**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 undergradate 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. 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 |

As shown in Figure 1.1 above, distance was rated as fairly strong factor in postgraduates’ decision to move to Talybont South, whist Figure 1.2 displays that for undergraduates it was neither strong nor weak for the majority. The facilities were rated highly by both groups and the price was considered as a neutral factor by both as well.

**Figure 2**

The most common answers on the greatest advantage of living at Talybont South between postgraduate students 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 3**

A large amount of 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. Undergraduates who were surveyed listed mold and an inadequate amount of room space.

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

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

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

As illustrated in the bar graph, the majority of both undergraduate and postgraduate students disagreed when asked whether the nightlife was distracting to their studies.

**Figure 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 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 |

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

As shown in 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 8.1**

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 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?**

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

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