

Residences Customer
Feedback
May 2008



Residences Department Survey 2008/09

In conjunction with the Accommodation Office, surveys were emailed to 3229 residents. We also carried out face to face surveys throughout Residences in the evenings and at reception desks in the Residences and Accommodation Offices. We received a total of 1932 returns of which 794 were completed by email, achieving a Return Rate of 60%.

Results

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

- 1=Poor
- 2=Fair
- 3=Good
- 4=Excellent

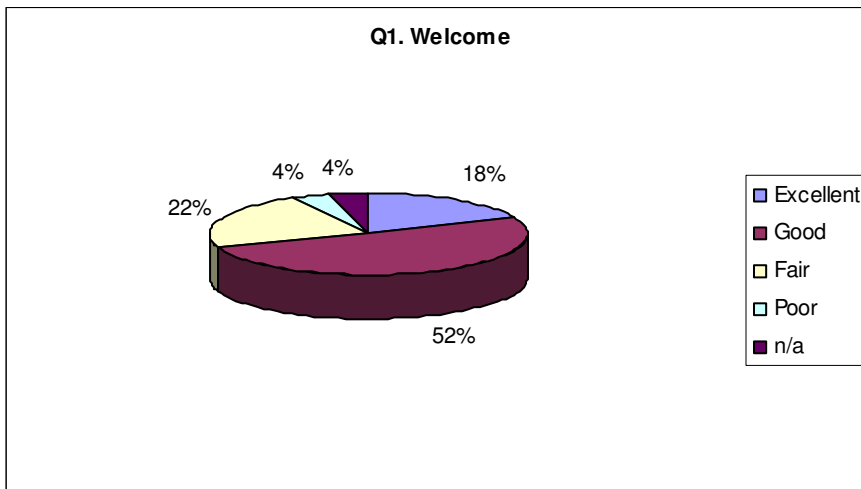
The overall mean score for Residences was 2.9

We aim to improve this score 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 2.9 in relation to our Welcome packs.

- 18% of our customers rated the packs as Excellent
- 52% of our customers rated the packs as Good
- 22% of our customers rated the packs as Fair
- 4% of our customers rated the packs as Poor

Proposed Improvements for 2008/09

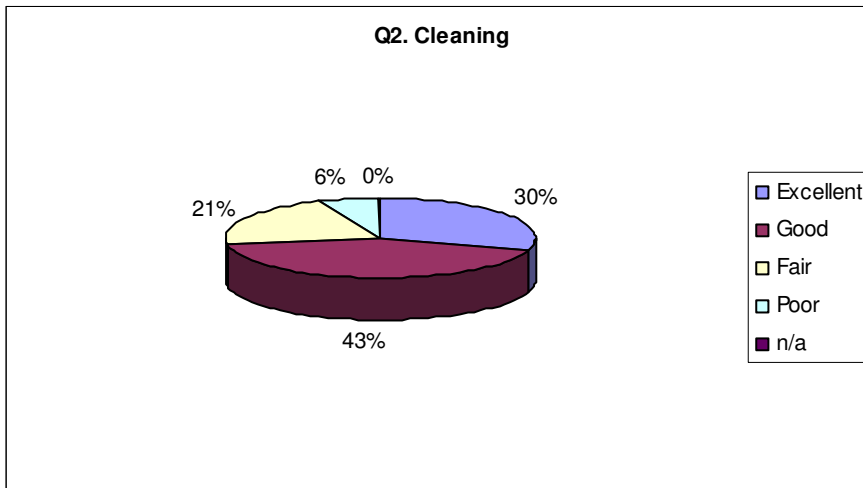
We aim to improve this score to achieve 3 by improving the type, content and variety of our Welcome Bags to include a free data cable for all residents and information from across the University as well as Residences. We will also be placing Welcome Packs in each room for your arrival.

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

- 30% of our customers rated our Cleaning Service as Excellent
- 43% of our customers rated our Cleaning Service as Good
- 21% of our customers rated our cleaning service as Fair
- 6% of our customers rated our Cleaning Service as Poor

Proposed Improvements for 2008/09

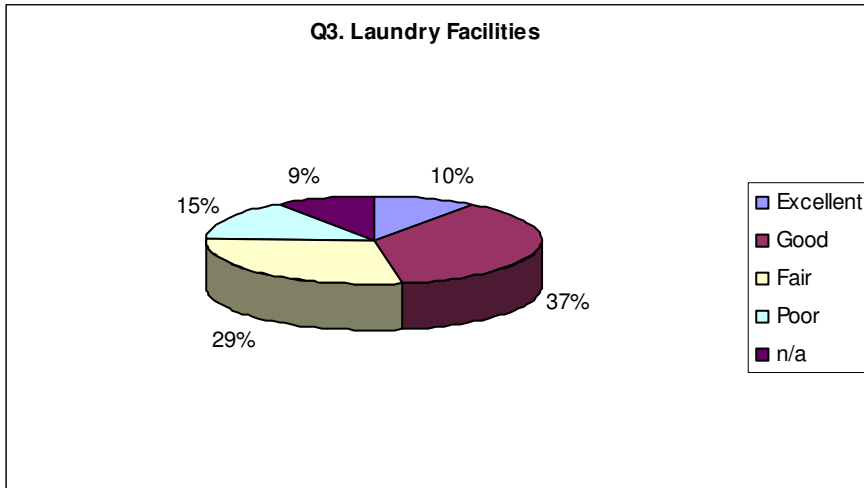
We aim to maintain this score

- Ensuring staff are aware of the standards they should achieve.
- Ensuring cleaning staff respects the privacy of our customers while carrying out their duties.
- Ensuring that our customers are informed of the standards they should expect
- Providing customer care training for our staff during 2008/09
- Providing the opportunity for our staff to achieve NVQ's in cleaning operations.

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 2.5

- 10% of our customers rated this service as Excellent
- 37% of our customers rated this service as Good
- 29% of our customers rated this service as Fair
- 15% of our customers rated this service as Poor

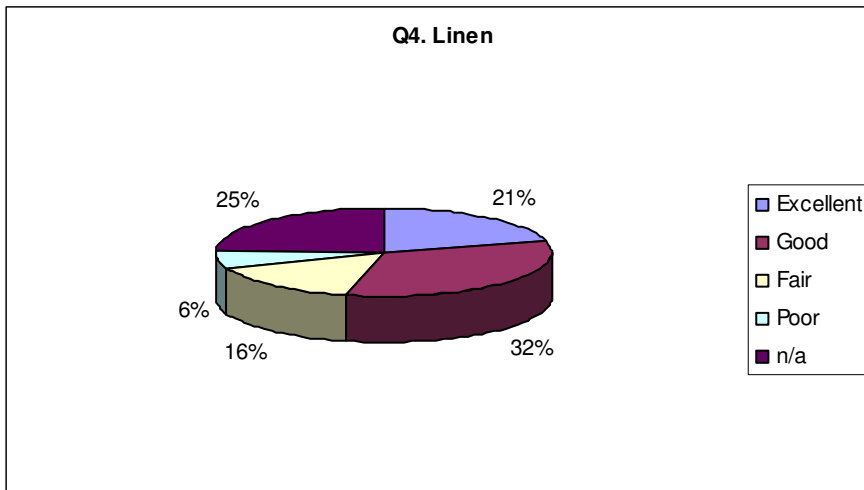
Proposed Improvements for 2008/09

We aim to improve this to achieve 2.7 and will be meeting with our service provider to discuss improvements. The laundry facility in Fleming Hall has been refurbished.

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

- 21% of our Customers rated this service as Excellent
- 32% of our customers rated this service as Good
- 16% of our Customers rated this service as Fair
- 6% of our customers rated this service as Poor

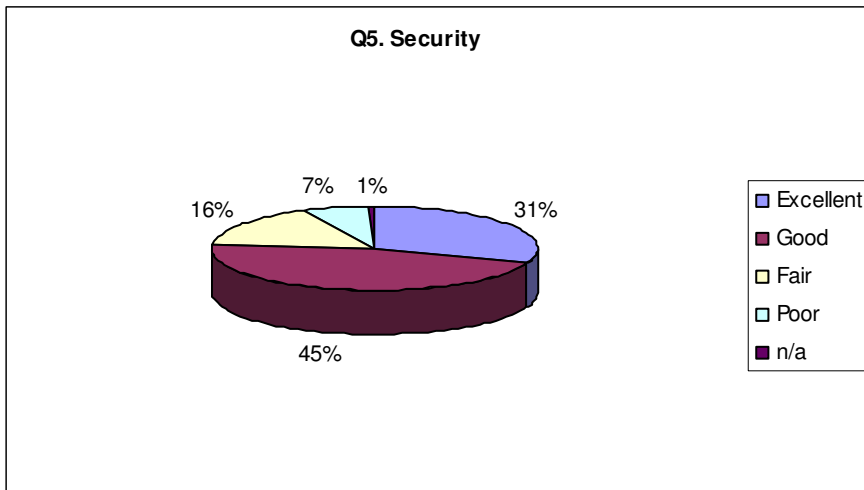
Proposed Improvements for 2008/09

We aim to achieve a rating of 3 and have now gone out to tender to secure a new service provider. In addition we have altered our linen change times to meet your needs.

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

- 31% of our customers rated Safety and Security in Residences as Excellent
- 45% of our customers rated Safety and Security in Residences as Good
- 16% of our customers rated Safety and Security in Residences as Fair
- 7% of our Customers rated Safety and Security in Residences as Poor

Proposed Improvements for 2008/09

We aim to improve this rating to 3.1

The new Isambard Complex will include a new swipe card system to all doors.

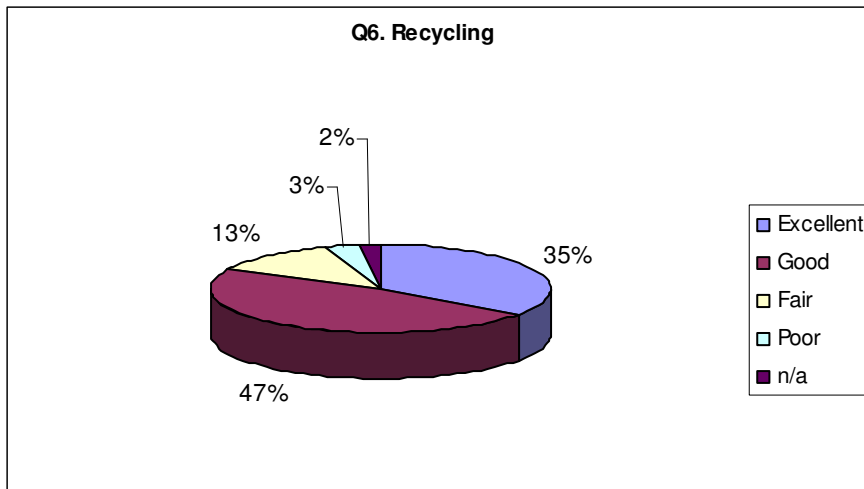
We are in the process of putting fittings on all kitchen locks to enable residents to lock cupboards.

Dedicated residences patrols will be increased during term time.

Question 6

Recycling arrangements in Residences

How do you rate these arrangements?



Explanation

We achieved an overall rating of 3.2

- 35% of our customers rated our recycling arrangements as Excellent
- 47% of our customers rated our recycling arrangements as Good
- 13% of our customers rated our recycling arrangements as Fair
- 3% of our customers rated our recycling arrangements as Poor

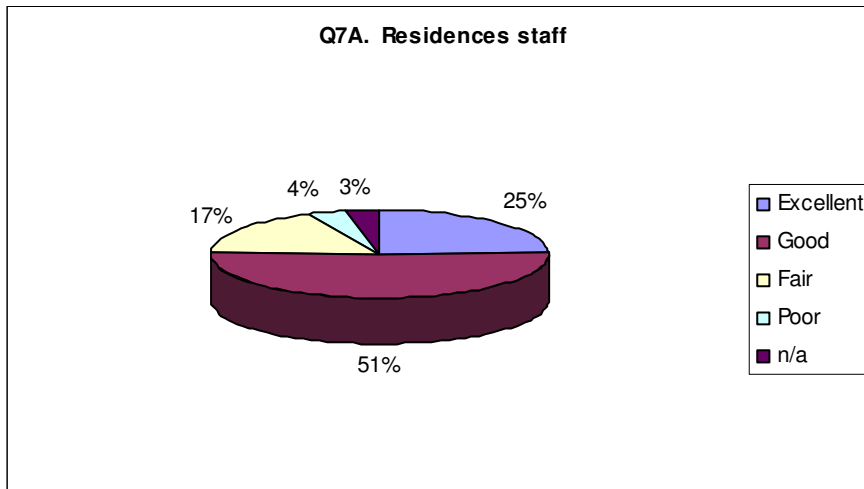
Proposed Improvements for 2008/09

Recycling was introduced, at the request of Student Representatives, throughout Residences in September 2006

We now aim to maintain a rating of Good to Excellent (3 to 4) and have made adjustments to our recycling arrangements following the success of these arrangements. In addition we offer residents the opportunity to donate unwanted items to charity when you are vacating your accommodation.

Question 7a

How do you rate the helpfulness of Residences Office Staff?



Explanation

We achieved a rating of 3

- 25% of our customers rated the helpfulness of our Office Staff as Excellent
- 51% of our customers rated the helpfulness of our Office Staff as Good
- 17% of our customers rated the helpfulness of our Office Staff as Fair
- 4% of our customers rated the helpfulness of our Office Staff as Poor

Proposed Improvements for 2008/09

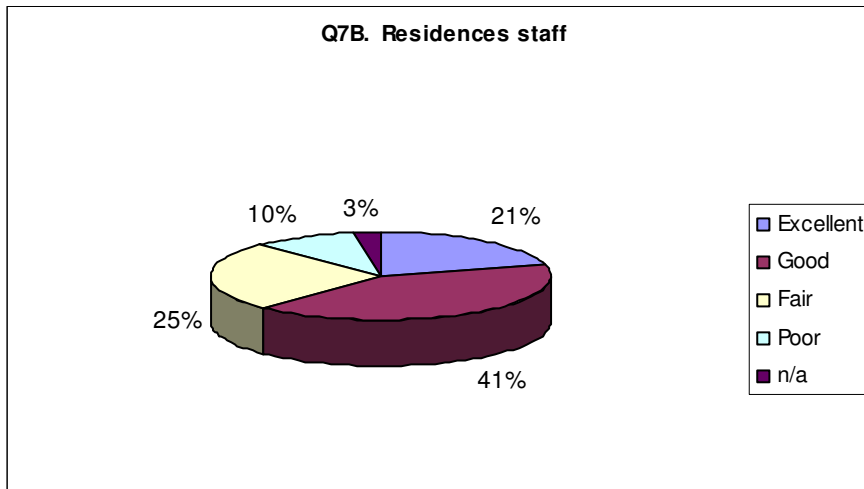
We aim to achieve a rating of 3.1 and are looking at ways our staff can improve the service we provide through improved availability.

We incorporate a culture of excellence into team meetings.

We are extending our Residences Student Mentor scheme to all our residences this year in order to provide more support to our residents, especially out of hours.

Question 7b

How do you rate the helpfulness of Residences Cleaning Staff



Explanation

We achieved an overall rating of 2.7

- 21% of our customers rated the helpfulness of our cleaning staff as Excellent
- 41% of our customers rated the helpfulness of our cleaning staff as Good
- 25% of our customers rated the helpfulness of our cleaning staff as Fair
- 10% of our customers rated the helpfulness of our cleaning staff as Poor

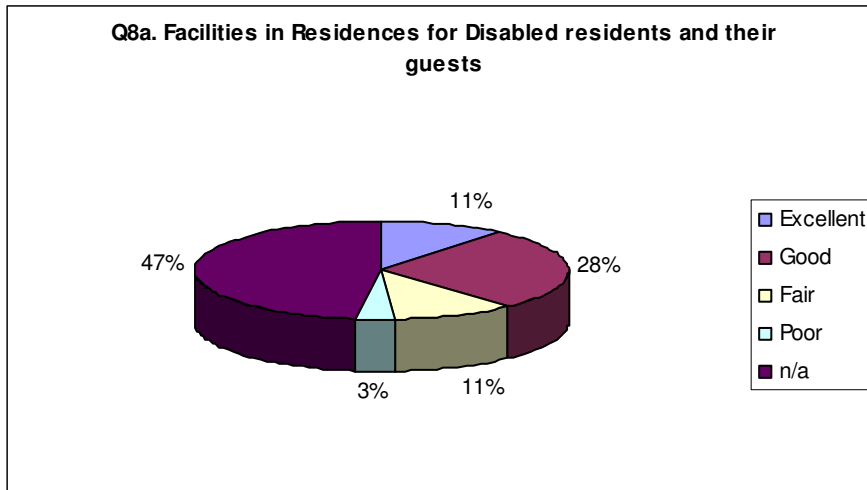
Proposed Improvements for 2008/09

We aim to increase this to 2.8 by providing more training for our staff and by incorporating a culture of excellence into team meetings. Our Domestic Assistants also have the opportunity to achieve an NVQ in Cleaning Operations.

Question 8a

The University is improving the accessibility of our facilities for staff, students and guests who have disabilities.

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



Explanation

We achieved an overall rating of 2.9

- 11% of our customers rated our facilities as Excellent
- 47% of our customers rated our facilities as Good
- 11% of our customers rated our facilities as Fair
- 3% of our customers rated our facilities as Poor

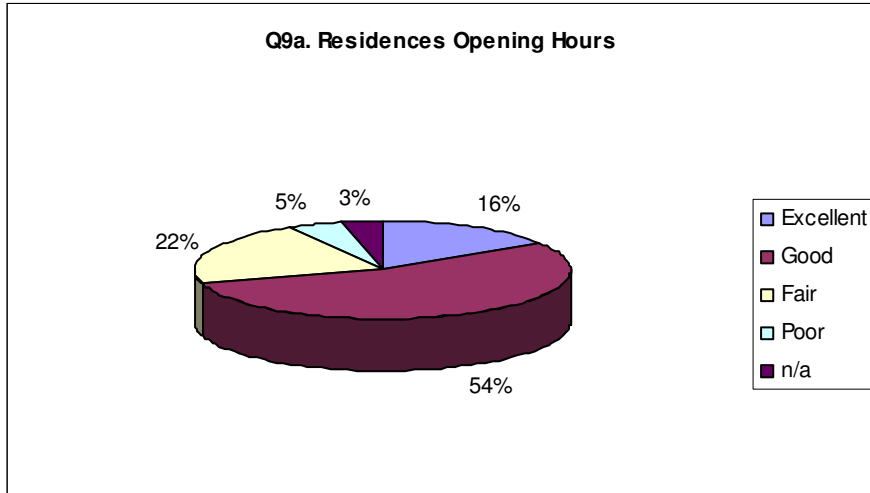
Proposed Improvements for 2008/09

We aim to achieve a rating of 3 by:

- Incorporating the information you have supplied us with into the University's Disability Equality Scheme.
- Ensuring that all new Residences comply with the requirements of DDA and SENDA.
- Making adjustments to our Residences to meet individual needs.
- Make a selection of flats more fully accessible by making adjustments to our doors and access control.

Question 9a

Residences Offices are open from 8.30am to 5pm Monday to Friday.
How do you rate the availability of residences staff during these hours?



Explanation

We achieved an overall rating of 2.8.

- 16% of our customers rated the availability of Residences staff as Excellent
- 54% of our customers rated the availability of our Residences Staff as Good
- 22% of our customers rated the availability of our Residences Staff as Fair
- 5% of our customers rated the availability of our Residences Staff as Poor

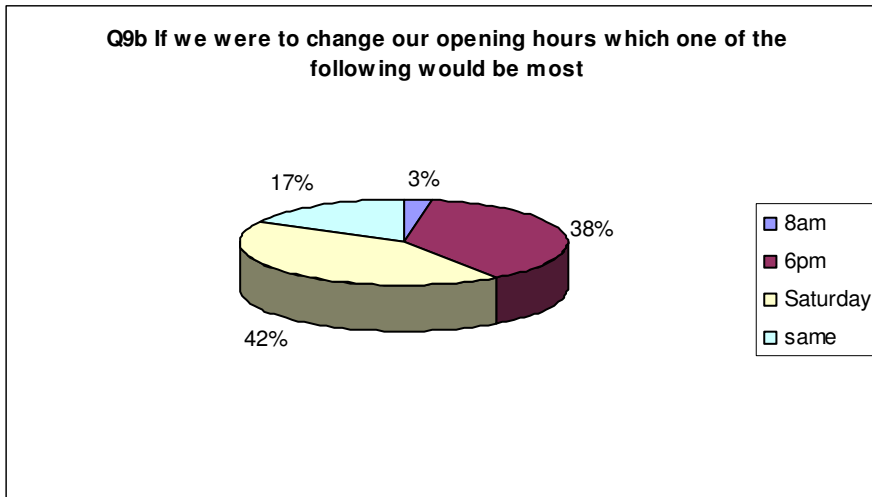
Proposed Improvements for 2008/09

We aim to improve this rating to 3 by examining ways we can improve the availability of staff and by extending our Student Mentor Scheme to support residents out of normal office hours.

Question 9b

We asked you to tell us which of the following opening hours would be most useful to you:

- **Open at 8am**
- **Open until 6pm**
- **Open on Saturday**
- **Stay the same**



Explanation

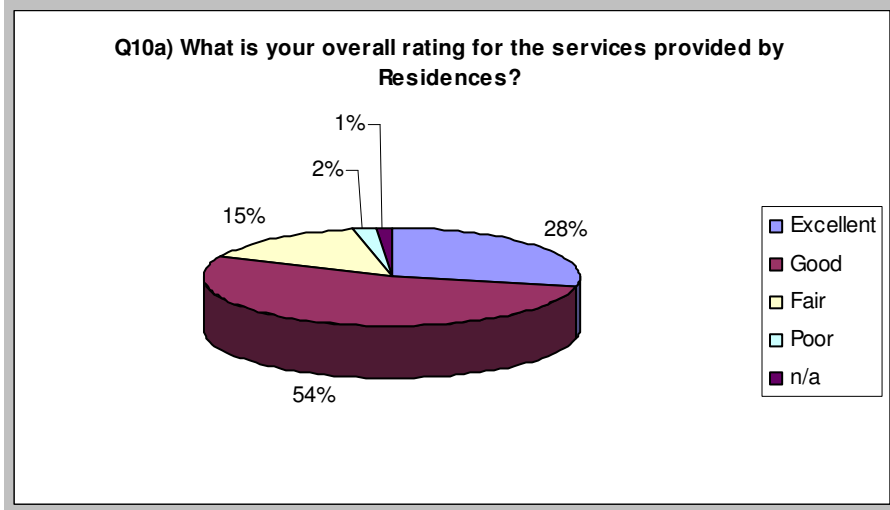
- 3% of our customers would like to see our offices open at 8am
- 38% of our customers would like to see our offices open until 6pm
- 42% of our customers would like to see our offices open on Saturday
- 17% of our customers would like to see our opening hours remain the same

Proposed Improvements for 2008/09

We will take this information into account when making plans for resources in Residences in the future.

Question 10

What is your overall rating for the services provided by Residences?



Explanation

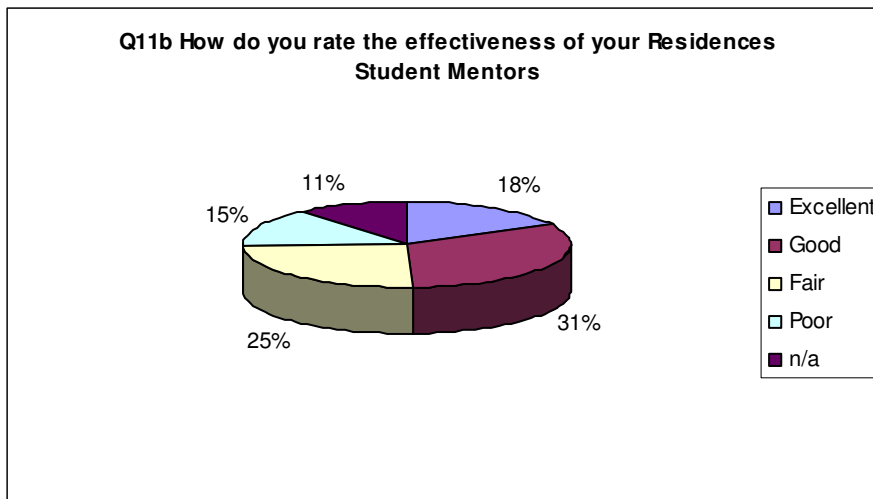
We achieved an overall rating of 3.1

- 28% of our customers rated Residences as Excellent
- 54% of our customers rated Residences as Good
- 15% of our customers rated Residences as Fair
- 2% of our customers rated Residences as Poor

Proposed Improvements for 2008/09

We aim to achieve a rating of 3.2 by continuously examining ways we can improve all our services based on your feedback.

This year we are piloting a new student mentor programme in Mill, Fleming and Galbraith Halls. If you live in these halls how do you rate the effectiveness of your student mentors?



Explanation

- 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 2.8 by extending this programme to other residences this year and through your mentors encouraging you to improve your experience in residences.

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:

- Introduced a way to enable you to report repairs request electronically.
- Investigating ways to improve how we inform you your post has arrived and is ready for collection.
- Placing fittings on cupboard doors to enable you to lock your food and utensils away.
- Developing a programme to improve communal bath, shower, W.C. and wash basin facilities in Chepstow, Clifton and Saltash Halls.
- Improving the content and type of Welcome Bags and placing Free Welcome Packs in each room.
- Providing a free data cable on arrival
- Provided Social Space at the Isambard Complex.
- Providing more support for residents out of normal office hours by extending our Student Mentor Programme to all residences.