



Report 2020

/Campus Facilities Report

NTUSU
**Information and
Research Committee**

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/Study Spaces

/Sports Facilities

/Storage Spaces

/Hall

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Executive Summary

During Academic Year 19/20 in June 2020, a total of 633 students participated in the online Campus Facilities Survey published by NTUSU's Information and Research Committee from 19 June to 30 June 2020. The survey sought to obtain students' opinions regarding Campus Facilities - specifically in the areas of **Study Spaces, Sports Facilities and Storage Spaces**. This was to find out which aspects regarding NTU's present facilities can be improved, to improve the overall study and living experience of students in NTU.

For **Study Spaces**, the survey assessed students' overall satisfaction toward the quantity and quality of study spaces, their most frequented study areas, characteristics of study spaces they prefer, and aspects in which they felt NTU study spaces should be improved. The most frequently used study spaces within NTU are the School Libraries, The Arc, Benches around one's school and The Hive. Most students were moderately satisfied with the quantity and quality of NTU study spaces, as well as the number of 24-hour study facilities available.

For **Sports Facilities**, which excludes hall facilities, students were asked for their frequency of usage of NTU facilities, problems they faced and other sports facilities they wish to see offered. The majority of students do not use NTU sports facilities frequently (excludes hall gyms or facilities), and some common reasons are that students do not play sports often, they prefer external sports facilities or NTU facilities are too inconvenient to access.

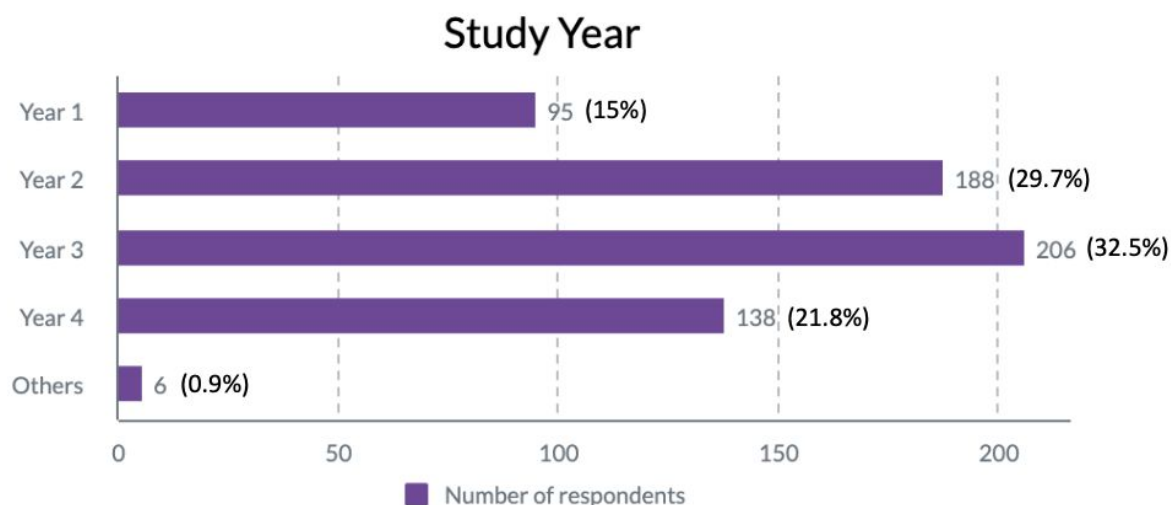
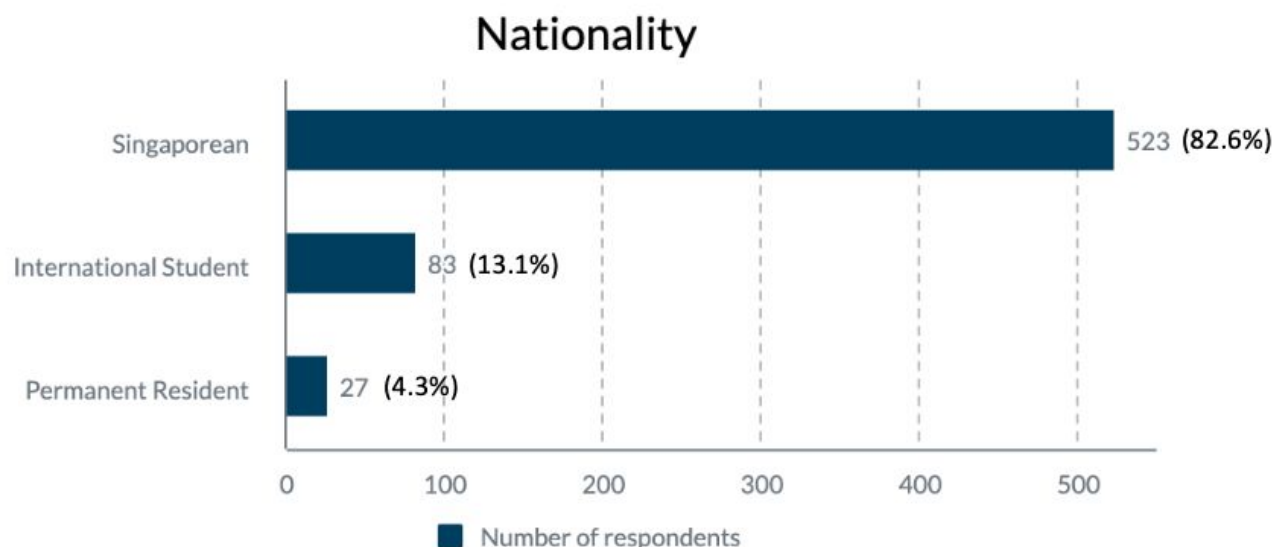
Amongst the students who use sports facilities frequently ("frequently" is defined inside this report), the 8-lane 400m running track and multipurpose sports hall are most often used. Respondents are generally quite satisfied with NTU's sports facilities. Some problems faced by students are regarding the lack of available slots for facilities, lack of gyms in NTU and opening hours being too short. Students would like to have more gyms on campus, more sports courts of different varieties, greater accessibility to sports facilities and improvements to the current booking system.

The section on **Storage Spaces** focused on finding out from leaders of NTU clubs and societies regarding their satisfaction and feedback on whether these spaces are sufficient. Slightly more than half of the leaders of clubs/societies surveyed were satisfied with the size of their storage spaces, whilst the other half felt that storage space was insufficient for their needs.

Finally, the **Hall Facilities** section assessed the various aspects of hall which hall residents were not satisfied with, in terms of study spaces (eg. reading rooms), sports facilities (eg. gyms, multipurpose hall, tennis courts), shared spaces (eg. lounge, pantry), and safety and maintenance. Respondents staying in hall think that there should be more shared facilities or that existing ones have longer opening hours, as well as more gyms and study facilities. Cleanliness is also an issue, in various hall spaces such as the pantries, reading rooms and lounges.

Demographics

Of the 633 respondents of the Campus Facilities survey, all were NTU students and none were exchange students. The large majority of respondents were Singaporeans, at about 83% and the rest were International Students (13%) and Permanent Residents (4%). Across study years, Year 3s formed the largest group at about a third of respondents, followed by Year 2s at about 30%. Year 4s formed about a fifth of the respondents and Year 1s the remaining 15%. The detailed numbers are in the graphs below.

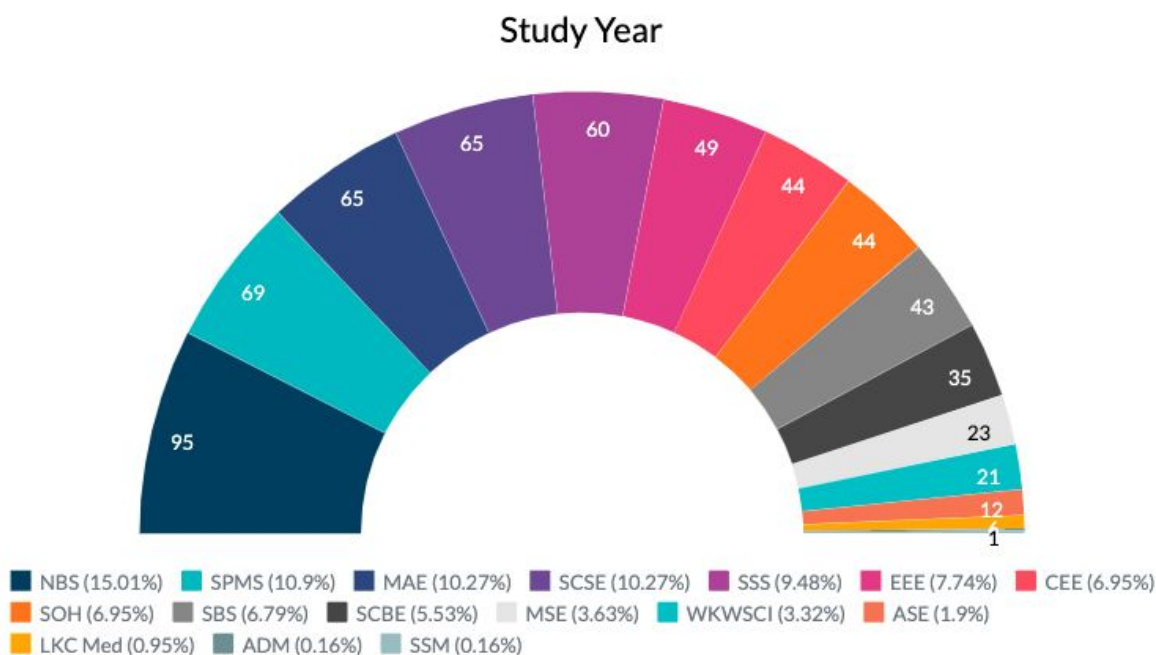


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The top five faculties whereby respondents were from include NBS (15%), SPMS (10.9%), MAE (10.3%), SCSE (10.3%), and SSS (9.5%). Further details on the breakdown of the 633 respondents by faculty are in the graph below.



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SECTION 1: OVERALL SATISFACTION TOWARD NTU STUDY SPACES

This section is addressed by the following questions:

Q1. Where do you study most often?

Q2. Why do you prefer studying at places other than NTU study spaces?

Q3. Within NTU, which study spaces do you frequent the most?

Q4. How satisfied are you with the current number of study places in NTU?

Q5. How satisfied are you with the quality of study spaces in NTU?

Q9. How satisfied are you with the number of 24-hour studying facilities in NTU currently?

Rationale

Q1 Was asked to find out the general locations most used by students when studying, within and outside of NTU.

Q2 To understand the factors that make study areas outside of NTU more conducive or preferred.

Q3 To find out more specifically the most frequented study spaces within NTU.

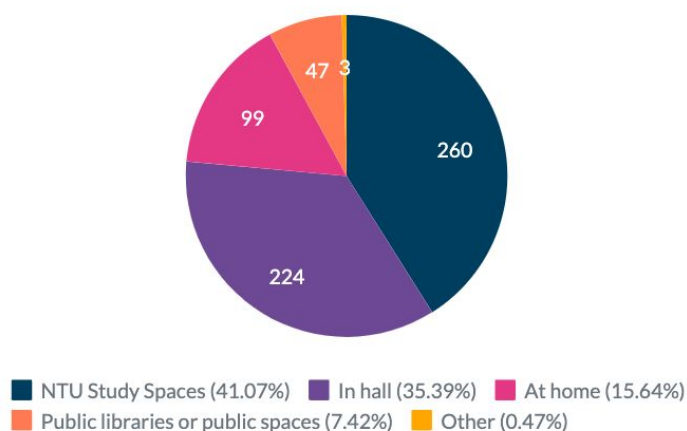
Q4 To assess the overall satisfaction regarding the quantity of study spaces available on campus.

Q5 To assess the overall satisfaction regarding the quality of study spaces available on campus.

Q9 To assess the overall satisfaction regarding the number of 24-hour study spaces available on campus.

Q1.

Where do you study most often?



The largest group of respondents study at NTU study spaces most frequently with about 42% doing so, **followed by hall** at about a third (35%). A smaller proportion study at home (16%) or at public libraries or spaces (7.5%) most often.

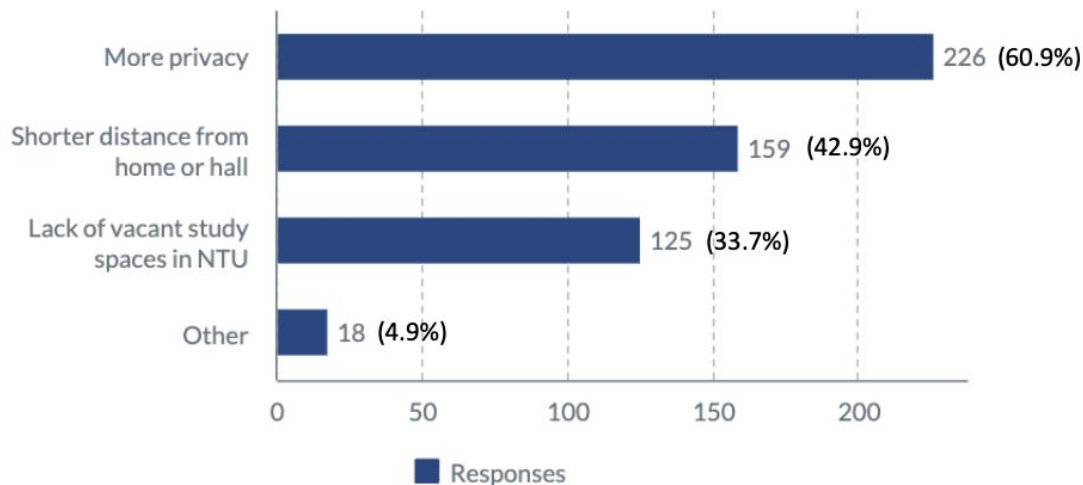
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Q2. (multiple selection)

Why do you prefer studying at places other than NTU study spaces?



Of the 371 students who did not study at NTU study spaces most often, the **most commonly cited reason for students was greater privacy (61%) at other study areas**. This is followed by a **shorter distance from home or hall**, with about two in five respondents choosing this reason (43%). Lastly, about a third of respondents cited that the lack of vacant study spaces in NTU was also a reason for not studying within NTU (excludes hall).

Some responses by the 18 who selected the “Others” option include: “Do not need to bring along study materials”, “Study spaces too cold”, “More access to snacks and entertainment for breaks” and “Convenience”.

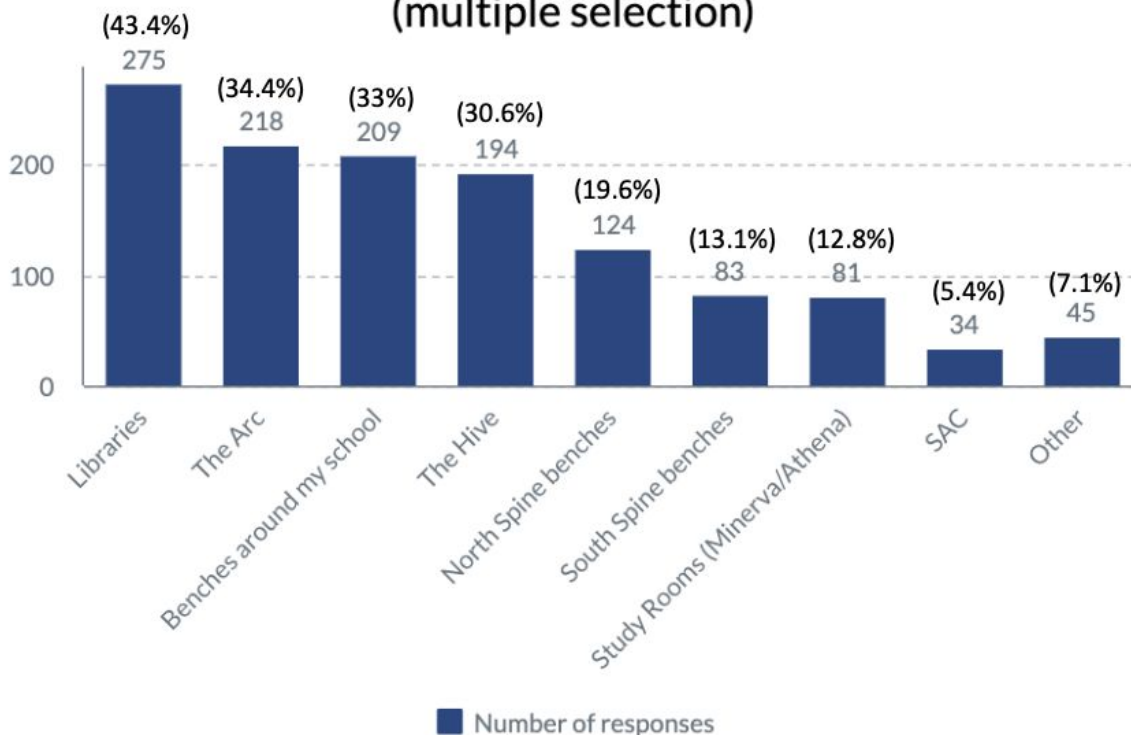
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Q3.

Within NTU, which study spaces do you frequent the most? (multiple selection)



The study spaces that respondents **frequent the most are the school libraries (in general) at 43%**. About a third of respondents most often study at The Arc (34%), Benches around their own school (33%), followed by The Hive (31%).

Other areas include North Spine benches (20%) and South Spine benches (13%), the Minerva and Athena Study Rooms (13%) and lastly the Student Activities Center (SAC) (5%).

For students who selected “Others” as their most frequented study space, the following are their open ended responses. Hall facilities were intentionally excluded for this section, as more hall-specific questions would be asked in the hall section of the survey.

Hall school
lounge lab
Tutorial SPMS NBS
SBS Metis computer HSS
Starbucks REP Coffee FAL

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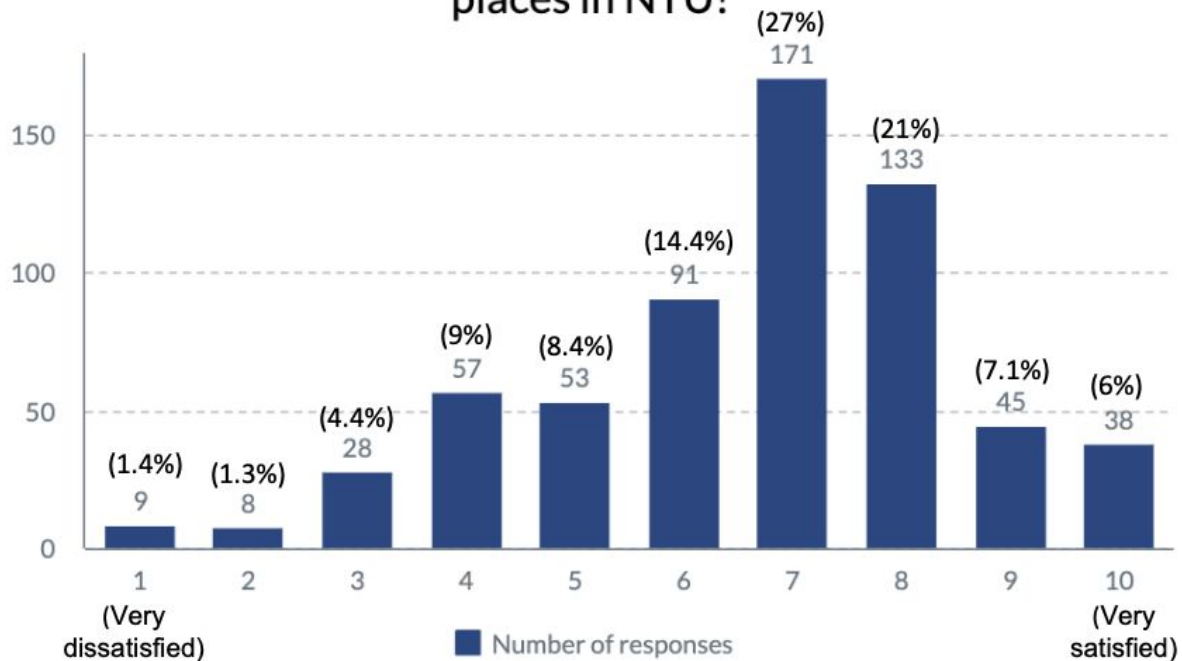
Of the 45 respondents that selected “others”, “Hall” was the most frequently used study space, “labs” including examples like computer labs, and “Metis” Reading Room. The full list of responses is below.

SPMS
Starbucks
METIS
REP ROOM
FAL
in my school
Scse lounge
NBS FAL
MAS computer lab
RSIS Study Area
Metis
Metis
Tutorial Rooms
Metis
Hall
The area outside the SPMS Yr 2 Lab
REP room
School Lounge
The benches in my faculty
Metis (North Spine)
Nbs FAL

HSS computer lab
SBS study lounges/it hub
My school's lounge
Coffee Bean
coffee bean
SPMS Tutorial Rooms
NBS Free Access Labs
PSP Lounge
SBS Study Rooms
hall study room
FAL
North Spine Tutorial Rooms
SBS study room
Hall Function Room
Hall
Global loungeSBS atrium (no benchesonly
couches)
REP Room
Hall study room
Hall room
SoH seminar rooms/computer lab
HSS Study Room
School Computer Labs

Q4.

How satisfied are you with the current number of study places in NTU?

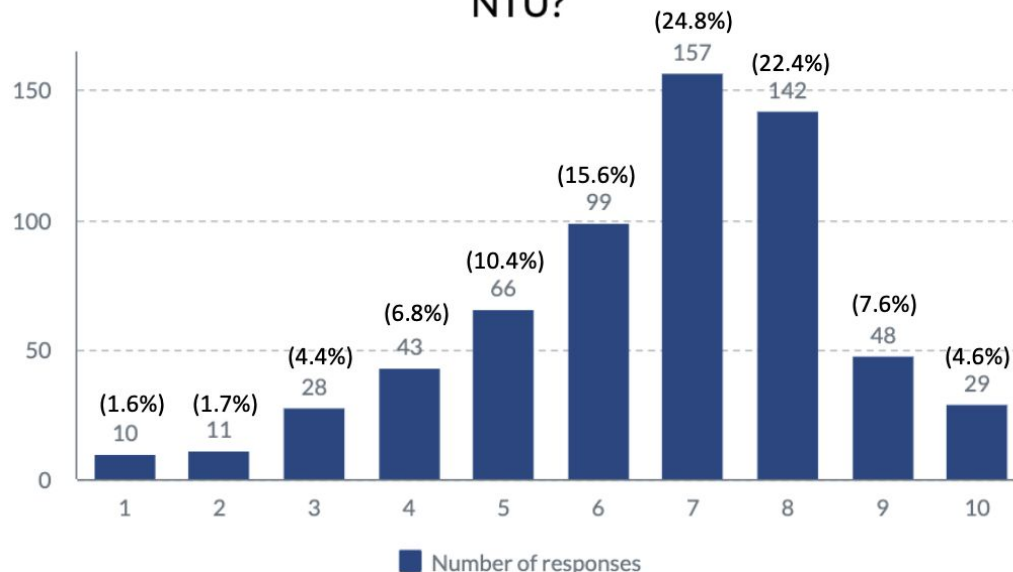


The average satisfaction level toward the number of study spaces is 6.6 out of a scale of 10, 1 being very dissatisfied and 10 being very satisfied. The largest number of students were moderately satisfied with the quantity of study spaces, selecting a rating of 7 (27%) and 8 (21%) out of 10.

Three quarters of respondents were satisfied with the quantity of study spaces, with 75.5% of them indicating a rating of 6 or greater. The remaining 24.5% of respondents were dissatisfied with the quantity of study spaces in NTU.

Q5.

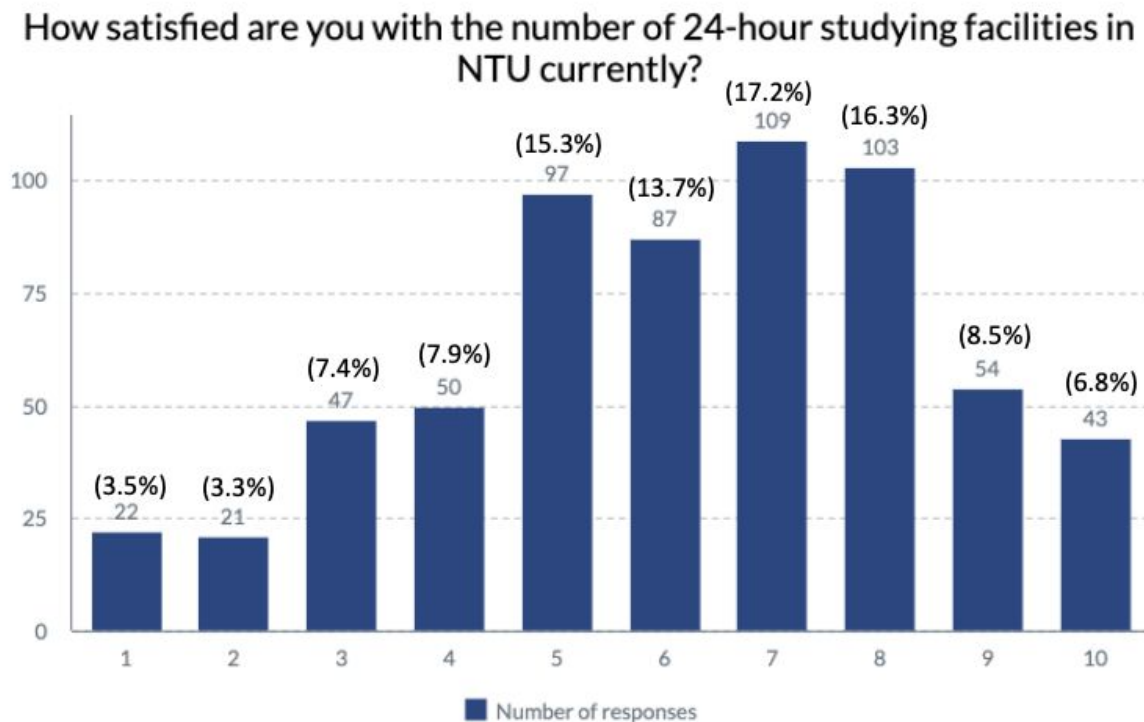
How satisfied are you with the quality of study spaces in NTU?



The **average satisfaction level toward the quality of study spaces is 6.6 out of 10**, 1 being very dissatisfied and 10 being very satisfied. The largest number of students selected a rating of 7 (25%) and 8 (22.4%) out of 10.

Three quarters of respondents were satisfied with the quality of study spaces, with 75% of them indicating a rating of 6 or greater. The **remaining 25% of respondents were dissatisfied** with the quality of study spaces in NTU.

Q9. How satisfied are you with the **number of 24-hour studying facilities** in NTU currently?
eg. Library Outpost at The Hive.



Regarding the number of 24-hour study facilities on campus, **the average satisfaction rating is 6.2 out of 10**. 1 is very dissatisfied and 10 is very satisfied.

The **majority of students are satisfied (62.5%)**, giving a rating of 6 or above. Of this group, most gave a score of 6 to 8 indicating moderate satisfaction regarding the quantity of such round the clock study facilities available. The **remaining 37.5% of respondents were dissatisfied**, with **about half of these students (15.3%) giving a rating of slightly dissatisfied at 5 out of 10**.

SECTION 2: FEEDBACK REGARDING FACILITIES AT STUDY SPACES

This section is addressed by the following questions:

Q6. What do you look out for when choosing a study space?

Q7. Which study space(s) do you think should be improved?

Q8. How do you think the quality of study spaces can be improved? Indicate the location of study space in your answer.

Q10. Do you have any other feedback or suggestions on improving NTU's study spaces?

Rationale

Q6 To find out what are the various factors and facilities students consider when selecting a space to study at.

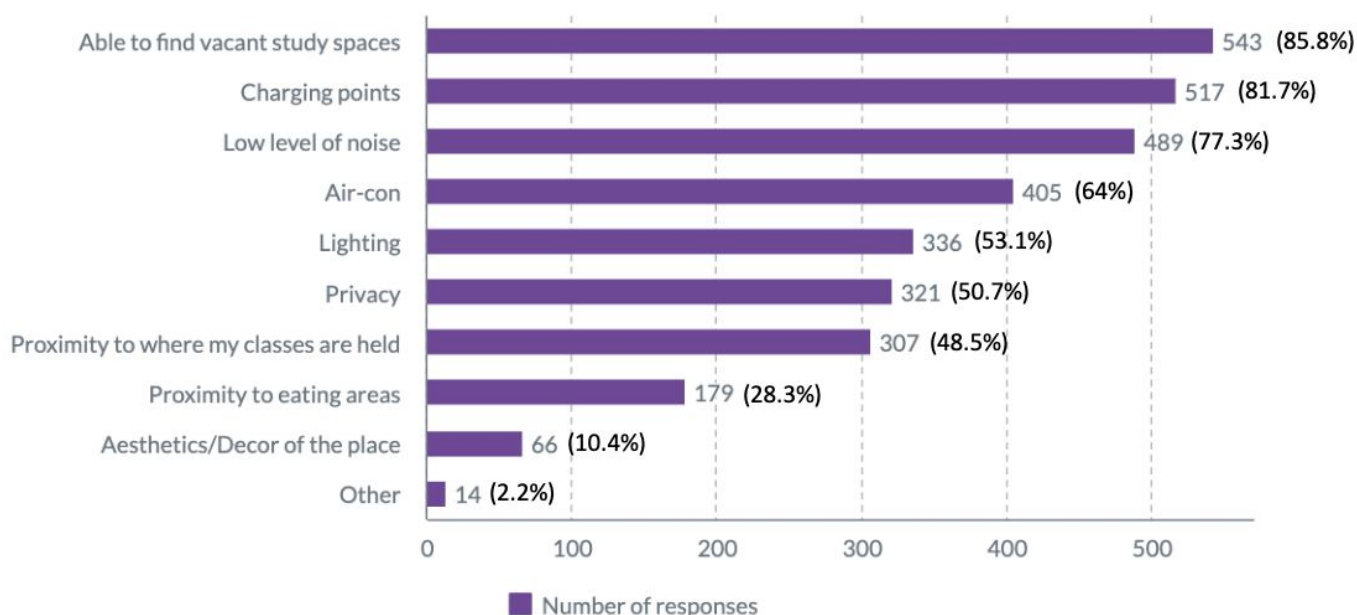
Q7 To understand which study areas in particular students are not satisfied with.

Q8 To understand the specific aspects of particular study areas which can be improved.

Q10 To gather any other general feedback on study facilities on campus.

Q6.

What do you look out for when choosing a study space? (multiple selection)



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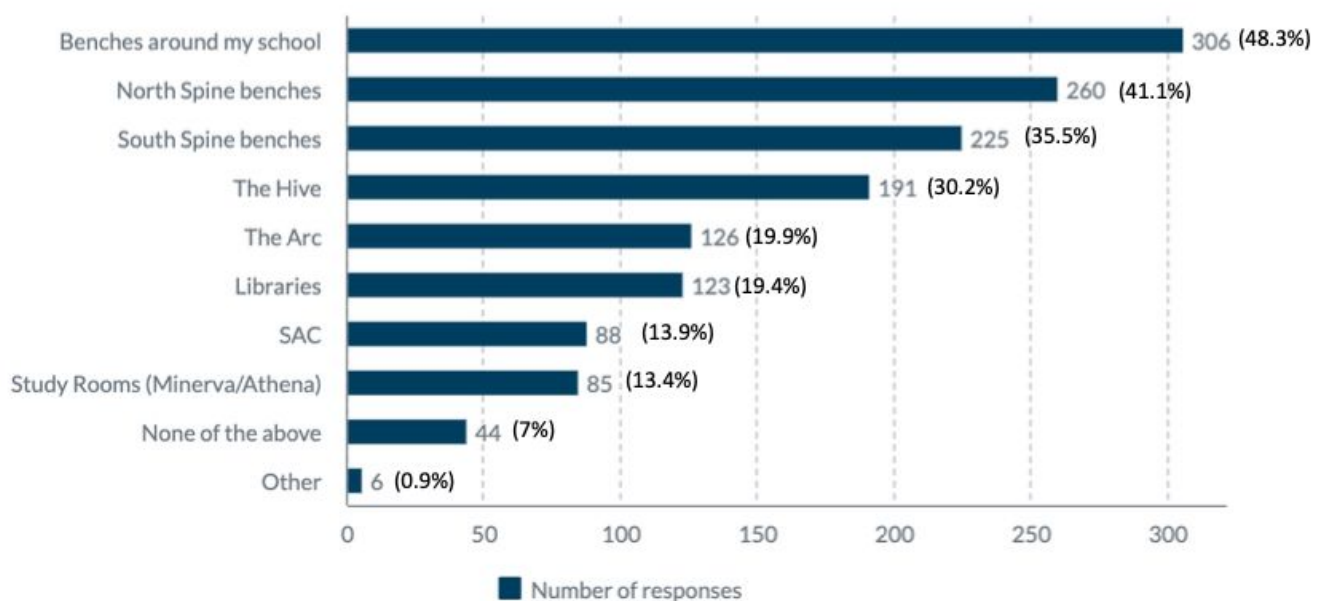
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Of all 633 respondents, the **most common factors** that students consider when choosing a study space are whether there are **vacant spaces available (86%)**, followed by the **presence of charging points for their devices (82%)**, and a **low level of noise at the area (77%)**.

Other significant factors that about half or more of students selected are air-conditioning (64%), good lighting (53%), privacy (51%) and proximity to where their classes are held (49%).

Q7.

Which study space(s) do you think should be improved? (multiple selection)



The most commonly cited study spaces which respondents felt should be improved, are the benches around their school (48%), North Spine benches (41%), South Spine benches (36%), and about a third selected The Hive (30%).

About a fifth or less of students chose The Arc (20%), school Libraries (19%), SAC (14%) and the Minerva/Athena Study Rooms (13%) as places which they think need improvement.

Q8. How do you think the **quality** of study spaces can be improved? Please indicate the location of study space in your answer.

- Description: This can be about any facilities, lack of equipment, uncomfortable chairs, dim lighting at The Hive, etc.



Hive:

- 'Charging points at places (Hive) are broken, not enough tables and chairs.'
- 'Dim lighting at the Hive, lack of charging points at some benches, dirty outdoor benches'
- 'Most of the time the aircons are too cold and made us uncomfortable.'
- 'The quality of the study space, the Hive in particular can be improved by possibly having more rooms which are readily available for use by the students. There could be some form of information provided to let students know if the empty classrooms are booked for classes to avoid unnecessary movement which happens now due to lack of information about who will be using the classroom.'

Arc:

- 'The Arc- sometimes aircon isnt working, lighting too dim'
- 'Rooms in The Arc tend to be locked or air-conditioning is turned off - could the card scanning system be linked to door lock and air-con?'
- 'Lack of space in the classrooms in The Arc'

Benches:

- 'Many of the fans nearby the benches along North and South Spine don't work properly.'
- 'Uncomfortable benches with no back rest can be quite painful if studying over a long period of time'
- 'Change shaky tables and benches and fix charging points that don't work.'
- 'There should be more fans around, it's way too hot otherwise. The benches could also be more comfortable. Also there should be more power outlets.'

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Libraries:

- 'Lee Wee Nam Library has little charging spots despite having a large number of seats.'
- 'I would appreciate libraries to have more charging points and comfortable chairs (eg. Wooden chair at the quiet zone in Business Library also makes my lower back hurts after a long study period).'
- 'Bigger tables in LWN library, the partitions make the tables too small to fit both a laptop and notes'

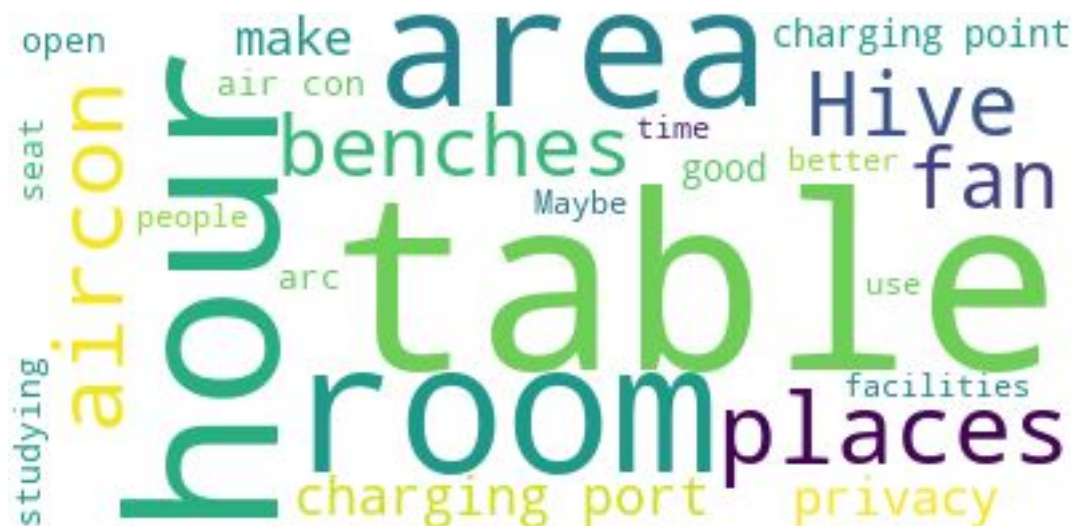
SAC:

- 'More seats/desks in SAC'
- 'Can have study rooms within SAC.'
- 'SAC currently is too noisy to be productive'
- 'Larger tables at SAC to be able to spread out more'

Study Rooms (Athena/Minerva):

- 'Privacy (noise level) and security of valuables at study rooms minerva.'
- 'More areas with power points. the chair in athena are very stiff'
- 'Minerva and Athena have lots of non-functional power sockets. I had to try a few tables before I was able to find a working one.'
- 'Weird and musty smell in Minerva/Athena, recommend to vacuum floor/clean the aircon/repaint the walls.'

Q10. Do you have any other feedback or suggestions on improving NTU's study spaces?



Tables:

- 'More tables with charging sockets'
- 'Cleaner tables (disallow students from having meals on these tables) , better fans , better lighting'
- 'Some kind of crowd control during peak periods for study tables/facilities so that there's less disappointment when students are unable to find spaces to study'

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Benches:

- 'Lighting at benches after evening is inadequate.'*
- 'Some benches are left dirty by students who don't clear up after they are done using them. Could paste a reminder for people to clear their own trash.'*
- 'Need more fans around places that have benches'*
- 'Study spaces should be well sheltered from the rain and if possible in an enclosed space where noise is minimal. It would be good to have more comfortable seats especially the benches near south and north spines.'*

Miscellaneous:

- 'More 24-hour study spaces especially near and during exam week'*
- 'Allow for the use of vacant tutorial rooms and ability to turn on the aircon for students. Increase charging ports along benches at north spine (similar to the benches allow car park at south spine).'*
- 'more privacy pods and 24/7 study spaces with aircon'*
- '24 hour proclaimed but Hive aircon shuts off after 12 midnight.'*

SECTION 3: SPORTS FACILITIES

This section is addressed by the following questions:

Q11. How frequently do you use sports facilities in NTU? (excluding hall gyms and facilities)

Q12. Which non-hall sporting facilities do you use most often?

Q13. How satisfied are you with the current number of sports facilities in NTU?

Q14. Why do you not frequently use sports facilities in NTU?

Q15. Excluding hall sports facilities, have you faced any problems with regard to NTU's sports facilities?

Q16. If any, what other sports facilities would you like to have in NTU?

Q17. Do you have any other feedback or suggestions on improving NTU's sports facilities?

Rationale

Q11 To understand how often students use sports facilities within campus.

Q12 To assess which sports facilities are used most often on campus.

Q13 To assess the overall satisfaction regarding the quantity of sports facilities on campus.

Q14 To find out the reasons for students not using sports facilities on campus.

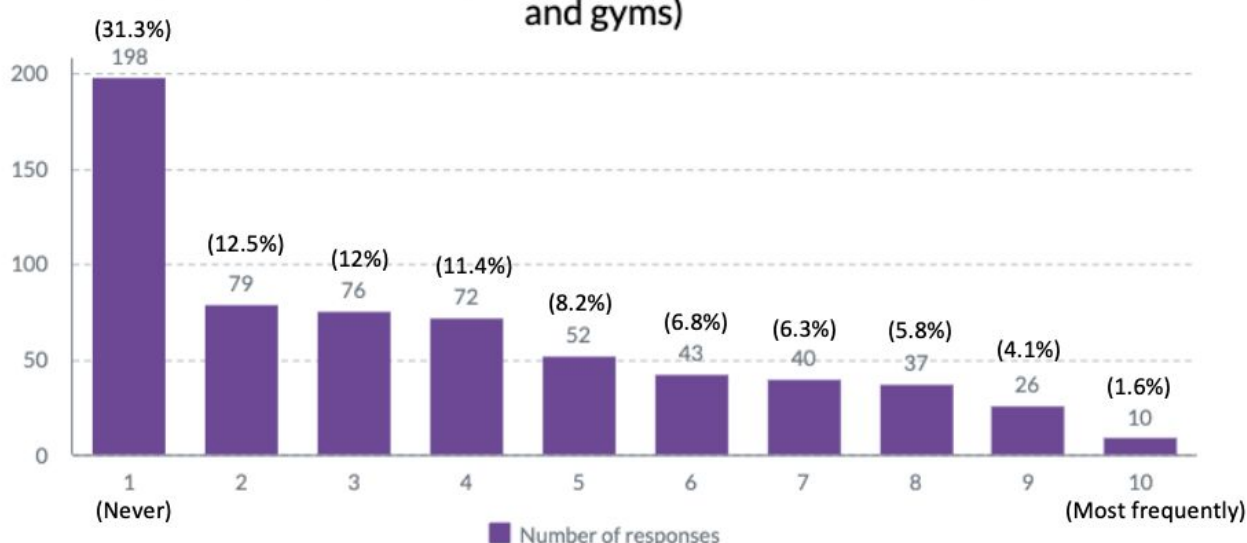
Q15 To understand barriers that students face while attempting to access sports facilities on campus.

Q16 To gather feedback on student's preference on new sports facilities.

Q17 To gather any other general feedback on sports facilities on campus.

Q11. How frequently do you use sports facilities in NTU? (excluding hall gyms and facilities)

How frequently do you use sports facilities in NTU? (excluding hall facilities and gyms)



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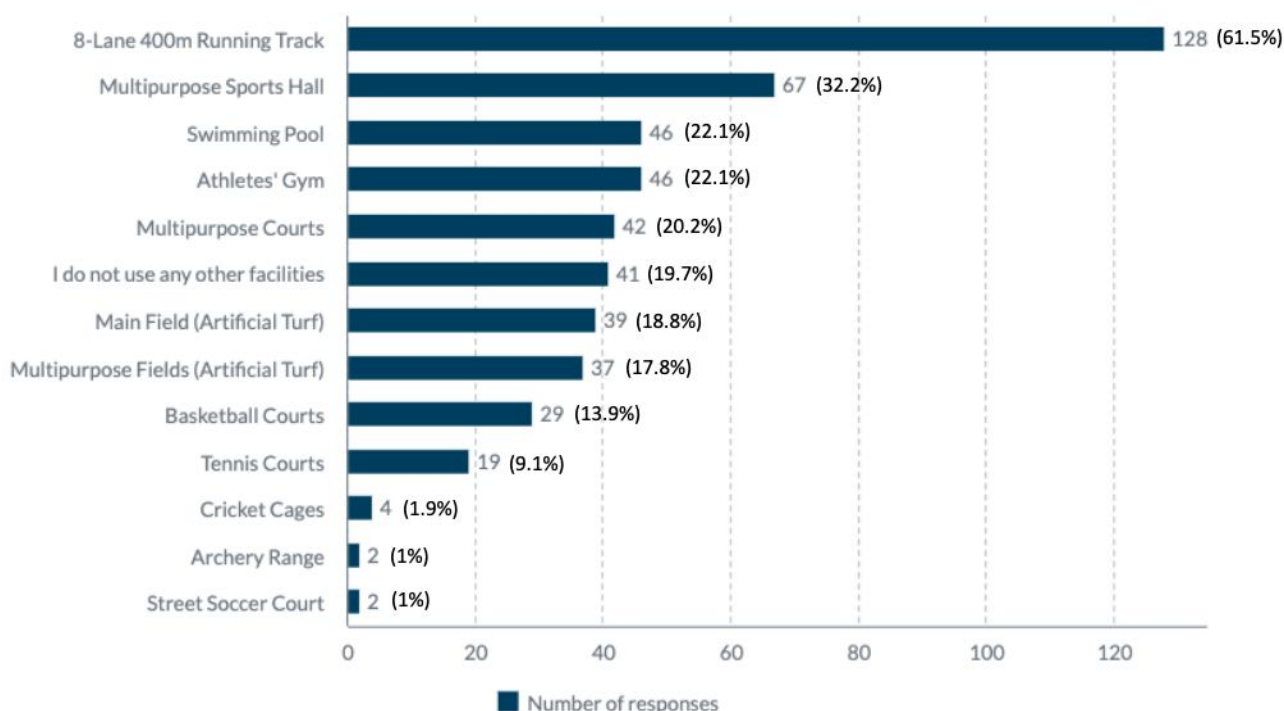
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About a third of students (31%) have indicated that they have **never used** NTU sports facilities. The rest of the students have used NTU sports facilities, with 35% indicating a **lower frequency usage** (rating from 2 to 4) and 30% indicating a **higher frequency usage** (rating from 5 to 10).

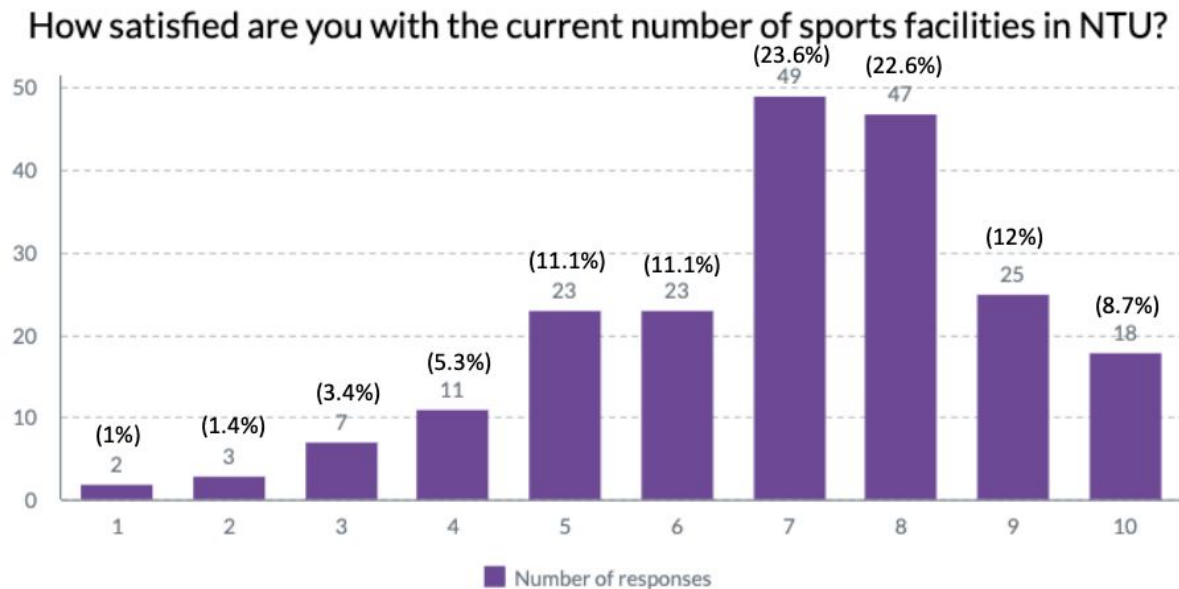
Q12. Which non-hall sporting facilities do you use most often?

Which non-hall sports facilities do you use most often? (multiple selection)



Of the 208 students that indicated high frequency usage (rating of 5 or greater), **most of these students** (61%) indicated that they used the 8-Lane 400m Running Track most often, and **smaller proportions of students** (32%) indicating that they use the Multipurpose Sports Hall most often, (22%) indicating that they use the Swimming Pool most often and (22%) indicating that they use the Athlete's Gym most often.

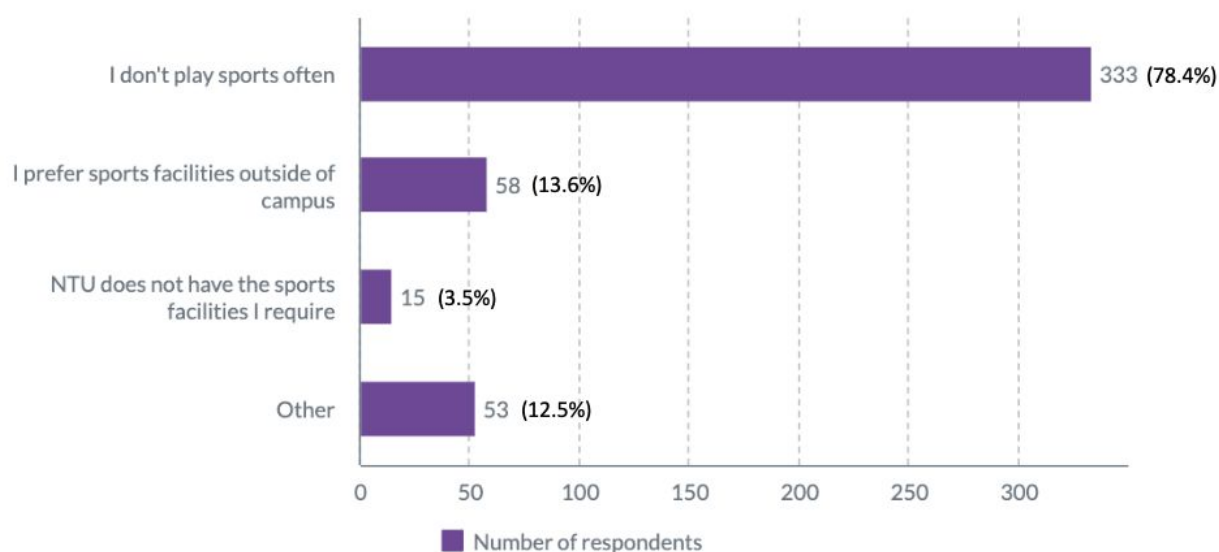
Q13. How satisfied are you with the current number of sports facilities in NTU?



Of the 208 students that indicated high frequency usage (rating of 5 or greater), **most students** (87%) gave a satisfaction rating of 5 or greater and **a smaller proportion of students** (13%) gave a satisfaction rating of 4 or lower.

Q14.

Why do you not frequently use sports facilities in NTU?



Of the 425 students that indicated low frequency usage (rating of 4 or lower), **most students** (78%) indicated that they do not play sports often, with **a smaller proportion** of 13% indicating that they prefer to play sports outside of campus.

Of the “Other” options, commonly cited reasons for not using sports facilities in NTU are that students prefer to use the hall gym, the facilities are “too crowded”.

Selected quotes are as follows:

Reason for not using NTU sports facilities frequently	Quotes
Inconvenient due to distance	<p>“It’s not convenient for those staying off campus to access them.”</p> <p>“Inconveniences (Usually need to travel very far from NTU EEE)”</p> <p>“Too far from where I study”</p> <p>“Not in close proximity from my hall”</p> <p>“Too much things to bring to school. Hence, usually exercise at home without equipments and using YouTube vid.”</p> <p>“Not easily accessible”</p>

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Too crowded	<p>“High user to facility ratio”</p> <p>“Way too crowded. Prefer hall gyms”</p>
Prefer towards hall sports facilities	<p>“I use the Hall Sports Facilities”</p> <p>“I use the sports halls for trainings”</p>
Others	<p>“I was not aware I could use the facilities. Moreover, I am not sure if booking is required or if it is okay to just walk in to use the facilities.”</p> <p>“I mainly play volleyball and its expensive to book the courts”</p> <p>“Not enough lockers and shower areas”</p>

Q15. Excluding hall sports facilities, have you faced any problems with regard to NTU's sports facilities? Note: Example: lockers, booking of venues, opening hours

	Count	% Total
Booking Related	57	32.02%
Opening Hours	21	11.80%
Overcrowding	20	11.24%
Gym related	27	15.17%
Lockers	8	4.49%
Others	60	33.71%
Total = 178		



Most respondents indicated that **booking of sports facilities**, in particular the **booking of badminton courts**, was a problem faced by them when attempting to use NTU's sports facilities. One problem that was raised about gyms regarding the **lack of gyms in NTU** to satisfy the needs of all students interested in using the gyms on campus, one factor being **overcrowding of the gyms**. Another problem was raised on opening hours of sports facilities, and they feel that it **should be extended**.

Gym:

- 'Not enough gyms to satisfy the school population'*
- 'North hill gym is very crowded as many non-north hill residents come there as well. I spend an hour in the gym but can workout only half of the time'*
- 'opening hours are too short. should open gyms for 24 hours'*

Booking:

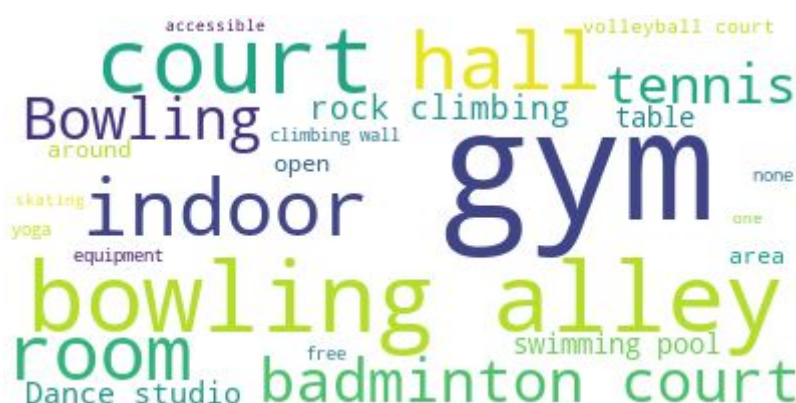
- 'High competition for booking badminton courts'*
- 'Complicated booking process.'*
- 'Very few booking slots'*

Courts:

- 'no tennis court wipers at src'*
- 'Limited courts for volleyball'*
- 'Opening hours, some facilities such as squash court can be opened till a later timing.'*

Q16. If any, what other sports facilities would you like to have in NTU?

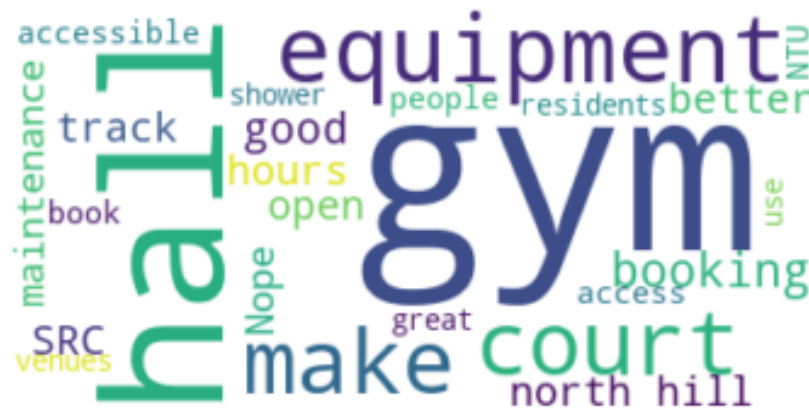
	Count	% total
Gym	71	28.40%
Courts Related	36	14.40%
Dance Related	12	4.80%
Bowling Related	34	13.60%
Others	101	40.40%



Most of the students (28%) indicated that they will like to have **more gyms on campus**. A smaller proportion of students (14%) indicated that they will like to **have more sports courts** (i.e. badminton, squash, tennis) on campus.

Other suggestions include bowling alleys, more dance studios, table tennis, and rock climbing facilities.

Q17. Do you have any other feedback or suggestions on improving NTU's sports facilities?



Most students indicated that they would like to see **more gyms and swimming pools** on campus and in halls, also improve the **accessibility of these sports facilities and extend its opening hours**. Students also indicated that they would like to see **an improvement in the booking system** for sports facilities.

Gym:

- 'have more gyms and swimming pool'
- 'Make places like gym more accessible, and provide adequate transportation to sports facilities (eg. Shuttle bus to right outside the facilities from other parts of the school)'
- 'Longer opening hours for the athlete's gym'

Hall:

- 'More volleyball courts as currently all the halls are sharing one'
- 'More gym equipment. More gyms for halls.'

Equipment:

- 'Perhaps the rental of equipment too'
- 'Open shops for sport equipment purchases, such as shuttle cock'
- 'Always repair the track or faulty equipments to prevent accidents.'

Booking:

- 'Would be great to incorporate booking of facilities into U-Wave app.'
- 'There could possibly be a more systematic way of booking sport facilities as venues for trainings especially for hall sports to prevent overcrowding of these facilities by various hall/school sports.'
- 'I think can consider allowing longer booking hours.'

SECTION 4: STORAGE SPACES

This section is addressed by the following questions:

Q18. Do you hold a leadership position in any clubs or societies, constituent or non-constituent in NTU?

Q19. What is your leadership position in the club(s) or societies?

Q20. What NTU club or society are you from?

Q21. Does your club or society have a dedicated storage space in NTU?

Q22. Which storage facility does your club/society use?

Q23. How satisfied are you with the size of the storage facility allocated?

Q24. Does your club/society require a storage space on campus?

Q25. Do you have any other feedback or suggestions regarding storage spaces for clubs/societies in NTU?

Rationale

Q18 To filter for students holding leadership positions as they would be more familiar with their club/society's storage space.

Q19 To find out the distribution of types of leadership positions held by our respondents.

Q20 To find out the clubs and societies of our respondents, and to check for valid answers.

Q21 To filter out the relevant questions for leaders according to whether their club/society's has a storage space.

Q22 To understand which storage spaces are used by the respondents.

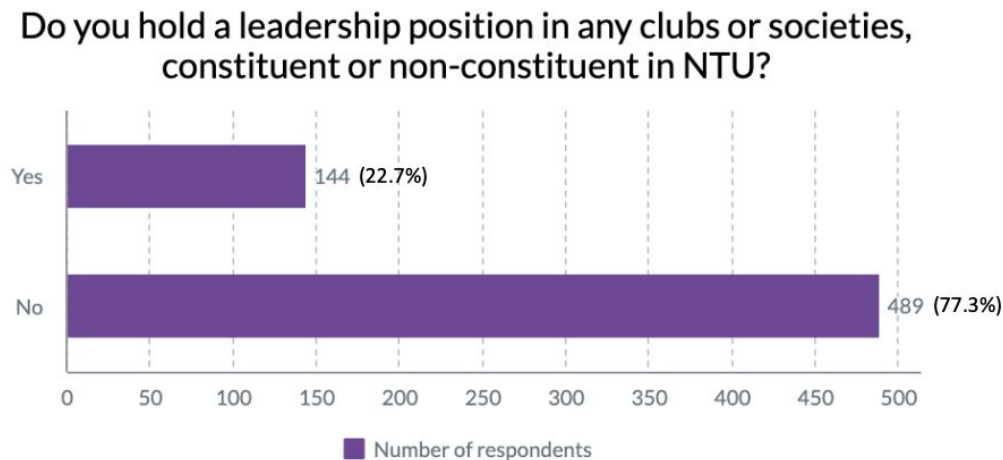
Q23 To assess respondents' satisfaction regarding the size of the storage facility their club/society has been allocated.

Q24 To find out if clubs/societies which currently do not have a storage space require one.

Q25 To gather any other general feedback on storage spaces on campus.

Q18. Do you hold a **leadership position** in any clubs or societies, constituent or non-constituent in NTU?

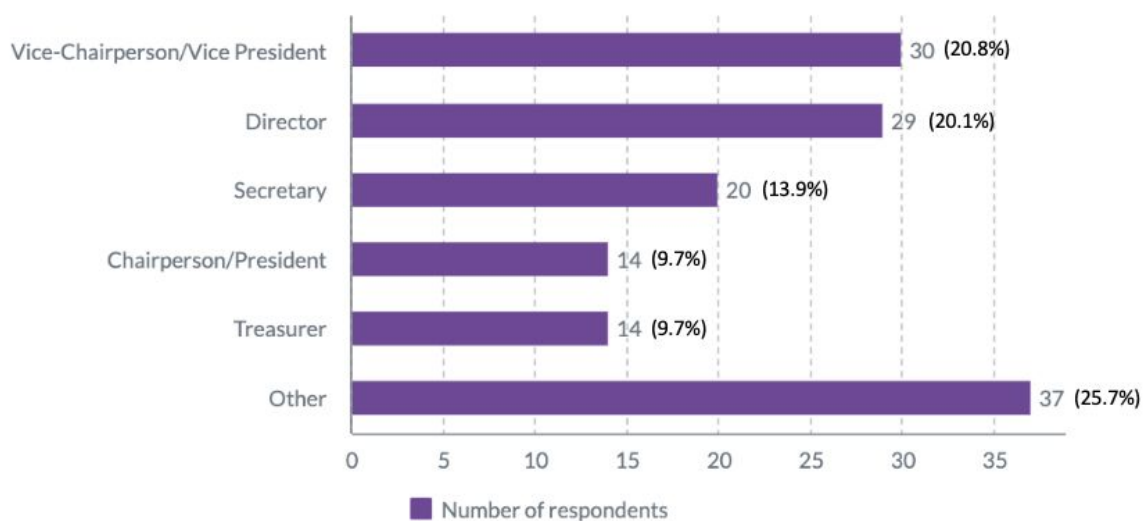
Note: includes all academic and non-academic clubs, societies, interest groups etc.



Of the total 633 students that responded, **most students** (77.3%) indicated that they **do not hold a leadership position** in any club or society, with a **smaller proportion** about a quarter (22.7%) indicating that they do hold a leadership position.

Q19.

What is your leadership position in the club(s) or societies?



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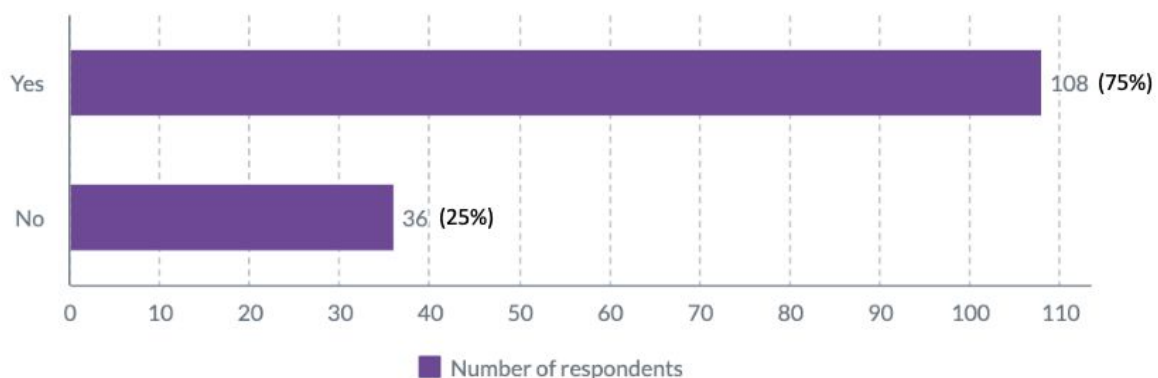
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Vice-Chairperson/Vice President	30
Director	28
Secretary	20
Chairperson/President	14
Treasurer	14
Captain	2
Head of Events	2
Logistics	2
Welfare/ dance captain	1
Event Chairperson	1
Centrehead	1
Wellfare	1
Business Manager	1
business director	1
Publicity Officer	1
publicity	1
Committee member	1
Community Outreach Officer	1
Sub-Comm	1
tournament director	1
Logistics Director	1
Pnp	1
Hall JCRC	1
Main Comm	1
welfare officer	1
Head of G&D	1
Academic head	1
Sub-committee	1
Events Committee	1
Instructor	1
Events	1
Head of Publicity	1
main comm log	1
Financial Controller	1
Subcomm member	1
Main Committee Bizmag	1
Dance captain	1
business manager	1

Of the 144 students that indicated they held a leadership position, 21% of the **students** held the position of **Vice-President/Vice-Chairperson**. This was followed by **Director** (20.1%) and **Secretary** (13.9%). Other common positions included **Chairperson**, **Treasurer**, and **Captain**.

Q21.

Does your club or society have a dedicated storage space in NTU?



Of the 144 respondents holding leadership positions in their club/society, three out of four (75%) said their club/society has a dedicated storage space, while one in four (25%) do not have one.

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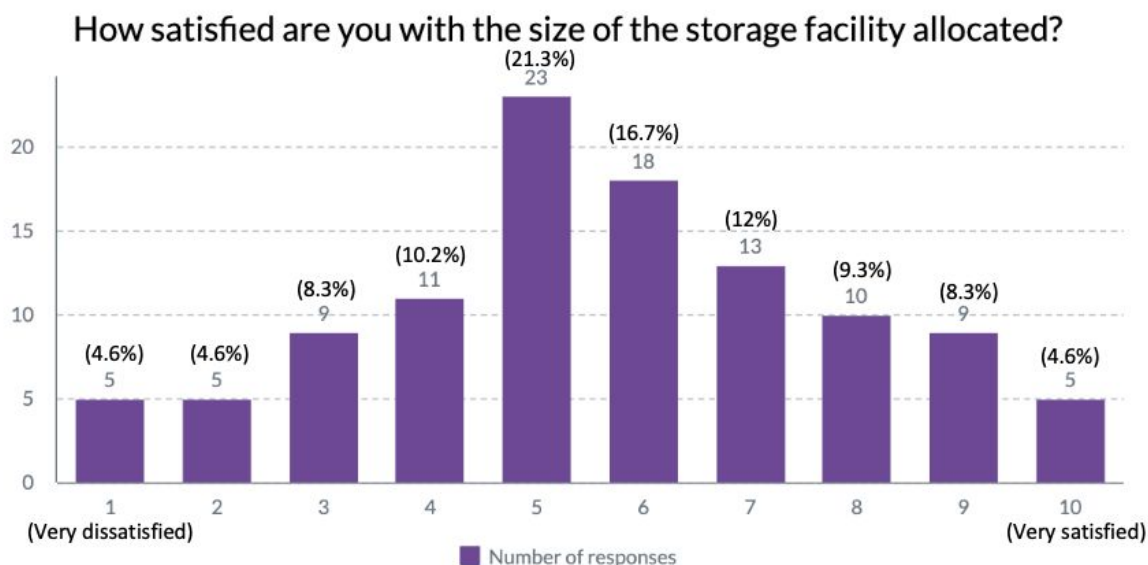
Q22. Which storage facility does your club/society use?



Of the 108 leaders who said their club/society has a storage space (from Q21), the most common storage facilities are the ones provided at Nanyang House, SAC and WSC. Some societies also use the ones at the SRC, JCRC room, and the Wave instead. A few store equipment and items in halls as well.

Q23. How satisfied are you with the size of the storage facility allocated?

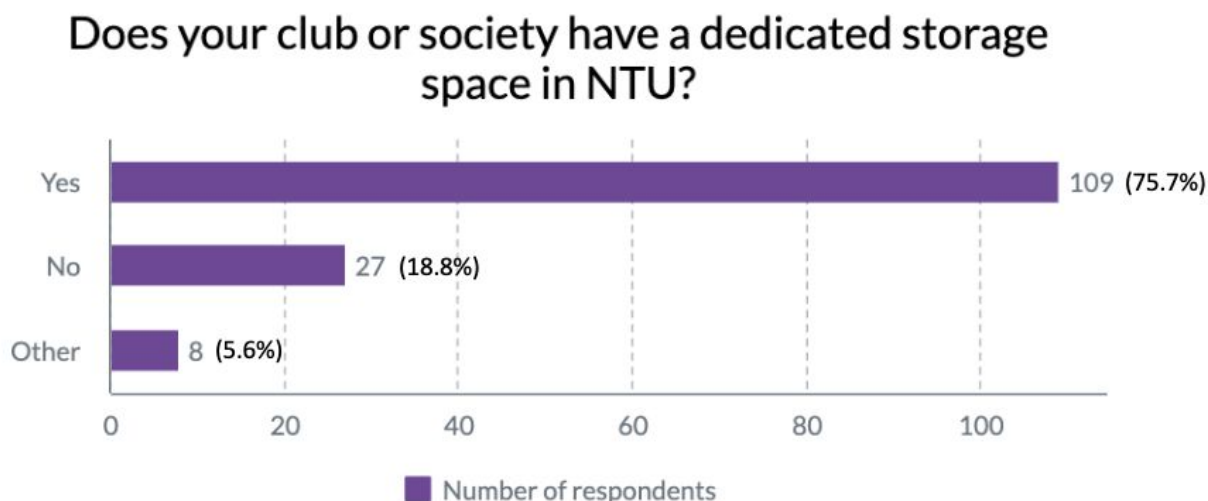
Note: Is this sufficient for your club/society's usage?



The average satisfaction of the size of the storage facilities for clubs/societies is **5.7 out of 10**, on a scale of 1 being very dissatisfied and 10 being very satisfied.

Of the 108 leaders who said their club/society has a storage space (from Q21), **a marginal majority of 50.9% are satisfied with the size of the storage space**, indicating a satisfaction rating of 6 or more. This also means that **about half of the respondents felt that their club/society's storage space was not sufficient for their needs**.

Q24.



Out of the 144 leaders who responded that their club/society does not have a dedicated storage space on campus (Q21), three out of four (76%) indicated they need a storage facility.

About 19% indicate they do not need storage space, and the remaining 6% indicated it depends. Some reasons stated for the “other” option are that they require storage space for events:

- “Depends. When events are approaching, there will be many items from sponsors/logs stuff to be stored and the club room is unable to store.”
- “Only during event”

Q25. Do you have any other feedback or suggestions regarding storage spaces for clubs/societies in NTU?



Several students suggested providing more storage spaces and increasing their size. Some quotes based on the common phrases are:

Bigger:

- 'bigger space so that they can gather there for meetings',
- 'Could be bigger and have more shelving'
- 'bigger space for clubs that are bigger in membership size'

Event:

- 'Items left from events long past can be cleared to create more space'
- Bigger and more organised storage space so that we can store our materials for school events (such as CCA fair and Social Impact Week)'
- 'Should allocate a storage to each cca. eg wine society requires moving of equipments(wine glasses) whenever there's a change of event location'
- 'Probably more space as logistic for every event is stored there because we try to reuse for the future'

Hall:

- 'In hall, there should be more than 1 storage space available, i.e 1 for JCRC, 1 for orientation camp, 1 for D&D and 1 for OCEP'
- 'More storage space within halls would be nice so that the hall can store equipment (for FOP, events) at a dedicated place so that they can be easily found and reused if needed.'

SECTION 5: Hall Facilities

This section is addressed by the following questions:

Q26. Do you stay in hall?

Q27. Which hall do you stay in?

Q28. Which of the following aspects of hall are you not satisfied with?

Q29. Why are you not satisfied with the previous aspects of hall? Please elaborate with some examples.

Q30. Do you have any other feedback or suggestions regarding hall?

Rationale

Q26. To find out how many students are staying in-campus (hall) and filter out the relevant students to answer the remaining questions of this section on hall.

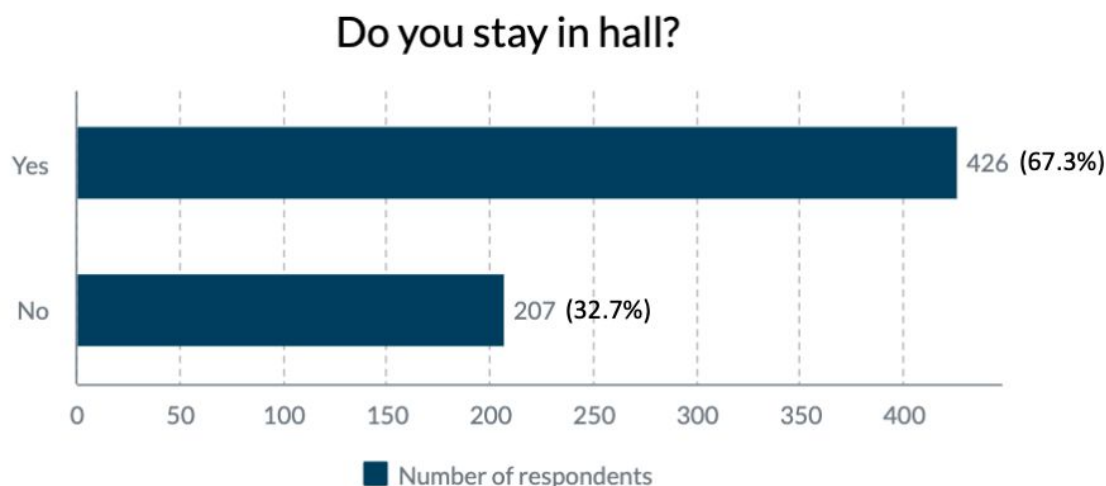
Q27. To understand the distribution of students by their hall location.

Q28. To understand factors for students' dissatisfaction regarding various hall facilities.

Q29. To understand specific reasons and issues for dissatisfaction toward various aspects of hall or hall facilities.

Q30. To gather any other general feedback on hall or hall facilities.

Q26.

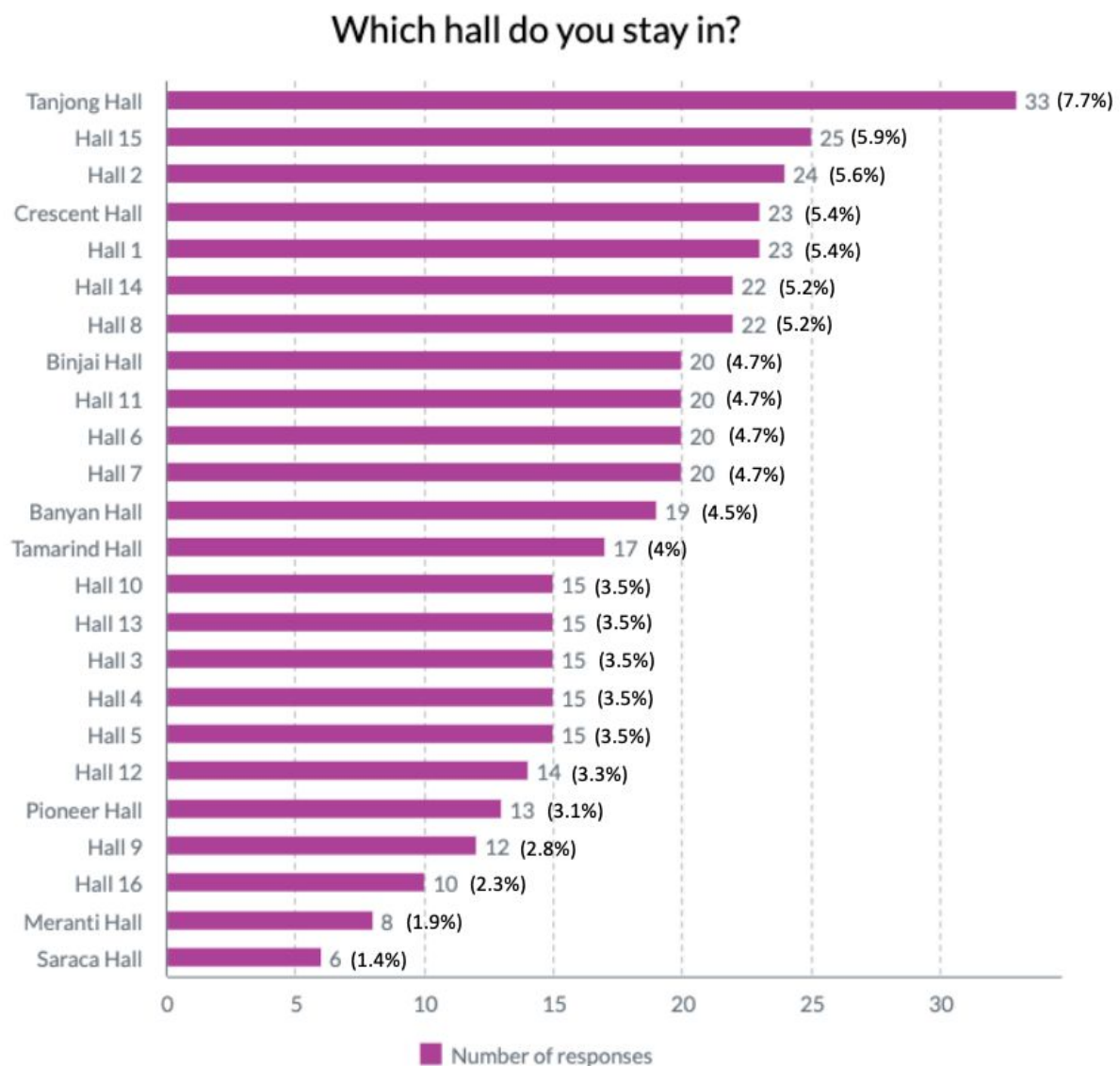


From the 633 respondents, the majority stay in hall (67.3%), while 32.7% respondents are not currently staying in hall.

Note for Q27-29:

From the total 633 respondents, only the 426 respondents who have stayed in hall before/are currently staying in hall were shown and answered the following questions (ie. those who answered “Yes” in Q26). This is to ensure accuracy of the answers.

Q27.



The top three halls with the highest number of respondents are from Tanjong Hall (7.7%), Hall 15 (5.9%) and Hall 2 (5.6%).

Q28. Which of the following aspects of hall are you not satisfied with?

Majority students (59.4%) are not satisfied with the shared spaces facilities, such as lounge and pantry. Then followed (36.4%) by the study places such as the reading room. 33.6% students also not satisfied with the sport facilities such as gyms, multipurpose hall and tennis courts. Quite surprisingly, the safety and the maintenance came in fourth place as 25.1% of students are not satisfied with the facilities. 12.9% students are satisfied with the hall facilities and 5.6% have their own dissatisfaction factors.

The following is a list of responses to this question:

TV in lounge
The welfare pack can only be collected if you attend some event
Number of insects rats and snakes found within my block
1) Chair in the room 2) dance room
The shared kitchen is dirty. There was a dead cockroach in the microwave
Wifi
The fact that there are no lifts or water cooler at every level
Room furniture
Too many stairs
Room
Gaming room
Cleanliness
Absence of canteen
food options
hall admin office
The locking of the old renaissance engineering room.
Please install insect screens :'))
Too many mosquitoes & cockroaches.
Design
The lift is damn dangerous as it is always breaking down. I was stuck in it once before....
Lack of facilities
Maintenance of the Canteen after hours where Graduate Students would come over to drink alcohol in the premises
the amount of insects
no smoking corner

Q29. Why are you not satisfied with the previous aspects of hall? Please elaborate with some examples.



Pantry:

- 'No shared responsibility when hall residents use the pantry or laundry'
- 'Pantry is poorly maintained with trails of ants, some overnight sleepers in the hall'
- 'Pantry is always dirty and please add more induction cooker'
- 'Spoilt pantry equipment (microwave, induction cooker), Pantry sometimes is messy.'
- 'The pantry's sink gets clogged, tables and floors are dirty'

Gym:

- 'Lack of gym'
- 'There's no gym in hall 13, nearest gym is at tamarind but only tamarind ppl can use'
- 'Gym facilities are rusted and not maintained or replaced when there are missing weights'

Lounge:

- 'Can have more activities in lounge'
- 'The lounge is very stuffy and the aircon doesn't work well. the windows do not allow air to ventilate through. it is hot and not conducive to hold meetings or events or gather in there'

Miscellaneous:

- 'Reading room chairs are old and dirty. Inadequate sports facilities. Shared space are dirty, lizard and cockroach in pantry.'
- 'Response rate to maintenance issues is very poor. The lights at the lift lobby was off for a month despite repeated complaints, even until I moved out it wasn't repaired.'
- 'The printers in the study spaces are quite difficult to operate and don't always work.'

One of the highlighted problems is pantry cleanliness as most of the students feel that there is no shared responsibility among the residents. Students are likely to encounter unwanted mess such as unwashed dishes, clogged basin, cockroaches and lizards in the pantry.

The next highlighted problem is the number of gym facilities. Students feel that the current number of gyms is insufficient for the student needs. Accompanied with the pantry as the shared facilities,

students feel that the lounges are dirty. Other complaints are related to the reading room condition and the low maintenance response rate.

Q30. Do you have any other feedback or suggestions regarding hall?



Room:

- 'There should be an avenue to dispense one dollar coins in the laundry rooms either via e payment or exchange of notes'*
- 'Can have more study spaces/conducive study room'*
- 'Some hall rooms are infested with mites in the walls, would be nice if they could get rid of the problem'*

Space:

- 'Extended hours for shared spaces'*
- 'Can put air fresheners in public spaces. Install Hand Sanitizer stations in public spaces, especially important for current pandemic situation right now.'*
- 'Please make a booking system for lounges and Expand the reading room space.'*

Toilets/Pantry:

- 'More established pantry, waive the fridge fees if possible'*
- 'More regular cleaning of toilets (?) as usage is quite heavy'*
- 'If possible, install water coolers at level 5 and 6 to make it more convenient for residents.'*
- 'Students should be warned not to throw food waste in the basin and clean up the pantry after use.'*

There are three main keywords from respondents' feedback.

The first keyword is related to rooms. Students feel that there should be a venue, whereby hall residents can get one dollar coins for the laundry via e-payment or an exchange of notes. Students also feel that the number of the study places provided by the hall is not sufficient and conducive enough, so they suggest having more conducive study places. Some students even feel that the mite terminator is needed for their room.

Second keyword is related to space. Students feel that some shared places operation hours such as study rooms or lounges need to be extended. Students also give feedback to add air fresheners and hand sanitizer in the shared places, especially for the current pandemic situation. Another suggestion is to introduce a booking system for the lounges.

The last important keyword is the Toilet/Pantry. Students believe in the need for a more established pantry and the waive of refrigerator semester fee if possible. Furthermore, students feel that the need for more frequent cleaning for the toilet is necessary, due to the frequent use of the toilet. For the students who reside at relatively high levels (level 5 and 6), they suggest adding water coolers, to improve convenience. Last but not least, is the warning to stop students to throw away the food waste to the basin, thus reducing the clogging accident and also to clean the pantry after use.

###

Appendix: Sample of Survey Questions

" NTU Study Spaces

Some study spaces include:

- The Hive
- The Arc
- SAC
- Benches around your school
- North and South Spine benches
- Libraries
- Study Rooms (Minerva, Athena)

NOTE: In this survey, study spaces **exclude hall facilities and study rooms.**

1→ Where do you study most often? *

<input type="checkbox"/> A	NTU study spaces
<input type="checkbox"/> B	In hall
<input type="checkbox"/> C	At home
<input type="checkbox"/> D	Public libraries or public spaces
<input type="checkbox"/> E	Other

2→ Why do you prefer studying at places other than NTU study spaces?

Choose as many as you like

<input type="checkbox"/> A	Shorter distance from home or hall
<input type="checkbox"/> B	Lack of vacant study spaces in NTU
<input type="checkbox"/> C	More privacy
<input type="checkbox"/> D	Other

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3 → Within NTU, which study spaces do you frequent the most? *

Choose as many as you like

<input type="checkbox"/> A The Hive
<input type="checkbox"/> B The Arc
<input type="checkbox"/> C SAC
<input type="checkbox"/> D Benches around my school
<input type="checkbox"/> E North Spine benches
<input type="checkbox"/> F South Spine benches
<input type="checkbox"/> G Libraries
<input type="checkbox"/> H Study Rooms (Minerva/Athena)
<input type="checkbox"/> I Other

4 → How satisfied are you with the current **number** of study places in NTU? *

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

Very dissatisfied Very satisfied

5 → How satisfied are you with the **quality** of study spaces in NTU? *

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

Very dissatisfied Very satisfied

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6 → What do you look out for when choosing a study space? *

Choose as many as you like

<input type="checkbox"/> A	Proximity to where my classes are held
<input type="checkbox"/> B	Proximity to eating areas
<input type="checkbox"/> C	Able to find vacant study spaces
<input type="checkbox"/> D	Privacy
<input type="checkbox"/> E	Low level of noise
<input type="checkbox"/> F	Lighting
<input type="checkbox"/> G	Air-con
<input type="checkbox"/> H	Charging points
<input type="checkbox"/> I	Aesthetics/Decor of the place
<input type="checkbox"/> J	Other

7 → Which study space(s) do you think should be **improved**? *

Choose as many as you like

☐ A The Hive

☐ B The Arc

☐ C SAC

☐ D Benches around my school

☐ E North Spine benches

☐ F South Spine benches

☐ G Libraries

☐ H Study Rooms (Minerva/Athena)

☐ I None of the above

☐ J Other

8 → How do you think the quality of study spaces can be improved?

Indicate the location of study space in your answer. *

This can be about any facilities, lack of equipment, uncomfortable chairs, dim lighting at The Hive, etc.

Some study locations are:

- The Hive
- The Arc
- SAC
- Benches around my school
- North Spine benches
- South Spine benches
- Libraries
- Study Rooms (Minerva/Athena)

Type your answer here...

Shift + Enter to make a line break

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9 → How satisfied are you with the **number of 24-hour studying facilities** in NTU currently? *

eg. Library Outpost at The Hive

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

Very dissatisfied

Very satisfied

10 → Do you have any other feedback or suggestions on improving NTU's **study spaces?**

Note: Excludes hall study rooms and facilities

Type your answer here...

Shift + Enter to make a line break

" Sports Facilities

The map below show some sports facilities at the Sports and Recreation Centre (SRC).

NOTE: this section **excludes all hall sports facilities** - such as gyms, tennis courts and badminton courts.



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11 → How frequently do you use sports facilities in NTU? (excluding hall facilities and gyms) *

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

Never Most frequently

12 → Which non-hall sports facilities do you use most often? *

Make between 2 and 5 choices

<input type="checkbox"/> A	8-Lane 400m Running Track
<input type="checkbox"/> B	Main Field (Artificial Turf)
<input type="checkbox"/> C	Multipurpose Fields (Artificial Turf)
<input type="checkbox"/> D	Archery Range
<input type="checkbox"/> E	Cricket Cages
<input type="checkbox"/> F	Basketball Courts
<input type="checkbox"/> G	Multipurpose Courts
<input type="checkbox"/> H	Tennis Courts
<input type="checkbox"/> I	Street Soccer Court
<input type="checkbox"/> J	Multipurpose Sports Hall (4 badminton courts and 2 basketball/volleyball courts)
<input type="checkbox"/> K	Athletes' Gym
<input type="checkbox"/> L	Swimming Pool
<input type="checkbox"/> M	I do not use any other facilities

13 → How satisfied are you with the current **number** of sports facilities in NTU? *

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

Very dissatisfied Very satisfied

(Due to logic jumps used in this survey, this is Q14 according to our report)

12 → Why do you not frequently use sports facilities in NTU? *

Choose as many as you like

☐ A I don't play sports often

☐ B I prefer sports facilities outside of campus

☐ C NTU does not have the sports facilities I require

☐ D Other

(This is Q15 according to our report)

14 → Have you faced any problems with regard to NTU's sports facilities? *

Eg. problems with lockers, booking of venues, opening hours

Type your answer...

Shift ⬆ + Enter ↵ to make a line break

(This is Q16 according to our report)

15 → If any, what other sports facilities would you like to have in NTU?

Type your answer...

Shift ⬆ + Enter ↵ to make a line break

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(This is Q17 according to our report)

- 16 → Do you have any other feedback or suggestions on improving NTU's sports facilities?

Type your answer here...

Shift + Enter to make a line break

" Storage Spaces for Clubs and Societies

Continue

press Enter

- 17 → Do you hold a **leadership position** in any clubs or societies, constituent or non-constituent in NTU? *

Note: includes all academic and non-academic clubs, societies, interest groups etc.

☐ Yes

☐ No

- 18 → What is your leadership position in the club(s) or societies? *

☐ A Chairperson/President

☐ B Vice-Chairperson/Vice President

☐ C Treasurer

☐ D Secretary

☐ E Director

☐ F Other

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19 → What NTU club or society are you from? *

Type your answer here...

20 → Does your club or society have a dedicated storage space in NTU? *

☐ Y Yes

☐ N No

21 → Which storage facility does your club/society use? *

Where is it located at?

Type your answer here...

22 → How satisfied are you with the **size** of the storage facility allocated?

*

Note: Is this sufficient for your club/society's usage?

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

Very dissatisfied

Very satisfied

21 → Does your club/society require a storage space on campus? *

☐ A Yes

☐ B No

☐ C Other

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24 → Do you have any other feedback or suggestions regarding storage spaces for clubs/societies in NTU?

Type your answer here...

Shift + Enter to make a line break

" Hall Facilities

This section is relevant only to students who have stayed in hall.

Continue

press Enter

25 → Do you stay in hall? *

☐ Yes

☐ No

26 → Which hall do you stay in? *

Type or select an option



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27 → Which of the following aspects of hall are you **not satisfied** with? *

Choose as many as you like

<input type="checkbox"/> A	Study spaces (eg. reading room)
<input type="checkbox"/> B	Sports facilities (eg. gyms, multipurpose hall, tennis courts)
<input type="checkbox"/> C	Shared spaces (eg. lounge, pantry)
<input type="checkbox"/> D	Safety and maintenance
<input type="checkbox"/> E	None of the above
<input type="checkbox"/> F	Other

28 → Why are you **not satisfied** with the previous aspects of hall? Please elaborate with some examples. *

Aspects of hall:

- Study spaces (eg. reading room)
- Sports facilities (eg. gyms, multipurpose hall, tennis courts)
- Shared spaces (eg. lounge, pantry)
- Safety and maintenance

Type your answer here...

Shift ⬆ + Enter ⬅ to make a line break

29 → Do you have any other feedback or suggestions regarding hall?

Type your answer here...

Shift ⬆ + Enter ⬅ to make a line break

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30 → I am an *

☐ A NTU Student

☐ B Exchange Student

31 → Nationality/Permanent Residency *

☐ A Singaporean

☐ B Permanent Resident of Singapore

☐ C International Student

32 → Matriculation Card Number *

Note: This will be used to shortlist students for the \$5 Grab Food voucher, and will not be used to attribute responses to any specific respondent.

Type your answer here...

33 → NTU Email Address *

Note: If you are randomly selected to receive the \$5 e-voucher, an email will be sent to this email address. Please ensure you **type your email correctly**.

Type your answer here...

34 → Faculty *

Type or select an option



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35 → Study Year *

☐ A Year 1

☐ B Year 2

☐ C Year 3

☐ D Year 4

☐ E Other

36 → By submitting this form, you agree that NTU Students' Union may collect, use and disclose your personal data, as provided in this form, for any purposes related to the Students' Union in accordance with the Personal Data Protection Act and our data protection policy.

*

☐ A I have read and agree with the above.

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