

3.2.2 Evaluation of Student Satisfaction with Accommodation Services

(i) Overall Satisfaction Index

The survey sought to establish the satisfaction of students along eight main areas of accommodation and catering. These included: Condition of physical facilities, room allocation process, Conditions of hostel facilities, staff responsiveness to student issues, repairs & maintenance, communication, recreational facilities and Catering. The overall satisfaction index was 68%, which is far much higher than the previous year's index of 52%. This shows that the index has increased and this increase was replicated in the individual indices for each of the seven areas. The specific indices for each of the seven areas looked at are presented in table below. The room allocation process was given the highest approval rating at 80% which is higher than the index of 54 % posted the previous year. The least rated were recreational facilities and condition of physical facilities each at 60% which is nevertheless above the 55% threshold.

Table 11: Overall Satisfaction Index

	SSI - 2011	SSI - 2012
Physical Facilities	49%	60%
Conditions of Hostel Facilities	58%	71%
Staff Responsiveness to Student Issues	53%	70%
Repairs and Maintenance	50%	65%
Communication	56%	69%
Recreational Facilities	47%	60%
Room Allocation Process	54%	80%
Catering Services	54%	66%
Composite Index	52%	68%

(ii) SMU Comparative Satisfaction Indices

The best performing SMU in terms of student satisfaction was Lower Kabete SMU rated at 72% marking an improvement of 16% from last year's index of 56%. This was followed closely by Kikuyu (69%) then Mamlaka and Kenya Science SMUs each at 68%. The least performing SMU was KMSH rated at 57% which is slightly above the threshold of 55% in this likert type scale.