

Residences Student Satisfaction Survey Results 2022

LSE Halls

Hall site	2023 Target	Bankside House (359 responses)			Carr-Saunders Hall (106 responses)			Passfield Hall (158 responses)			Rosebery Hall (225 responses)			Butlers Wharf (180 responses)			High Holborn (300 responses)			LSE Averages (1328 responses)		
Year		2022	2021	2020	2022	2021	2020	2022	2021	2020	2022	2021	2020	2022	2021	2020	2022	2021	2020	2022	2021	2020
Completion rate	70%	60%	44%	55%	68%	51%	46%	70%	40%	55%	67%	41%	54%	64%	39%	59%	67%	31%	51%	66%	47%	54%
Main questions																						
Overall enjoyment of stay	98%	96%	No data	94%	96%	No data	96%	92%	No data	88%	95%	No data	95%	97%	No data	91%	95%	No data	84%	95%	No data	91%
Offers value for money	85%	84%	No data	89%	87%	No data	90%	86%	No data	91%	81%	No data	86%	86%	No data	84%	74%	No data	61%	83%	No data	83%
Would recommend	95%	94%	87%	92%	93%	90%	94%	88%	83%	89%	93%	77%	93%	93%	84%	87%	88%	80%	74%	92%	84%	88%
Sense of community and belonging	90%	89%	56%	59%	91%	71%	67%	91%	No data	72%	87%	No data	81%	84%	No data	60%	80%	No data	40%	87%	No data	56%
Facilities																						
Bathroom and toilets	70%	56%	63%	67%	73%	68%	51%	38%	49%	48%	44%	59%	61%	45%	51%	50%	64%	54%	37%	53%	57%	54%
General cleanliness	80%	83%	69%	74%	75%	63%	82%	56%	77%	62%	68%	71%	73%	67%	65%	71%	73%	73%	67%	70%	71%	68%
Kitchen / snack point	70%	44%	37%	40%	56%	38%	51%	54%	58%	44%	38%	54%	45%	50%	52%	68%	66%	69%	58%	51%	53%	52%
Laundry facilities	70%	56%	52%	56%	63%	66%	45%	66%	64%	35%	34%	56%	55%	44%	48%	49%	62%	68%	55%	54%	60%	52%
Maintenance	80%	85%	64%	76%	81%	52%	74%	54%	57%	61%	49%	44%	53%	45%	56%	58%	71%	67%	55%	64%	58%	64%
Security	70%	64%	64%	86%	58%	75%	79%	31%	64%	63%	64%	67%	64%	66%	50%	72%	78%	74%	72%	60%	66%	75%
Wireless internet	90%	83%	66%	82%	92%	78%	90%	82%	88%	72%	82%	83%	78%	64%	68%	66%	87%	67%	70%	82%	73%	74%
Reception																						
How helpful overall	86%	83%	67%	83%	91%	79%	90%	73%	68%	76%	78%	73%	84%	87%	79%	87%	89%	79%	83%	84%	74%	82%
Speed of response	80%	77%	68%	82%	77%	81%	87%	79%	63%	81%	77%	74%	84%	77%	79%	82%	77%	79%	70%	77%	74%	81%
Accuracy of response	80%	78%	62%	82%	79%	74%	86%	77%	67%	80%	78%	68%	84%	76%	76%	82%	78%	77%	70%	78%	71%	81%
Friendliness	82%	76%	62%	75%	74%	68%	86%	78%	63%	81%	83%	76%	88%	79%	88%	92%	81%	78%	72%	79%	73%	82%
Pastoral support																						
Awareness of Wardens / Subwardens	85%	82%	77%	63%	86%	88%	87%	88%	96%	74%	84%	78%	69%	74%	No data	61%	72%	67%	59%	81%	78%	63%
Awareness of Res Life events	85%	83%	No data	No data	68%	No data	No data	72%	No data	No data	74%	No data	No data	93%	No data	No data	91%	No data	No data	80%	No data	No data
Hall Committee satisfaction	93%	91%	No data	85%	87%	No data	77%	94%	No data	74%	83%	64%	78%	94%	No data	82%	95%	No data	69%	91%	No data	73%
Sustainability																						
Overall sense of sustainability	87%	87%	41%	45%	75%	38%	49%	80%	34%	42%	82%	44%	60%	89%	46%	60%	91%	70%	59%	84%	49%	54%
Took part in #SustainableLSE campaign	20%	19%	14%	38%	18%	30%	39%	11%	42%	37%	14%	22%	50%	22%	25%	43%	19%	43%	56%	17%	29%	46%
Find it clear how to seperate waste	87%	84%	67%	85%	85%	75%	78%	76%	26%	63%	83%	76%	71%	86%	48%	68%	88%	67%	67%	84%	61%	66%
Catering																						
Overall satisfaction	93%	91%	73%	94%	87%	86%	79%	89%	90%	66%	92%	84%	77%									
Friendliness of staff	95%	91%	74%	72%	95%	85%	86%	85%	74%	64%	88%	90%	78%									
Quality of food	85%	79%	68%	67%	68%	64%	33%	61%	49%	55%	73%	72%	54%									
Variety of food	80%	70%	60%	64%	68%	55%	42%	66%	58%	58%	74%	71%	61%									
Key																						
Over 70%																						
Under 70%																						
Below 50%																						

Residences Student Satisfaction Survey Results 2022

Third Party Managed Halls



Hall site	2023 Target	Lilian Knowles House (156 responses)			Sidney Webb House (247 responses)			Kings Cross (84 responses)			Westminster Bridge (246 responses)			Third Party Averages (733 responses)		
Year		2022	2021	2020	2022	2021	2020	2022	2021	2020	2022	2021	2020	2022	2021	2020
Completion rate	51%	43%	37%	47%	54%	29%	44%	55%	75%	42%	44%	38%	41%	49%	45%	43%
Main questions																
Overall enjoyment of stay	90%	79%	No data	86%	82%	No data	84%	90%	No data	92%	97%	No data	91%	87%	No data	88%
Offers value for money	75%	67%	No data	82%	61%	No data	72%	55%	No data	70%	80%	No data	73%	66%	No data	74%
Would recommend	85%	75%	65%	81%	73%	47%	77%	77%	81%	81%	91%	63%	79%	79%	64%	79%
Sense of community and belonging	80%	78%	59%	59%	70%	No data	38%	70%	19%	40%	72%	20%	36%	73%	No data	30%
Facilities																
Bathroom and toilets	75%	64%	44%	59%	38%	38%	40%	81%	75%	67%	89%	74%	78%	68%	58%	61%
General cleanliness	70%	57%	54%	66%	55%	54%	49%	67%	61%	59%	71%	69%	69%	63%	60%	61%
Kitchen / snack point	70%	61%	54%	65%	61%	51%	51%	72%	65%	65%	57%	58%	60%	63%	57%	59%
Laundry facilities	70%	52%	39%	61%	16%	39%	15%	39%	33%	25%	42%	53%	40%	37%	41%	28%
Maintenance	70%	31%	32%	37%	36%	36%	32%	64%	84%	77%	78%	75%	75%	52%	57%	55%
Security	75%	47%	50%	56%	61%	43%	58%	79%	75%	77%	83%	64%	70%	68%	58%	65%
Wireless internet	75%	68%	43%	63%	55%	56%	56%	64%	66%	67%	71%	67%	41%	65%	58%	56%
Reception																
How helpful overall	80%	50%	57%	66%	64%	56%	72%	72%	79%	87%	75%	62%	75%	65%	64%	74%
Speed of response	80%	63%	46%	65%	70%	41%	61%	79%	76%	86%	71%	61%	73%	71%	56%	70%
Accuracy of response	80%	58%	47%	63%	66%	44%	63%	73%	67%	85%	72%	59%	71%	67%	54%	72%
Friendliness	85%	72%	53%	76%	82%	62%	89%	84%	84%	89%	78%	57%	85%	79%	64%	85%
Pastoral support																
Awareness of Wardens / Subwardens	70%	49%	No data	28%	76%	78%	55%	79%	62%	46%	59%	48%	40%	66%	No data	55%
Awareness of Res Life events	85%	84%	No data	No data	83%	No data	No data	74%	No data	No data	89%	No data	No data	83%	No data	No data
Hall Committee satisfaction	86%	75%	No data	83%	87%	No data	58%	79%	No data	58%	93%	No data	63%	84%	No data	67%
Sustainability																
Overall sense of sustainability	70%	59%	49%	54%	63%	26%	47%	70%	46%	53%	73%	45%	47%	66%	38%	59%
Find it clear how to separate waste	70%	46%	61%	66%	58%	38%	42%	67%	56%	56%	67%	44%	33%	60%	48%	42%

Key
Over 70%
Under 70%
Below 50%

Residences Student Satisfaction Survey Results 2022

Central Residential Services Office

Hall site
Year
Completion rate

2023 Target
70%

RSO Averages (1575 responses)		
2022	2021	2020
63%	No data	No data

Main questions
Satisfaction with booking system
Satisfaction with overall service

95%
96%

94%	No data	No data
95%	No data	No data

RSO Service satisfaction
Speed of response
Accuracy of response
Helpfulness
Friendliness

86%
86%
87%
88%

83%	No data	No data
83%	No data	No data
84%	No data	No data
85%	No data	No data

Key
Over 70%
Under 70%
Below 50%