

**Teesside University Accommodation
Survey Results - June 2025**

The results of our Accommodation Survey 2025 provide an insight into the students' experience of living in student accommodation at Teesside University.

The total number of respondents was 111 out of 912 students who were in-house in student accommodation across the 2024/25 academic year.

Below is an overall summary/analysis of the results.

Teesside University Accommodation Results - June 2025

Question	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied	Comments
How satisfied have you been with your student accommodation for 2024/25?	21.62	54.05	11.71	12.61	1.8	75.67% of residents reported being very satisfied or satisfied with their student accommodation for 2024/25, indicating the accommodation has successfully met residents' expectations. The university will continue to enhance accommodation and welcomes feedback from students on what we could do better in all areas.
How would you describe the cleanliness of your room on arrival and the cleanliness throughout your stay?	26.13	48.65	13.51	7.21	4.5	74.78% of residents reported being very satisfied or satisfied with the cleanliness of their room on arrival and the cleanliness throughout their stay, indicating the university has successfully met residents' cleanliness expectations.
How would you rate the accommodation portal for reporting maintenance or any issues throughout your stay?	27.03	38.74	19.82	14.41	2.7	65.77% of residents reported being very satisfied or satisfied with the accommodation portal for reporting maintenance issues throughout their stay. 19.82% reported being neither satisfied nor dissatisfied. Overall, this indicates the university has met students' expectations. The university is currently working on enhancing the accommodation system for reporting maintenance.
How would you describe the communication from the Accommodation Team?	28.18	48.18	19.09	7.27	1.82	76.36% of residents described the communication from the Accommodation Team as very satisfied or satisfied, indicating the university has successfully met residents' expectations. The university will continue to enhance communication with residents and encourage resident attendance at Focus Groups to provide welcome feedback.
How satisfied are you with the security measures in place?	37.84	41.44	15.32	3.6	1.8	79.28% of residents described the security measures in place as very satisfied or satisfied, indicating the university has successfully met residents' expectations. The university will continue to enhance the security services they provide.
How would you describe the facilities (common rooms, laundry etc.)?	16.22	41.44	26.13	12.61	4.5	57.66% of residents described the facilities as very satisfied or satisfied. 26.13% reported being neither satisfied nor dissatisfied. Overall, this indicates the university has met student expectations. The university continues to enhance the services they provide.

Question	Extremely Clear	Very Clear	Somewhat Clear	Not so Clear	Not at all Clear	Comments
How would you rate the application process?	32.43	49.55	18.02	1.8	0	81.98% of residents rate the application process as extremely clear or very clear, indicating the university has met its expectations.

<i>Question</i>	<i>Very High Quality</i>	<i>High Quality</i>	<i>Neither High nor Low Quality</i>	<i>Low Quality</i>	<i>Very Low Quality</i>	<i>Comments</i>
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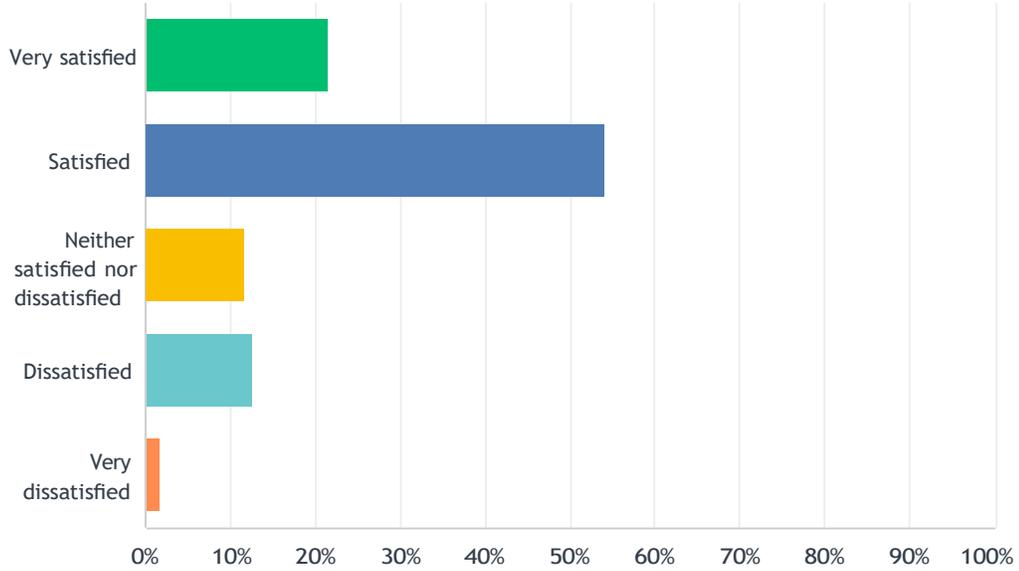
How would you rate the current internet provider (Glide)?	29.73	39.64	18.02	10.81	2.7	69.37% of residents rate the current internet provider as very high and high quality, which indicates the university has met its expectations.
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<i>Question</i>	<i>Very Likely</i>	<i>Likely</i>	<i>Neither likely nor Unlikely</i>	<i>Unlikely</i>	<i>Very Unlikely</i>	<i>Comments</i>
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How likely are you to recommend Teesside University to other students?	28.83	43.24	17.12	9.01	1.8	72.07% of residents are very likely and likely to recommend Teesside University to other students.
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Q1 How satisfied have you been with your student accommodation for 2024/25?

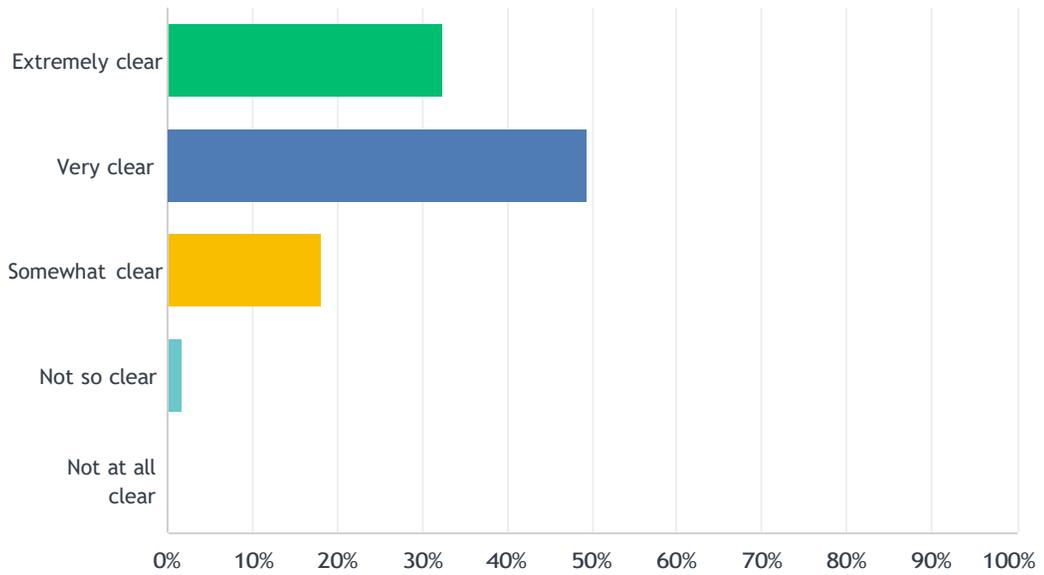
Answered: 111 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	21.62%	24
Satisfied	54.05%	60
Neither satisfied nor dissatisfied	11.71%	13
Dissatisfied	12.61%	14
Very dissatisfied	1.80%	2
Total Respondents: 111		

Q2 How would you rate the application process?

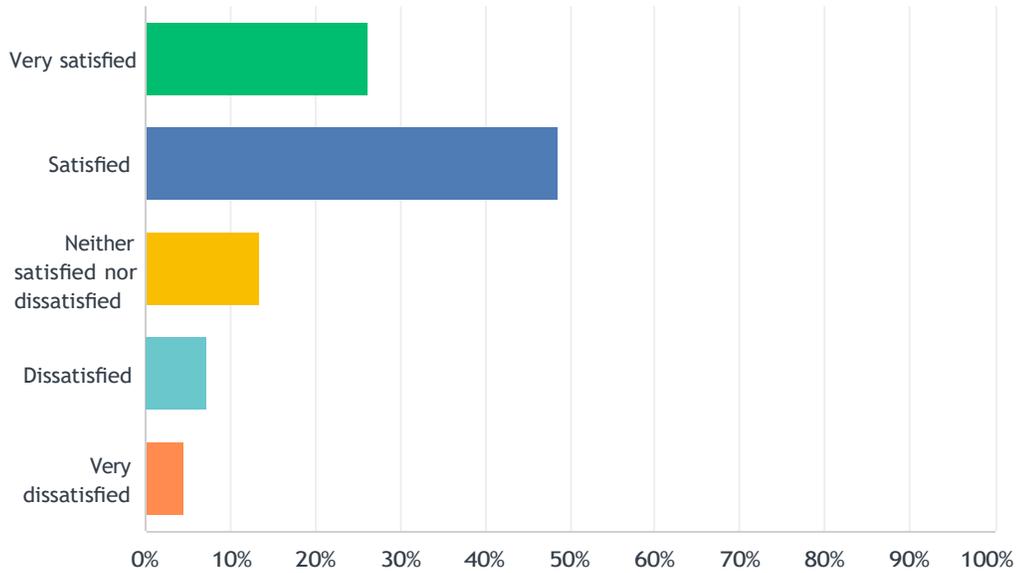
Answered: 111 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely clear	32.43%	36
Very clear	49.55%	55
Somewhat clear	18.02%	20
Not so clear	1.80%	2
Not at all clear	0.00%	0
Total Respondents: 111		

Q3 How would you describe the cleanliness of your room on arrival and the cleanliness throughout your stay?

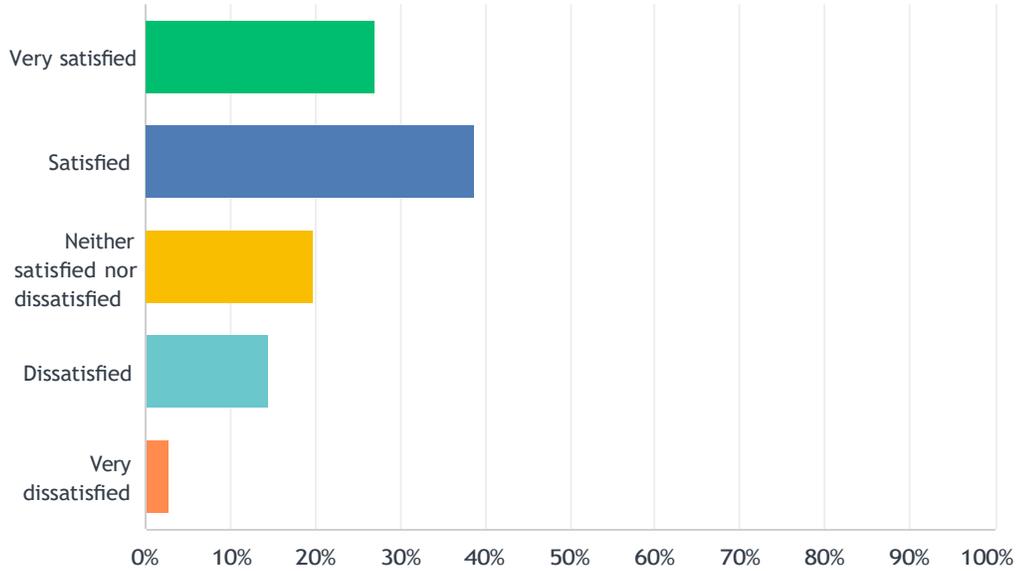
Answered: 111 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	26.13%	29
Satisfied	48.65%	54
Neither satisfied nor dissatisfied	13.51%	15
Dissatisfied	7.21%	8
Very dissatisfied	4.50%	5
Total Respondents: 111		

Q4 How would you rate the accommodation portal for reporting maintenance or any issues throughout your stay?

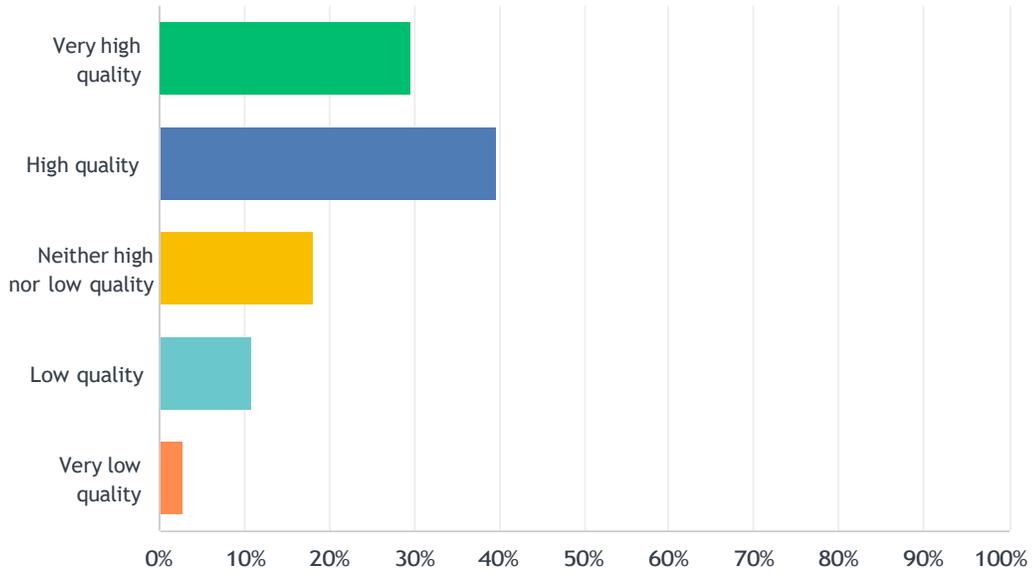
Answered: 111 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	27.03%	30
Satisfied	38.74%	43
Neither satisfied nor dissatisfied	19.82%	22
Dissatisfied	14.41%	16
Very dissatisfied	2.70%	3
Total Respondents: 111		

Q5 How would you rate the current internet provider (Glide)?

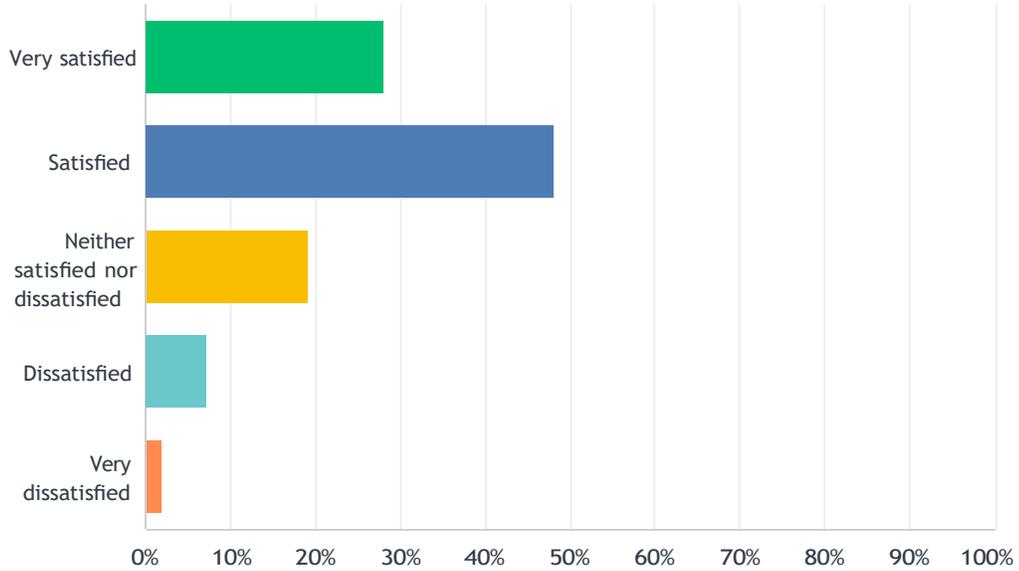
Answered: 111 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very high quality	29.73%	33
High quality	39.64%	44
Neither high nor low quality	18.02%	20
Low quality	10.81%	12
Very low quality	2.70%	3
Total Respondents: 111		

Q6 How would you describe the communication from the Accommodation Team?

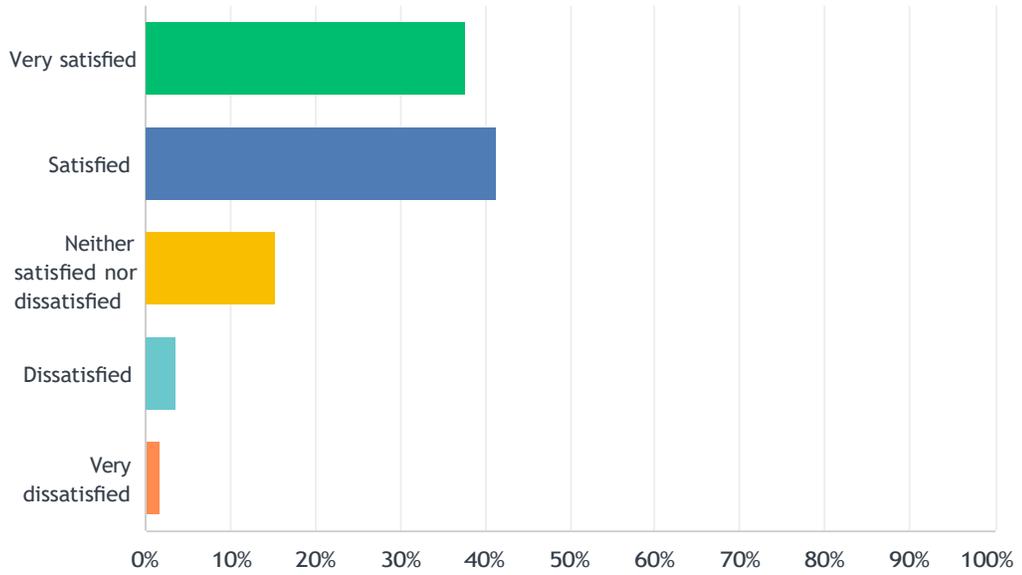
Answered: 110 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very satisfied	28.18%	31
Satisfied	48.18%	53
Neither satisfied nor dissatisfied	19.09%	21
Dissatisfied	7.27%	8
Very dissatisfied	1.82%	2
Total Respondents: 110		

Q7 How satisfied are you with the security measures in place?

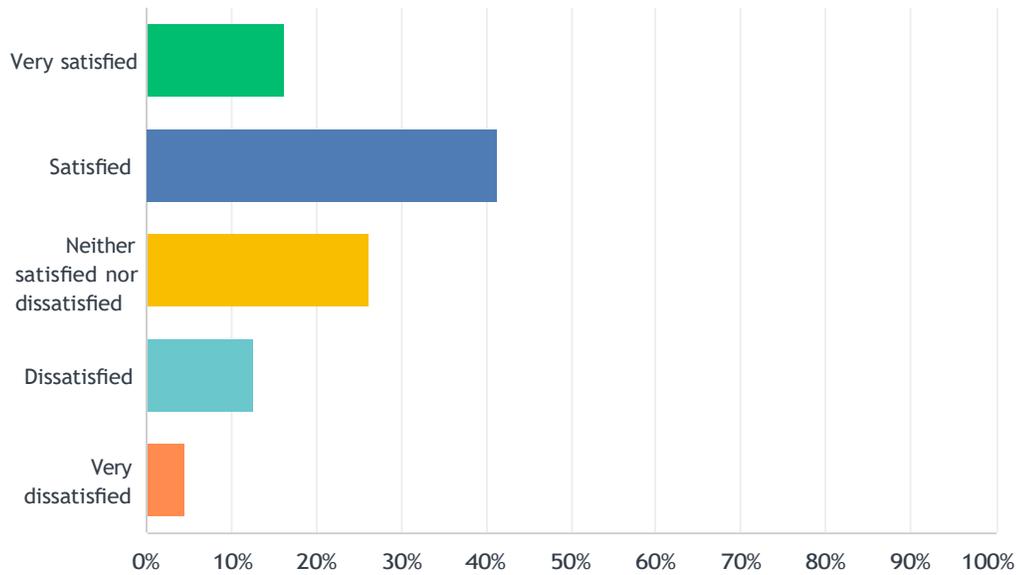
Answered: 111 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	37.84%	42
Satisfied	41.44%	46
Neither satisfied nor dissatisfied	15.32%	17
Dissatisfied	3.60%	4
Very dissatisfied	1.80%	2
Total Respondents: 111		

Q8 How would you describe the facilities (common rooms, laundry etc.)?

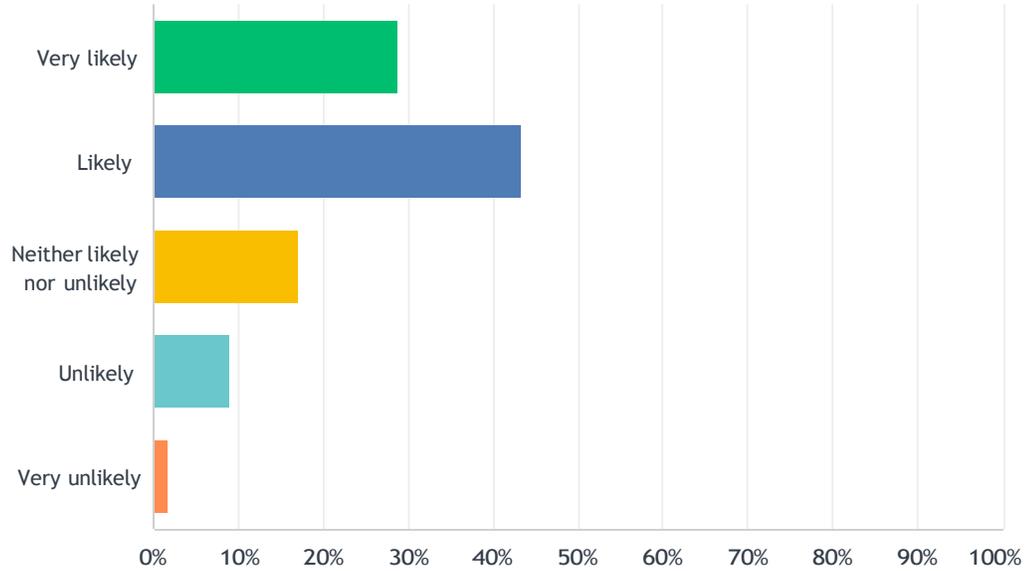
Answered: 111 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	16.22%	18
Satisfied	41.44%	46
Neither satisfied nor dissatisfied	26.13%	29
Dissatisfied	12.61%	14
Very dissatisfied	4.50%	5
Total Respondents: 111		

Q9 How likely are you to recommend Teesside University to other students?

Answered: 111 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very likely	28.83%	32
Likely	43.24%	48
Neither likely nor unlikely	17.12%	19
Unlikely	9.01%	10
Very unlikely	1.80%	2
Total Respondents: 111		