

National Student Housing Survey

Summary Results 2008

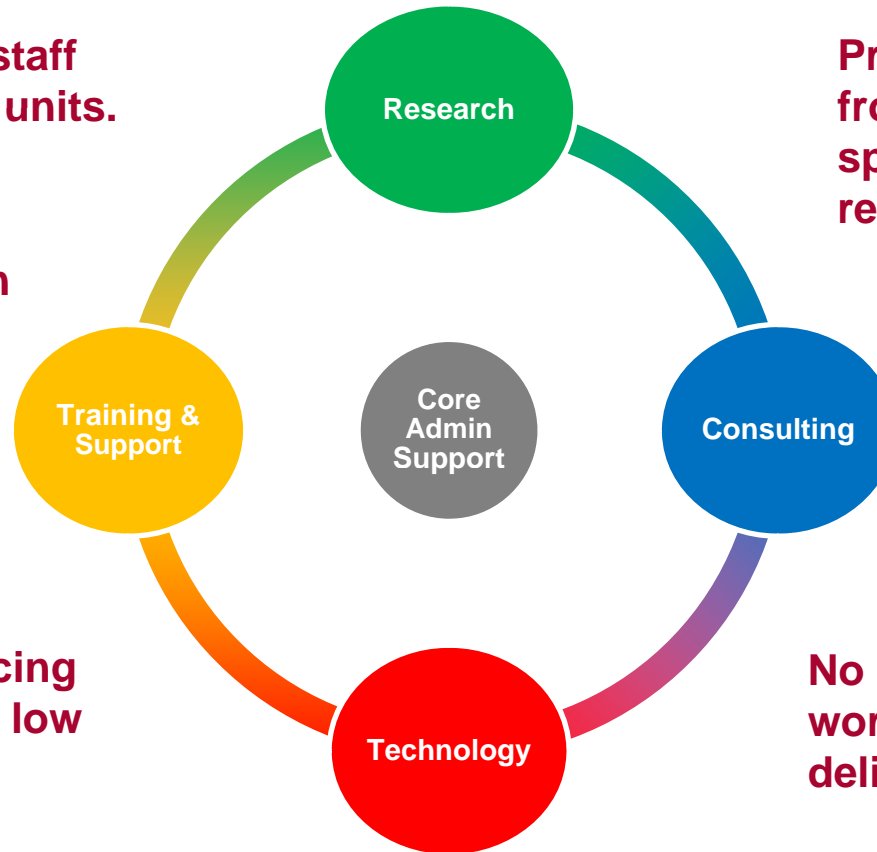
Tim Daplyn
Project Director

RBMG Structure

Core administrative staff support all business units.

Consultants maintain professional relationships across business units.

Partnerships with specialist service suppliers allow servicing of large projects with low overheads.



Project teams drawn from all parts of the spectrum according to requirements.

Expertise from all units is available ad-hoc to advise on client projects if required.

No 'internal market' – units work co-operatively to deliver client projects.



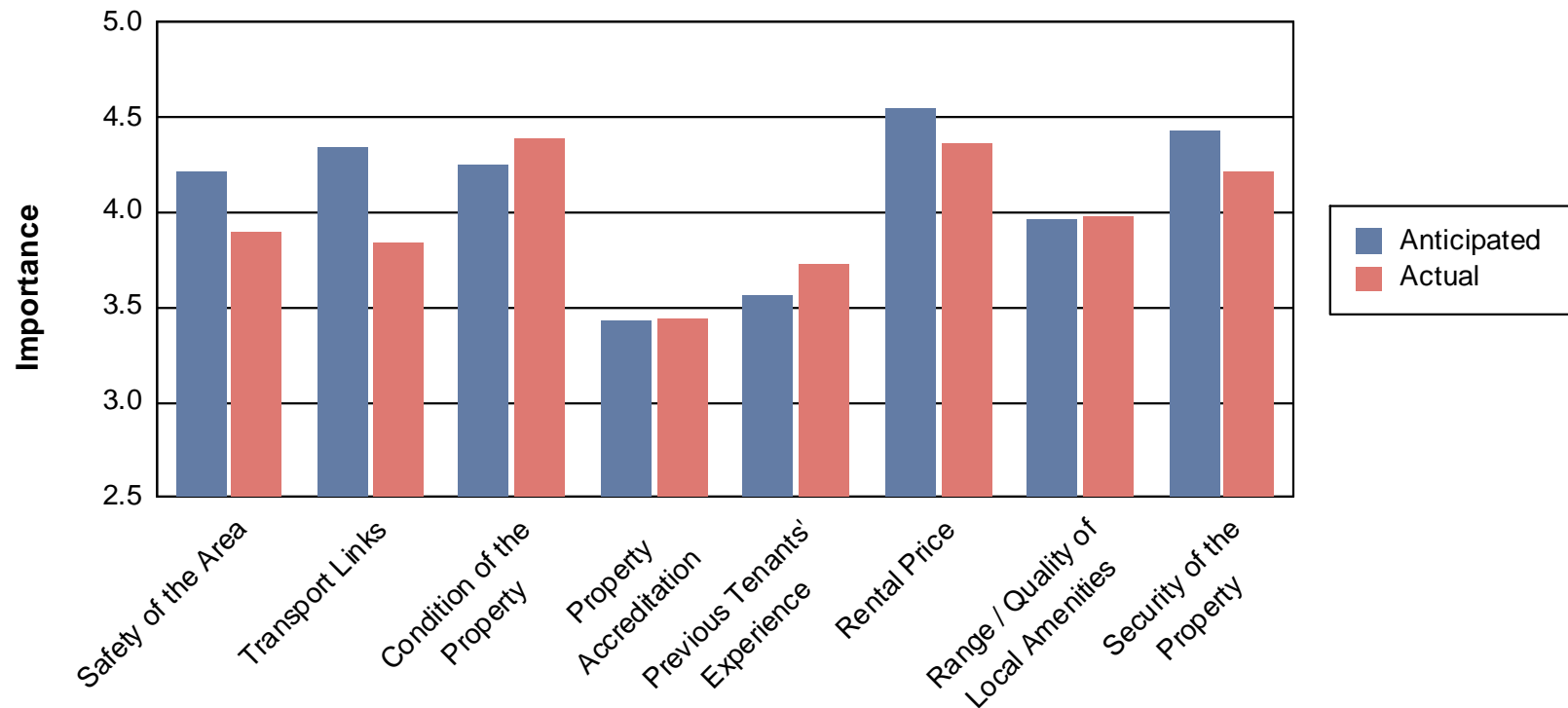
What is the NSHS Project?

- Core objectives are to
 - assess satisfaction
 - understand decision making
 - increase awareness
 - improve standards
 - assist institutions' planning and decision making
- Survey of students in higher education across the UK.
- Conducted online on behalf of participating institutions.
- Independent, comprehensive, unsponsored, data protected. FREE.
- National report shared with government departments and student support organisations (e.g. NUS, Unipol).
- Institution-specific reports are strictly confidential to you.

Choosing Accommodation

6.1.1 Factors Affecting Choice of Accommodation

(Anticipated vs Actual)



- Only 2 factors were more important than was anticipated. What is the missing 'X' factor that influences the final decision?

Decision Making Factors

Anticipated

Actual

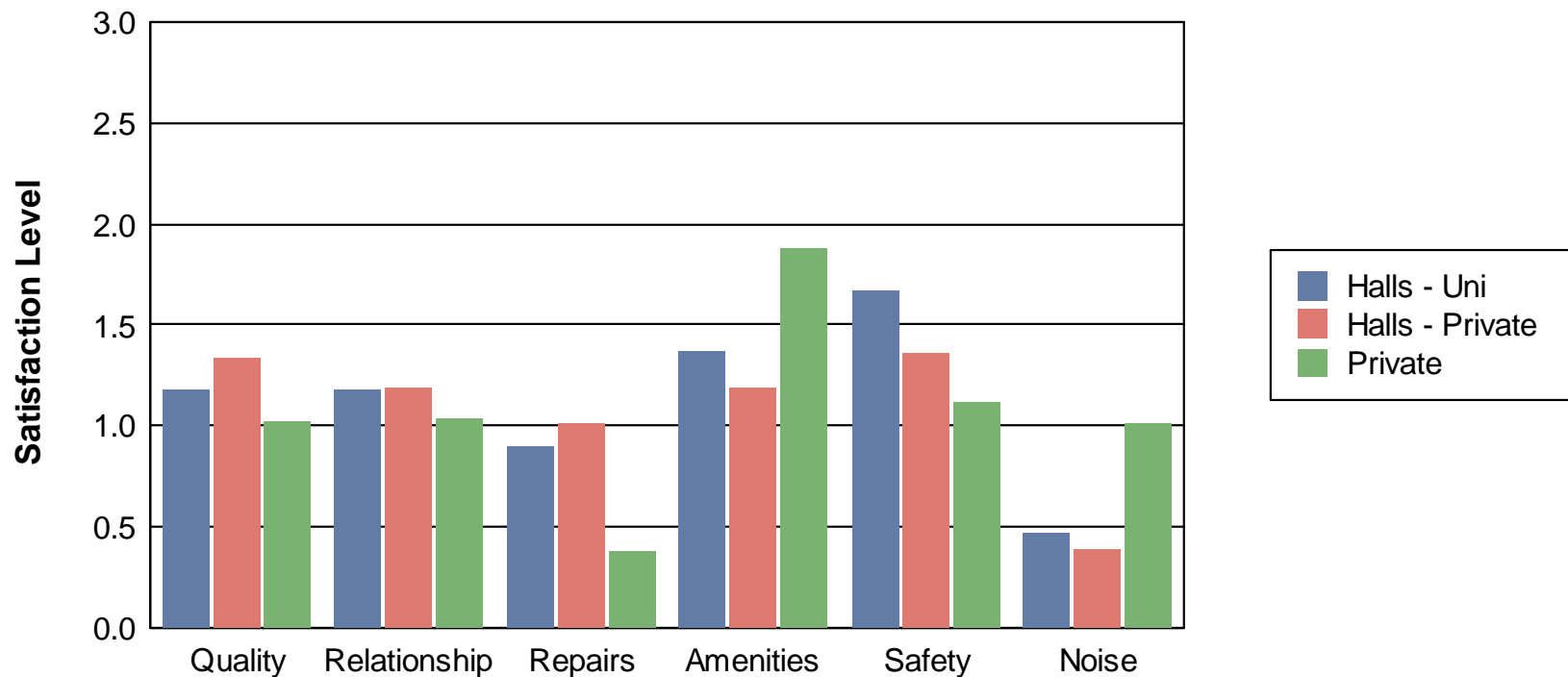
1. Price
2. Security of the property
3. Transport links
4. Condition of the property
5. Safety of the Area
6. Local amenities
7. Tenants' experience
8. Accrediation

Satisfaction Levels

- Each of a number of factors rated on a 6-point scale.
- Results grouped by accommodation type.
- Satisfaction levels generally 'OK' to 'Good'.
- Repairs and noise levels were the main causes for concern.
- Private Halls highest in 3 areas, Private Housing highest in 2, University Halls highest in 1.
- University Halls scored most consistently across all the factors.

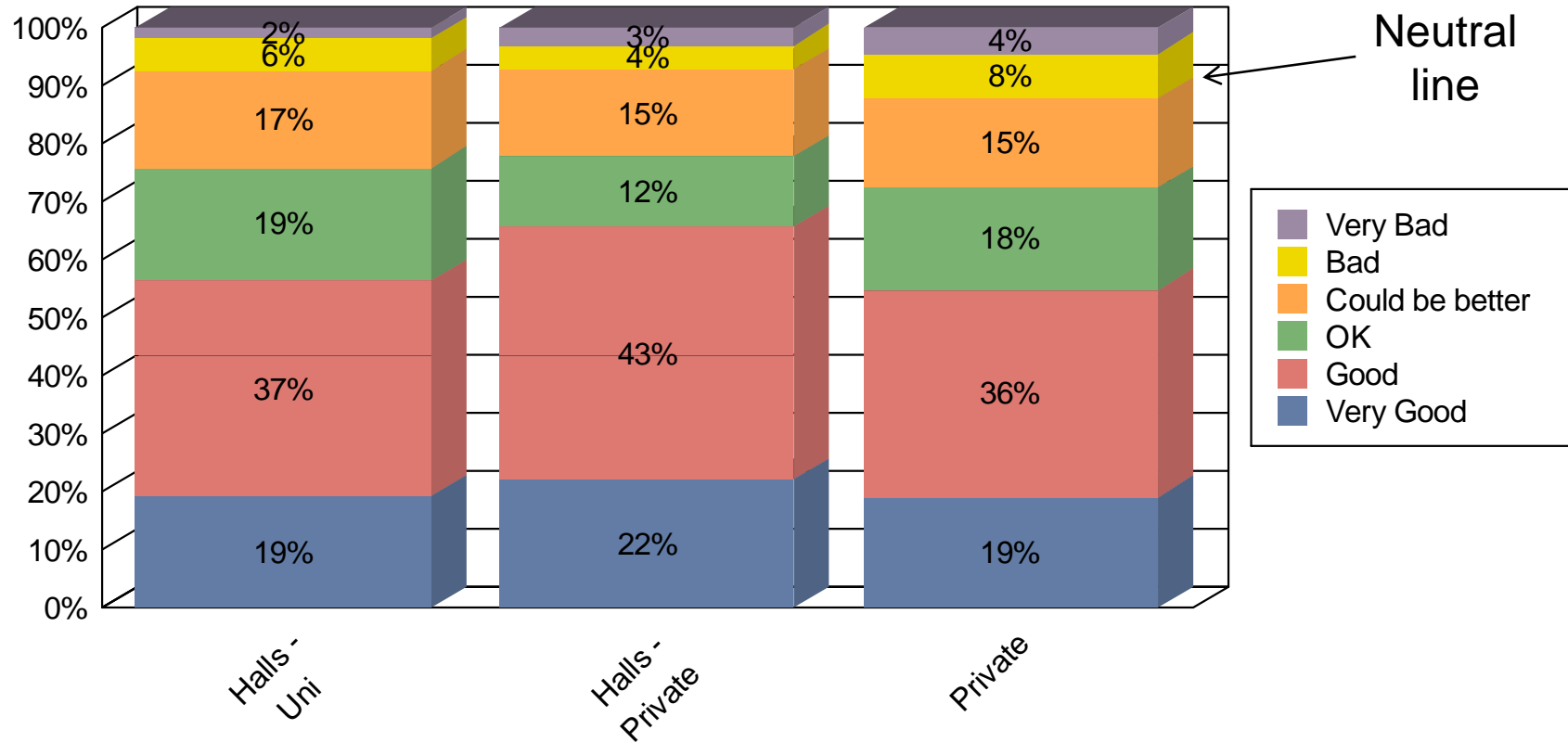
Satisfaction Overview

5.1.1 Summary Satisfaction Scores Across Categories



* Negative y-axis is missing as all the results are positive. Zero represents an average neutral response.

Close-up: Condition & Quality

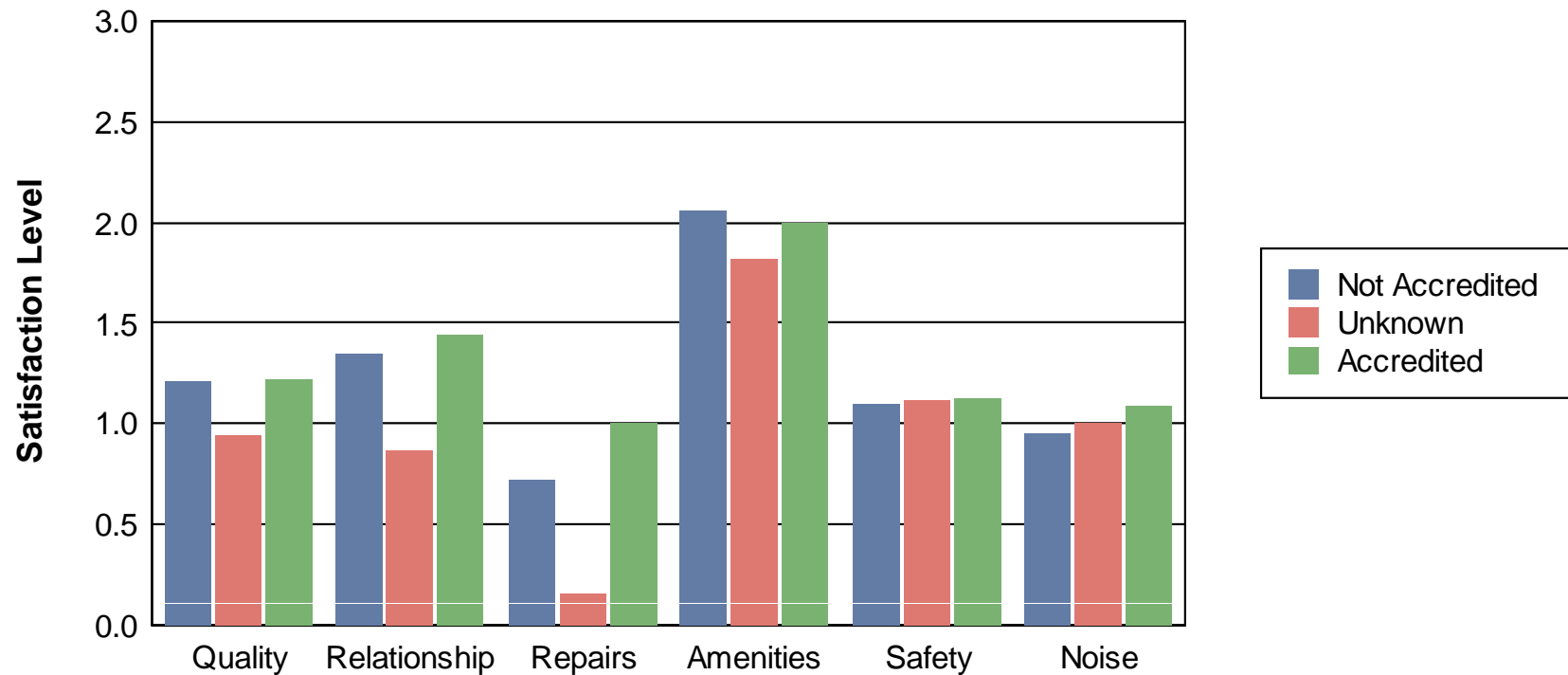


Student Awareness

- 70% unaware of their property's accreditation status.
- 50% of those who had already chosen accommodation for next year (08/09) were unaware of deposit protection schemes.
- More than 12% of students in halls did not know who manages them.
- Despite lack of awareness, 75% confident of full deposit return.

Accreditation in Private Housing

5.2.1 Satisfaction Scores for Private Housing by Accreditation



New For 2008

- Aiming for 15,000 responses from 80 different universities and colleges.
- Investigating trends in student/parental home ownership.
- Monitoring progress on deposit schemes.
- Examining effects of accreditation schemes across all accommodation types.
- Understanding issues affecting particular groups – international, disabled, family.

How To Get Involved

1. Register Interest:

Online: <http://www.studenthousingsurvey.co.uk/SHS/Register.aspx>

Email: tdaplyn@redbrickmediagroup.co.uk

2. We'll send you information & resources.

3. Confirm your participation (online).

4. Email the survey link to your students.

5. Put your feet up and wait for your reports.

"The results of the survey have really helped us to clarify our priorities. Being able to see the analysis in the context of a national survey is indispensable in helping to form policy, direct future project work and encourage improving standards..."

- Roland Shanks, University of London

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