

The following report includes analysis from the International Students Housing Survey. This survey was open from 7th to 18th April 2022 and received 129 responses (2% response rate, based on 6743 international students). This survey was sent only to international students registered at Sheffield Hallam University. Participants were asked to complete the survey via email from the International Students' Officer. There was no incentive for the survey. As the appendix displays, the majority of respondents (n=84) were from Nigeria and 29 respondents were from India. Therefore, the second part of this report compares responses from students from these two countries.

Accommodation Enquiries

Participants were asked, 'when did they start looking for accommodation in the UK/Sheffield?' to which the responses recorded were as follows:

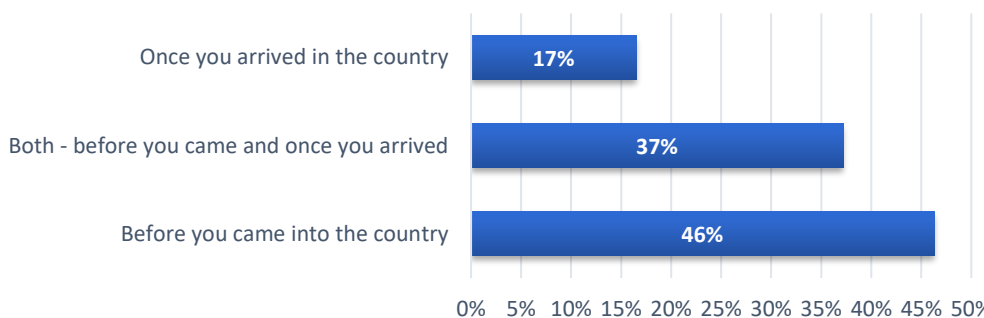


Figure 1: Responses to when the participants started looking for accommodation in UK/ Sheffield (n=121).

Figure 1 shows that 46 percent of participants started looking for accommodation before arriving in the UK/Sheffield, and 37 percent started looking both before and after they arrived. Only 17 percent searched for accommodation after arriving in the country, an indication of diminished importance.

Arrival in the UK

Respondents were asked 'who did they move with when they moved to the UK', to which the responses are as follows:

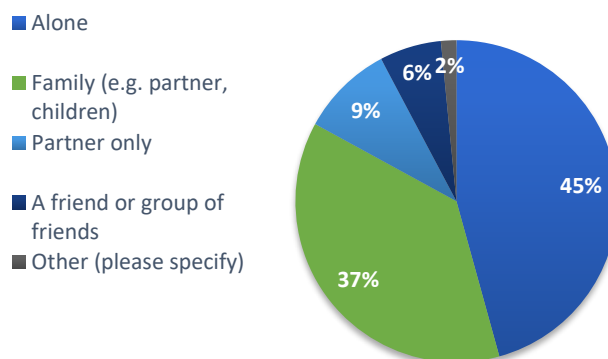


Figure 2: Responses to who the participants moved with when they moved to the UK (n=129).

Figure 2 indicates that 45 percent of the participants arrived alone, with 37 percent of them arriving with family, whereas only 6 percent & 2 percent of the students arrived with a friend, group of friends, or siblings.

Accommodation Search Resources

In response to a question about how respondents found accommodation services in the UK or Sheffield, the responses were as follows:

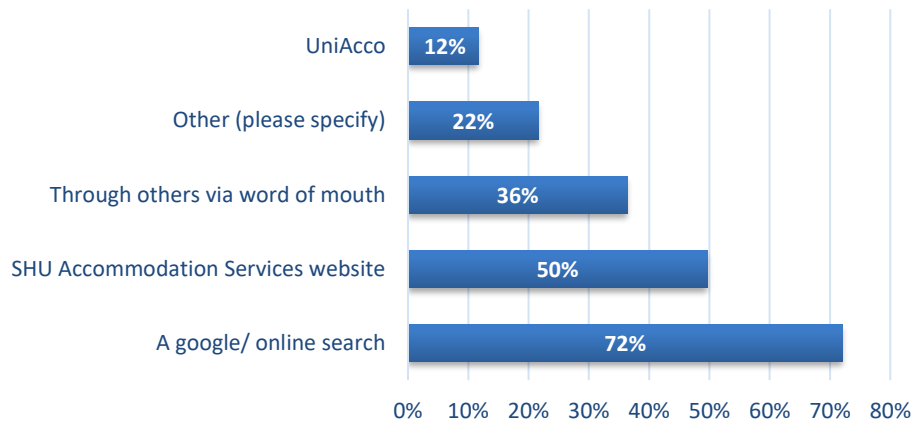


Figure 3: Resources participants used to search for accommodations in the UK (n=129).

Graph 3 indicates that 72 percent of the participants used google to search for the accommodation and half used the SHU accommodation services website. Only 22 percent and 12 percent used other resources like Zoopla, Facebook marketplace, and UniAcco respectively.

Information from Hallam

Participants were asked whether Sheffield Hallam provided accurate and useful information about accommodation searching before moving to the UK, and these responses were as follows:

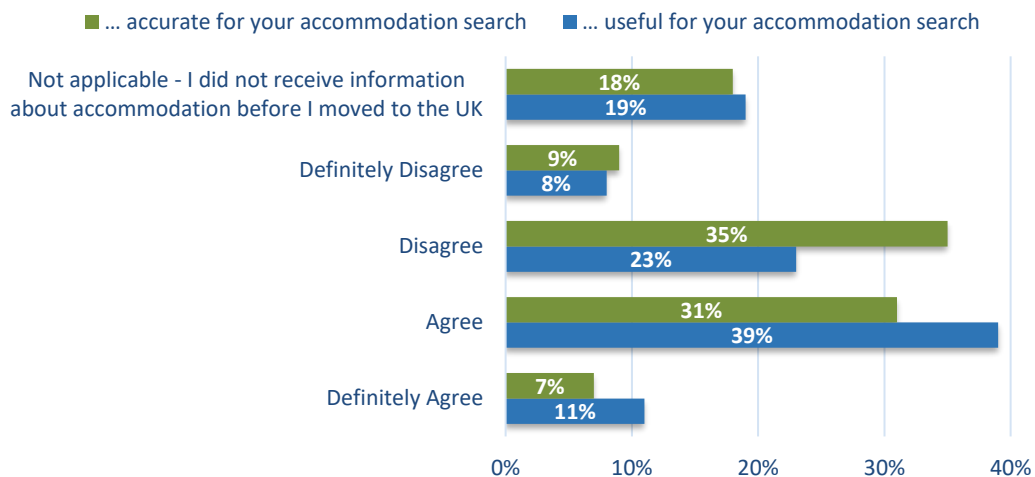


Figure 4: Feedback on information provided by University on accommodation (n=129).

Figure 4 indicates that only 50 percent of respondents agreed that the information provided by the university was useful and 38 percent agree that it was accurate for the accommodation search.

However, 44 percent of respondents disagreed with the accuracy of the information received, and 31% disagree with the usefulness of the information.

Accommodation Preferences in Sheffield

Respondents were asked about their accommodation preferences upon arrival in the UK, to which their responses were as follows:

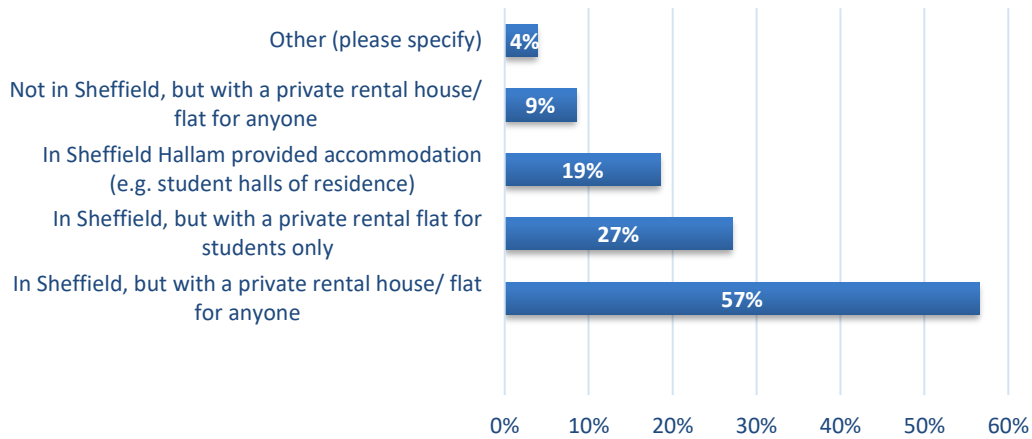


Figure 5: Accommodation interests of the participants (n=129).

Figure 5 shows that 57 percent of participants were interested in living in a private rental house/flat for anyone in Sheffield. Only 27 percent were interested in private rental flats for students only.

Accommodation search experience

Participants were asked to rate their experience of searching for an accommodation in the UK/Sheffield, to which the responses were as follows:

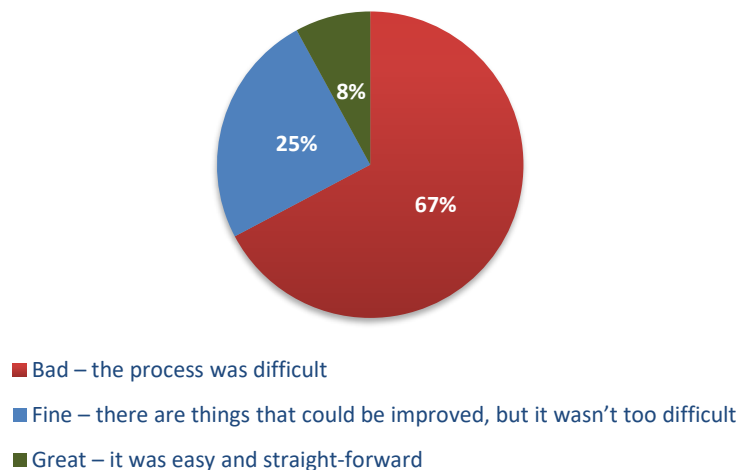


Figure 6: Accommodation interests of the participants (n=113).

According to Figure 6, 67 percent of participants rated their experience of searching for accommodation as bad. The experience was rated as 'fine' by only 25 percent, and 'great' by 8 percent, which indicates an area for improvement.

Current Accommodation Satisfaction Rate

To the question ‘Thinking about the accommodation you currently live in, how satisfied are you with it?’ the responses recorded are as follows:

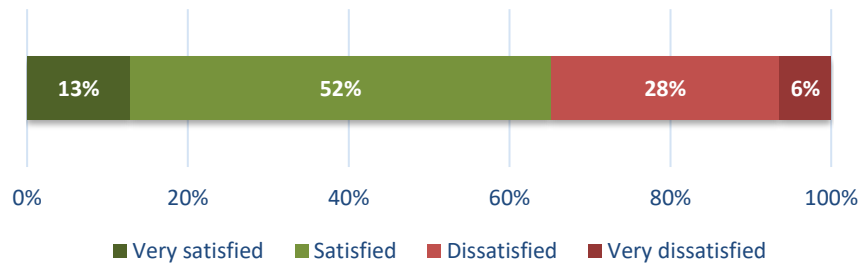


Figure 7: Satisfaction with the current accommodation (n=109).

Graph 7 shows that 65 percent of the participants are very satisfied or satisfied with their current accommodation. Thirty-four percent of the respondents were dissatisfied with their current housing situation.

Awareness of the Snug Scheme

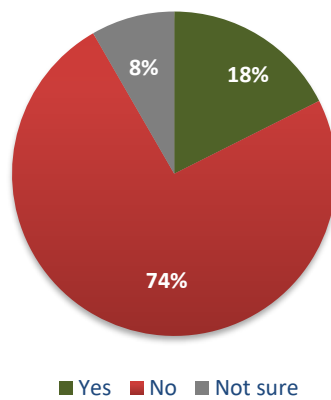


Figure 8: Awareness of the SNUG scheme amongst participants (n=108).

SNUG is an approved student housing in Sheffield. It is a scheme for registering, inspecting, and advertising student properties in Sheffield and is intended to ensure all students have access to good-quality, safe accommodation in the private sector. As shown in Figure 8, 74 percent of the participants lacked knowledge about SNUG, and 8 percent were unsure, emphasizing the need for better awareness. Only 18 percent of the respondents indicated they were aware of the scheme.

Further Comments

In response to an open-ended question on searching for accommodation in the UK/Sheffield, the following themes were identified:

Themes	Count
Negative Experience	24
Student with families	16
Increasing rental rates	15
Accommodation Types	14
Finding reliable Information	7
Fraud	4
Inaccurate information	2
Flexible Contracts	2
Total	84

- Negative experiences mainly were around discrimination in opportunities to secure accommodation for the student population and the overall search process.
- Lack of accommodation options for the students with families and other accommodation types was also mentioned.
- Increase in rental rates during the stay in accommodation and vast demands of rental deposits were flagged as some of many difficulties international students face, leading to stress.
- Other comments were on the fraudulent transactions, unreliable information, and unavailability of flexible contracts for the accommodation when searching.

Suggestions

In response to further suggestions on accommodation search following themes were recorded as responses:

Make it easier	14
Support/rights	9
Fair & transparent	3
SHU guarantor	3
Discrimination	2

- **Make it easier:** The comments were related to the university’s role in making it easier for students to find reliable and student-friendly accommodations.
- **Support/Rights:** Many students also requested support from the university in finding a house in the city.
- The students also suggested supporting them with guarantors, providing equal opportunities regardless of student type, and providing reliable information on where to find accommodations.

Comparison between Nigerian and Indian respondents

The below data displays differences based on the two largest respondent groups: students from Nigeria and students from India. There were **29** participants from India and **84** from Nigeria. Below are the themes of responses recorded on different questions.

The following table shows the count of international students who participated in the housing survey by the level of study from India and Nigeria. All respondents from India are studying at the Postgraduate taught level, and most students from Nigeria are studying at the same level.

Table 1: Respondents count by the level of study from India (n=29) and Nigeria (n=84).

Level of study	India	Nigeria
Postgraduate taught (e.g., Masters)	29	82
Postgraduate Research(e.g. Ph.D.)	-	1
Undergraduate first year	-	1
Total	29	84

Accommodation Enquiries

Respondents were asked, ‘when did they start looking for accommodation in the UK/Sheffield?’ to which the responses recorded were as follows:

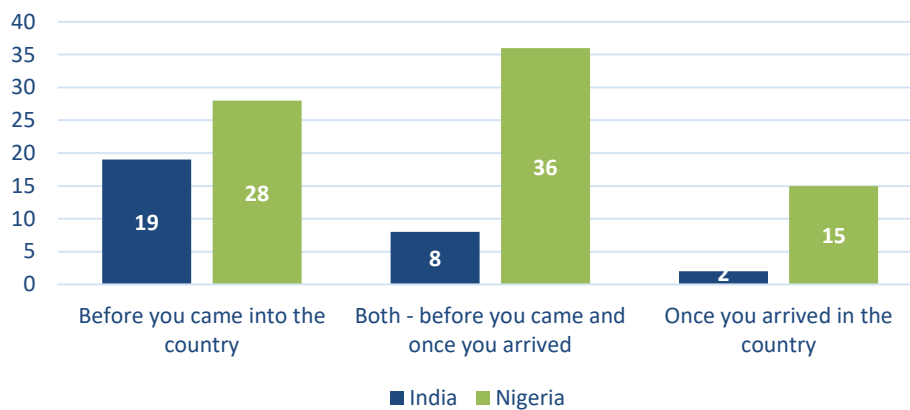


Figure 9: Responses to when the participants started looking for accommodation in UK/ Sheffield (count India (n=29), & Nigeria (n= 79)).

From Figure 9, **India**: 19 respondents looked for accommodation before arriving in the UK/Sheffield and 10 participants started looking both before and after they arrived. **Nigeria**: Only 28 looked for accommodation before arriving, followed by a major 36 participants who started looking for accommodation both before and after, and 15 after they arrived. While the accommodation search process differs between students from India and Nigeria, they both give the least importance to the search process once they arrive in a country.

Arrival in the UK

Respondents were asked 'who did they move with when they moved to the UK', to which the responses are as follows:

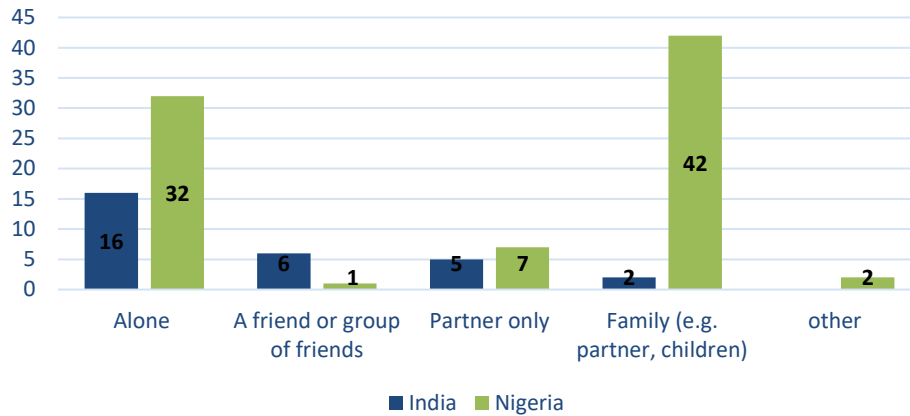


Figure 10: Responses to who the participants moved with when they moved to the UK from (India count n=29, Nigeria n=84).

From Figure 10, **India**: 16 participants arrived alone, with only 6 of them who arrived with a friend or group of friends, 5 of them with a partner, and only 2 with family. **Nigeria**: 42 participants arrived with family, 32 of them arrived alone followed by 7 with a partner only. There is a significant difference in students arriving with family from Nigeria in the UK/Sheffield as compared to India.

Accommodation Search Resources

In response to a question about how respondents found accommodation services in the UK or Sheffield, the responses were as follows (multiple choices):

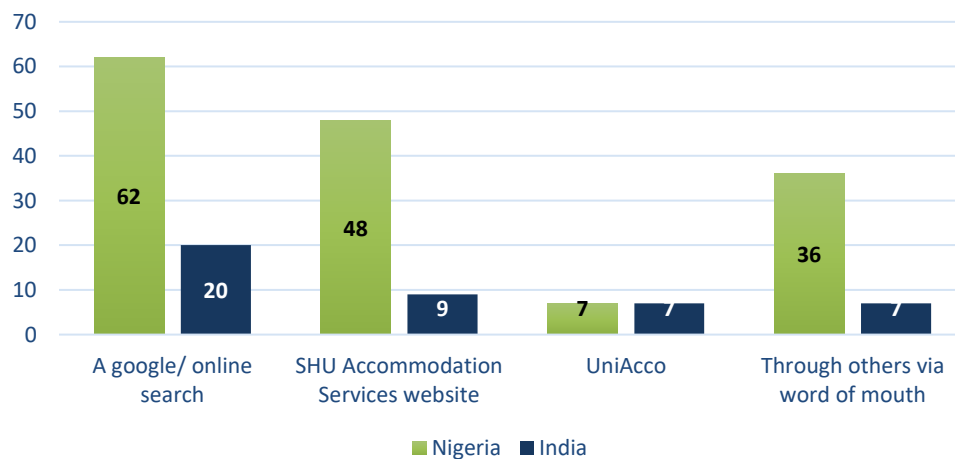


Figure 11: Resources participants used to search for accommodations in the UK.

From Error! Reference source not found.11, Google/online search was given first preference by the majority of respondents from both India and Nigeria, followed by SHU accommodation services. A difference is seen in the word-of-mouth resource which helped students from Nigeria in finding accommodation in the UK/Sheffield when compared to participants from India.

Information from Hallam

Participants were asked whether Sheffield Hallam provided accurate and useful information about accommodation searching before moving to the UK, and these responses were as follows:

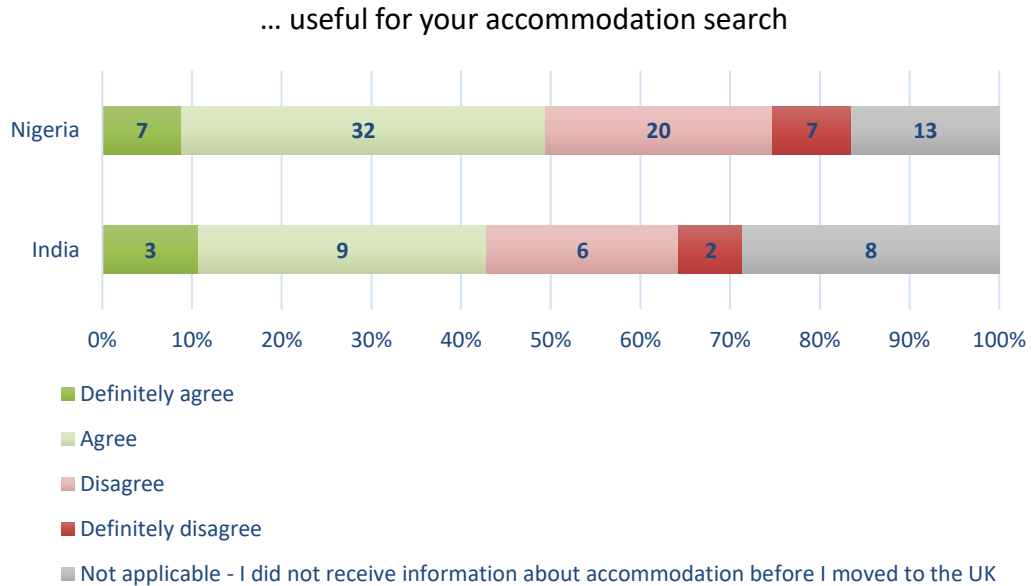


Figure 12: Usefulness of the resources provided by the university to search for accommodations in the UK.

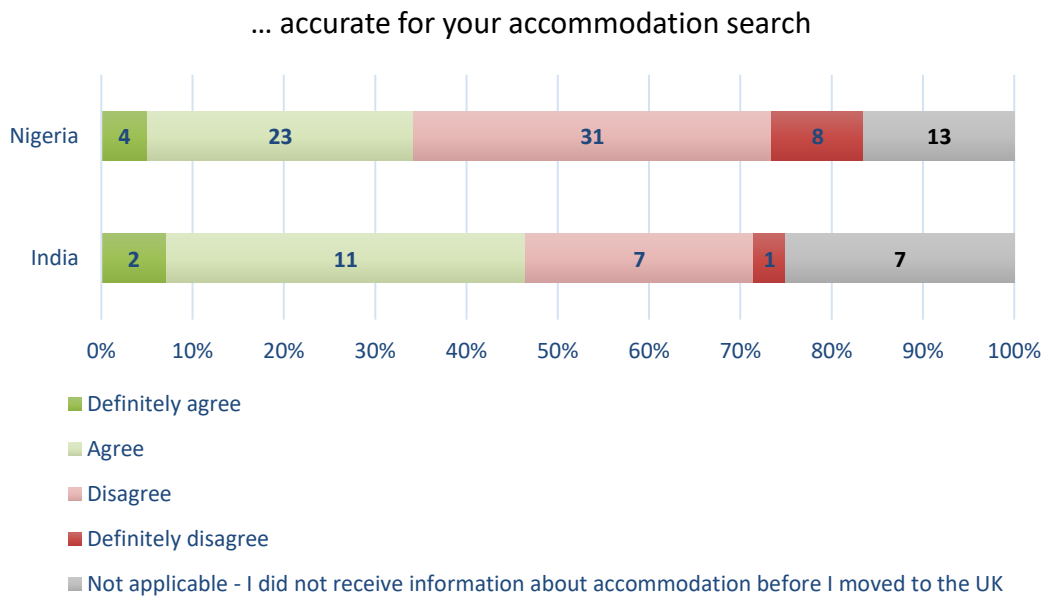


Figure 13: Accuracy of the resources provided by the university to search for accommodations in the UK.

Figure 12 shows that 39 participants from Nigeria and 12 from India agreed that the information provided by the university was useful for the accommodation search. Figure 13 indicates that 27 participants from Nigeria and 13 participants from India agreed that the information provided by the university was accurate. However, 39 respondents from Nigeria and 8 from India disagreed with the

accuracy of the information received. Overall, higher disagreement on the usefulness and accuracy of the information provided by the university was recorded from the participants from Nigeria.

Accommodation Preferences in Sheffield

Respondents were asked about their accommodation preferences upon arrival in the UK, to which their responses were as follows:

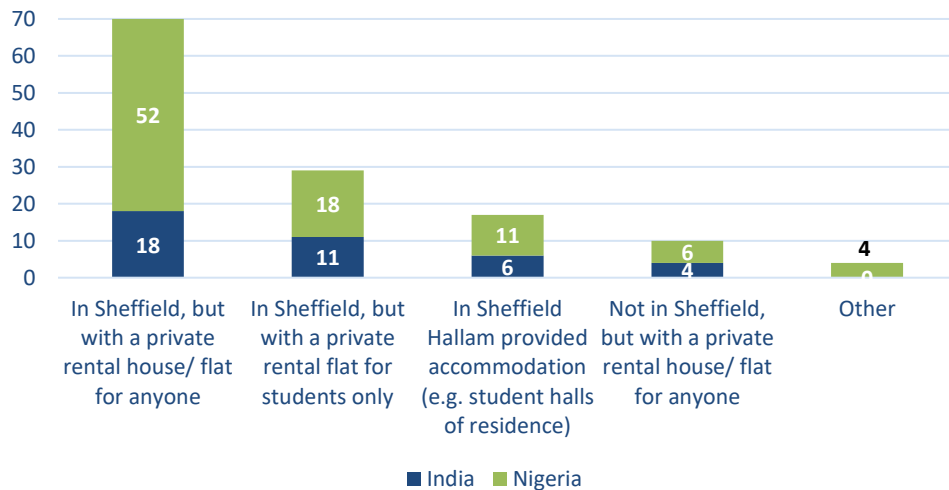


Figure 14: Accommodation interests of the participants (n=29 (India), n=84 (Nigeria)).

Figure 14 shows that 52 participants from Nigeria and 18 from India were interested in living in a private rental house/flat for anyone in Sheffield indicating a higher preference than the other options.

Accommodation search experience

Participants were asked to rate their experience of searching for an accommodation in the UK/Sheffield, to which the responses were as follows:

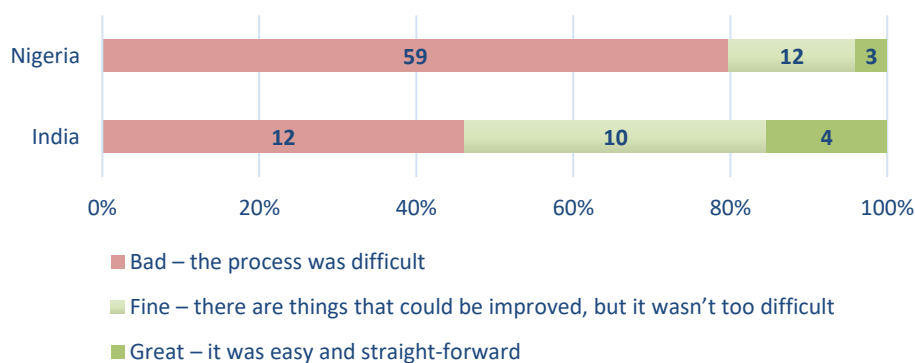


Figure 15: Accommodation search experience of the participants ((n=27 (India), n=73 (Nigeria)).

As **Error! Reference source not found**.15 displays, 59 participants from Nigeria and 12 from India rated their experience of searching for accommodation as bad which indicates a significant area for improvement.

Current Accommodation Satisfaction Rate

To the question ‘Thinking about the accommodation you currently live in, how satisfied are you with it?’ the responses recorded are as follows:

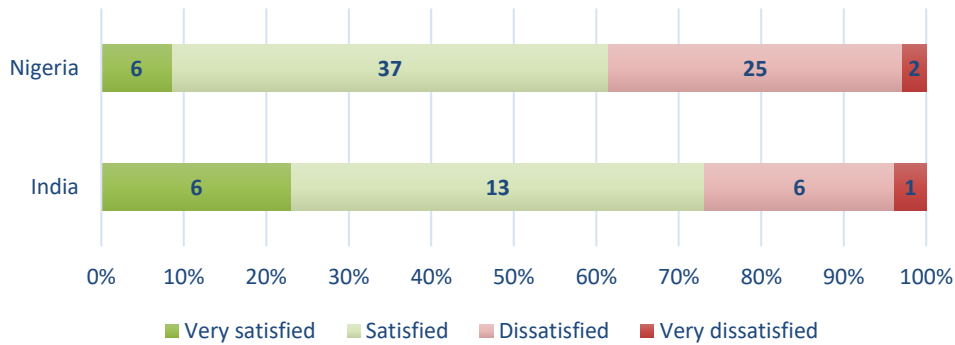


Figure 16: Accommodation satisfaction rate ((n=26 (India), n=70 (Nigeria)).

Figure 16 shows that 19 participants from India and 43 from Nigeria were satisfied with their current accommodation. Only 7 respondents from India and 27 from Nigeria were dissatisfied with their current housing situation.

Awareness of the Snug Scheme

SNUG is an approved student housing in Sheffield. It is a scheme for registering, inspecting, and advertising student properties in Sheffield and is intended to ensure all students have access to good-quality, safe accommodation in the private sector.

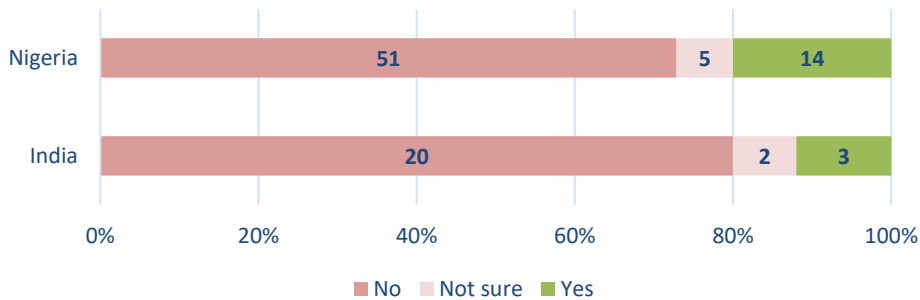


Figure 17: Accommodation search experience of the participants ((n=25 (India), n=70 (Nigeria)).

As shown in **Error! Reference source not found.17**, 51 respondents from Nigeria and 20 from India lacked knowledge about SNUG, emphasizing the need for better awareness overall. Only 3 from India and 14 respondents from Nigeria indicated they were aware of the scheme.

Appendix A: Demographics of respondents

The following tables show the count of students who responded to the survey by the level of study and country.

Table 2: Participants count by the level of study (n=129).

Level of study	Count
Postgraduate taught (e.g., Masters)	117
Postgraduate research (e.g., Ph.D.)	3
Undergraduate final year	3
Undergraduate second year	3
Foundation	1
Undergraduate first year	1
Others	1
Total Count	129

Table 2 indicates the highest proportion of international students is for Postgraduate Taught (Master's course). *Table 3* indicates that most respondents are from Nigeria and India.

Table 3: Participants counted by Country (n=129).

Country	Count
Nigeria	84
India	29
Unknown	3
Bangladesh	2
Iran	2
Finland	1
France	1
Germany	1
Ghana	1
Kenya	1
Malawi	1
Pakistan	1
Sri Lanka	1
Thailand	1
Total	129