**1 Introduction**

Talybont South is one of the university residences available to Cardiff University 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 (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. The investigation was held at Talybont South, and the information was gathered through a detailed questionnaire. Twenty students were asked to answer the questionnaire, half were undergraduate students while the other half were postgraduate. This method gave us an insight into how pleased students were with their overall experience at Talybont South. In addition, the questions were created to collect information related to aspects such as facilities, distance, cost, and the general atmosphere.

**2 Findings**

**Figure 1. Which was the strongest factor that encouraged you to live in Talybont South?**

**\*The numbers represents the number of students who rated Talybont South services.**

**Figure 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 1.2 (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 2.**

**Summary**

**Figure 3**

**Summary**

**Figure 4. Do you agree that the kitchen facilities need to be improved?**

**Figure 5. Do you find the nightlife surrounding the accommodation distracting or detrimental to your studies?**

**Figure 6. Have you found the distance from the City Centre inconvenient?**

|  |  |  |
| --- | --- | --- |
| **Figure 7. Do you think the laundry facilities are enough to everyone's needs?** |  |  |
|  |  |  |
| **Student's Academic Level** | **Agree** | **Disagree** |
| **Postgraduate** | 8 | 2 |
| **Undergraduate** | 6 | 4 |
| **Total** | 14 | 6 |

**Figure 8. What do you think of the internet connection at Talybont South?** **(Undergraduate)**

**Figure 8.1**

**Figure 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?**

**Figure 10. Please rate your overall experience so far at Talybont South from 1-5 (1=least satisfaction, 5=most satisfaction)**