



## Summary of Findings for Hall and Transport Survey

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## Overview

In Semester 1 of Academic Year 20/21, a total of **530 students** participated in the NTU Hall and Transport Facilities Services survey published by NTUSU's Information and Research Committee from 23 November to 25 December 2020. The survey aimed to find out students' satisfaction rates towards campus bus services and hall matters in NTU, as well as students' safety and well-being in hall and campus. NTUSU has thereafter included our analyses and suggestions.

### 1. Hall Application

- 50.8% of students were **unaware** of the process to apply for hall stay next semester (Appendix 1).
- 76.2% agree or strongly agree with the statement that statistics about hall such as hall occupancy percentage or campus life points cut-off would be useful in making decisions about hall (Appendix 2).

Students will benefit from clearer communication from HAS regarding hall application procedures at the start of the AY. Discussions for an improve hall allocation system is in place. NTUSU hopes that HAS (HASC) can simplify and make the hall application process more transparent and fairer for students.

Top reasons for choosing hall (Appendix 3):

1. Accessibility
2. Price
3. Distance to faculty

Many students have stated the above reasons for staying in halls. These may be carefully considered in the proposed changes to future hall application policies.

### 2. Well-being in Hall

- 44.7% agree or strongly agree with this statement: "I know who to approach if I need someone to talk to in hall" (Appendix 4).

There are Senior Faculty-in-Residence (SFIRs) and Faculty-in-Residence (FIRs) in each hall that residents may approach to talk/discuss about any matters. Students will greatly benefit from having clarity on who and how they can approach their SFIRs. NTUSU hopes that the school can continue to ensure that each hall has an active faculty-in-residence and increase their presence. Additionally, these S/FIRs have to undergo a stringent security check before taking on the role to ensure that our residents are safeguarded and can seek proper advice when needed.

- 41.5% did not notice the full door installations in toilets (Appendix 5)

There have been full door installations in 1 shower cubicle in each female toilet. These cubicles are meant to protect and safeguard our female residents modesty when using the facilities. There can be an announcement to share this implementation again so that students are aware that the school are placing measures to protect them.

- 29.8% of students indicate that they have had adverse encounters with wildlife. (Appendix 6)

NTUSU have been working closely with ACRES, JGIS and the Macaque Standing Committee to ensure that the student-wildlife interactions are safe. NTUSU have been sending out advisories to students on how to react and prevent macaques' situations. While efforts to educate the students have been made, NTUSU has noted that the macaques have been displaying violent and intrusive behaviours. NTUSU hopes that more can be done to ensure that our students are safe in their rooms, at the bus stops and canteens (these areas are where common sightings take place).

- 72.5% of the students agree and strongly agree with the statement that they feel safe staying in the hall (Appendix 7).

This is a positive sign, however, NTUSU believes that the remaining 27.5% who do not agree or strongly agree that they feel safe staying in hall should be looked into.

### 3. Sudden termination of bus services

- On the scale of 0 to 5, 67.5% of the respondents indicated 0 to 2 which show that more than half of them rarely experienced getting dropped off without prior warning while in the campus bus. However, the remainder indicated 3 to 5 which show that they experienced getting dropped off quite often by the bus driver. (Appendix 8)

HAS may explore designating fixed termination points for the buses with the school management. NTUSU suggests that the school look into implementing and enforcing designated terminating points for the campus buses so that students can manage expectations better. These implementations should be clearly communicated to the student body as well.

### 4. Unsatisfactory frequency of buses

- On weekends, for peak, on a scale of 0 to 10, most people gave low ratings of satisfaction of bus frequency, ranging from 0 to 5 (88.7%), while around 11.3% of respondents gave high ratings ranging from 6 to 9.
- On weekends, for off-peak, on a scale of 0 to 10, most people give low rating ranging from 0 to 5 (89.3%), while there are around 10.7% give high rating ranging from 6 to 8.
- On weekdays, for peak, the majority of the respondents (62.7%) gave a score of 0 to 5 for the campus bus frequencies during peak hours on weekdays. While 37.3% of the respondents gave a satisfaction score of more than 6.
- On weekdays, for off-peak, the majority of the respondents (68.1%) gave a score of 0 to 5 for the campus bus frequencies during peak hours on weekdays. While 31.9% of the respondents gave a satisfaction score of more than 6.
- (Appendix 9)

HAS has recommended that the lunch express buses be converted to the normal campus buses to increase peak hour buses. NTUSU hopes that HAS will look into increasing heartland bus services and weekend bus service frequency.

Furthermore, NTUSU hopes that CITS will improve the accuracy of GPS system. The school should look into expediting the improvements made to the GPS system as this has been a long-standing issue.

## 5. Summary

In summary, through this survey, NTUSU has derived that there should be clearer communication with the student body especially involving school administrative matters with regards to hall. NTUSU believes that the student body should be informed of changes, delays and updates should they affect a student's campus life. Campus buses have been a long-standing issue that has yet to be address, however despite many years of NTUSU collected data and student's dissatisfaction with the bus services, little has been made to improve the situation. The communication between HAS and the student body is one of the most important among the student body, NTUSU hopes that HAS will take into consideration our suggestions.

NTUSU hopes that this survey will shed light on issues that can be worked on by the school management to alleviate students' concerns.

## Appendices

### 1. Are you aware of the process to apply for hall-stay next semester?

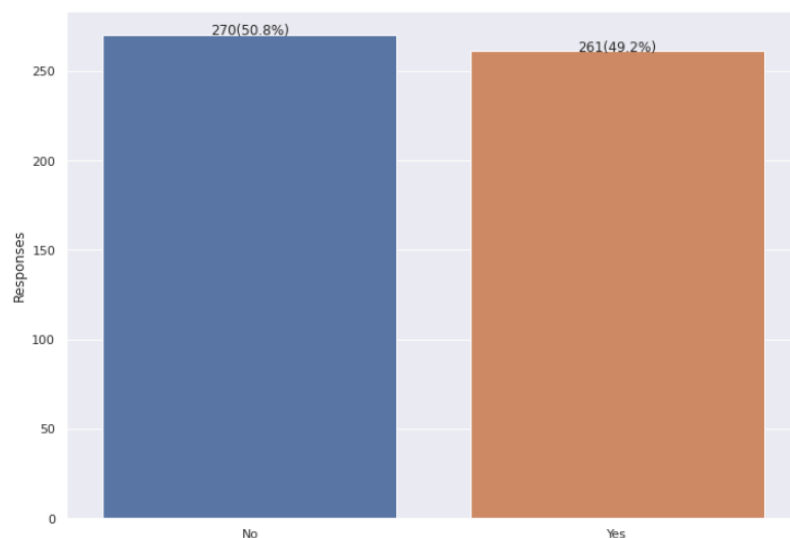


Figure 9: Understanding of hall application procedure by respondents

### 2. How useful would statistics about hall such as hall occupancy percentage or campus life points cut-off be in making decisions about hall?

**Findings:**  
Q15.

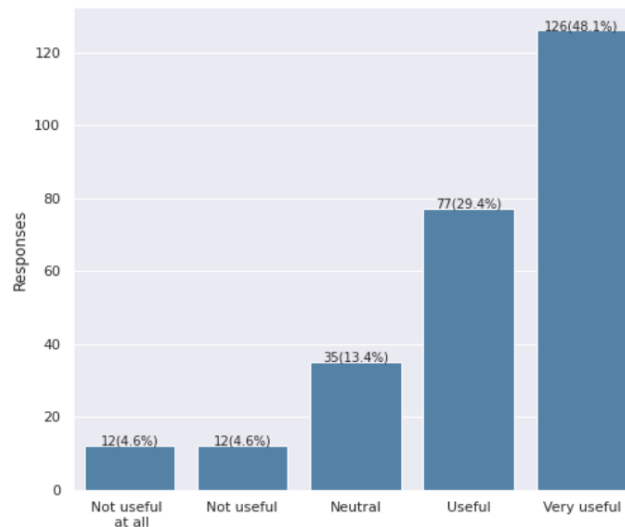
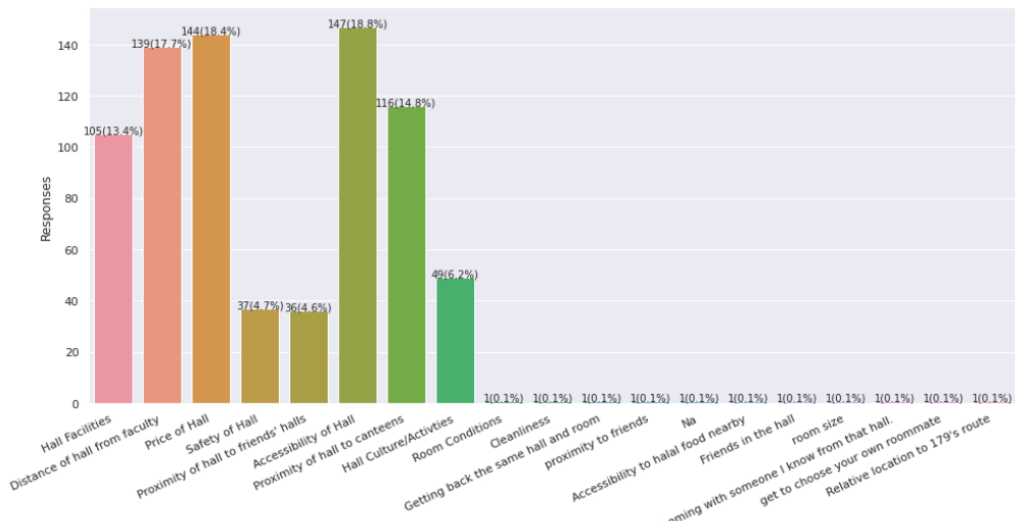


Figure 15: How useful students think statistics about hall such as hall occupancy percentage or campus life points cut-off would be in making decisions about hall

**3. Which of these factors are the most important to you when choosing a hall to apply to?**

**Findings:**  
Q10.



**6. Please select how well you agree with this statement: "I know who to approach if I need someone to talk to in hall."**

**Findings:**  
Q17.

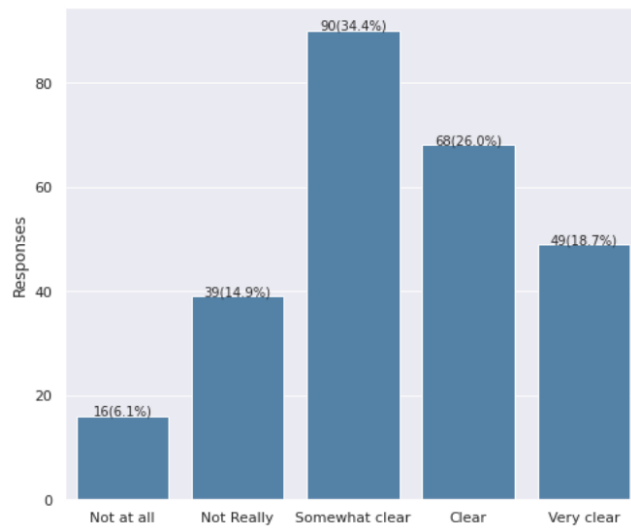


Figure 17: Varying responses on knowing who to approach to talk to in hall

7. Have you seen the full door installations in the toilet?

**Findings:**  
Q18.

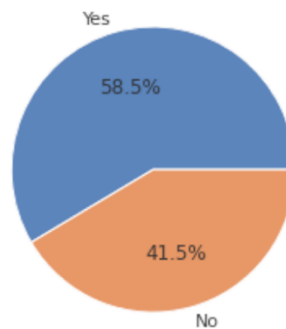


Figure 18: Awareness of full door installations in the toilets

8. Have you had adverse encounters with any animals on campus?

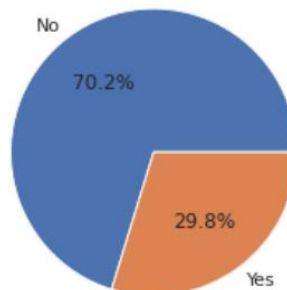


Figure 74: Whether students had adverse encounters with any animals on campus.

9. Please select how well you agree with this statement: "I feel safe in my hall."

**Findings:**  
Q16.

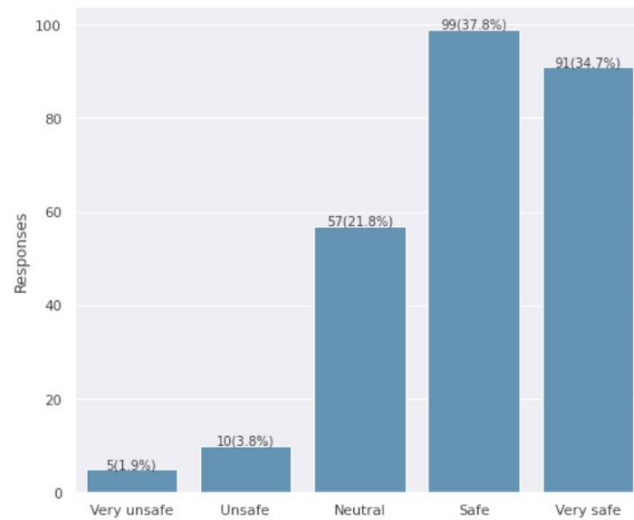


Figure 16: How safe students feel staying in hall

8. How frequently do you get dropped off without prior warning?

Q66.

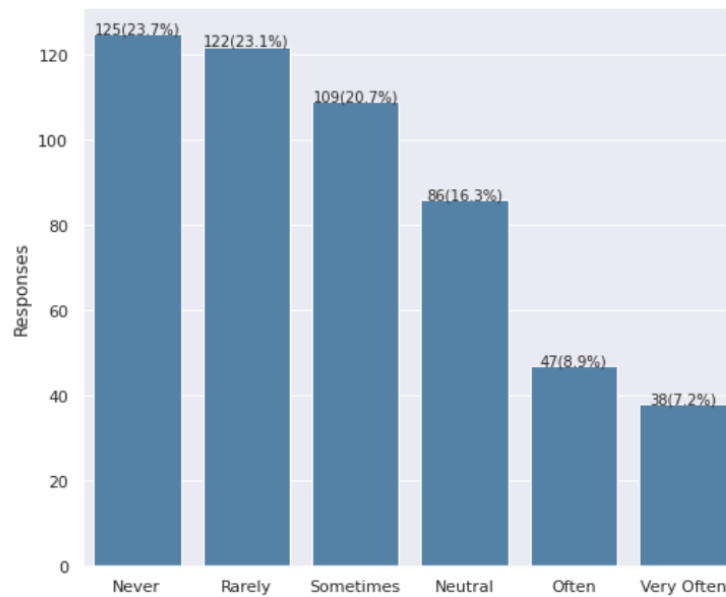


Figure 66: The frequency of riders being dropped off by the buses with prior warning

9. How satisfactory are the campus bus frequencies during off-peak hours on weekends?

Q32.

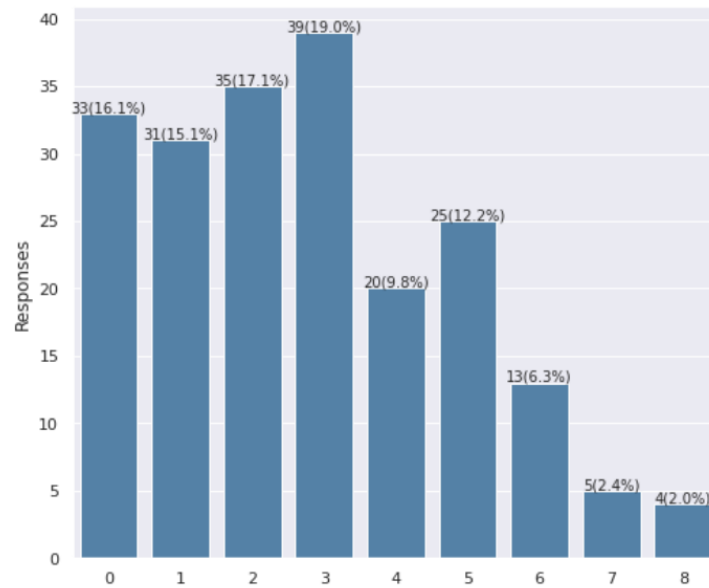


Figure 32: Respondent's satisfaction with the campus bus frequencies during off-peak hours on weekends

10. How satisfactory are the campus bus frequencies during peak hours on weekends?  
Q31.

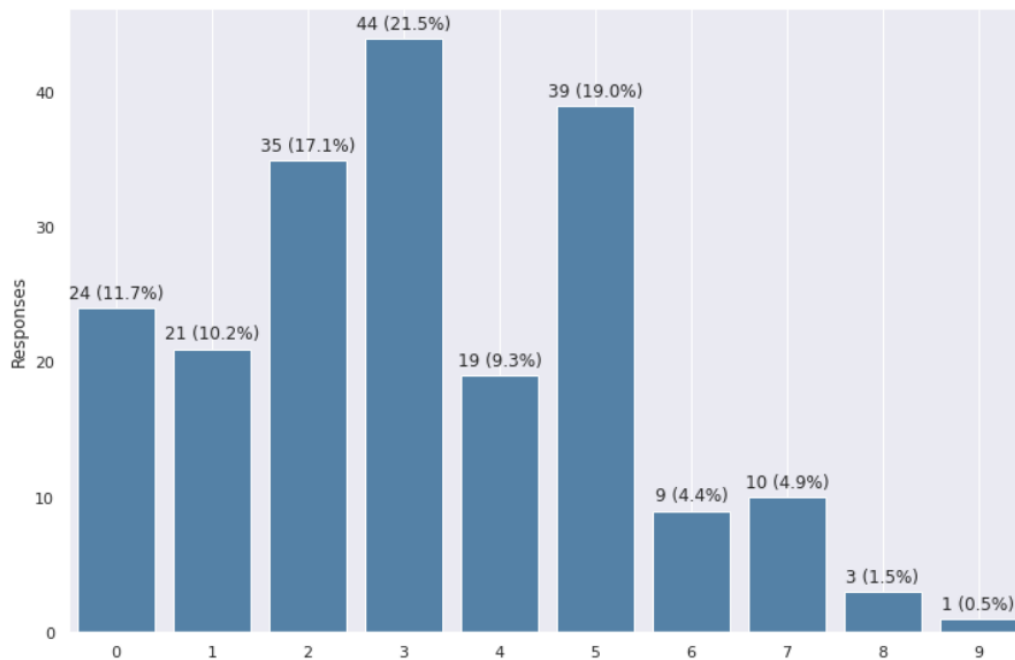


Figure 31: Respondent's satisfaction with the campus bus frequencies during peak hours on weekends

10. How satisfactory are the campus bus frequencies during peak hours on weekdays?

**Findings:**  
Q50.

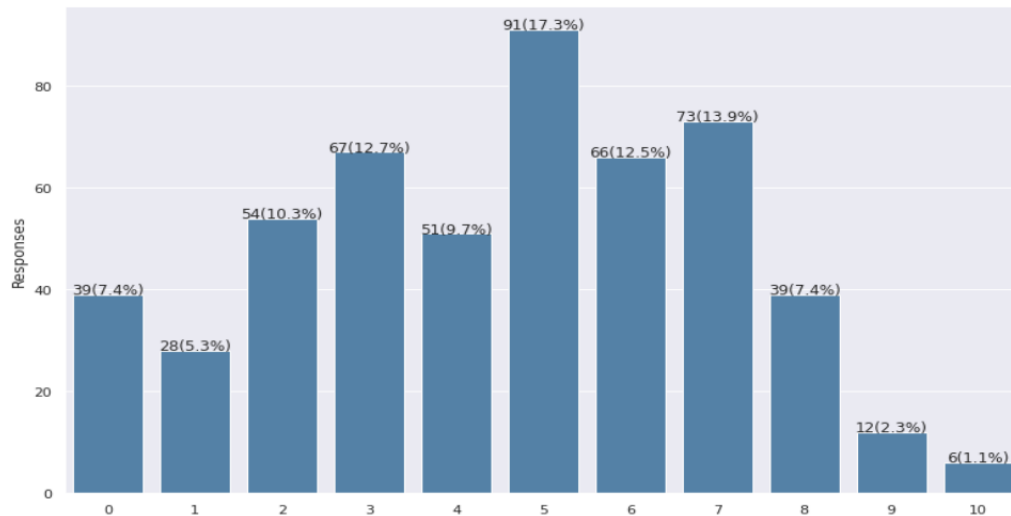


Figure 50: Respondent's satisfaction with the campus bus frequencies during peak hours on weekdays.

11. How satisfactory are the campus bus frequencies during off-peak hours on weekdays?  
Q51.

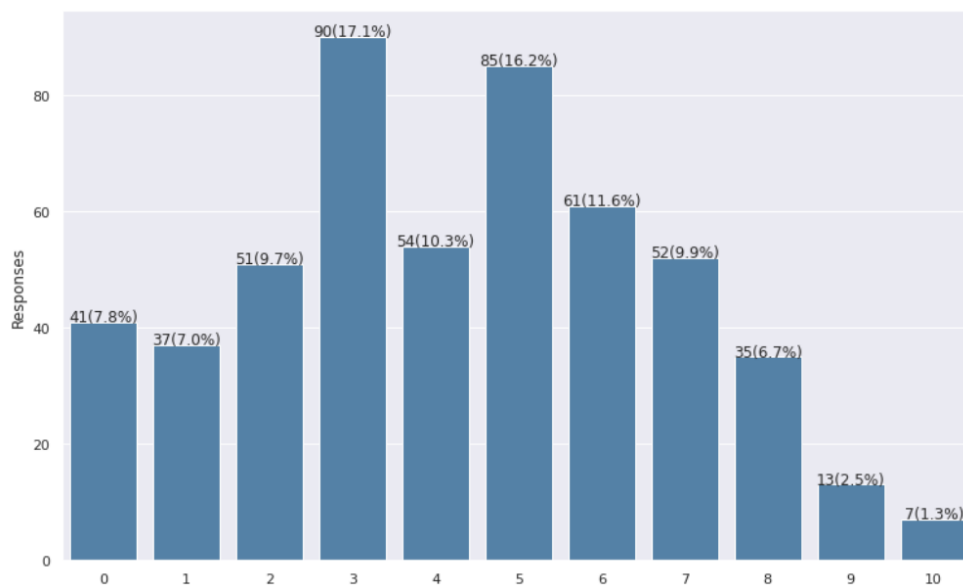


Figure 51: Respondent's satisfaction with the campus bus frequencies during off-peak hours on weekdays