

An Empirical Study on Market Research of Organized Students' Housing Industry in India

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ABSTRACT: *The purpose of this paper is to examine the scope of the organized student housing industry in one of the largest and most complicated markets of the world, where rate of increase in supply of new student housing facilities is much below the rate of increase in demand, which is pushing more students to opt for alternate student housing options. This study follows a qualitative approach of survey by systematically collecting, analyzing and interpreting the required data. The data pertaining to city overview, student profile, facilities and price points offered by alternative housing options, government building norms, best practices across the globe and key parameters for establishing student housing facilities is collected through secondary research on internet, analyzed and interpreted for the given case study in order to propose positioning, facilities, location, USP and potential tie-ups for a new housing facility. This study identifies huge business potential which the Indian student housing industry offers to the organized firms. At present, the students are deeply unsatisfied with the unorganized student housing alternatives which is not able to cater to their rising expectations of low cost and easy availability. This provides firms with a long term vision to dominate this industry which at present is in its pristine stage. This study is the first attempt to examine the scope of student housing industry in India by analyzing data collected according to the research methodology and propose a facility in the given city.*

KEYWORDS: *Student housing industry, student accommodation, market research, organized sector, business potential.*

I. INTRODUCTION

One of the most highlighting trends in real estates over the past decade have surrounded around the student housing industry. This is due to a variety of factors such as, generational variation in tastes, competition among colleges, broader trends in the

overall housing market and steady transformation in the nature of student housing on and near the institutions. The growth of student housing industry in India is primarily driven by availability of good education facilities. The quality of the present market competitors like paying guests, rented flats, private hostels and the college hostels have not been up to satisfactory level. The very need for a better more developed and affordable housing is still in rising demand.

A. FACTORS AFFECTING NEED OF STUDENT HOUSING

The need of the student housing strives on factors related to college/enrolment, student and infrastructure. College/enrolment related factors are establishment of new educational institutes, increase in capacity of established institutions and increase in student migration to education hubs to seek for better quality of education.

Student related factors include safety/security in wake of increasing crime against women, affordability of the hostel facility since hostels are expected to provide a variety of facilities at lower cost. Infrastructure related factors are the facilities which the hostel offer to the students which may not be available in alternate housing options such as outdoor sports facilities and recreation facilities, location/transportation, where students have to maintain a strategic balance between rental costs, daily transportation costs and personal convenience. Thus, on the basis of these factors, need for organized student housing options can be identified.

Table1: Best practices of market players from India and Abroad

	Unite Group PLC	CRM Students	Asset Campus Housing Inc.	American Campus Communities	The PAD	Unilodge	Manipal Integrated Services	Proposed Facility
Country	UK	UK	USA	USA	Australia	Australia	India	India
Average Room Size (sqft.)	137	120	171	150	120	159	200-300	150-300
Number of Facilities	120	54	92	200	5	35	3	NA
Total beds	42,000	19,000	60,000	125,000	1,700	10,000	3,500 (Proposed 20,000)	1,000
INR/Room/Month	NA	NA	NA	NA	NA	NA	4,500-16,000	4,000-8,000*
Basic Furniture	✓	✓	✓	✓	✓	✓	✓	✓
Air Conditioning	✓	✓	✓	✓	✓	✓	✓	✓
Heating Facility	✓	✓	✓	✓	✗	✗	✗	✗
Attached Bathroom	✓	✓	✓	✓	✓	✓	✓	✓
Telephone	✓	✓	✓	✓	✗	✗	✗	✗
Bills Included	✓	✓	✓	✓	✓	✓	✓	✓
Appliances	✓	✓	✓	✓	✗	✓	✗	✓
Wi-Fi	✓	✓	✓	✓	✓	✓	✓	✓
Security/CCTV	✓	✓	✓	✓	✓	✓	✓	✓
Common Room/TV Room	✓	✓	✓	✓	✓	✓	✓	✓
Laundry	✓	✓	✗	✓	E	✓	✗	E
Swimming Pool	✗	✓	✓	✓	✗	✓	✗	✗
Fitness Facility/Gym	✗	✓	✓	✓	✓	✓	✓	E
Theatres	✗	✓	✓	✓	✓	✗	✗	✗
Housekeeping	✗	✓	✗	✗	✗	✓	✓	✓
Indoor Sports	✗	✓	✗	✓	✓	✓	✓	✓
Outdoor Sports	✗	✓	✗	✓	✓	✓	✓	✓
Others	✗	✓	✓	✓	✓	✓	✓	✓

B. EXISTING PLAYERS

In countries like US, UK and Australia, student housing industry is dominated by organized players. The success of their business models has inspired many firms to enter into this industry in India since it has high potential for new players who can make a mark with the rising demand in many of the cities which are emerging as educational hubs. Table 1. Shows best practices of some market players from India and abroad.

C. GOVERNMENT SUPPORT AND REGULATIONS

Given the present condition of college hostels in India, Central and several State Governments have introduced various schemes to establish, develop, maintain and manage hostels. Assistance is extended to NGOs, public sector undertakings and educational institutions through grants, funding and land at subsidized or minimal rates. For instance, 20 new IIT's are proposed to be set up with hostel facilities through the financial assistance of the Central and State government. Government of Gujarat has supported 12 engineering colleges with hostel facilities by leasing land at nominal rentals and providing financial assistance up to INR 10 crores. A pilot project to construct girls' hostel is developed by the Government of Madhya Pradesh at an estimated project cost of INR 50 crore or USD 10.4 million. These are some of the projects which reflect growing momentum in the student housing industry across the country.

At present government is introducing a number of schemes in order to alleviate the housing related problems faced by the students. For instance, to promote building of hostels for students in Maoist-hit areas- The Chhattisgarh Government has introduced a scheme to construct hostels in Naxalite affected areas with the CSR funds of corporate operating in the state. For construction of hostels for women, colleges affiliated with the UGC will get financial assistance of INR 60 lakh to 2 crore. A centrally sponsored scheme provides financial assistance to construct hostels for housing of OBC college

students. Babu Jagjivan Ram Chhatrawas Yojna is a scheme which provides funds for constructing new hostel buildings and renovating existing hostels. Since private players cannot directly avail the benefits of these government schemes, it is suggested that they partner with academic institutions such as colleges, NGOs and universities who are eligible to do so.

D. FUTURE OF THIS INDUSTRY

Student housing is one of the most vibrant Indian real estate markets in the foresee future. Dense student populations that exist around prominent colleges positively affect the demand for residential spaces as well restaurants and small retail spaces. In fact, the future of this sector in India is extremely promising with the country's top 10-15 corporate schools having plans to develop a total of 8000-1000 schools over the next decade, with the aim to deliver quality education to far-flung parts of the country. The corporate higher education industry is expected to build close to 10million sq.ft. of educational institution spaces over the next few years-and this does not include the rapid expansion plans that are underway to build the IIT's, IIM's, SPA's and other reputed educational institutions. The demand for the right kind of student housing that such a scenario presents can well be imagined.

1. LITERATURE REVIEW

Students going to live away from their parents for higher educations in college campuses have a greater impact on their personalities and psychology. This is emphasized by Owens (2010) [4] where his research study identified that both race and extracurricular involvement influenced the psychosocial development of first-year students who lived on-campus.

Research conducted in the United States has shown that students living in residence have greater gains in areas such as intellectual development, and are more likely to stay in university and complete their degrees, than students who live off-campus. In a study done by J. Paul Grayson (1997) of York

University [1], a large commuter university, it is shown that place of residence does affect student involvement and first year marks. He states that students living in college residential are more likely to score more than students living in home as they come from more affluent families and students living in college hostels are mostly males and most of the girls came from homes. In his study, he found the average co-curricular involvement scores calculated for students in double and single rooms are 22 percentile points higher than those living with parents.

There is an adequate need for the improvement of the quality of housing accommodation for tertiary education students. For instance Olotuah (2000), in a study [3] of the suburban housing situation in Akure, Ondo State of Nigeria, indicated that in spite of the evident poor housing conditions in some areas of that capital city, residents did not complain because of their low expectations with respect public social services.

The importance of Student Accommodation Quality (SAQ) can be well understood in the study made by Nimako and Bondinuba (2013) [5], where he argues that students priority of SAQ is common among the higher education students where the availability of basic facilities like water and electricity, followed by residential infrastructure, security, environmental conditions, toilet, distance to institute, bedroom and bathroom situation, expenses, rules and regulation is followed by support dimension of SAQ being garbage disposal. The study concludes that student housing providers and institution's hostel managements should try to focus more of their resources to the priorities which accommodated students prioritize. Generally, giving more of emphasis on the SAQ dimension to ensure effective and efficient hostel accommodation services that promote students and induce larger demand in the market.

A policy study done by Gilroy, Davis, Anzia and Segal (2007) tries to come up with a solution [2] to this problem. They compare the living condition of college hostel to that of dingy dorm. With lack of good quality food, sports facilities overcrowded and shortage of residential hostels, some universities have

called upon the expertise of private housing providers to develop comprehensive solutions to these problems. In return, they have endeavor the rewards of lower cost, higher-quality student housing. Yet despite these success stories, privatization of student housing remains underutilized. The far most suitable example of the success story of the privatization of accommodation is that of the U.S. military housing model. The MHPI has proven to be a remarkable success since its creation in 1996. In less than a decade, the military services have made impressive strides in utilizing private housing developers to replace inadequate on-base housing. The private sector has proved that it can build, renovate, operate, and maintain higher-quality housing communities at less cost than traditional military construction methods.

The advent of more educational institutions in major cities has attracted many big players from real estate into picture. Established players in the market are on a buying spree in hopes of remaining competitive among bi-name new comers. In year 2012, a record \$3.7 billion of student accommodation properties trades took place, up nearly by 95% following 2011, according to ARA student housing. There are growing concerns of over-building. ARA tracked 71 projects under way in year 2013 up by nearly 129% from previous year. A big reason why companies are screeching into student accommodation is that they believe it is recession free. Kayne Anderson Real Estate Advisors, a private-equity investor with 15,000 beds, posted annual returns that exceeded 20% between 2007 and 2012, despite of economic slowdown. The firm isn't worried of oversupply.

II. SCOPE AND NEED OF STUDY

There has been very less research done in this industry and almost nil in India. To the extent that this industry can grow might lead to intensive investment in this industry particularly in India shadowing some foreign countries. Pertaining to the success and increase of interests in some countries, there is a strategic approach needed to get into the Indian market with high potential.

III. RESEARCH METHODOLOGY

This research is conducted by collecting and analyzing data pertaining to city overview, student profile, competitor's profile, hostel building norms set by the government, issues presently faced by students, best practices across the globe shown in Table 1 and key parameters for establishing student housing facilities shown in Table 2. The research takes place by obeying the following steps:-

Step 1- Develop overview of the selected city by collecting data pertaining to profile of currently operating higher education institutes and the areas in which they are located.

Step 2- Develop student's profile by collecting and analyzing data pertaining to percentage of outstation students in total enrollment and split of student's residing in rented housing options and its respective price points.

Step 3- Understand the supply of rented housing options in the vicinity of the education institutes such as college hostels, private hostels, paying guests services (PG) and rented flats by collecting and

analyzing data pertaining to price points and facilities offered by each option.

Step 4- Study hostel building norms set by the development authority of the selected city.

Step 5- Analyze the housing issues presently faced by the students and suggest pragmatic solutions.

Step 6- Considering the analysis conducted in the above steps, best practices across the globe (as shown in Table 1) and key parameters for establishing student housing facilities (as shown in Table 2), we propose positioning, key facilities, location, USP and potential tie-ups for the new housing facility.

Table 2: Key Parameters for Establishing Student Housing Facilities

Price per month paid for housing	Affordability is a key consideration for students who usually have limited earnings while studying, thereby getting financial support from their families
Distance from College/University	Distance from education center is of primary importance as it results in saving time. Also, easy access to a developed public transport system acts as a driver for the location
Amenities provided	Students prefer housing that provides access to a range of services and modern facilities like hygienic food, Wi-Fi, furnished rooms, etc. This meets the essential, leisure and community needs of the students.


IV. CASE STUDY- BANGALORE, INDIA

A. OVERVIEW OF BANGALORE

According to the All India Survey of Higher Education by the Ministry of HRD, Government of India, the city of Bangalore has the highest number of educational institutions (898 institutes with enrolments over 5, 12,000). City home to institutes including Indian Institute of Science, National Law School, Indian Institute of Management, and National Institute of Design cover varied fields of comprising Aerospace Engineering, Agriculture, Biotechnology,

Business Management, Law, Sociology, Economics, Nanotechnology a plethora of other departments. In addition to being an IT hub, Bangalore is an education center that attracts students from all over India and abroad with 10,000 foreign students accounting for 37% of all those coming to India. Figure 1 discusses the composition of external and local students, exhibiting the diversity of the city. From a total of 898 institutes 301 are formal education institutes, 529 technical or professional institutes and 68 are of other types. These institutes are mainly located in 17 areas as shown in Table 3.

Table 3: Main locations of institutes

	1. Kolar	6. VV Puram	11. Jayanagar	16. Banashankari
	2. RT Nagar	7. Basavanagar	12. Christ School Road	17. City Road
	3. Malleswaram	8. Nagarbhavi	13. Koramangala	
	4. Rajajinagar	9. Vasant Nagar	14. Hosur Road	
	5. Vijay Nagar	10. JB Campus	15. BTM Layout	

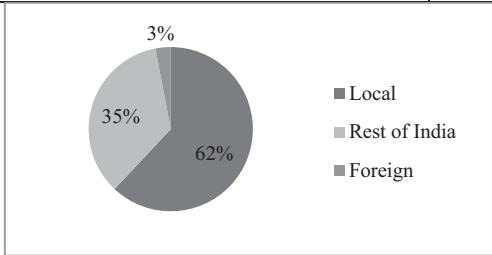


Figure no 1: Student profile residing in Bangalore

A. STUDENT PROFILE OVERVIEW

Bangalore not only attracts students from the southern states of Andhra Pradesh, Tamil Nadu and Kerala but also from other North and Eastern states of India. Students from different countries like Sudan, Germany, Africa, Iran, Japan, Thailand, Korea, Malaysia, the Middle East, and neighbouring Bangladesh are enrolled in city institutes. Total number of enrolment is estimated at 512, 215 out of which 65% is the estimated percent of outstation students, that is, 332,940 students are outstation students. Of the total number of outstation students, only 15% receive housing in college hostels. The housing for the remaining outstation students is met through the unorganized sector, with paying guest being the main provider. The pricing for different categories of housing vary from INR 1,200 – 7,000 based on location and facilities. And the split of students in rented housing, as shown in Figure 2, signifies that Bangalore offers huge market potential

for organized student housing where currently 85% market is dominated by unorganized modes of student housing.

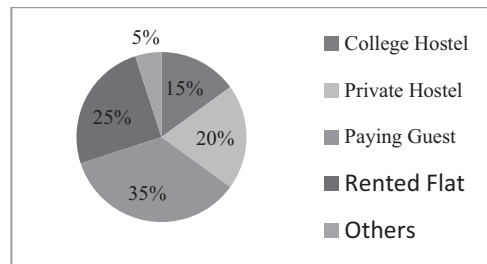


Figure no 2: Split of students in rented housing

B. SUPPLY OF STUDENT HOUSING OPTIONS

- College Hostels

With the number of outstation students coming to Bangalore increasing, getting a hostel room has become a challenge for students. Most hostels give rooms on first come-first serve basis, and some colleges give preference to toppers in the first year. Admission into hostel in the second year depends on marks scored in the second semester. Conditions in these college hostels are poor with several news reports outlining their poor infrastructure and students face several problems of overcrowding, poor quality food, unhygienic conditions and lack of infrastructure. Facilities offered by college hostels are mentioned in Table 4. The rentals of college hostels are generally in the range of INR 850 – 2,500 per student per month. Some of the key areas for college

hostels and its respective price points are shown in Table 5.

Table 4: Facilities offered by college hostels

Included in rent	Student Need*
Furniture	Medium
Dining Hall	Medium
Water Supply	High
Electricity charges	High
Internet	Medium
Security	Medium

Library	Low
Study Hall	Low
Indoor sports room	Low
Outdoor sports facility	Low
Medical facilities	Medium
Housekeeping	Medium
Available at additional cost	Student Need*
Mess services	Medium
Laundry	Medium
Air Conditioning	Medium

Table 5: Key areas and price points of college hostels

Area	Name of College	Price/student/month (INR)
JB Campus	Bangalore University	850-1,500
Kolar	Bangalore University Hostel	1,300-2,000
City Campus	Bangalore City College	1,750-2,500
Christ School Road	Christ University	1,200-2,500
Jayanagar	City Group Institutions	1,200-2,500

Table 6: Key areas and price points of private hostels

Area	Names of Private Hostels	Price/student/month (INR)
Basavanagudi	Mahratta Hostel, Deepak Women's Hostel	1,500 – 3,000
Banashankari	KIMS boys hostel, CVMS Hostel	3,000 – 4,000
Rajajinagar	B.S Siddappa Memorial Men's Hostel, Sriraksha Women's Hostel	3,000 – 5,000

and its respective price points are discussed in Table 6.

- Private Hostel

Several private hostels have sprung up to cater to the large student population seeking housing but the quality is poor in most hostels with students face problems with bad food and lack of basic amenities. Facilities offered by private hostels are mentioned in Table 7. Generally, private hostels house 100-150 students with the size of the rooms from 100 sq.ft to 300 sq.ft rents lying between INR 1,500 – 5,000 per student per month. Recently, Manipal Integrated Services acquired Bangalore-based Woodstock Ambience, with an objective to build and manage student housings in Bangalore and has completed a hostel complex with 1000 rooms to provide housing to around 2000 students. Key areas for private hostels

Table 7: Facilities offered by private hostels

Included in rent	Student Need [#]
Furniture	Medium
Dining Hall	Medium
Water supply (hot and cold)	High
Filtered drinking water	High
Security	High
Library	Low
TV Room	Low
Computer room	Low
Medical facilities	Medium
Housekeeping	Medium
Available at additional cost	Student Need [#]
Mess services	Medium
Laundry	Medium
Air conditioning	Medium
Internet	Medium
Electricity and power back up	High

- Paying Guest

Most Bangalore colleges, particularly newer ones, lack hostel facilities, and many of the older hostels offer limited amenities, resulting in demand for PG housing. Paying Guest housing is also a popular choice with young IT professionals in the city. Housing is available in a wide price range and owners also offer facilities such as kitchen and ease of restrictions on timing etc. Facilities offered by Paying Guests is mentioned in Table 9. There have been reports stating that Paying Guest housing in Bangalore have lax security and this being a major disadvantage for female students. The rentals of PG in Bangalore are generally higher than college hostels and private hostels with range varying between INR 2,000 – 8,000. Key areas for Paying Guests and its respective price points are shown in Table 8.

Table 8: .Key areas and price points of Paying Guests

Area	Price/student/month (INR)
Shanthi Nagar	2,750 – 8,000
Vijay Nagar	3,000 – 5,000
Malleswaram	3,500 – 5,500
V V Puram	2,000 – 4,000
Jayanagar	5,000 – 7,000

Table 9: Facilities offered by private hostels

Included in rent	Student Need [#]
Furniture	Medium
Water supply	High
Security	High
Kitchen facility	Medium
Common Room	Low
Ensuite	Medium
Available at additional cost	Student Need [#]
Food	Medium
Laundry	Medium

Included in rent	Student Need [#]
Furniture	Medium
Dining Hall	Medium
Water supply (hot and cold)	High
Filtered drinking water	High
Security	High
Library	Low
TV Room	Low
Computer room	Low
Medical facilities	Medium
Housekeeping	Medium
Available at additional cost	Student Need [#]
Mess services	Medium
Laundry	Medium
Air conditioning	Medium
Internet	Medium
Electricity and power back up	High

Air conditioning	Low
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Internet	Medium
Electricity and power back up	High
Filtered drinking water	High
Housekeeping	Medium

- Rented Flats

Lack of facilities and strict rules in hostels and paying guest housing have resulted in students to pool resources and share an apartment/ rented flat. Facilities offered by rented flats are mentioned in Table 11. Many flat owners do not want to rent to single girls and prefer to rent to international students. However, flexibility in terms of budget and facilities offered is a key driver for students to opt for this mode of housing. The rentals are in the range of INR 5,000 – 12,000 per student per month. Key areas for rented flats and its respective price points is shown in Table 10.

Table 10: Key areas and price points of rented flats

Area	Price per student per month (INR)
Kormangla	8,000 – 10,000
BTM Layout	5,000 – 7,000
Nagarbhavi	6,000 – 8,500
RT Nagar	8,000 – 12,000
Vasanth Nagar	5,000 – 9,000

Table 11: Facilities offered by rented flats

Included in rent	Student Need [#]
Kitchen facility	Medium
Ensuite	Medium
Available at additional cost	Student Need [#]
Laundry	Medium
Air conditioning	Medium
Internet	High
Electricity and power back up	High
Water charges	High
Security	High

- **Hostel Building Norms for Bangalore**

Hostel building norms in Bangalore is set by the Bangalore Development Authority. An overview of select guidelines for hostels in Bangalore is shown below in Table 12. These norms would vary, based on the site selection, classification of hostels and its corresponding the land use proposed as per the development Plan of the city.

- **Issues presently faced by students**

An analysis of the problems faced by the students with the present housing facilities is done in order to incorporate the solution suggested in the proposed facility. The analysis is shown in Table 13.

Table 12: Hostel Building Norms for Bangalore

Activity	Minimum Area required	Road width in mtr.	Definitions	Additional developments permitted
Residential Use Zone				
Hostel	Minimum 500 sq.mt.	12 mtr and above		Plotted residential developments, Villas, Semi-detached houses, Apartments, Hostels, Dharamshalas, Multi Dwelling Housing, Service Apartments, Group housing.
Commercial Use Zone				
Technical College Hostel	Hostel facility area is required to be 'adequate'	30 meters and above	A premises having educational and playing facilities for students of undergraduate and post graduate courses under a university	College, Residential Flat, Institutional hostel, Retail Shops (general, grocery, books & chemists, barber, launderer), Canteen, Auditorium, Indoor games hall, swimming pool, playground
Medical College Hostel	There must be hostel provision for 75% of total intake. The size of the room must not be less than 27 sq. meters for a sharing room and 9 sq. meters for single room	30 meters and above		
Industrial				
Hostel	Hostels in Bangalore are prohibited to be located in the Industrial Zones			

V. PROPOSED FACILITY

- It is suggested that the proposed facility/hostel be located at either Koramangala or Adugodi.
- This offers possibility of potential tie-ups with private and government universities like Christ University, Bangalore University and the National Law School of India.
- The accommodation cherishes the transportation facilities that it gets right at its door, including metro station, railway station, bus stand and international airport.
- The proposed expense is to be laid out with nominal rates ranging from INR 4,000- 6,000 per month.

- The USP of the proposed facility will be modern facilities, strategic location, proximity to public transports and key facilities, as proposed for individual rooms and overall facility respectively in Table 15.
- Depending upon the analysis done above, positioning of the proposed facility is shown in Table 14.

Table 13: Issues presently faced by students and suggested solution

Table 14: Margin specifications

Required bed facility	1000 beds
Suggested room size	200-250 sqft
Students willing to pay	INR 4,000 - 6,000 per month

Table 15: Proposed facilities for individual rooms and overall facility

Individual Rooms	
Furniture	✓
Bathroom (shared)	✓
Electric Appliances	✓
Wi-Fi	✓
Overall Facility	
Security	✓
Cafeteria/ Common Area	✓
Housekeeping/ Laundry	✓
Power Backup	✓

VI. CONCLUSION

In a billion plus Indian society where college education is becoming a trivial, the sector has the potential to bolster a plethora of related business with student housing one of them. With the increasing intake of students the colleges are finding it tough to accommodate them in the present facilities, pushing students to opt for alternate student housing options. In the absence a proper research the paper identifies the problem deeply, comparing with the present international scenario and identifying the roots causes of the issue. To further understand the student housing problem in India a case study is taken for Bangalore, a pioneer city in education. Student profiling is done for the city and each alternatives are study in detail. Finally after in-depth analysis a profitable business model is suggested for the city

Parameters	Issues	Suggested solution
Condition	Almost all the college hostels across the cities have deplorable and poor hostel infrastructure	Hostels with well-designed interiors and best-in-class equipment
Size	Generally the size of rooms provided in all the housing is small. These small rooms also have an occupancy of 2 or more students	Room sizes ranging between 150-300 sq.ft., varying across cities with provisions for opting Single/Double Occupancy
Facilities	Facilities provided in these hostels are generally inadequate and unhygienic, Majority of hostels only provide basic amenities like cot, almirah and quality of food is poor	Hygienic meals, dining space, cafeteria, medical Facility, Wi-Fi access, laundry, indoor and outdoor sports facilities, etc.
Security	Security and safety is a major concern, especially for female students	Installation of CCTV cameras, recruitment of security personnel and wardens
Restrictions	Students face a lot of problems with rigid rules and regulations imposed by hostel authorities	Flexibility in rules and regulations relating to hostel timings, visitors, and overnight guests
Unorganized Hostels	Majority of the hostels across the selected cities are unorganized and at times in unauthorized buildings	Planned and organized facilities (e.g. Manipal Group, a pioneer has established YOHO Hostels in 3 cities in India)

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