

QUALITY ASSESSMENT SURVEY OF SERVICES PROVIDED IN KTU DORMITORIES. SURVEY REPORT

PREPARED BY STRATEGY MONITORING AND
PROCESSES OFFICE AND DORMITORY GROUP

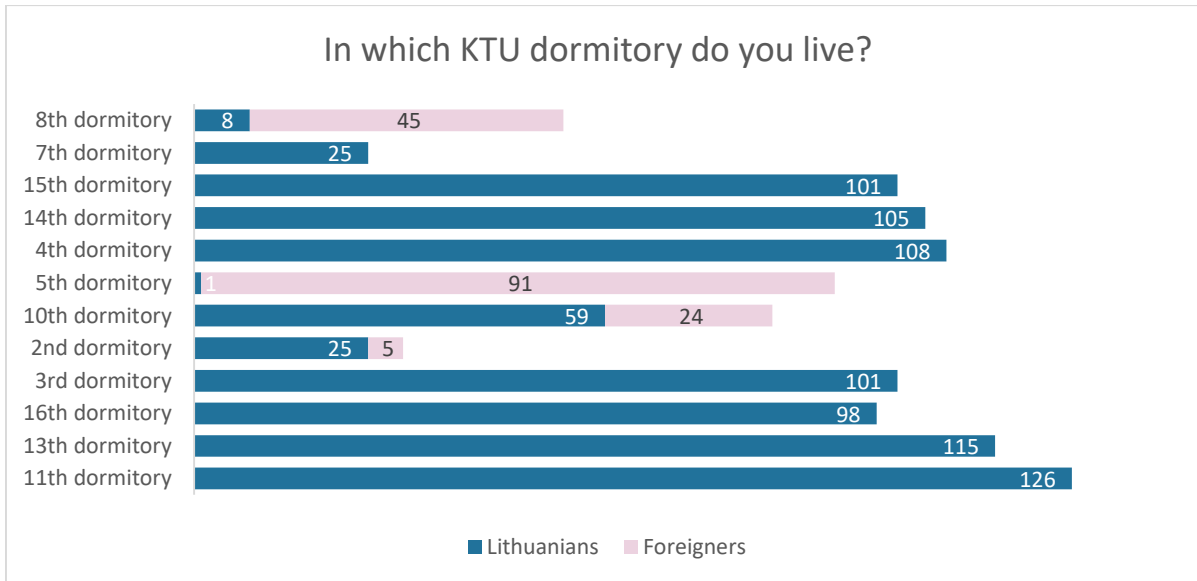
KAUNAS, 2018

SURVEY

Quality assessment survey of services provided in KTU dormitories was conducted since 5th till 17th of March 2018. Survey aims at assessing the quality of accommodation services provided in KTU dormitories. Respondents were asked to complete a questionnaire of 29 questions.

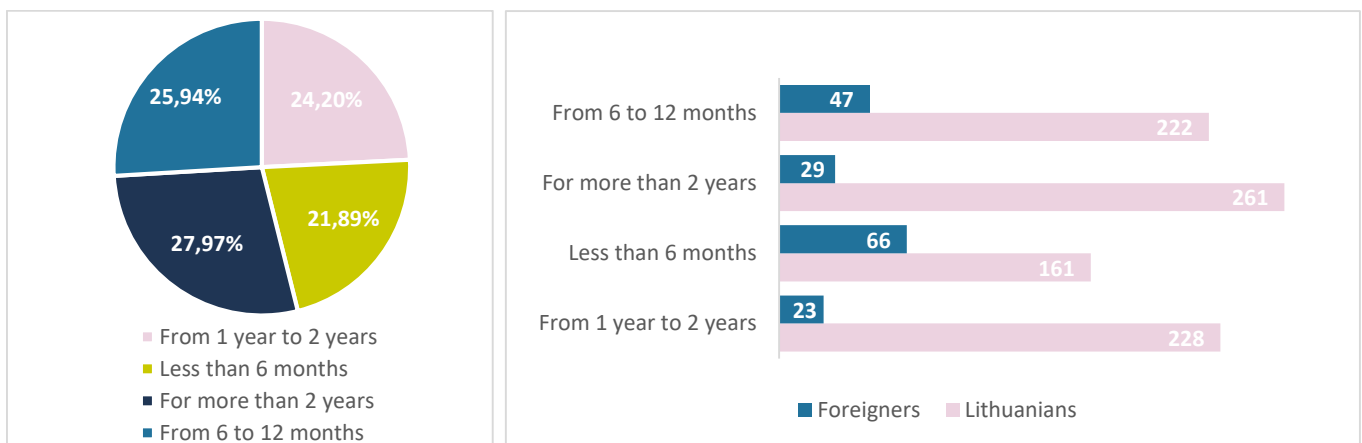
RESPONDENTS

- 1037 respondents expressed their opinion in the survey, i.e. 40% of students who have lived in the dormitories during the survey.



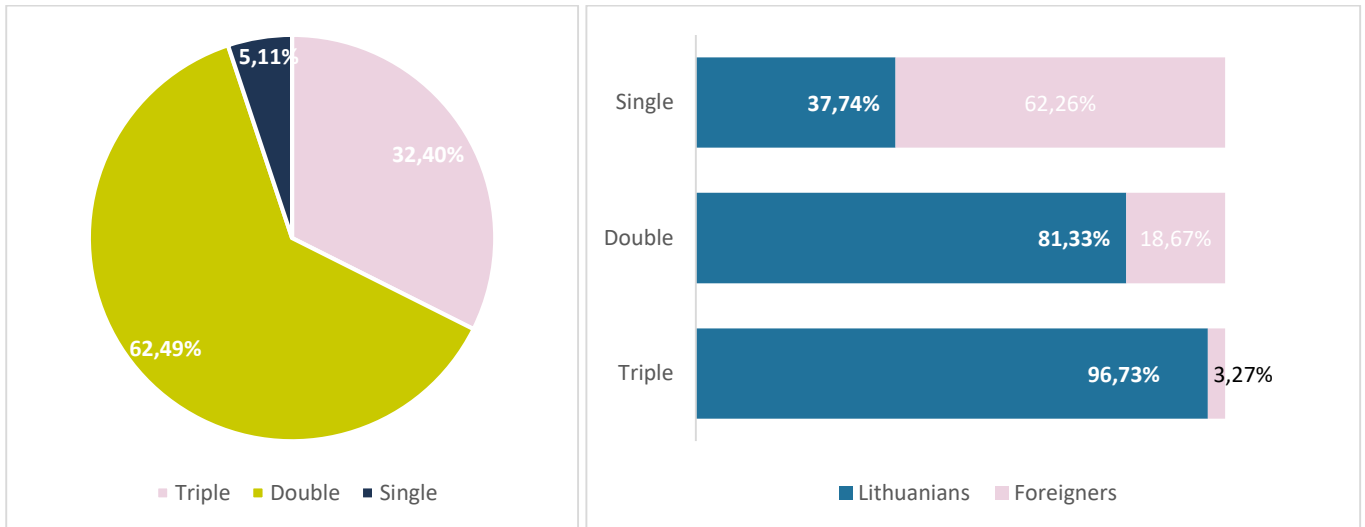
- 52% of respondents in KTU dormitories live for more than a year, 48% - up to a year (see Annex 1 for details).

HOW LONG DO YOU LIVE IN A DORMITORY?



3. 63% of respondents live in double rooms, 32% in triple rooms and 5% in single rooms.

WHAT IS THE TYPE OF ROOM, WHERE ARE YOU STAYING?



SUMMARY OF THE RESULTS

4. **The average assessment of process for providing accommodation services, living conditions in the dormitory, work of staff and Dormitories Councils is 3.84 points out of 5. Compared to the survey conducted in 2016 the result (3.64) has increased by 0.2 points.** Such an assessment suggests that students are satisfied with the work of the dormitory administration and the services provided in dormitories (the aggregated evaluation indicators are given in Table 1, detailed information on the indicators for assessing each dormitory is presented in Annex 2.

TABLE 1 AGGREGATED DORMITORIES EVALUATION INDICATORS *

| Assessment of process for providing accommodation services | | |
|---|------|-------------|
| The booking procedure for place in the dormitory is clear and fair | 3,82 | 3,85 |
| The information procedure about reserved place in the dormitory is clear | 3,76 | |
| The procedure for changing dormitory/room is clear and fair | 3,76 | |
| The payment procedure in the dormitories is clear and fair | 4,28 | |
| The order of assigning fines for violating the rules is clear and fair | 3,62 | |
| Assessment of work of Manager/ Administrator of dormitory | | |
| Staff's manner of communication | 3,90 | 3,88 |
| Prompt problem-solving | 3,71 | |
| Maintaining the order in the dormitories | 3,77 | |
| Staff honesty in making decisions in regard to accommodation | 4,00 | |
| Information and consultations on dormitory issues, provided by the dormitory staff | 4,00 | |
| The work of Administration staff of the Dormitory Group (chief coordinators, head of the Group) assessment | | |
| Staff's manner of communication | 3,89 | 3,89 |
| Prompt problem-solving | 3,80 | |
| Staff honesty in making decisions in regard to accommodation | 3,94 | |
| Information and consultations on dormitory issues, provided by the dormitory staff | 3,93 | |
| Assessment of work of Dormitory doorkeepers | | |
| Staff's manner of communication | 3,98 | 3,98 |
| Prompt problem-solving | 3,93 | |
| Maintaining the order in the dormitories | 3,99 | |
| Information and consultations on dormitory issues, provided by the dormitory staff | 4,01 | |
| Assessment of work of Maintenance staff | | |
| Staff's manner of communication | 3,98 | 3,89 |
| Prompt problem-solving | 3,73 | |
| Maintaining the order in the dormitories | 3,97 | |
| Assessment of living conditions in the dormitory | | |
| Condition of the building | 3,46 | 3,49 |
| Condition of the room | 3,35 | |
| Condition of the furniture | 3,44 | |
| Condition of the kitchen | 3,29 | |
| Condition of shower and toilet premises | 2,99 | |
| Condition of the recreational and sports spaces | 3,31 | |
| Sanitary in the commonly used areas of the dormitory | 3,26 | |
| Internet connection | 4,04 | |
| Safety in the dormitory | 4,15 | |
| Surroundings of the dormitory | 3,71 | |
| Repair works | 3,34 | |
| Assessment of work of the Dormitory council | | |
| Dormitory council's manner of communication | 3,86 | 3,80 |
| The chairperson of the council fairly represents the interests of the dormitory residents | 3,90 | |
| Dormitory council organises a sufficient amount of events and campaigns for the dormitory community | 3,68 | |
| Dormitory council effectively ensures the compliance with the rules in the dormitory | 3,72 | |
| Assessment of relationship between the dormitory residents | | |
| Me and my roommate (s) get along well and do not disturb each other | 4,37 | 3,94 |
| Me and my neighbours get along well and do not disturb each other | 4,02 | |
| My roommates are understanding and silent during the established hours | 4,29 | |
| My neighbours are understanding and silent during the established hours | 3,68 | |

| | | |
|---|------|-------------|
| My roommate's guests do not disturb me | 4,36 | |
| It is easy to distribute the cleaning responsibilities with my roommates | 4,13 | |
| It is easy to distribute the cleaning responsibilities with my blockmates | 3,55 | |
| Other dormitory residents (neighbours) keep the common areas (kitchen, WC, shower room and leisure spaces) clean. | 3,15 | |
| The average assessment | | 3,84 |

* Values of assessment: 5 – very good, 4 – good, 3 – satisfactorily, 2 – bad, 1 – very bad.

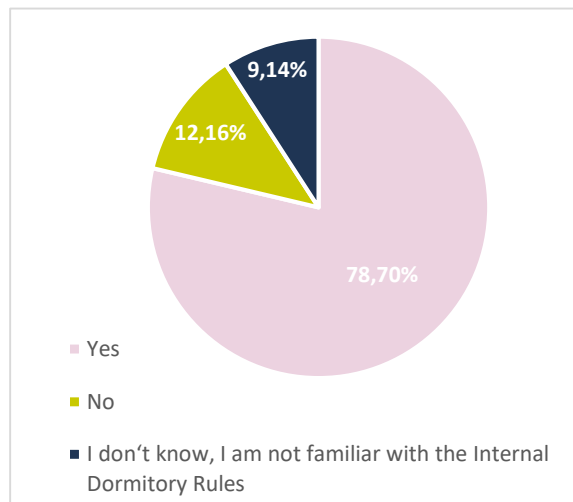
- Foreign students living under the same or better conditions in the same dormitory rated living conditions in the dormitory and provided services less well than Lithuanian students. These results show greater expectations of foreign students (see Table 2).

TABLE 2 AGGREGATED RESULTS OF DORMITORIES EVALUATION

| Evaluated aspects | Assessment of Lithuanian students | Assessment of foreign students | Overall assessment |
|---|-----------------------------------|--------------------------------|--------------------|
| Living conditions in the dormitory | 3,54 | 3,22 | 3,49 |
| The process for providing accommodation services | 3,95 | 3,37 | 3,85 |
| The work of Manager/ Administrator of dormitory | 3,99 | 3,33 | 3,88 |
| The work of Administration staff of the Dormitory Group (chief coordinators, head of the Group) | 4,05 | 3,21 | 3,89 |
| The work of Dormitory doorkeepers | 4,09 | 3,41 | 3,98 |
| The work of Maintenance staff | 3,95 | 3,63 | 3,89 |
| The work of the Dormitory council | 3,92 | 3,15 | 3,80 |
| The relationship between the dormitory residents | 3,97 | 3,81 | 3,94 |
| | 3,93 | 3,39 | 3,84 |

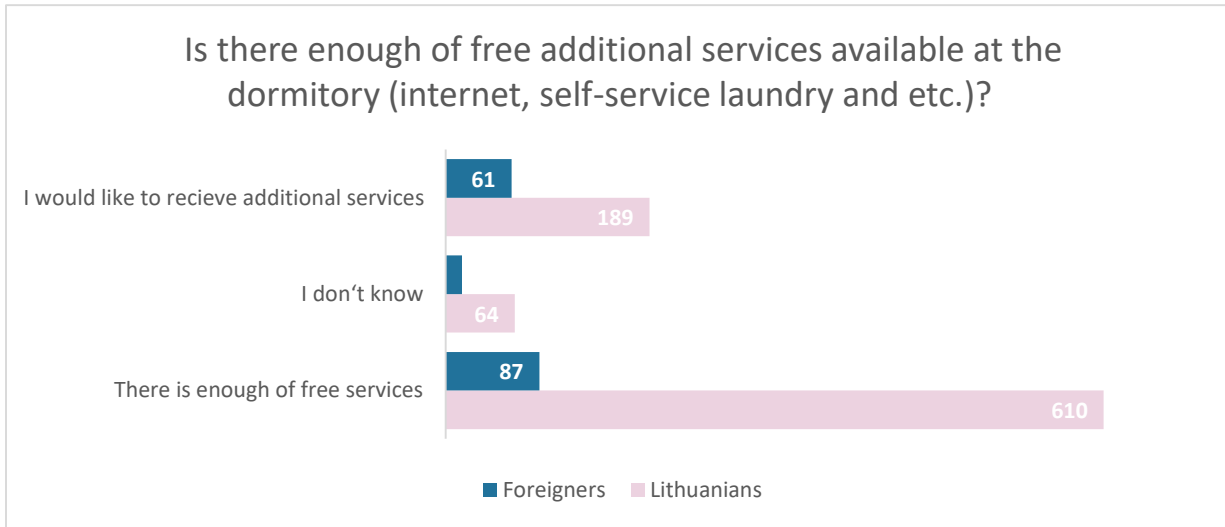
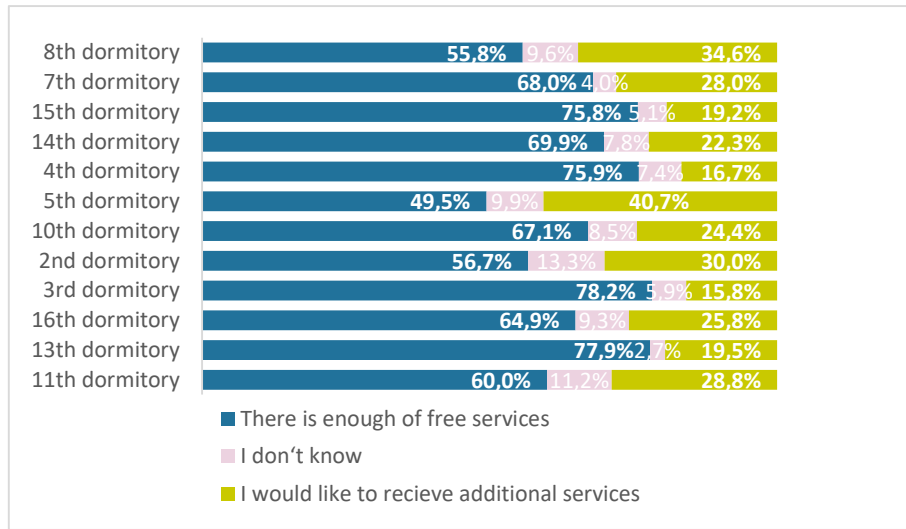
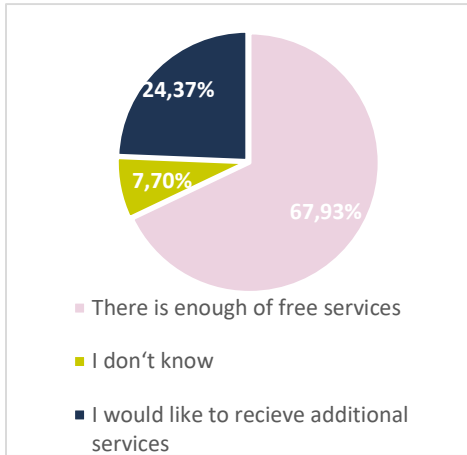
- The majority of respondents (79 %), consider that the Internal dormitory rules and regulations are comprehensive and clear.

DO THE EXISTING INTERNAL DORMITORY RULES AND REGULATIONS ARE COMPREHENSIVE (DEFINING ALL THE ESSENTIAL ASPECTS OF LIFE IN THE DORMITORY) AND CLEAR?



7. **Residents of the dormitories evaluated the work of doorkeepers (3.98 points) and relationship between the dormitory residents (3.94 points) the highest points**, living conditions in the dormitory rated the lowest points (3.49 points) (the lowest rating for showers and toilets condition).
8. **The work of dormitories administrator/ manager was estimated by 3.88 points.** The highest rating was for staff honesty in making decisions in regard to accommodation and information and consultations on dormitory issues, provided by the dormitory staff.
9. **Dormitories residents feel safe at the dormitories (4.15 points).**
10. A summary of the **respondents' suggestions for improving the quality of accommodation services in dormitories is given in Annex 3 of the report.**
11. **When assessing the relationship between dormitories residents**, respondents state that it is difficult to reach agreement on the distribution of responsibilities between dormitory residents in maintaining cleanliness and order in common areas (kitchens, sanitary facilities, leisure facilities).
12. **Respondents evaluate the performance of Dormitory Councils well** (rating 3.80 points), but the majority of respondents indicate that Dormitory Councils could organize more events for residents of dormitories and more effectively ensure compliance with the Internal rules of the dormitory.
13. **When assessing the process for providing accommodation services**, respondents indicated that the order of assigning fines for violating the rules is not very clear and correct. With respect to the opinion expressed by foreign students on a more transparent and more efficient procedure for changing dormitory/room, an electronic dormitory reservation system is being started to develop for foreign students.
14. Summarized respondents' suggestions for improvement of the accommodation system:
 - to define more precisely the functioning of the reservation system and the procedure and priorities for waiting list for place in the dormitory;
 - allow to reserve a places in the room with the opposite sex;
 - a simpler procedure for relocation at the same dormitory is desirable;
 - allow to relocate in the dormitory not only from the 1st working day of the following month, but from the time when the place is free;
 - make it possible to see the room before reservation;
 - change the priorities of the first year student accommodation (firstly, reserving a place for those who come from further districts, whose family receives low incomes, who gain a high scores, rather than those who first sign the study agreement);
 - introduce a reservation system for foreign students (under construction);
 - not to apply a penalty fee for non-compliance with the Internal dormitory rules;
 - more effective assignment of penalties for violating the Internal rules.
15. **Assessment for demand of additional free services in dormitories:**
 - 15.1. 68% of the students surveyed indicated that there were enough free services available in the dormitories;
 - 15.2 24% of respondents would like more free services (the list of preferred services is shown in Appendix below).

DEMAND OF ADDITIONAL FREE SERVICES



16. A summary of the list of preferred free services:

- instal wireless (wi-fi) internet connection in the dormitories and in their territory;
- equip dormitories with more washing and drying machines;
- instal water filters in the kitchen;
- build printers in dormitories;
- set up smoking rooms in dormitories;
- buy more inventory in leisure and sports spaces;
- provide window cleaning services in the rooms;
- build refrigerators and microwave ovens in the rooms;
- to equip a learning room (14, 5 dormitories);
- provide room cleaning services.

17. Assesment of additional paid services demand in dormitories:

17.1. 15% of the surveyed residents indicated that they would prefer additional paid service.

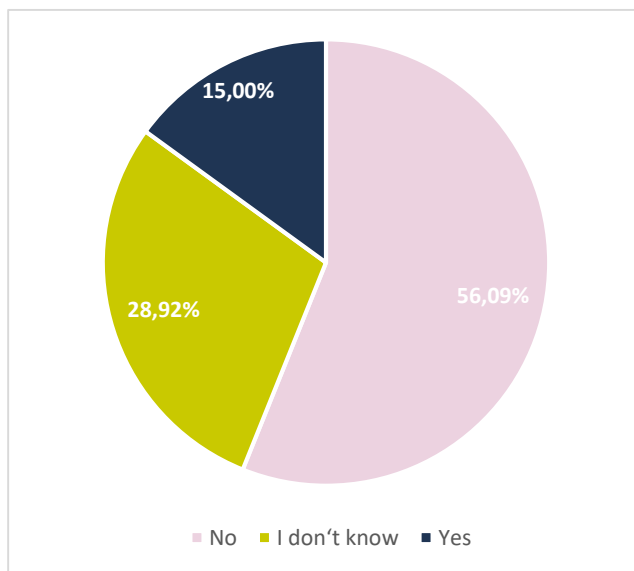
17.2. the preferred additional services were identified by 64 respondents (6% of the respondents),

the most often mentioned paid services:

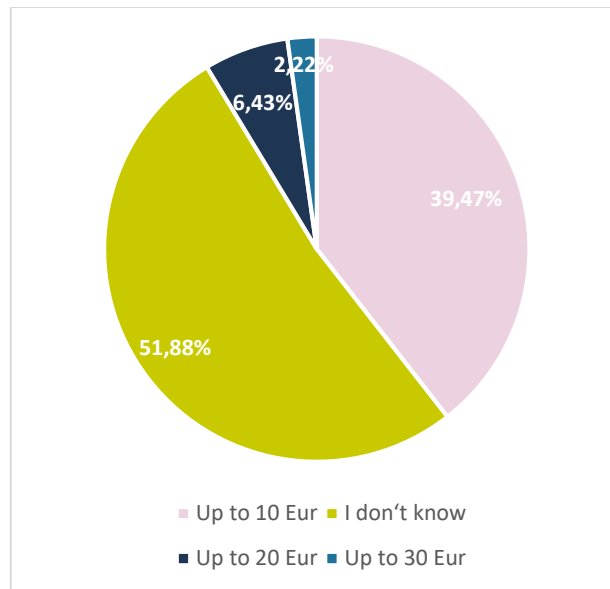
- paid closed parking;
- printing service;
- catering service;
- food/beverage vending machine;
- bike rental (foreign students);
- cleaning services (cleaning of rooms, sanitary units and window cleaning in rooms);

17.3 Most of residents who asked for additional paid services indicated that they do not know how much they could pay for additional services or could pay up to 10 Euro per month.

DEMAND OF ADDITIONAL PAID SERVICES



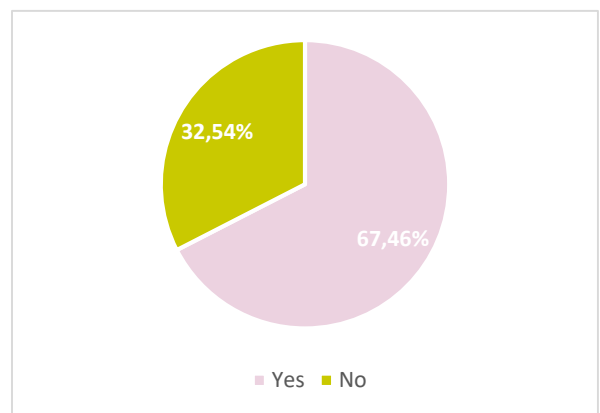
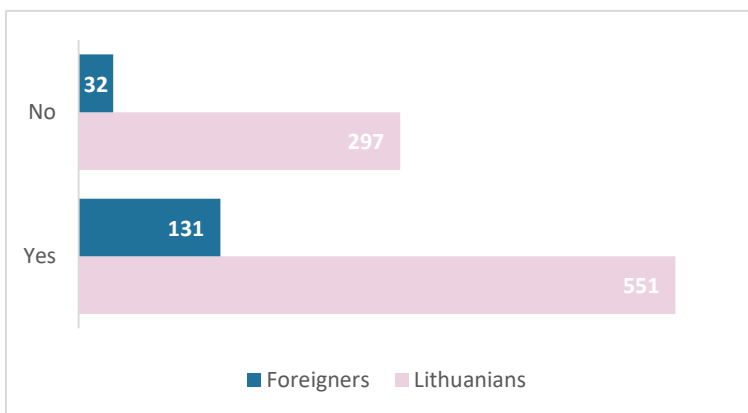
WHAT MONTHLY AMOUNT COULD YOU PAY FOR THE ADDITIONAL PAID SERVICES AT THE DORMITORY?



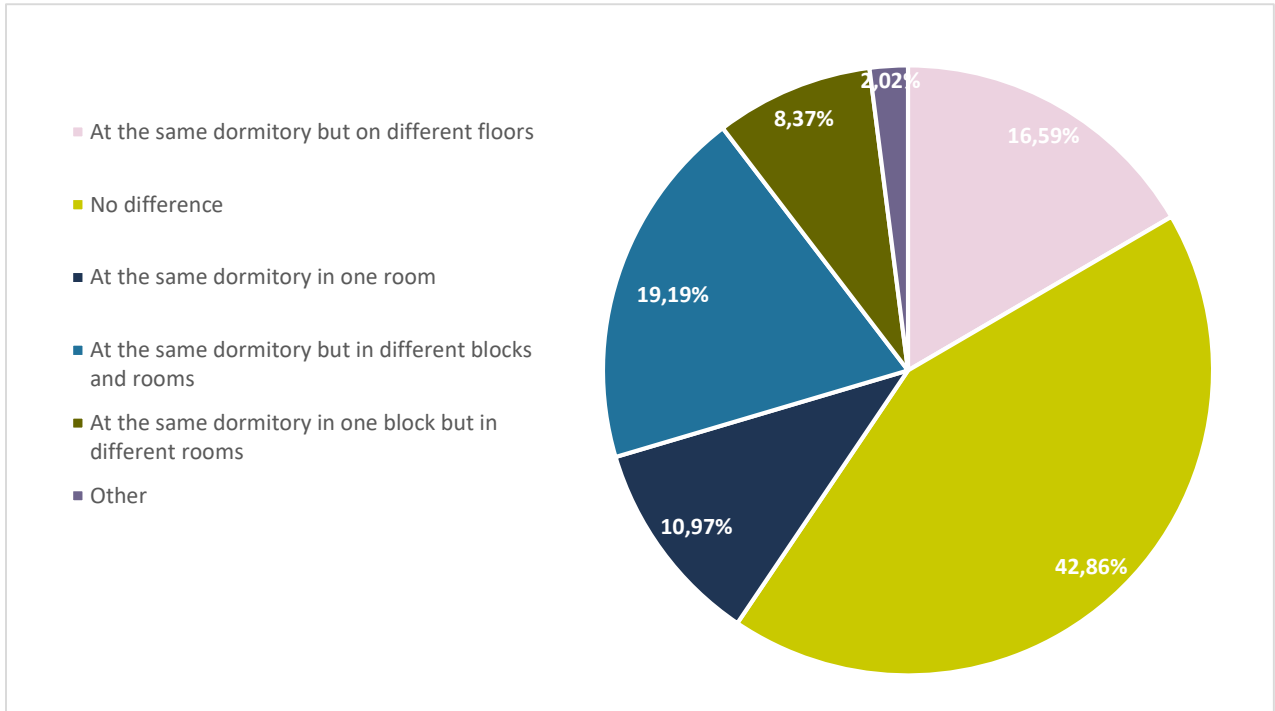
18. Evaluation of the integration of foreigners and Lithuanian students in dormitories:

- 18.1. 67% of respondents would like to have residents of different nationalities living in the same dormitory. The majority (43%) of the residents who wished that students of different nationalities living in the same dormitory indicated that they do not care how Lithuanian and foreign students would be accommodated, 19% stated that they would like that Lithuanian and foreign students would be accommodated in separate blocks or separate rooms.
- 18.2. The results of the survey showed that foreign students prefer integration more than Lithuanians (more detailed information is given in the graphics below).
- 18.3. 33% of the respondents would like that Lithuanians and foreign students would be accommodated in separate dormitories.

WOULD YOU LIKE THAT ALL OF THE KTU DORMITORIES WOULD ACCOMMODATE BOTH LITHUANIAN AND FOREIGN STUDENTS?



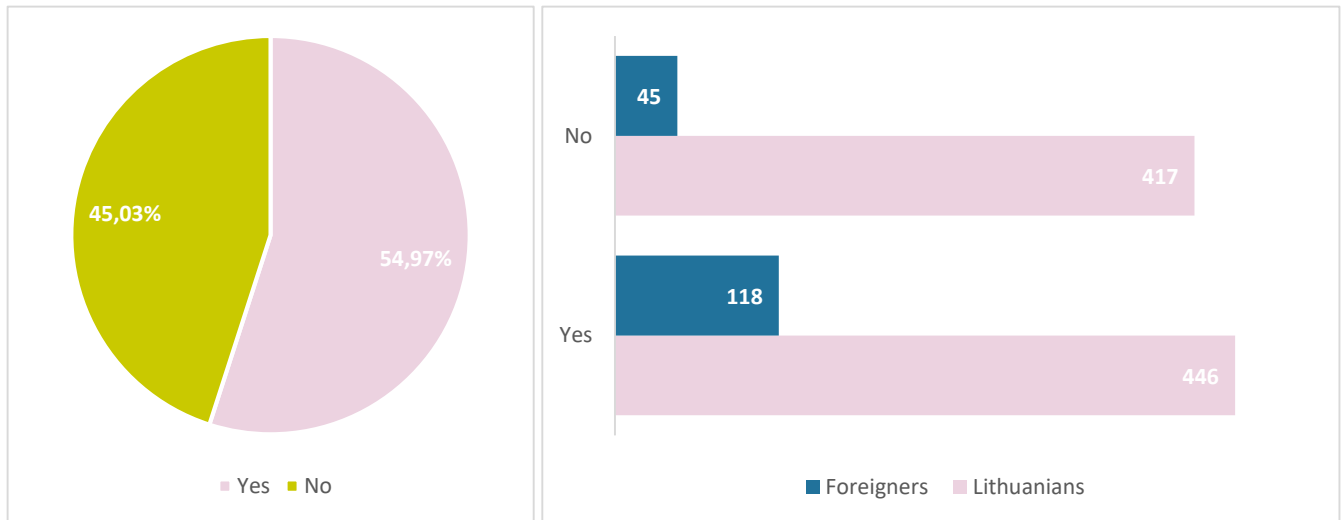
YOU WOULD LIKE THE LITHUANIAN AND FOREIGN STUDENTS TO BE ACCOMMODATED TOGETHER...



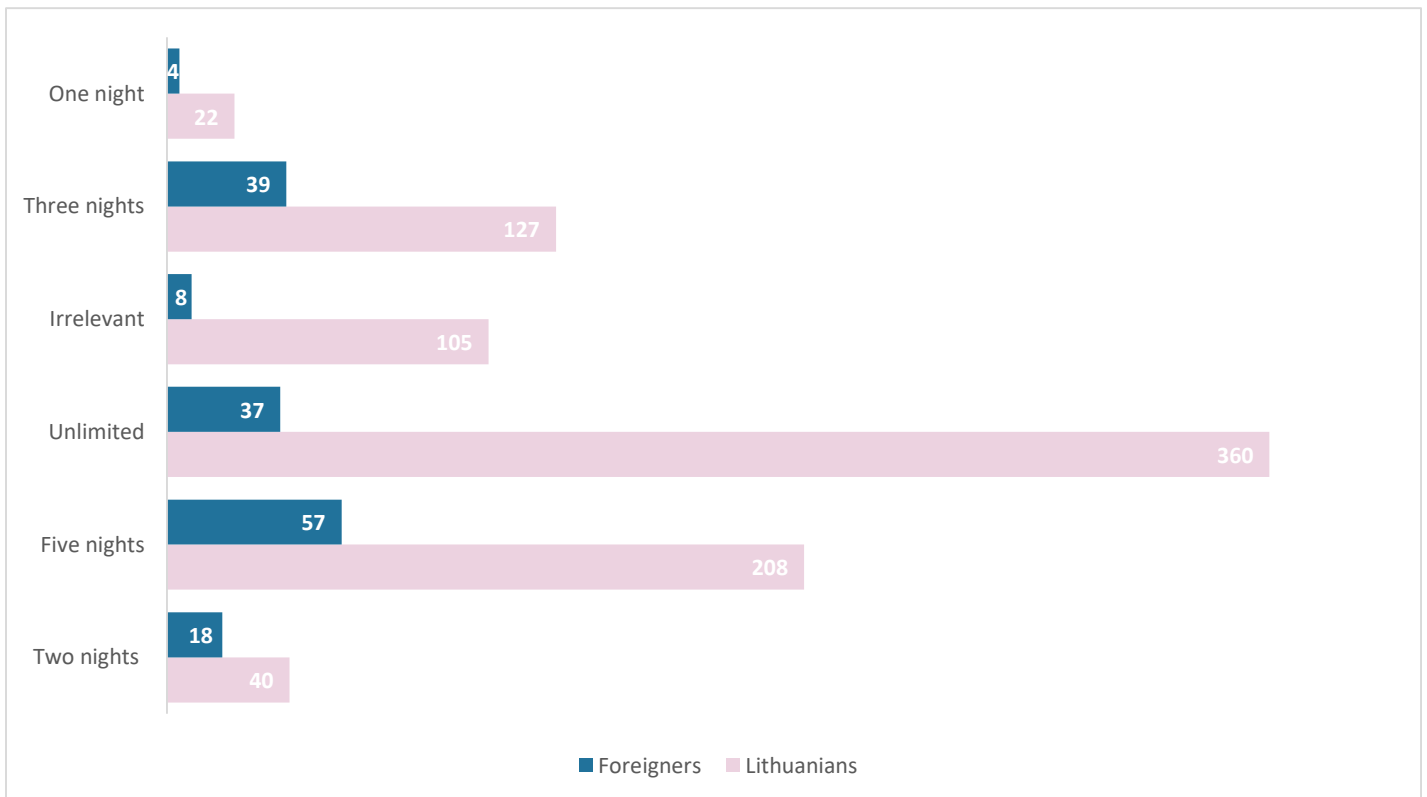
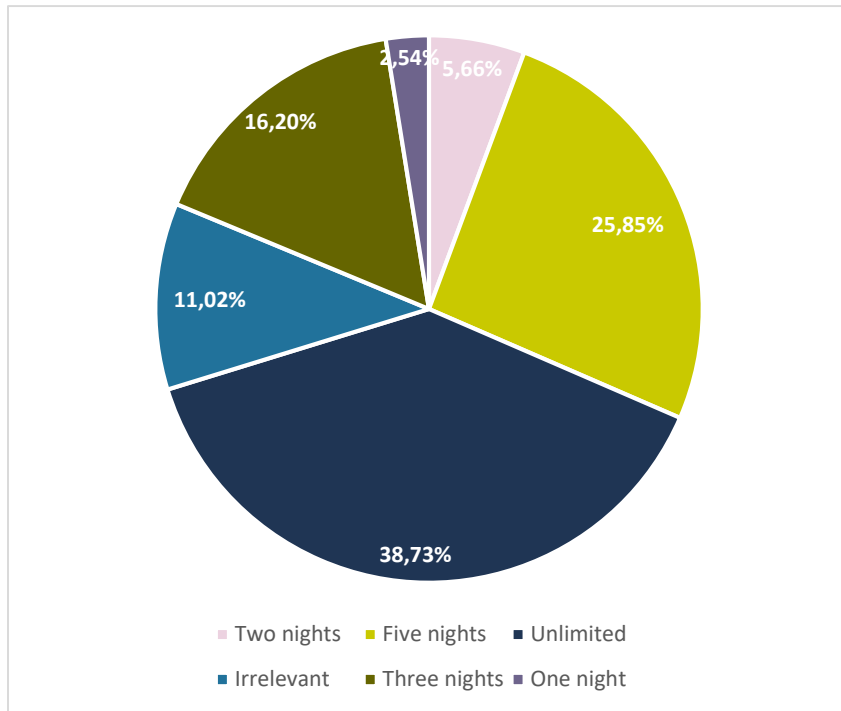
19. Assessment of the order on inviting guest for a stay:

- 19.1. According to the survey data, the order on inviting guest for a stay is convenient for the majority (55%) of residents;
- 19.2. The biggest part of respondents (39%) indicate that they would like unlimited number of nights for their guest to stay.

DOES THE ORDER ON INVITING GUESTS FOR A STAY IS CONVENIENT FOR YOU?



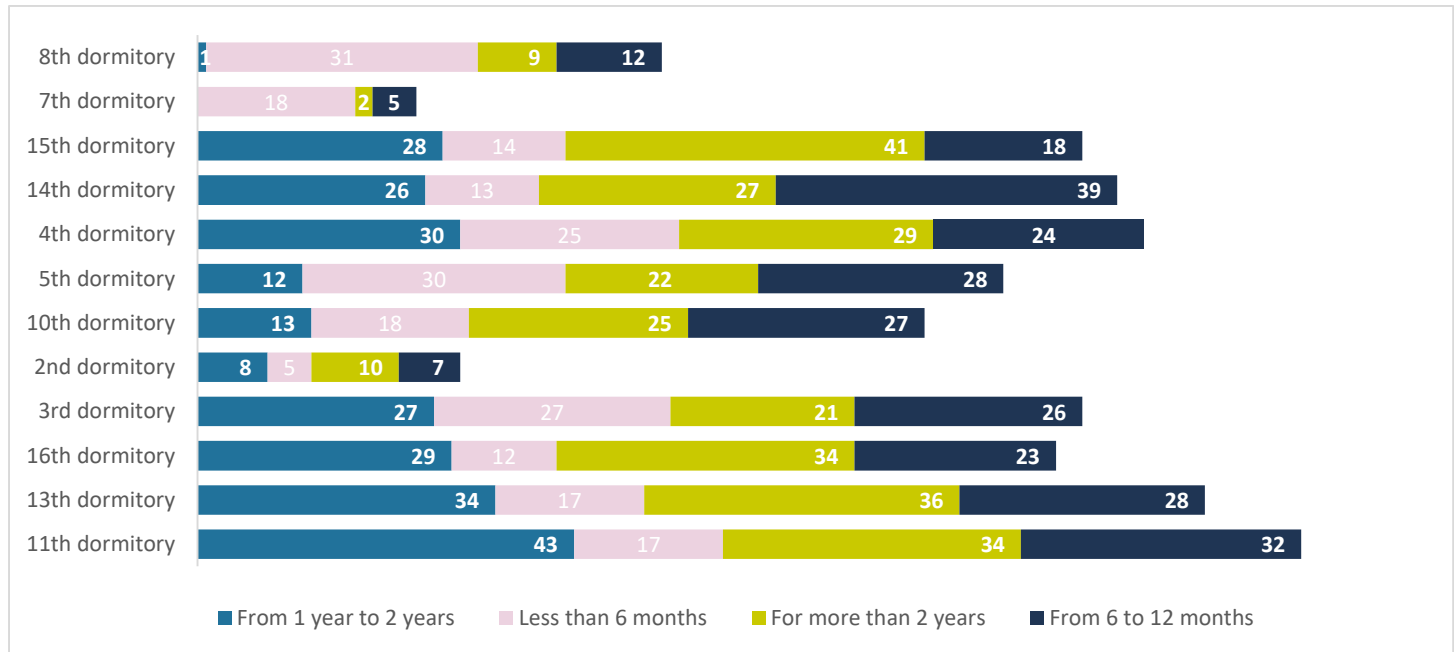
IN YOUR OPINION, WHAT NUMBER OF NIGHTS PER MONTH SHOULD BE AVAILABLE FOR YOUR GUESTS TO STAY?



ANNEXES

ANNEX 1 RESPONDENTS

DISTRIBUTION OF RESPONDENTS ACCORDING TO LIFE IN THE DORMITORY DURATION



ANNEX 2 DORMITORIES EVALUATION INDICATORS

LIVING CONDITIONS IN THE DORMITORY (THE AVERAGE OF ASSESSMENTS)

| | | Condition of the building | Condition of the room | Condition of the room | Condition of the kitchen | Condition of shower and toilet premises | Condition of the recreational and sports spaces | Sanitary in the commonly used areas of the dormitory | Internet connection | Safety in the dormitory | Safety in the dormitory | Repair works | Average of assessments |
|-----------------|-------------|---------------------------|-----------------------|-----------------------|--------------------------|---|---|--|---------------------|-------------------------|-------------------------|--------------|------------------------|
| 2nd dormitory | Lithuanians | 4,64 | 4,48 | 4,12 | 4,21 | 4,24 | 3,93 | 4,17 | 3,63 | 4,78 | 4,32 | 3,91 | 4,22 |
| | Foreigners | 4,40 | 4,40 | 4,20 | 4,20 | 4,20 | 3,60 | 4,20 | 3,40 | 4,40 | 4,80 | 4,20 | 4,18 |
| | Overall | 4,60 | 4,47 | 4,13 | 4,21 | 4,23 | 3,84 | 4,17 | 3,59 | 4,71 | 4,40 | 3,96 | 4,21 |
| 3rd dormitory | Lithuanian | 4,07 | 3,67 | 3,85 | 3,66 | 3,66 | 3,31 | 2,91 | 4,44 | 4,49 | 4,27 | 3,75 | 3,83 |
| 4th dormitory | Lithuanian | 4,60 | 4,31 | 4,21 | 3,95 | 3,91 | 4,43 | 4,15 | 3,79 | 4,45 | 3,90 | 3,82 | 4,14 |
| 5th dormitory | Lithuanian | 4,00 | 4,00 | 3,00 | 4,00 | 4,00 | 3,00 | 4,00 | 3,00 | 4,00 | 4,00 | 3,00 | 3,64 |
| | Lithuanian | 3,38 | 3,33 | 3,24 | 2,56 | 2,77 | 2,57 | 2,76 | 3,79 | 3,82 | 3,83 | 3,32 | 3,22 |
| | Overall | 3,39 | 3,34 | 3,24 | 2,58 | 2,78 | 2,58 | 2,77 | 3,78 | 3,82 | 3,84 | 3,32 | 3,22 |
| 7th dormitory | Lithuanian | 3,38 | 4,26 | 4,39 | 4,17 | 4,17 | 4,36 | 3,92 | 3,88 | 3,61 | 3,13 | 3,32 | 3,87 |
| 8th dormitory | Lithuanian | 3,88 | 4,00 | 3,88 | 3,38 | 4,13 | 3,14 | 3,50 | 3,63 | 4,13 | 3,75 | 3,63 | 3,73 |
| | Foreigners | 3,36 | 3,20 | 3,00 | 2,33 | 2,40 | 3,47 | 3,13 | 2,87 | 3,89 | 3,49 | 3,10 | 3,11 |
| | Overall | 3,43 | 3,32 | 3,13 | 2,49 | 2,66 | 3,42 | 3,19 | 2,98 | 3,92 | 3,53 | 3,18 | 3,20 |
| 10th dormitory | Lithuanian | 2,83 | 2,90 | 4,17 | 2,98 | 3,12 | 3,21 | 3,02 | 4,00 | 4,09 | 3,39 | 2,83 | 3,32 |
| | Foreigners | 2,42 | 2,29 | 3,38 | 3,33 | 3,08 | 3,13 | 3,04 | 3,71 | 3,83 | 3,75 | 2,42 | 3,13 |
| | Overall | 2,71 | 2,72 | 3,94 | 3,09 | 3,11 | 3,18 | 3,03 | 3,91 | 4,01 | 3,50 | 2,71 | 3,26 |
| 11th dormitory | Lithuanian | 2,82 | 2,90 | 2,79 | 3,22 | 2,05 | 3,16 | 3,42 | 4,29 | 4,21 | 3,51 | 3,29 | 3,24 |
| 13th dormitory | Lithuanian | 3,95 | 3,37 | 3,28 | 3,30 | 3,14 | 3,74 | 3,03 | 4,13 | 4,09 | 3,73 | 3,31 | 3,55 |
| 14th dormitory | Lithuanian | 3,18 | 3,05 | 3,31 | 3,03 | 3,14 | 2,76 | 3,08 | 4,13 | 4,18 | 3,57 | 3,49 | 3,36 |
| 15th dormitory | Lithuanian | 2,93 | 3,05 | 3,34 | 3,16 | 2,36 | 3,05 | 2,60 | 4,38 | 3,76 | 3,47 | 2,21 | 3,12 |
| 16th dormitory | Lithuanian | 3,04 | 3,11 | 2,88 | 3,52 | 2,45 | 3,29 | 3,85 | 4,18 | 4,38 | 3,63 | 3,58 | 3,45 |
| All dormitories | Lithuanian | 3,49 | 3,38 | 3,48 | 3,42 | 3,04 | 3,40 | 3,32 | 4,15 | 4,21 | 3,70 | 3,35 | 3,54 |
| | Foreigners | 3,27 | 3,18 | 3,22 | 2,66 | 2,76 | 2,93 | 2,94 | 3,51 | 3,86 | 3,76 | 3,30 | 3,22 |
| | Overall | 3,46 | 3,35 | 3,44 | 3,29 | 2,99 | 3,31 | 3,26 | 4,04 | 4,15 | 3,71 | 3,34 | 3,49 |

ANNEX 2 DORMITORIES EVALUATION INDICATORS

PROCESS FOR PROVIDING ACCOMMODATION SERVICES (THE AVERAGE OF ASSESSMENTS)

| | | The booking procedure for place in the dormitory is clear an fair | The information procedure about reserved place in the dormitory is clear | The procedure for changing dormitory/room is clear and fair | The payment procedure in the dormitories is clear and fair | The order of assigning fines for violating the rules is clear and fair | Average of assessments |
|-----------------|-------------|---|--|---|--|--|------------------------|
| 2nd dormitory | Lithuanians | 4,22 | 3,91 | 3,95 | 4,72 | 4,14 | 4,19 |
| | Foreigners | 4,50 | 4,25 | 4,50 | 4,60 | 4,40 | 4,45 |
| | Overall | 4,26 | 3,96 | 4,04 | 4,70 | 4,19 | 4,23 |
| 3rd dormitory | Lithuanian | 4,08 | 3,89 | 4,13 | 4,60 | 4,01 | 4,14 |
| 4th dormitory | Lithuanian | 4,09 | 3,93 | 3,96 | 4,31 | 3,60 | 3,98 |
| 5th dormitory | Lithuanian | 4,00 | 4,00 | 4,00 | 4,00 | 3,00 | 3,80 |
| | Lithuanian | 3,24 | 3,26 | 3,23 | 3,96 | 3,14 | 3,37 |
| | Overall | 3,25 | 3,27 | 3,24 | 3,96 | 3,14 | 3,37 |
| 7th dormitory | Lithuanian | 3,79 | 4,00 | 4,04 | 4,54 | 3,91 | 4,06 |
| 8th dormitory | Lithuanian | 4,43 | 4,14 | 4,50 | 4,67 | 4,50 | 4,45 |
| | Foreigners | 3,62 | 3,52 | 2,95 | 3,62 | 3,03 | 3,35 |
| | Overall | 3,73 | 3,61 | 3,16 | 3,75 | 3,22 | 3,49 |
| 10th dormitory | Lithuanian | 3,70 | 3,91 | 3,94 | 4,20 | 3,60 | 3,87 |
| | Foreigners | 3,04 | 3,26 | 2,87 | 3,86 | 2,86 | 3,18 |
| | Overall | 3,50 | 3,71 | 3,59 | 4,10 | 3,37 | 3,65 |
| 11th dormitory | Lithuanian | 3,81 | 3,75 | 3,78 | 4,31 | 3,33 | 3,80 |
| 13th dormitory | Lithuanian | 3,86 | 3,80 | 3,75 | 4,32 | 3,74 | 3,89 |
| 14th dormitory | Lithuanian | 3,97 | 3,96 | 3,92 | 4,47 | 3,78 | 4,02 |
| 15th dormitory | Lithuanian | 3,83 | 3,73 | 3,83 | 4,26 | 3,84 | 3,90 |
| 16th dormitory | Lithuanian | 3,82 | 3,76 | 3,76 | 4,22 | 3,70 | 3,85 |
| All dormitories | Lithuanian | 3,91 | 3,85 | 3,89 | 4,36 | 3,72 | 3,95 |
| | Foreigners | 3,35 | 3,36 | 3,14 | 3,87 | 3,11 | 3,37 |
| | Overall | 3,82 | 3,76 | 3,76 | 4,28 | 3,62 | 3,85 |

ANNEX 2 DORMITORIES EVALUATION INDICATORS

THE WORK OF MANAGER/ ADMINISTRATOR OF DORMITORY (THE AVERAGE OF ASSESSMENTS)

| | | Staff's manner of communication | Prompt problem-solving | Maintaining the order in the dormitories | Staff honesty in making decisions in regard to accommodation | Information and consultations on dormitory issues, provided by the dormitory staff | Average of assessments |
|-----------------|-------------|---------------------------------|------------------------|--|--|--|------------------------|
| 2nd dormitory | Lithuanians | 4,52 | 4,33 | 4,27 | 4,57 | 4,43 | 4,42 |
| | Foreigners | 4,60 | 4,40 | 4,60 | 4,60 | 4,60 | 4,56 |
| | Overall | 4,54 | 4,35 | 4,33 | 4,58 | 4,46 | 4,45 |
| 3rd dormitory | Lithuanian | 4,56 | 4,36 | 4,07 | 4,50 | 4,42 | 4,38 |
| 4th dormitory | Lithuanian | 4,21 | 4,10 | 4,15 | 4,18 | 4,35 | 4,20 |
| 5th dormitory | Lithuanian | 5,00 | 4,00 | 4,00 | 5,00 | 5,00 | 4,60 |
| | Lithuanian | 3,53 | 3,26 | 3,42 | 3,56 | 3,54 | 3,46 |
| | Overall | 3,55 | 3,27 | 3,42 | 3,57 | 3,56 | 3,47 |
| 7th dormitory | Lithuanian | 4,17 | 3,86 | 4,09 | 4,14 | 4,14 | 4,08 |
| 8th dormitory | Lithuanian | 3,86 | 3,71 | 3,71 | 4,00 | 3,86 | 3,83 |
| | Foreigners | 2,93 | 2,61 | 3,24 | 3,05 | 2,89 | 2,94 |
| | Overall | 3,06 | 2,76 | 3,31 | 3,17 | 3,02 | 3,06 |
| 10th dormitory | Lithuanian | 4,04 | 3,76 | 3,71 | 4,07 | 3,94 | 3,90 |
| | Foreigners | 2,95 | 3,22 | 3,13 | 3,39 | 3,64 | 3,27 |
| | Overall | 3,73 | 3,58 | 3,54 | 3,83 | 3,84 | 3,70 |
| 11th dormitory | Lithuanian | 3,47 | 3,37 | 3,68 | 3,75 | 3,72 | 3,60 |
| 13th dormitory | Lithuanian | 4,10 | 3,99 | 3,72 | 4,21 | 4,26 | 4,06 |
| 14th dormitory | Lithuanian | 4,23 | 4,20 | 4,01 | 4,30 | 4,32 | 4,21 |
| 15th dormitory | Lithuanian | 3,64 | 3,19 | 3,34 | 3,97 | 3,92 | 3,61 |
| 16th dormitory | Lithuanian | 3,77 | 3,59 | 3,91 | 3,99 | 3,89 | 3,83 |
| All dormitories | Lithuanian | 4,02 | 3,83 | 3,85 | 4,13 | 4,12 | 3,99 |
| | Foreigners | 3,32 | 3,11 | 3,36 | 3,44 | 3,41 | 3,33 |
| | Overall | 3,90 | 3,71 | 3,77 | 4,00 | 4,00 | 3,88 |

ANNEX 2 DORMITORIES EVALUATION INDICATORS

THE WORK OF ADMINISTRATION STAFF OF THE DORMITORY GROUP (CHIEF COORDINATORS, HEAD OF THE GROUP) (THE AVERAGE OF ASSESSMENTS)

| | | Staff's manner of communication | Prompt problem-solving | Staff honesty in making decisions in regard to accommodation | Information and consultations on dormitory issues, provided by the dormitory staff | Average of assessments |
|-----------------|-------------|---------------------------------|------------------------|--|--|------------------------|
| 2nd dormitory | Lithuanians | 4,50 | 4,52 | 4,52 | 4,50 | 4,51 |
| | Foreigners | 4,00 | 4,00 | 4,20 | 4,20 | 4,10 |
| | Overall | 4,41 | 4,42 | 4,46 | 4,44 | 4,43 |
| 3rd dormitory | Lithuanian | 4,41 | 4,27 | 4,44 | 4,43 | 4,39 |
| 4th dormitory | Lithuanian | 4,21 | 4,23 | 4,31 | 4,33 | 4,27 |
| 5th dormitory | Lithuanian | 5,00 | 4,00 | 5,00 | 5,00 | 4,75 |
| | Lithuanian | 3,39 | 3,31 | 3,36 | 3,40 | 3,37 |
| | Overall | 3,41 | 3,32 | 3,38 | 3,42 | 3,38 |
| 7th dormitory | Lithuanian | 3,96 | 3,80 | 4,10 | 4,05 | 3,98 |
| 8th dormitory | Lithuanian | 4,67 | 4,33 | 4,50 | 4,50 | 4,50 |
| | Foreigners | 2,68 | 2,73 | 2,85 | 2,76 | 2,76 |
| | Overall | 2,94 | 2,94 | 3,07 | 2,98 | 2,98 |
| 10th dormitory | Lithuanian | 3,92 | 3,76 | 4,07 | 3,89 | 3,91 |
| | Foreigners | 3,10 | 3,14 | 3,19 | 3,29 | 3,18 |
| | Overall | 3,68 | 3,57 | 3,78 | 3,70 | 3,68 |
| 11th dormitory | Lithuanian | 3,59 | 3,52 | 3,71 | 3,71 | 3,63 |
| 13th dormitory | Lithuanian | 4,14 | 4,02 | 4,22 | 4,17 | 4,14 |
| 14th dormitory | Lithuanian | 4,27 | 4,22 | 4,22 | 4,22 | 4,23 |
| 15th dormitory | Lithuanian | 3,78 | 3,50 | 3,81 | 3,80 | 3,72 |
| 16th dormitory | Lithuanian | 3,80 | 3,78 | 3,88 | 3,97 | 3,86 |
| All dormitories | Lithuanian | 4,04 | 3,94 | 4,10 | 4,09 | 4,04 |
| | Foreigners | 3,18 | 3,16 | 3,24 | 3,24 | 3,21 |
| | Overall | 3,89 | 3,80 | 3,94 | 3,93 | 3,89 |

ANNEX 2 DORMITORIES EVALUATION INDICATORS

THE WORK OF DORMITORY DOORKEEPERS (THE AVERAGE OF ASSESSMENTS)

| | | Staff's manner of communication | Prompt problem-solving | Maintaining the order in the dormitories | Information and consultations on dormitory issues, provided by the dormitory staff | Average of assessments |
|-----------------|-------------|---------------------------------|------------------------|--|--|------------------------|
| 2nd dormitory | Lithuanians | 4,54 | 4,50 | 4,54 | 4,54 | 4,53 |
| | Foreigners | 4,40 | 4,60 | 4,80 | 4,80 | 4,65 |
| | Overall | 4,52 | 4,52 | 4,59 | 4,59 | 4,56 |
| 3rd dormitory | Lithuanian | 4,42 | 4,40 | 4,29 | 4,40 | 4,38 |
| 4th dormitory | Lithuanian | 4,54 | 4,47 | 4,46 | 4,49 | 4,49 |
| 5th dormitory | Lithuanian | 5,00 | 5,00 | 5,00 | 5,00 | 5,00 |
| | Lithuanian | 3,37 | 3,27 | 3,48 | 3,31 | 3,36 |
| | Overall | 3,38 | 3,29 | 3,49 | 3,33 | 3,37 |
| 7th dormitory | Lithuanian | 4,33 | 4,14 | 4,30 | 4,17 | 4,24 |
| 8th dormitory | Lithuanian | 4,29 | 4,00 | 4,14 | 4,43 | 4,22 |
| | Foreigners | 3,02 | 3,10 | 3,44 | 3,16 | 3,18 |
| | Overall | 3,19 | 3,22 | 3,54 | 3,33 | 3,32 |
| 10th dormitory | Lithuanian | 4,35 | 4,26 | 4,13 | 4,35 | 4,27 |
| | Foreigners | 3,77 | 3,82 | 3,77 | 3,86 | 3,81 |
| | Overall | 4,19 | 4,13 | 4,03 | 4,20 | 4,14 |
| 11th dormitory | Lithuanian | 3,59 | 3,50 | 3,78 | 3,61 | 3,62 |
| 13th dormitory | Lithuanian | 4,13 | 4,17 | 4,06 | 4,20 | 4,14 |
| 14th dormitory | Lithuanian | 3,79 | 3,77 | 3,86 | 3,90 | 3,83 |
| 15th dormitory | Lithuanian | 3,49 | 3,47 | 3,46 | 3,63 | 3,51 |
| 16th dormitory | Lithuanian | 4,53 | 4,42 | 4,45 | 4,48 | 4,47 |
| All dormitories | Lithuanian | 4,10 | 4,06 | 4,08 | 4,14 | 4,10 |
| | Foreigners | 3,36 | 3,34 | 3,55 | 3,39 | 3,41 |
| | Overall | 3,98 | 3,93 | 3,99 | 4,01 | 3,98 |

ANNEX 2 DORMITORIES EVALUATION INDICATORS

THE WORK OF MAINTENANCE STAFF (THE AVERAGE OF ASSESSMENTS)

| | | Staff's manner of communication | Prompt problem-solving | Maintaining the order in the dormitories | Average of assessments |
|-----------------|-------------|---------------------------------|------------------------|--|------------------------|
| 2nd dormitory | Lithuanians | 4,27 | 4,17 | 4,39 | 4,28 |
| | Foreigners | 4,40 | 4,20 | 4,40 | 4,33 |
| | Overall | 4,30 | 4,18 | 4,39 | 4,29 |
| 3rd dormitory | Lithuanian | 4,26 | 4,05 | 4,23 | 4,18 |
| 4th dormitory | Lithuanian | 4,28 | 4,06 | 4,28 | 4,21 |
| 5th dormitory | Lithuanian | 5,00 | 5,00 | 5,00 | 5,00 |
| | Lithuanian | 3,64 | 3,62 | 3,69 | 3,65 |
| | Overall | 3,65 | 3,63 | 3,71 | 3,66 |
| 7th dormitory | Lithuanian | 4,20 | 4,00 | 4,11 | 4,10 |
| 8th dormitory | Lithuanian | 3,86 | 3,50 | 4,00 | 3,79 |
| | Foreigners | 3,33 | 3,37 | 3,41 | 3,37 |
| | Overall | 3,41 | 3,38 | 3,50 | 3,43 |
| 10th dormitory | Lithuanian | 4,30 | 4,02 | 4,11 | 4,14 |
| | Foreigners | 3,86 | 3,95 | 3,95 | 3,92 |
| | Overall | 4,16 | 4,00 | 4,06 | 4,07 |
| 11th dormitory | Lithuanian | 3,88 | 3,55 | 3,83 | 3,75 |
| 13th dormitory | Lithuanian | 3,91 | 3,66 | 4,02 | 3,86 |
| 14th dormitory | Lithuanian | 4,00 | 4,02 | 4,11 | 4,04 |
| 15th dormitory | Lithuanian | 3,64 | 2,78 | 3,58 | 3,33 |
| 16th dormitory | Lithuanian | 4,19 | 3,88 | 4,06 | 4,04 |
| | Lithuanian | 4,06 | 3,75 | 4,04 | 3,95 |
| | Foreigners | 3,61 | 3,62 | 3,68 | 3,64 |
| All dormitories | Overall | 3,98 | 3,73 | 3,97 | 3,89 |

ANNEX 2 DORMITORIES EVALUATION INDICATORS

THE WORK OF THE DORMITORY COUNCIL (THE AVERAGE OF ASSESSMENTS)

| | | Dormitory council's manner of communication | The chairperson of the council fairly represents the interests of the dormitory residents | Dormitory council organises a sufficient amount of events and campaigns for the dormitory community | Dormitory council effectively ensures the compliance with the rules in the dormitory | Average of assessments |
|-----------------|-------------|---|---|---|--|------------------------|
| 2nd dormitory | Lithuanians | 4,30 | 4,26 | 4,14 | 4,14 | 4,21 |
| | Foreigners | 4,00 | 4,00 | 4,00 | 4,00 | 4,00 |
| | Overall | 4,26 | 4,21 | 4,11 | 4,11 | 4,17 |
| 3rd dormitory | Lithuanian | 4,09 | 4,21 | 4,12 | 3,90 | 4,08 |
| 4th dormitory | Lithuanian | 4,05 | 4,23 | 4,18 | 3,88 | 4,09 |
| 5th dormitory | Lithuanian | 3,00 | 1,00 | 3,00 | | 2,33 |
| | Lithuanian | 3,19 | 3,12 | 2,94 | 3,08 | 3,08 |
| | Overall | 3,19 | 3,10 | 2,94 | 3,08 | 3,08 |
| 7th dormitory | Lithuanian | 4,20 | 4,45 | 4,19 | 4,15 | 4,25 |
| 8th dormitory | Lithuanian | 3,71 | 3,43 | 3,43 | 3,43 | 3,50 |
| | Foreigners | 3,25 | 3,19 | 3,00 | 3,11 | 3,14 |
| | Overall | 3,34 | 3,24 | 3,08 | 3,17 | 3,21 |
| 10th dormitory | Lithuanian | 3,79 | 3,64 | 3,47 | 3,55 | 3,61 |
| | Foreigners | 3,33 | 3,35 | 3,10 | 3,30 | 3,27 |
| | Overall | 3,64 | 3,55 | 3,35 | 3,47 | 3,50 |
| 11th dormitory | Lithuanian | 3,80 | 3,85 | 3,52 | 3,79 | 3,74 |
| 13th dormitory | Lithuanian | 4,02 | 3,98 | 3,71 | 3,62 | 3,83 |
| 14th dormitory | Lithuanian | 4,18 | 4,19 | 3,73 | 3,94 | 4,01 |
| 15th dormitory | Lithuanian | 3,73 | 3,81 | 3,64 | 3,73 | 3,73 |
| 16th dormitory | Lithuanian | 3,97 | 4,09 | 3,96 | 4,12 | 4,04 |
| All dormitories | Lithuanian | 3,98 | 4,03 | 3,82 | 3,84 | 3,92 |
| | Foreigners | 3,25 | 3,20 | 3,01 | 3,15 | 3,15 |
| | Overall | 3,86 | 3,90 | 3,68 | 3,72 | 3,79 |

ANNEX 2 DORMITORIES EVALUATION INDICATORS

THE RELATIONSHIP BETWEEN THE DORMITORY RESIDENTS (THE AVERAGE OF ASSESSMENTS)

| | | Me and my roommate (s) get along well and do not disturb each other | Me and my neighbours get along well and do not disturb each other | My roommates are understanding and silent during the established hours | My neighbours are understanding and silent during the established hours | My roommate's guests do not disturb me | It is easy to distribute the cleaning responsibilities with my roommates | It is easy to distribute the cleaning responsibilities with my blockmates | Other dormitory residents (neighbours) keep the common areas (kitchen, WC, shower room and leisure spaces) clean. | Average of assessments |
|-----------------|------------|---|---|--|---|--|--|---|---|------------------------|
| 2nd dormitory | Lithuanias | 4,74 | 4,48 | 4,42 | 4,25 | 4,30 | 4,33 | 3,36 | 3,40 | 4,16 |
| | Foreigners | 4,75 | 4,80 | 4,75 | 4,80 | 4,50 | 4,00 | 4,40 | 4,20 | 4,53 |
| | Overall | 4,74 | 4,53 | 4,48 | 4,34 | 4,33 | 4,27 | 3,53 | 3,53 | 4,22 |
| 3rd dormitory | Lithuanian | 4,60 | 4,25 | 4,54 | 3,71 | 4,60 | 4,41 | 3,71 | 2,69 | 4,06 |
| 4th dormitory | Lithuanian | 4,30 | 4,22 | 4,28 | 3,81 | 4,44 | 4,17 | 3,82 | 3,91 | 4,12 |
| 5th dormitory | Lithuanian | 4,00 | 5,00 | 3,00 | 4,00 | 3,00 | 3,00 | 3,00 | 3,00 | 3,50 |
| | Lithuanian | 4,11 | 3,77 | 3,96 | 3,71 | 4,01 | 3,86 | 3,28 | 2,59 | 3,66 |
| | Overall | 4,11 | 3,78 | 3,95 | 3,71 | 4,00 | 3,85 | 3,28 | 2,59 | 3,66 |
| 7th dormitory | Lithuanian | 4,74 | 4,25 | 4,61 | 4,21 | 4,77 | 4,14 | 3,96 | 3,61 | 4,29 |
| 8th dormitory | Lithuanian | 4,71 | 4,71 | 4,57 | 4,29 | 4,50 | 4,14 | 4,00 | 3,71 | 4,33 |
| | Foreigners | 4,27 | 4,05 | 4,29 | 3,85 | 4,20 | 4,05 | 3,64 | 3,29 | 3,96 |
| | Overall | 4,33 | 4,14 | 4,33 | 3,91 | 4,24 | 4,06 | 3,68 | 3,35 | 4,01 |
| 10th dormitory | Lithuanian | 4,42 | 4,05 | 4,28 | 3,82 | 4,37 | 4,33 | 3,62 | 3,39 | 4,04 |
| | Foreigners | 4,27 | 3,95 | 4,23 | 3,71 | 4,19 | 3,95 | 3,71 | 3,43 | 3,93 |
| | Overall | 4,38 | 4,03 | 4,27 | 3,79 | 4,32 | 4,22 | 3,64 | 3,40 | 4,01 |
| 11th dormitory | Lithuanian | 4,38 | 3,93 | 4,33 | 3,71 | 4,45 | 4,24 | 3,43 | 3,33 | 3,98 |
| 13th dormitory | Lithuanian | 4,22 | 3,89 | 4,10 | 3,38 | 4,15 | 3,81 | 3,39 | 2,91 | 3,73 |
| 14th dormitory | Lithuanian | 4,48 | 4,01 | 4,22 | 3,48 | 4,45 | 4,21 | 3,44 | 2,78 | 3,88 |
| 15th dormitory | Lithuanian | 4,41 | 3,94 | 4,42 | 3,51 | 4,43 | 4,19 | 3,65 | 2,83 | 3,92 |
| 16th dormitory | Lithuanian | 4,23 | 3,89 | 4,31 | 3,67 | 4,36 | 4,01 | 3,51 | 3,46 | 3,93 |
| All dormitories | Lithuanian | 4,40 | 4,04 | 4,32 | 3,67 | 4,41 | 4,16 | 3,58 | 3,18 | 3,97 |
| | Foreigners | 4,20 | 3,90 | 4,12 | 3,78 | 4,11 | 3,94 | 3,47 | 2,94 | 3,81 |
| | Overall | 4,37 | 4,02 | 4,29 | 3,68 | 4,36 | 4,13 | 3,55 | 3,15 | 3,94 |

ANNEX 3 STUDENTS PROPOSALS TO IMPROVE LIVING CONDITIONS IN DORMITORIES

| Dormitory | Respondents proposals |
|-----------|---|
| 2 | <ol style="list-style-type: none"> 1. Buy new equipment for dormitory sport room; 2. Create more recreational spaces in the dormitory; 3. Buy equipment in the WC, shower room. |
| 5 | <ol style="list-style-type: none"> 1. Improve ventilation system in kitchens and showers; 2. Ensure cleanliness in common areas; 3. Renew beds and other furniture; 4. Ensure stricter compliance with the internal rules; 5. Improve Internet connectivity; 6. Ensure more efficient repairs management; 7. Renew kitchen equipment and furniture; 8. Lock the kitchens so that they can only be used by residents of a certain part of the building; 9. Install cameras in common area; 10. Equip rooms with fridges and microwaves; 11. Renew dormitory pipeline; 12. Establish study room in the dormitory; 13. Repair rooms; 14. Buy more fridges in the dormitory; 15. Create more recreational spaces in the dormitory; 16. Increase the number of nights available to stay; 17. Allow the residents to use the balconies; 18. Improve the condition of the shower; 19. Buy microwaves in the kitchens and lockers; 20. Increase the water pressure in the shower. |
| 8 | <ol style="list-style-type: none"> 1. Bigger trash bins in the kitchens; 2. Clean rooms during summer time; 3. Simplify the order on inviting guest for a stay; 4. Buy new beds; 5. Buy more fridges in the kitchens; 6. Improve Internet connectivity; 7. Change the ovens in the kitchens; 8. Renovate kitchens; 9. Improve ventilation system in the showers; 10. Buy more microwaves in the kitchens; 11. Increase the water pressure in the shower; 12. Simplify the procedure of changing the place in the dormitory. |
| 10 | <ol style="list-style-type: none"> 1. Clean toilets; 2. Clean showers more often; 3. Newly wallpaper rooms; 4. Renew WC; 5. Renew sports room equipment; 6. Renovate rooms; 7. Improve Internet connectivity; 8. Increase heating during winter time. |

CONCLUSIONS

1. The answers provided by the respondents allowed us to evaluate the quality of accommodation services provided by KTU dormitories.
2. The overall assessment of the accommodation services in KTU dormitories is good – 3.84 points out of 5 possible points, moreover, the evaluation improved compared to 2016 survey data.
3. Respondents appreciate the work of the Dormitory group well: the average assessment of the work of dormitory administrators / managers is 3.88 points; the administration staff of the Dormitory group (chief coordinators and head of dormitory group) – 3.89 points; security staff working in dormitories – 3.94, maintenance staff – 3.89 points.

4. The respondents rated the work of the Dormitory Council by 3.80 points. The main reason for such an assessment was that the residents would like to see more events organized by council for the residents and that the members of Dormitory council would ensure compliance with the internal rules better.

5. The majority provided comments and suggestions while assessing living conditions in the dormitories about the repair of rooms and common premises, renewal of inventory, installation/renewal of leisure facilities (sports, rest, learning), parking facilities.

6. The results of the survey will be used to improve the orders related with the accommodation process in the dormitories, the reservation system, for 2019 budget planning.

IMPROVEMENTS

IMPROVEMENTS OF INFRASTRUCTURE AND PROCESSES FOR PROVIDING ACCOMMODATION SERVICES MADE IN 2016-2017:

1. According to the wishes expressed by residents in last survey, dormitory reservation system for Lithuanian students has been refined in 2016 to optimize the student accommodation process.

2. From 2016 1st of September new guidelines for pricing of accommodation at the dormitories came into force. According to the new guidelines for pricing the price of a place in dormitory depends on: the basic price, the condition of the building, the room and furniture, the type of sanitary unit and the type of kitchen and the number places in room:

✓ taking into account the needs of residents in 2017 the guidelines for pricing of accommodation has been improved: three double room categories with different prices have emerged according to the room quadrature: a small double room, a double room and a large double room.

3. Internal dormitory rules and guidelines on evaluation and compensation of the damage at the dormitories was revised together with Dormitory Council and approved on 2016. The guidelines on evaluation and compensation of the damage at the dormitories has been adjusted to ensure a clearer mechanism and faster removal of damages.

4. On 2017 together with the Dormitory Council guidelines for car parking in the car parks of the dormitories was prepared and approved.

5. From 2017 May, professional security company began to provide security services in order to improve the security of dormitories.

6. A website of KTU dormitories was renewed to provide more efficient and clear information about our dormitories.

7. According to the needs of the residents, triple rooms of 10th dormitory are gradually reorganized into double rooms.

8. 166 beds and all kitchen cabinets with washbasins (19) have been changed, all furniture of 10th dormitory have been renewed (203 beds, 338 shelves, 338 tables and 335 chairs).

9. Have been changed part of the gas stoves (8) in 10th dormitory, part of the hotplates in 8th dormitory, part of the steam collectors (5) in 8th dormitories, bought new refrigerators (3) in 8th and 5th dormitories.

10. New washing and drying machines have been bought in all dormitories.

11. All plumbing and sewage pipes have been replaced in 3rd dormitory.

12. Wi-fi internet connection has been set up in 3rd and 10th dormitories .

13. 5th dormitory has been equipped with additional wireless access points, ensuring better wireless internet connection in the dormitory.

14. Repainted kitchens of 10th dormitory.

15. Repainted walls of showers of 3rd dormitory.

16. All trash bins in the kitchens have been renewed, new toilet brushes bought for toilet rooms, floor cleaning brooms bought for 2nd, 5th, 8th dormitories showers, new shower curtain bought for 3rd, 5th, 10th dormitories

17. All electric panels have been replaced in 10th dormitory.

18. Repaired facade of 10th dormitory.

PLANNED IMPROVEMENT IN 2018:

1. To introduce Dormitory reservation system for foreign students;
2. According to the needs of the residents, continue to reorganize triple rooms into double rooms.
3. Together with the Dormitories Council to review and if necessary to adjust Internal dormitories rule for inviting guest for ar stay;
4. To prepare an implementation plan for additional services provided in the dormitories;
5. To renew all chairs of 5th dormitory;
6. To change the remaining beds of satisfactory condition in 5th dormitory;
7. To replace all gas stove in 10th dormitory, part of the gas stove at 5th dormitories;
8. To change part of washing and drying machines;
9. To change informational announcements in the dormitories;
10. To repair staircases of 5th, 8th, 10th dormitories;

In order to ensure the quality of the provided services in the dormitories, we will conduct surveys periodically.

Thanks to all residents of the dormitories who expressed their opinion in the survey.