doing the following:

- Investigating ways of improving the way you report repair problems in Residences to make this process faster and simpler for our residents.
- Investigating ways to improve how we inform you your post has arrived and is ready for collection.
- Fitted additional locks to corridors in Chepstow, Clifton and Saltash Halls to improve Security.
- Developing a programme to improve communal bath, shower, w.c. and wash basin facilities in Chepstow, Clifton and Saltash Halls.
- Fitted Security/Safety devices to windows in Residences.
- Improving the content and type of Welcome Packs
- Adjusted water temperatures in the laundry facilities in the Bishop and Lancaster Complexes
- Adjusted the heating times in Residences to suit our customers.
- Included plans for Social Space.
- Investigating the possibility of providing more communal space in other areas.
- Providing more support for residents out of normal office hours by piloting a Student Mentor Programme, which, if successful will be extended to all Residences in September 2008.