

Imperial College
London

HALLS FEEDBACK REPORT

2019-20

At the end of each year, we send a survey out to our residents to gather their feedback on what they enjoyed and what can be improved. Selected highlights of the results from 2019 are listed here.

number of respondents: 466

HOW WOULD YOU RATE THE FOLLOWING ASPECTS OF LIVING IN YOUR HALL?

0= EXTREMELY POOR 10=EXCELLENT

YOUR BEDROOM

8.99

YOUR BATHROOM

8.47

SECURITY

8.86



The College is introducing the SafeZone app, providing an even more responsive, effective and personalised response to any incidents on campus or in halls



CLEANING SERVICES

8.59

MAINTENANCE

8.19

YOUR KITCHEN

7.28

“More advice should be given around kitchen and food hygiene”



WHAT ARE WE DOING TO IMPROVE THIS?



We'll be introducing a variety of new kitchen posters and fridge stickers that will provide tips and advice on keeping the kitchen clean and hygienic



LAUNDRY SERVICES

5.43



WHAT ARE WE DOING TO IMPROVE THIS?

We will be meeting with Circuit Laundry to ensure prices are held for another year and consistent feedback is actioned. We will also be working with Circuit towards improving the quality of machines in specific halls.



INTERNET PROVISION

8.1

“Areas of certain halls can sometimes have inconsistent WiFi coverage”



WHAT ARE WE DOING TO IMPROVE THIS?

We'll be working with ICT to carry out a signal strength survey across Halls and devise a plan to address inconsistent areas



PLEASE RATE THE SERVICE YOU RECEIVED FROM STAFF WHILST IN HALLS

0= EXTREMELY POOR 10=EXCELLENT

HALL SENIORS

8.1

WARDENING TEAM

8.11

HALL SUPERVISORS

7.99

THE STUDENT HUB

8.16