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**1. Introduction**

Talybont South is one of the university residences available to Cardiff University students. As the largest Cardiff University student housing, it currently accommodates 1252 students. It is located at a close range to many of the university’s buildings, including Cardiff University’s main building, which is within 1 mile of Talybont South. There are a variety of facilities near the accommodation such as supermarkets (Tesco), a sports center, and fast food restaurants. All the rooms in this residence are en suite. The kitchen and dining areas are shared between 4-8 students. The price for a standard residential stay in one of the undergraduate houses from September to June is 4192.37 pounds. The postgraduate housing, which is a full year’s stay is 5553.73 pounds (Cardiff University [no date]).

**1.2 Aims/objectives**

The purpose of this report is to determine the satisfaction rates of undergraduate and postgraduate students at Cardiff University’s Talybont South accommodation. In addition, this report will be conducting the advantages and the disadvantages of the residence, and provide some statistics and graphs to determine and measure the satisfaction of undergraduate and postgraduate students.

**1.3 Hypothesis**

“Undergraduate students at Cardiff University are more satisfied with Talybont South accommodation than postgraduate students”.

**1.4 Methodology**

This report will look into the reasons behind satisfaction rates of the students towards the accommodation by analysing answers from a survey (appendix 1) that are related to the facilities, distance, and cost. Students were selected on an arbitrary basis in order to answer the survey regarding satisfaction at Talybont South accommodation. Twenty students were asked to answer the questionnaire; half were undergraduate students while the other half were postgraduate. This method gave an insight into how pleased students were with their overall experience at Talybont South.

**2. Findings**

**Figure 2.1 Which was the strongest factor that encouraged you to live in Talybont South?**

**\****The numbers on the tables represents how many students rated Talybont South services.*

**Figure 2.1.1 (Postgraduate Students)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Level Of Quality** | **Distance** | **Facilities** | **Price** |
| **Poor** | 0 | 0 | 2 |
| **Fair** | 3 | 1 | 6 |
| **Neutral** | 1 | 4 | 4 |
| **Very Good** | 5 | 5 | 0 |
| **Excellent** | 2 | 1 | 1 |

Figure 1.1 above, shows the distance was rated as fairly strong factor in postgraduates’ decision to move to Talybont South. Facilities were given a high rating whilst the price was a neutral factor.

**Figure 2.1.2 (Undergraduate Students)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Level Of Quality** | **Distance** | **Facilities** | **Price** |
| **Poor** | 0 | 0 | 2 |
| **Fair** | 2 | 1 | 6 |
| **Neutral** | 4 | 2 | 4 |
| **Very Good** | 2 | 5 | 0 |
| **Excellent** | 1 | 0 | 1 |

Figure 1.2 displays that for undergraduates it was neither strong nor weak for the majority. Facilities received very good ratings by the respondents, and the price was considered fair.

**Figure 2.2 What do you think the greatest advantage of living in Talybont South is?**

The most common answers for this question were the location and the gym. Other benefits that were mentioned were the atmosphere, price, and facilities. Similarly, the most common undergraduate response was location as well. The atmosphere, price, facilities, and integration with other nationalities were also given as advantages.

**Figure 2.3 Please provide a list of the issues you have come across living in Talybont South.**

Many postgraduate and undergraduate students listed insects as an issue they have come across living at Talybont South. Postgraduates further listed the noise, mobile signal, and cost. Undergraduate students, who were surveyed, listed that mold and an inadequate amount of room space.

**Figure 2.4 Do you agree that the kitchen facilities need to be improved?**

Figure 4 demonstrates the majority of postgraduate students’ disagreement with the statement. Undergraduate students were split evenly between agreement and disagreement.

**Figure 2.5 Do you find the nightlife surrounding the accommodation distracting or detrimental to your studies?**

The bar graph illustrates the majority of both undergraduate and postgraduate students disagreed when asked whether the nightlife was distracting to their studies. However, postgraduates disagreed slightly less than undergraduates.

**Figure 2.6 Have you found the distance from the City Centre inconvenient?**

Figure 6 shows that half of the surveyed undergraduate students found the distance from the City Centre inconvenient, while the other half did not. The majority of postgraduate students did not find it inconvenient.

|  |  |  |
| --- | --- | --- |
| **Figure 2.7 Do you think the laundry facilities are enough to suit everyone's needs?** |  |  |
|  |  |  |
| **Student's Academic Level** | **Agree** | **Disagree** |
| **Postgraduate** | 8 | 2 |
| **Undergraduate** | 6 | 4 |
| **Total** | 14 | 6 |

According to Figure 7, a large amount of the postgraduate respondent’s found that the laundry facilities were efficient enough to cater all residences’ needs, while 4 out of 10 undergraduate students disagree with that statement.

**Figure 2.8 What do you think of the internet connection at Talybont South?**

**Figure 2.8.1**

The pie chart above, 50% of the surveyed postgraduate students felt the internet connection at Talybont South was neutral. 20% of students replied that the connection was “poor”.

**Figure 2.8.2**

According to Figure 8.1, 60% of undergraduate students felt neutral about the internet connection at Talybont South. A small percentage (10%) of the respondents rated the connection as “terrible”.

**Figure 2.9 On a scale of 1-, with 5 being the strongest 5 how would you rate the network signal for your mobile phone at Talybont South?**

The graph above demonstrates, a significant amount of postgraduate rated the mobile signal as fair, while undergraduate students’ answers varied from very good to poor. None of the respondents chose the “excellent” option.

**Figure 2.10 Please rate your overall experience so far at Talybont South from 1-5 (1=least satisfaction, 5=most satisfaction)**

The bar graph demonstrates, a significant amount of students, both postgraduate and undergraduate, rated their overall experience at Talybont South as satisfactory.

**3. Discussion**

The purpose of this study was to analyse the satisfaction rates of postgraduate and undergraduate students at Cardiff University’s Talybont South accommodation. In terms of the greatest benefit students found living in this particular student housing, the information that was collected from the students who live in Talybont South shows that undergraduate students are slightly more satisfied than postgraduate students. Figure 2.2 indicates that both groups were in general agreement that location was the aforementioned most advantageous factor. Figure 2.6 could be related to this point, as it was aimed at discovering students’ thoughts on the distance from the accommodation to the City Center. Half of the undergraduate students believed the distance was inconvenient, whilst most postgraduate students did not feel it was problematic. This could be attributed to the fact that undergraduate students tend to have more leisure time which they may like to spend in town. Therefore, postgraduate students could be busier than undergraduate with essential coursework, and this could be a potential reason why the City Center’s setting may not be of great interest to them. Furthermore, Figure 2.5 illustrates that postgraduate agree slightly more than undergraduate students that the accommodation’s nightlife cause distractions which supports the potential reason of postgraduate students being more focused on studies.

Figure 2.10 assessed the overall satisfaction of both surveyed groups, and it found that the majority of postgraduate students were unsure of the answer, whilst most undergraduate students opted for the “satisfied” option. This may have a relation to the price difference between accommodations; undergraduate students could feel that they are getting their money’s worth in terms of facilities, and postgraduate students possibly feel they are paying too much for what they receive.

The findings for the rest of the figures are slightly similar and that could be due to the type of questions that are not very accurate to help this report to analyse the satisfaction of the students who live in Talybont South. This study proved that undergraduate students are slightly more satisfied than postgraduate students. However, the questions that were tested had a limited range that covers only the facilities, price, distance, and the pros and cons of the accommodation.

**4. Conclusion**

To conclude this report, the aforementioned hypothesis was proven, however not completely. The respondents’ answers were slightly similar for most questions; however some parts of the survey indicated that undergraduate students were marginally more satisfied. This may be due to the less expensive price that undergraduates pay for accommodation. Should this study be carried out again, it is recommended that a larger group of students be surveyed for a more accurate analysis of results. Lastly, several of the questions may be altered to be simpler and more relatable in order for the research to be more efficient.

**Reference List:-**

Cardiff University. [no date]. *Talybont South Accommodation* [Online]. Available at: <http://www.cardiff.ac.uk/for/prospective/accommodation/residences/talybont-south.html> [Accessed: 6 December 2015].

**Appendices:**

**Appendix 1 – EAP Report**

**Talybont South Satisfaction Survey**

* Are you an undergraduate or postgraduate student?
* Undergraduate
* Postgraduate

1. From the following list, which was the strongest factor that encouraged you to live in Talybont South? (On a scale of 1-5, 1 being the weakest, 5 being the strongest)

\_\_\_Distance \_\_\_\_Facilities \_\_\_\_Price

\_\_\_\_Other (please mention): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. What do you think the greatest advantage of living in Talybont South is?
2. Please provide a list of the issues you have come across living in Talybont South:
3. Do you agree that the facilities in Talybont South flats such as the kitchen equipment (oven, microwave, refrigerator) need to be improved?

* Agree
* Disagree

1. Do you find the nightlife surrounding the accommodation distracting or detrimental to your studies?

* Yes
* No

1. Have you found the distance from the City Centre inconvenient?

* Yes
* No

1. Do you think the laundry facilities are enough to suit everyone’s needs?

* Yes
* No

1. What do you think of the internet connection at Talybont South?

* Excellent
* Good
* Okay
* Bad
* Terrible

1. On scale of 1-5, with 5 being the strongest, how would you rate the network signal for your mobile phone at Talybont South?

\_\_\_\_\_\_\_

1. Please rate your overall experience so far at Talybont South from 1-5(1=least satisfaction, 5= greatest satisfaction):

\_\_\_\_\_\_\_

Thank You