

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

PREPARED BY THE STRATEGY MONITORING AND  
PROCESSES OFFICE AND THE DORMITORY GROUP

KAUNAS, 2019

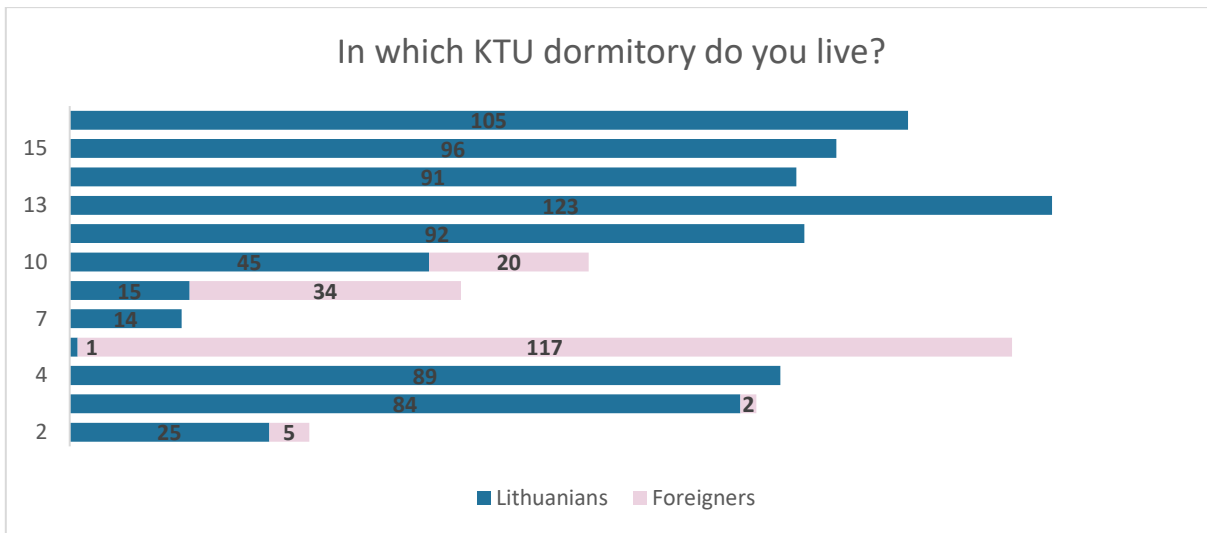
## SURVEY

The quality assessment survey of services provided in KTU dormitories was conducted on 4-18 March 2019. The survey aims to assess the quality of accommodation services provided in KTU dormitories.

The respondents were asked to complete a questionnaire of 28 questions.

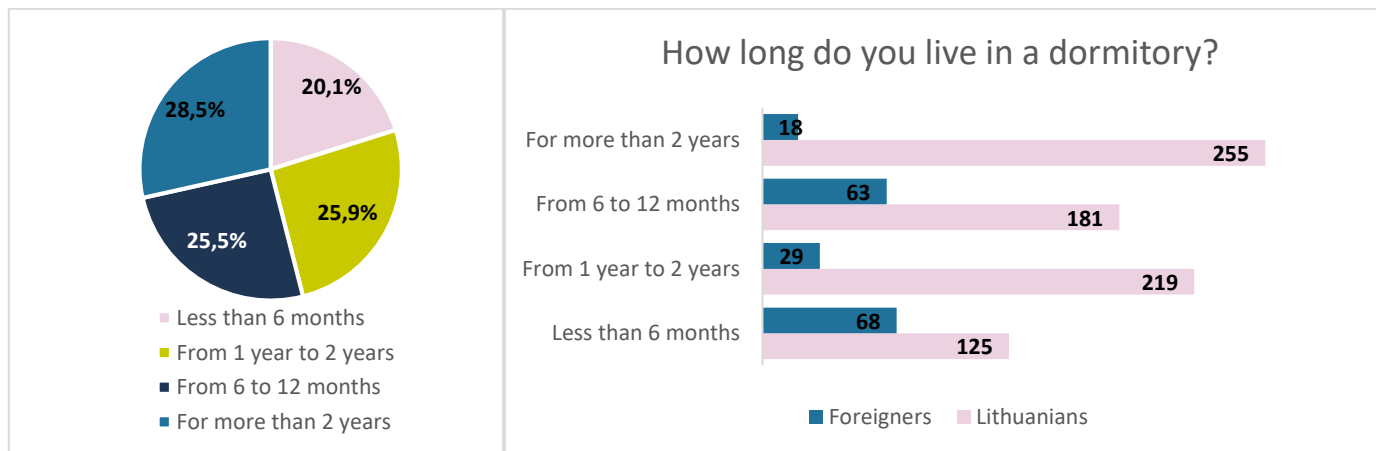
## RESPONDENTS

- 958 respondents expressed their opinion in the survey, i.e. 44,5% of the students who have lived in the dormitories during the survey.



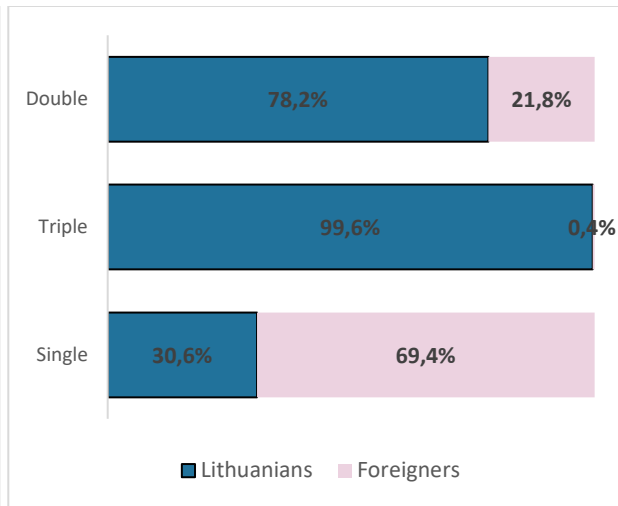
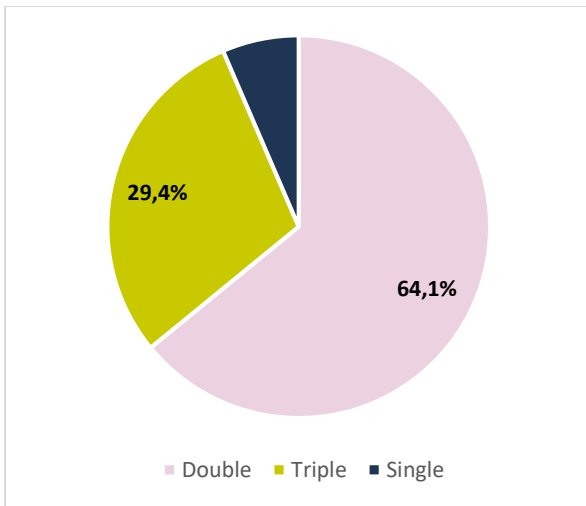
- 55% of the respondents have lived in KTU dormitories for more than one year, 45% - less than a year (see Annex 1 for details).

## HOW LONG DO YOU LIVE IN A DORMITORY?



- 64% of the respondents live in double rooms, 29,4% in triple rooms and 6,5% in single rooms.

## WHAT TYPE OF ROOM ARE YOU STAYING AT?



## SUMMARY OF THE RESULTS

4. The average assessment of the process for providing accommodation services, living conditions in the dormitory, work of staff and Dormitory Councils is 3.78 points out of 5. Such an assessment suggests that students are satisfied with the work of the dormitory administration and the services provided in the dormitories (the aggregated evaluation indicators are provided in Table 1, detailed information on the assessment indicators for each dormitory is presented in Annex 2.

**TABLE 1 AGGREGATED DORMITORIES EVALUATION INDICATORS \***

<b>Assessment of the process for providing accommodation services</b>		
The procedure for booking a place in the dormitory is clear and fair	3,81	<b>3,77</b>
The information procedure about the reserved place in the dormitory is clear	3,79	
The procedure for changing dormitory/room is clear and fair	3,75	
The payment procedure in the dormitories is clear and fair	4,07	
The order for implementation of fines for violation of the rules is clear and fair	3,44	
<b>Assessment of the work of Manager/ Administrator of the dormitory</b>		
Staff's manner of communication	3,88	<b>3,80</b>
Prompt problem-solving	3,66	
Maintaining the order in the dormitories	3,68	
Staff's honesty in making decisions in regard to accommodation	3,92	
Information and consultations on dormitory issues, provided by the dormitory staff	3,87	
<b>Assessment of the work of administration staff of the Dormitory Group (chief coordinators, head of the group)</b>		
Staff's manner of communication	3,79	<b>3,78</b>
Prompt problem-solving	3,70	
Staff's honesty in making decisions in regard to accommodation	3,82	
Information and consultations on dormitory issues, provided by the dormitory staff	3,83	
<b>Assessment of the work of dormitory doorkeepers</b>		
Staff's manner of communication	3,95	<b>3,95</b>
Prompt problem-solving	3,96	
Maintaining the order in the dormitories	3,93	
Information and consultations on dormitory issues, provided by the dormitory staff	3,97	
<b>Assessment of the work of maintenance staff</b>		
Staff's manner of communication	3,89	<b>3,84</b>
Prompt problem-solving	3,73	
Maintaining the order in the dormitories	3,90	
<b>Assessment of the work of dormitory cleaners</b>		
Staff's manner of communication	3,88	<b>3,80</b>
Maintaining the cleanness in the dormitories	3,71	
<b>Assessment of the living conditions in the dormitory</b>		
Condition of the building	3,31	<b>3,33</b>
Condition of the room	3,17	
Condition of the furniture	3,27	
Condition of the kitchen	3,28	
Condition of the shower and toilet premises	2,94	
Condition of the recreational and sports areas	3,16	
Sanitary in the common areas of the dormitory	3,06	
Internet connection	3,68	
Safety in the dormitory	4,07	
Surroundings of the dormitory	3,51	
Repair works	3,22	
<b>Assessment of the provision of relevant information on the issues related to living in the dormitory</b>		
Information which I get from the Dormitory Group is relevant to me	3,79	<b>3,85</b>
I get all the necessary information related to living in a dormitory	3,89	
I get all the necessary information about the relevant changes	3,85	
Information is presented in a clear and understandable manner	3,90	
Information is provided promptly	3,81	
<b>Assessment of the work of the Dormitory Council</b>		

Dormitory Council's manner of communication	3,79	3,73
The chairperson of the council fairly represents the interests of the dormitory residents	3,81	
Dormitory Council organises a sufficient amount of events and campaigns for the dormitory community	3,61	
Dormitory Council efficiently ensures compliance with the rules in the dormitory	3,70	
<b>Assessment of the relationship between the dormitory residents</b>		
I and my roommate (s) get along well and do not disturb each other	4,32	3,90
I and my neighbours get along well and do not disturb each other	3,96	
My roommates are understanding and silent during the established hours	4,23	
My neighbours are understanding and silent during the established hours	3,67	
My roommate's guests do not disturb me	4,27	
It is easy to distribute the cleaning responsibilities with my roommates	4,07	
It is easy to distribute the cleaning responsibilities with my blockmates	3,52	
Other dormitory residents (neighbours) keep the common areas (kitchen, WC, shower room and recreational premises) clean.	3,15	
<b>The average assessment</b>		

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

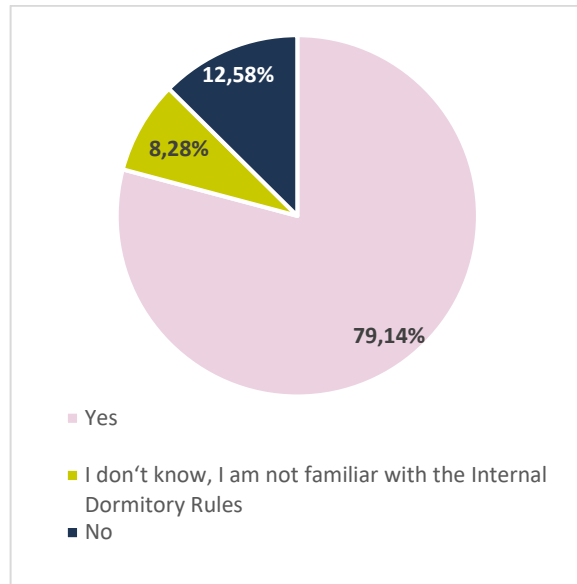
- The foreign students living under the same or better conditions in the same dormitory rated living conditions in the dormitory and provided services worse than Lithuanian students. These results show greater expectations of foreign students (see Table 2). However, this year's survey disclosed that the assessment of the process for providing accommodation services, work of Manager/ Administrator of the dormitory, work of administration staff of the Dormitory Group, work of maintenance staff, work of the Dormitory Council, relationship between the dormitory residents has increased among the foreign students.

**TABLE 2 AGGREGATED RESULTS OF DORMITORIES EVALUATION**

Evaluated aspects	Assessment of Lithuanian students	Assessment of foreign students	Overall assessment
Living conditions in the dormitory	3,38	3,14	3,33
The process for providing accommodation services	3,83	3,53	3,77
The work of Manager/ Administrator of the dormitory	3,82	3,71	3,80
The work of administration staff of the Dormitory Group (chief coordinators, head of the group)	3,84	3,57	3,78
Provision of relevant information on the issues related to living in the dormitory	3,86	3,81	3,85
The work of dormitory doorkeepers	4,00	3,74	3,95
The work of maintenance staff	3,83	3,86	3,84
The work of dormitory cleaners	3,80	3,79	3,80
The work of the Dormitory Council	3,79	3,49	3,80
The relationship between the dormitory residents	3,89	3,92	3,94
	<b>3,80</b>	<b>3,66</b>	<b>3,78</b>

- The majority of respondents (79 %) consider the Internal Dormitory Rules and Regulations to be comprehensive and clear.

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



7. **The residents of the dormitories gave the highest evaluation to the work of doorkeepers (3.95 points) and relationship between the dormitory residents (3.90 points), and the lowest evaluation to the living conditions in the dormitory (3.33 points) (the lowest rating for showers and toilets condition).**
8. **The work of dormitory administrator/ manager was evaluated by 3.80 points.** The highest rating was for the staff's honesty in making decisions in regard to accommodation, staff's manner of communication and information and consultations on dormitory issues, provided by the dormitory staff.
9. **The dormitory residents feel safe at the dormitories (4.07 points).**
10. A summary of the **respondents' suggestions for improvement of the quality of accommodation services in the dormitories is provided in Annex 3 to the report.**
11. **When assessing the relationship between the dormitory residents, the** respondents stated difficulties in reaching agreement on the distribution of responsibilities between dormitory residents in maintaining cleanliness and order in the common areas (kitchens, sanitary facilities, recreational premises).
12. **The respondents evaluated the performance of the Dormitory Councils well (rating 3.73 points),** but the majority of the respondents indicate that Dormitory Councils could organise more events for the residents of dormitories and ensure compliance with the Internal Dormitory Rules more efficiently.
13. **The respondents evaluated the provision of relevant information on the issues related to living in the dormitory well (3.85 points).**
14. **When assessing the process for providing accommodation services,** the respondents indicated that the order for implementation of fines for violation of the rules is not very clear and correct.
15. **The respondents' summarised suggestions for the improvement of the accommodation system:**
  - define the functioning of the reservation system and the procedure and priorities for a waiting list for accommodation in the dormitory more precisely;
  - allow to reserve a place in the room with the opposite sex;
  - allow to relocate in the dormitory from the time when the place is available, instead of from the 1st working day of the following month;

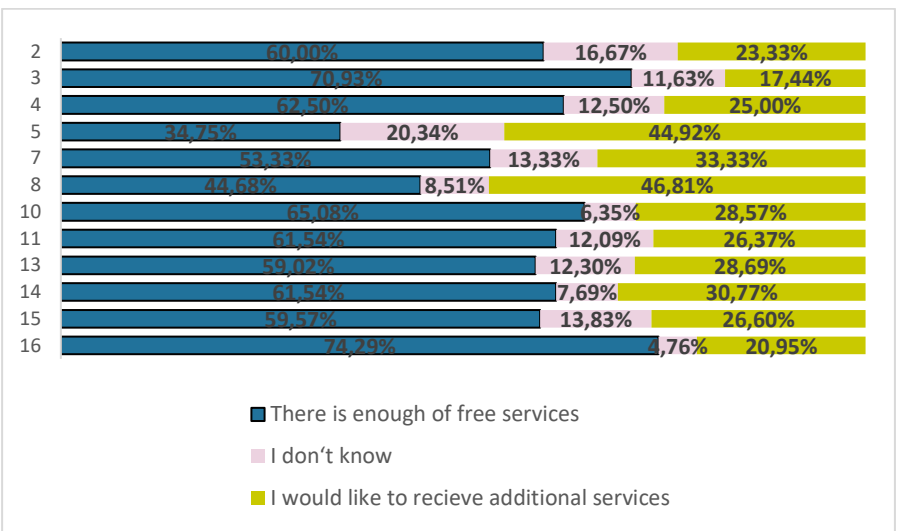
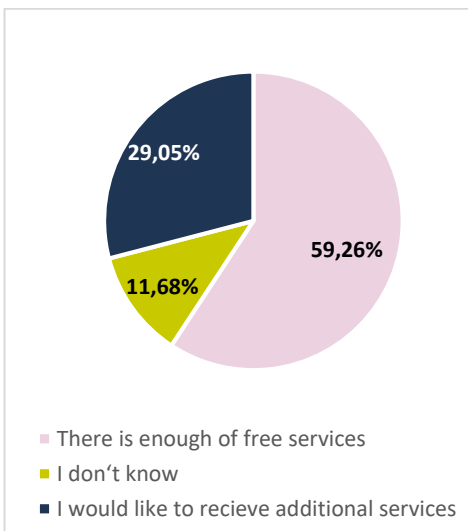
- provide a possibility to see the room before the reservation;
- more efficient implementation of penalties for violation of the Internal Rules;
- clarify the standards of cleanliness and order;
- apply a reduced price for accommodation at the dormitory if a resident is not living in the dormitory for several months.

**16. The assessment of the demand for additional free services in the dormitories:**

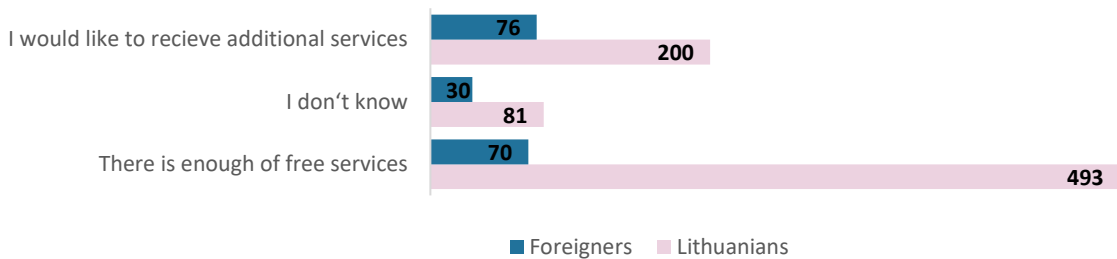
15.1. 59% of the students surveyed indicated that there were enough free services available in the dormitories;

15.2 29% of the respondents would like more free services (the list of preferred services is provided in the Appendix below).

**DEMAND FOR ADDITIONAL FREE SERVICES**



Is there enough of free additional services available at the dormitory (internet, self-service laundry, etc.)?



**17. The list of preferred free services:**

- install wireless (Wi-Fi) internet connection in the dormitories and their territory;
- equip dormitories with more washing and drying machines;
- more parking spaces;
- install cameras in the kitchens;
- install water filters in the kitchen;
- provide cleaning agents for cleaning of living premises;
- provide printers in the dormitories;
- set up smoking rooms in the dormitories;
- buy more inventory in recreational and sports spaces;
- provide window cleaning services in the rooms;
- build refrigerators and microwave ovens in the common kitchens;
- equip a learning room (dormitory no. 5) and sports area (dormitory no. 13);
- provide room cleaning services.

**18. The assessment of the demand for additional paid services in the dormitories:**

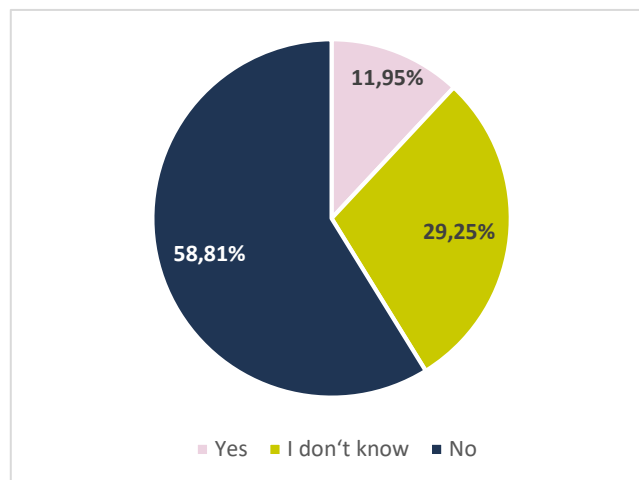
18.1. 12% of the surveyed residents indicated that they would prefer additional paid service.

18.2. the preferred additional services were identified by 58 respondents (6% of the respondents),  
**the most frequently 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);
- paid guest overnight stays;
- storage of personal belongings;

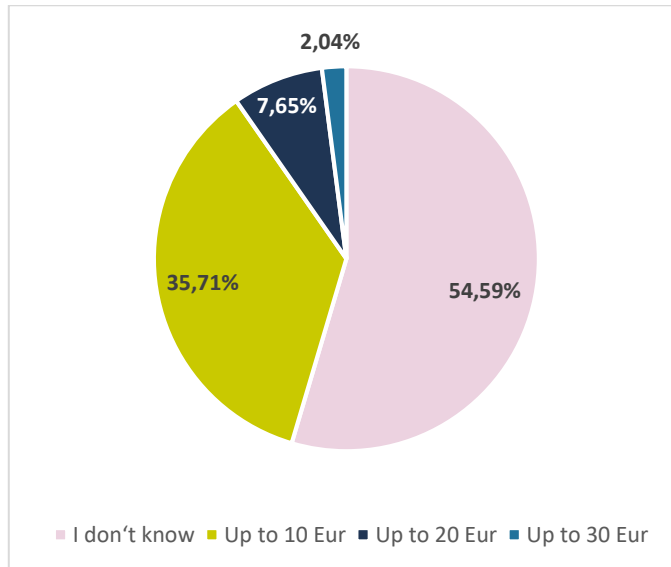
17.3 Most of the residents who requested additional paid services indicated that they did not know how much they could pay for additional services or could pay up to 10 Euro per month.

**DEMAND FOR ADDITIONAL PAID SERVICES**





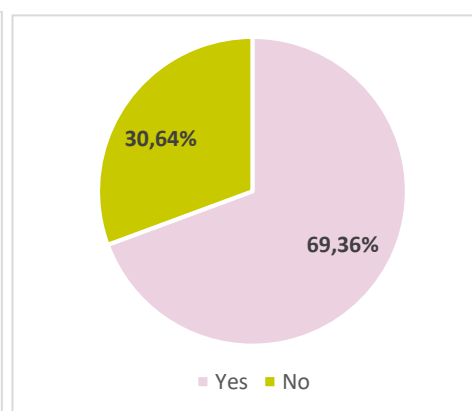
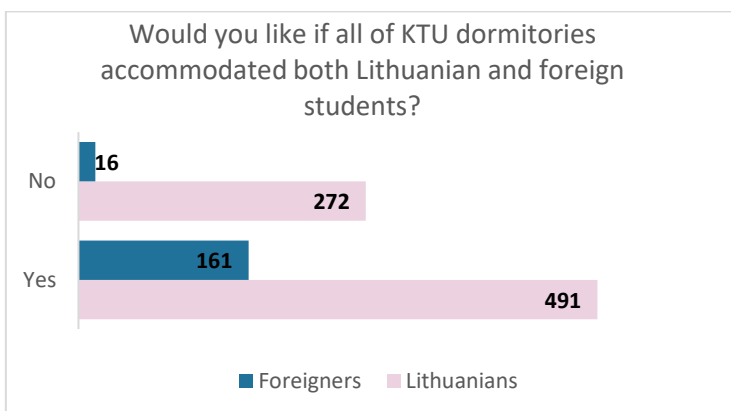
**WHAT MONTHLY AMOUNT COULD YOU PAY FOR THE ADDITIONAL PAID SERVICES AT THE DORMITORY?**



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

- 19.1. 69% of the respondents would like to have residents of different nationalities living in the same dormitory.
- 19.2. The results of the survey showed that foreign students prefer integration more than Lithuanians (more detailed information is provided in the graphics below).
- 19.3. 31% of the respondents would like for Lithuanians and foreign students to be accommodated in separate dormitories.

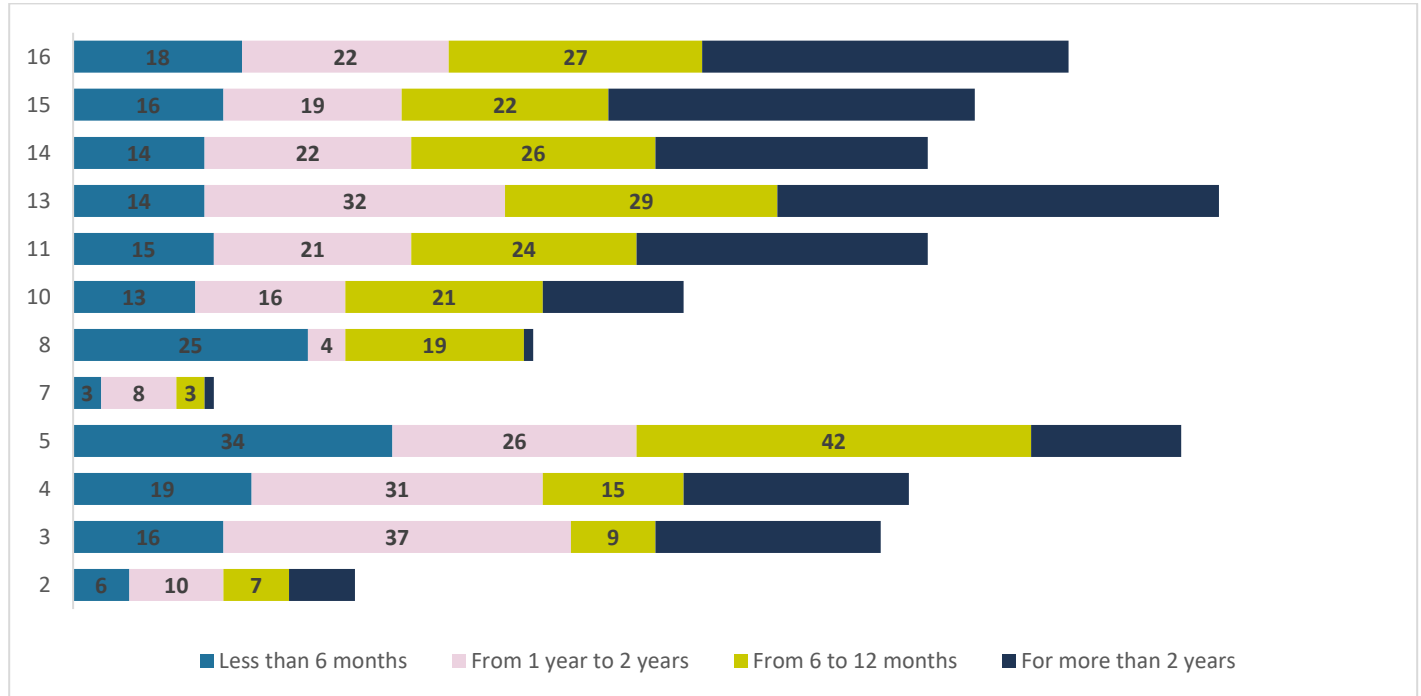
**WOULD YOU LIKE IF ALL OF KTU DORMITORIES ACCOMMODATED BOTH LITHUANIAN AND FOREIGN STUDENTS?**



# ANNEXES

## ANNEX 1 RESPONDENTS

### DISTRIBUTION OF THE RESPONDENTS ACCORDING TO THE DURATION OF LIVING IN THE DORMITORY



**ANNEX 2 DORMITORIES EVALUATION INDICATORS**

**LIVING CONDITIONS IN THE DORMITORY (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 areas	Sanitary in the common areas of the dormitory	Internet connection	Safety in the dormitory	Safety in the dormitory	Repair works	Average of assessments
Dormitory No. 2	Lithuanians	4,16	4,04	3,52	3,50	3,76	3,60	3,72	3,76	4,68	4,12	3,15	3,82
	Foreigners	4,40	4,40	4,00	3,40	3,40	3,50	4,00	3,00	4,60	4,40	4,20	3,94
	Overall	4,20	4,10	3,60	3,48	3,70	3,58	3,77	3,63	4,67	4,17	3,36	3,84
Dormitory No. 3	Lithuanians	3,79	3,48	3,50	3,29	2,96	2,94	2,50	4,19	4,24	4,01	3,21	3,46
	Foreigners	4,50	4,50	4,00	4,00	2,50		2,50	2,50	4,50	4,50	4,00	3,75
	Overall	3,80	3,50	3,51	3,30	2,95	2,94	2,50	4,15	4,24	4,02	3,24	3,47
Dormitory No. 4	Lithuanians	4,47	4,22	4,17	3,83	3,74	4,22	3,77	3,52	4,13	3,45	3,45	3,91
Dormitory No. 5	Lithuanians	3,00	5,00	5,00	3,00	4,00		2,00	3,00	3,00	4,00		3,56
	Lithuanians	3,26	3,27	3,48	2,68	2,70	2,40	2,95	2,10	3,89	3,63	3,47	3,08
	Overall	3,26	3,28	3,37	2,69	2,71	2,40	2,94	2,11	3,88	3,63	3,47	3,08
Dormitory No. 7	Lithuanians	3,21	3,93	4,07	3,50	3,50	4,38	3,14	3,79	3,71	3,15	3,62	3,64
Dormitory No. 8	Lithuanians	3,80	3,73	3,73	2,93	3,67	3,82	3,80	2,40	4,40	3,64	3,75	3,61
	Foreigners	3,65	3,41	3,21	2,50	2,88	3,88	2,79	2,38	4,28	3,67	3,59	3,29
	Overall	3,69	3,51	3,13	2,63	3,12	3,86	3,14	2,39	4,32	3,66	3,18	3,39
Dormitory No. 10	Lithuanians	2,44	2,56	3,84	3,18	3,04	3,35	3,05	4,09	4,19	3,26	3,51	3,32
	Foreigners	2,20	2,55	2,80	3,25	2,60	3,00	2,85	3,37	3,80	3,75	2,83	3,00
	Overall	2,37	2,55	3,52	3,20	2,91	3,22	2,98	3,88	4,06	3,42	3,30	3,22
Dormitory No. 11	Lithuanians	2,69	2,71	2,75	3,49	3,76	3,13	3,69	4,20	3,97	2,98	3,12	3,32
Dormitory No. 13	Lithuanians	3,65	3,07	3,02	3,00	2,69	3,54	2,44	4,08	4,10	3,59	2,87	3,28
Dormitory No. 14	Lithuanians	2,97	2,78	3,13	3,26	2,95	2,63	2,96	4,02	4,13	3,31	3,18	3,21
Dormitory No. 15	Lithuanians	2,69	2,64	2,95	3,28	2,32	3,21	2,41	4,20	3,71	3,34	2,64	3,04
Dormitory No. 16	Lithuanians	3,09	3,08	2,78	3,85	2,28	2,96	3,76	4,08	4,22	3,56	3,38	3,37
All dormitories	Lithuanians	3,31	3,15	3,24	3,42	2,98	3,27	3,09	4,00	4,09	3,47	3,16	3,38
	Foreigners	3,26	3,18	3,37	2,75	2,74	2,79	2,94	2,32	3,98	3,68	3,44	3,14
	Overall	3,31	3,17	3,27	3,28	2,94	3,16	3,06	3,68	4,07	3,51	3,22	3,33

**ANNEX 2 DORMITORIES EVALUATION INDICATORS**

**PROCESS FOR PROVIDING ACCOMMODATION SERVICES (AVERAGE OF ASSESSMENTS)**

		The procedure for booking a place in the dormitory is clear and 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 for implementation of fines for violation of the rules is clear and fair	Average of assessments
Dormitory No. 2	Lithuanians	3,90	3,86	4,00	4,08	3,14	3,80
	Foreigners	4,00	4,20	4,00	4,80	4,20	4,24
	Overall	3,92	3,92	4,00	4,21	3,35	3,88
Dormitory No. 3	Lithuanians	3,97	3,81	3,90	4,22	3,21	3,82
	Foreigners	4,00	2,50	4,00	4,50	4,00	3,80
	Overall	3,97	3,77	3,90	4,23	3,23	3,82
Dormitory No. 4	Lithuanians	4,12	4,07	4,08	4,20	3,41	3,98
Dormitory No. 5	Lithuanians	5,00	5,00	4,00	5,00	3,00	4,40
	Lithuanians	3,39	3,50	3,30	3,90	3,33	3,48
	Overall	3,40	3,51	3,24	3,91	3,32	3,49
Dormitory No. 7	Lithuanians	3,71	3,77	3,75	3,86	3,31	3,68
Dormitory No. 8	Lithuanians	4,00	3,64	3,92	4,29	4,15	4,00
	Foreigners	3,87	3,67	3,59	4,03	3,61	3,73
	Overall	3,91	3,61	3,16	4,10	3,77	3,81
Dormitory No. 10	Lithuanians	3,84	3,69	3,71	4,00	3,39	3,73
	Foreigners	3,21	3,64	3,56	3,65	2,68	3,27
	Overall	3,63	3,71	3,59	3,89	3,16	3,57
Dormitory No. 11	Lithuanians	3,76	3,76	3,76	3,92	3,11	3,66
Dormitory No. 13	Lithuanians	3,92	3,92	3,87	4,18	3,52	3,88
Dormitory No. 14	Lithuanians	3,72	3,79	3,68	4,14	3,82	3,83
Dormitory No. 15	Lithuanians	3,87	3,80	3,84	4,00	3,73	3,85
Dormitory No. 16	Lithuanians	3,92	3,89	3,81	4,08	3,42	3,82
All dormitories	Lithuanians	3,89	3,85	3,84	4,10	3,46	3,83
	Foreigners	3,48	3,55	3,34	3,93	3,34	3,53
	Overall	3,81	3,79	3,75	4,07	3,44	3,77

**ANNEX 2 DORMITORIES EVALUATION INDICATORS**

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

		Staff's manner of communication	Prompt problem-solving	Maintaining the order in the dormitories	Staff's honesty in making decisions in regard to accommodation	Information and consultations on dormitory issues, provided by the dormitory staff	Average of assessments
Dormitory No. 2	Lithuanians	4,04	4,04	4,08	4,29	4,14	4,12
	Foreigners	4,40	4,40	4,20	4,40	4,60	4,40
	Overall	4,10	4,11	4,10	4,32	4,23	4,17
Dormitory No. 3	Lithuanians	3,94	3,61	3,38	3,82	3,82	3,71
	Foreigners	4,50	2,50	5,00	4,50	4,00	4,10
	Overall	3,95	3,58	3,40	3,84	3,82	3,72
Dormitory No. 4	Lithuanians	4,14	3,81	4,14	4,21	4,32	4,10
Dormitory No. 5	Lithuanians	5,00	4,00	3,00	4,00	5,00	4,20
	Lithuanians	3,98	3,64	3,67	3,81	3,76	3,77
	Overall	3,99	3,64	3,42	3,81	3,77	3,78
Dormitory No. 7	Lithuanians	3,93	3,92	3,93	4,09	4,15	4,00
Dormitory No. 8	Lithuanians	3,93	4,00	4,14	4,17	4,00	4,05
	Foreigners	3,38	3,50	3,68	3,52	3,52	3,52
	Overall	3,54	3,64	3,81	3,70	3,65	3,67
Dormitory No. 10	Lithuanians	3,58	3,73	3,76	3,85	3,70	3,72
	Foreigners	3,49	3,35	3,70	3,50	3,50	3,47
	Overall	3,73	3,60	3,74	3,72	3,63	3,64
Dormitory No. 11	Lithuanians	3,29	3,10	3,53	3,59	3,44	3,39
Dormitory No. 13	Lithuanians	4,18	3,90	3,57	4,10	4,11	3,97
Dormitory No. 14	Lithuanians	4,20	3,88	3,67	4,10	4,13	4,00
Dormitory No. 15	Lithuanians	3,92	3,68	3,43	3,93	3,90	3,77
Dormitory No. 16	Lithuanians	3,62	3,48	3,78	3,90	3,63	3,68
All dormitories	Lithuanians	3,89	3,67	3,68	3,97	3,90	3,82
	Foreigners	3,81	3,59	3,70	3,74	3,71	3,71
	Overall	3,88	3,66	3,68	3,92	3,87	3,80

**ANNEX 2 DORMITORIES EVALUATION INDICATORS**

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

		Staff's manner of communication	Prompt problem-solving	Staff's honesty in making decisions in regard to accommodation	Information and consultations on dormitory issues, provided by the dormitory staff	Average of assessments
Dormitory No. 2	Lithuanians	4,09	4,05	4,11	4,11	<b>4,09</b>
	Foreigners	4,40	4,20	4,20	4,20	<b>4,25</b>
	Overall	4,15	4,08	4,13	4,13	<b>4,12</b>
Dormitory No. 3	Lithuanians	3,85	3,83	3,88	3,98	<b>3,88</b>
	Foreigners	4,00	4,00	4,00	4,00	<b>4,00</b>
	Overall	3,85	3,83	3,88	3,99	<b>3,89</b>
Dormitory No. 4	Lithuanians	4,11	3,96	4,17	4,18	<b>4,11</b>
Dormitory No. 5	Lithuanians	5,00	5,00	5,00	5,00	<b>5,00</b>
	Lithuanians	3,59	3,53	3,58	3,63	<b>3,58</b>
	Overall	3,60	3,54	3,60	3,65	<b>3,60</b>
Dormitory No. 7	Lithuanians	3,91	3,90	3,90	3,83	<b>3,89</b>
Dormitory No. 8	Lithuanians	3,80	3,50	3,50	3,67	<b>3,62</b>
	Foreigners	3,45	3,48	3,58	3,59	<b>3,53</b>
	Overall	3,56	3,49	3,56	3,61	<b>3,56</b>
Dormitory No. 10	Lithuanians	3,68	3,79	3,91	3,75	<b>3,78</b>
	Foreigners	3,20	3,20	3,45	3,53	<b>3,34</b>
	Overall	3,52	3,57	3,74	3,67	<b>3,63</b>
Dormitory No. 11	Lithuanians	3,44	3,27	3,46	3,48	<b>3,41</b>
Dormitory No. 13	Lithuanians	3,90	3,83	3,92	3,91	<b>3,89</b>
Dormitory No. 14	Lithuanians	4,20	3,99	4,07	4,14	<b>4,10</b>
Dormitory No. 15	Lithuanians	3,91	3,76	3,86	3,83	<b>3,84</b>
Dormitory No. 16	Lithuanians	3,54	3,58	3,74	3,65	<b>3,63</b>
All dormitories	<b>Lithuanians</b>	<b>3,85</b>	<b>3,76</b>	<b>3,88</b>	<b>3,88</b>	<b>3,84</b>
	<b>Foreigners</b>	<b>3,55</b>	<b>3,51</b>	<b>3,59</b>	<b>3,63</b>	<b>3,57</b>
	<b>Overall</b>	<b>3,79</b>	<b>3,70</b>	<b>3,82</b>	<b>3,83</b>	<b>3,78</b>

**ANNEX 2 DORMITORIES EVALUATION INDICATORS**

**PROVISION OF RELEVANT INFORMATION ON THE ISSUES RELATED TO LIVING IN THE DORMITORY (AVERAGE OF ASSESSMENTS)**

		Information which I get from the Dormitory Group is relevant to me	I get all the necessary information related to living in a dormitory	I get all the necessary information about the relevant changes	Information is presented in a clear and understandable manner	Information is provided promptly	Average of assessments
Dormitory No. 2	Lithuanians	3,86	4,05	4,14	3,90	4,00	3,99
	Foreigners	4,00	4,40	4,40	4,25	3,80	4,17
	Overall	3,89	4,12	4,19	3,96	3,96	4,02
Dormitory No. 3	Lithuanians	3,65	3,87	3,72	3,84	3,66	3,75
	Foreigners	3,50	3,00	4,00	4,00	2,50	3,40
	Overall	3,64	3,85	3,72	3,85	3,63	3,74
Dormitory No. 4	Lithuanians	4,01	4,10	3,98	4,02	4,01	4,02
Dormitory No. 5	Lithuanians	4,00	4,00	5,00	3,00	3,00	3,80
	Lithuanians	3,73	3,76	3,77	3,83	3,83	3,78
	Overall	3,74	3,76	3,49	3,83	3,82	3,78
Dormitory No. 7	Lithuanians	4,33	4,15	4,21	4,29	3,79	4,15
Dormitory No. 8	Lithuanians	4,08	4,08	4,00	4,14	3,92	4,04
	Foreigners	3,90	3,97	3,91	3,82	3,91	3,89
	Overall	3,95	4,00	3,54	3,91	3,91	3,94
Dormitory No. 10	Lithuanians	3,65	3,83	3,83	3,75	3,69	3,76
	Foreigners	3,79	3,95	3,82	3,86	3,65	3,79
	Overall	3,69	3,87	4,03	3,77	3,68	3,77
Dormitory No. 11	Lithuanians	3,61	3,75	3,66	3,71	3,56	3,66
Dormitory No. 13	Lithuanians	3,86	3,99	3,89	3,95	3,81	3,90
Dormitory No. 14	Lithuanians	3,96	3,99	4,03	3,99	3,86	3,97
Dormitory No. 15	Lithuanians	3,75	3,81	3,83	3,79	3,78	3,79
Dormitory No. 16	Lithuanians	3,76	3,86	3,77	3,93	3,82	3,83
All dormitories	Lithuanians	3,81	3,92	3,86	3,90	3,79	3,86
	Foreigners	3,78	3,83	3,55	3,83	3,80	3,81
	Overall	3,81	3,90	3,85	3,89	3,79	3,85

**ANNEX 2 DORMITORIES EVALUATION INDICATORS**

**THE WORK OF DORMITORY DOORKEEPERS (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
Dormitory No. 2	Lithuanians	4,39	4,52	4,39	4,35	<b>4,41</b>
	Foreigners	4,25	4,25	4,00	4,50	<b>4,25</b>
	Overall	4,37	4,48	4,33	4,37	<b>4,39</b>
Dormitory No. 3	Lithuanians	4,05	4,04	3,92	4,07	<b>4,02</b>
	Foreigners	4,00	4,00	4,00	4,00	<b>4,00</b>
	Overall	4,05	4,04	3,92	4,07	<b>4,02</b>
Dormitory No. 4	Lithuanians	4,19	4,15	4,19	4,30	<b>4,21</b>
Dormitory No. 5	Lithuanians	4,00	5,00	4,00	5,00	<b>4,50</b>
	Lithuanians	3,72	3,74	3,78	3,70	<b>3,73</b>
	Overall	3,72	3,75	3,78	3,71	<b>3,74</b>
Dormitory No. 7	Lithuanians	3,43	3,29	3,50	3,42	<b>3,41</b>
Dormitory No. 8	Lithuanians	4,00	3,92	3,85	3,92	<b>3,92</b>
	Foreigners	3,35	3,67	3,64	3,61	<b>3,57</b>
	Overall	3,54	3,74	3,70	3,70	<b>3,67</b>
Dormitory No. 10	Lithuanians	4,23	4,18	4,05	4,18	<b>4,16</b>
	Foreigners	3,95	3,75	4,10	3,85	<b>3,91</b>
	Overall	4,14	4,03	4,06	4,07	<b>4,08</b>
Dormitory No. 11	Lithuanians	3,63	3,65	3,74	3,58	<b>3,65</b>
Dormitory No. 13	Lithuanians	4,23	4,19	4,04	4,13	<b>4,15</b>
Dormitory No. 14	Lithuanians	4,01	4,02	3,97	4,00	<b>4,00</b>
Dormitory No. 15	Lithuanians	3,80	3,77	3,72	3,89	<b>3,80</b>
Dormitory No. 16	Lithuanians	4,01	4,10	4,08	4,16	<b>4,09</b>
<b>All dormitories</b>	<b>Lithuanians</b>	<b>4,01</b>	<b>4,01</b>	<b>3,96</b>	<b>4,03</b>	<b>4,00</b>
	<b>Foreigners</b>	<b>3,69</b>	<b>3,74</b>	<b>3,80</b>	<b>3,72</b>	<b>3,74</b>
	<b>Overall</b>	<b>3,95</b>	<b>3,96</b>	<b>3,93</b>	<b>3,97</b>	<b>3,95</b>



**ANNEX 2 DORMITORIES EVALUATION INDICATORS**

**THE WORK OF MAINTENANCE STAFF (AVERAGE OF ASSESSMENTS)**

		Staff's manner of communication	Prompt problem-solving	Maintaining the order in the dormitories	Average of assessments
Dormitory No. 2	Lithuanians	4,45	4,14	4,30	4,30
	Foreigners	4,00	4,20	4,40	4,20
	Overall	4,37	4,15	4,32	4,28
Dormitory No. 3	Lithuanians	4,03	3,87	4,08	3,99
	Foreigners	4,00	4,00	4,00	4,00
	Overall	4,03	3,88	4,08	3,99
Dormitory No. 4	Lithuanians	4,06	3,89	4,17	4,04
Dormitory No. 5	Lithuanians				
	Lithuanians	3,78	3,86	3,81	3,82
	Overall	3,78	3,86	3,81	3,82
Dormitory No. 7	Lithuanians	3,75	3,62	3,56	3,64
Dormitory No. 8	Lithuanians	3,85	4,00	4,23	4,03
	Foreigners	3,88	3,91	3,66	3,81
	Overall	3,87	3,93	3,82	3,87
Dormitory No. 10	Lithuanians	4,06	3,92	3,97	3,98
	Foreigners	4,00	4,11	4,15	4,09
	Overall	4,04	3,98	4,04	4,02
Dormitory No. 11	Lithuanians	3,65	3,56	3,51	3,57
Dormitory No. 13	Lithuanians	3,78	3,58	3,88	3,74
Dormitory No. 14	Lithuanians	4,04	3,68	3,98	3,90
Dormitory No. 15	Lithuanians	3,50	3,33	3,53	3,45
Dormitory No. 16	Lithuanians	4,02	3,62	4,01	3,88
All dormitories	<b>Lithuanians</b>	<b>3,90</b>	<b>3,68</b>	<b>3,91</b>	<b>3,83</b>
	<b>Foreigners</b>	<b>3,84</b>	<b>3,91</b>	<b>3,84</b>	<b>3,86</b>
	<b>Overall</b>	<b>3,89</b>	<b>3,73</b>	<b>3,90</b>	<b>3,84</b>

**ANNEX 2 DORMITORIES EVALUATION INDICATORS**

**THE WORK OF DORMITORY CLEANERS (AVERAGE OF ASSESSMENTS)**

		Maintaining the cleanness in the dormitories	Staff's manner of communication	Average of assessments
Dormitory No. 2	Lithuanians	3,96	4,13	<b>4,05</b>
	Foreigners	4,60	4,40	<b>4,50</b>
	Overall	4,07	4,18	<b>4,12</b>
Dormitory No. 3	Lithuanians	2,68	3,23	<b>2,95</b>
	Foreigners	2,50	4,00	<b>3,25</b>
	Overall	2,67	3,25	<b>2,96</b>
Dormitory No. 4	Lithuanians	3,87	4,15	<b>4,01</b>
Dormitory No. 5	Lithuanians	5,00	5,00	<b>5,00</b>
	Lithuanians	3,84	3,69	<b>3,77</b>
	Overall	3,85	3,71	<b>3,78</b>
Dormitory No. 7	Lithuanians	3,86	3,85	<b>3,85</b>
Dormitory No. 8	Lithuanians	4,00	4,15	<b>4,08</b>
	Foreigners	3,47	3,50	<b>3,49</b>
	Overall	3,63	3,69	<b>3,67</b>
Dormitory No. 10	Lithuanians	4,37	4,34	<b>4,36</b>
	Foreigners	4,35	4,20	<b>4,28</b>
	Overall	4,37	4,30	<b>4,33</b>
Dormitory No. 11	Lithuanians	4,43	4,45	<b>4,44</b>
Dormitory No. 13	Lithuanians	3,07	3,46	<b>3,27</b>
Dormitory No. 14	Lithuanians	3,82	4,14	<b>3,98</b>
Dormitory No. 15	Lithuanians	3,20	3,31	<b>3,26</b>
Dormitory No. 16	Lithuanians	4,27	4,30	<b>4,28</b>
<b>All dormitories</b>	<b>Lithuanians</b>	<b>3,69</b>	<b>3,91</b>	<b>3,80</b>
	<b>Foreigners</b>	<b>3,84</b>	<b>3,74</b>	<b>3,79</b>
	<b>Overall</b>	<b>3,71</b>	<b>3,88</b>	<b>3,80</b>

**ANNEX 2 DORMITORIES EVALUATION INDICATORS**

**THE WORK OF THE DORMITORY COUNCIL (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 efficiently ensures compliance with the rules in the dormitory	Average of assessments
Dormitory No. 2	Lithuanians	4,05	3,89	3,80	4,05	3,95
	Foreigners	4,25	4,00	4,50	4,25	4,31
	Overall	4,08	3,96	3,86	4,09	4,00
Dormitory No. 3	Lithuanians	3,87	3,91	3,74	3,82	3,84
	Foreigners	4,00	4,00	4,00	4,00	4,00
	Overall	3,87	3,92	3,75	3,89	3,84
Dormitory No. 4	Lithuanians	4,17	4,11	4,02	4,00	4,07
Dormitory No. 5	Lithuanians	2,00	1,00	1,00	1,00	1,25
	Lithuanians	3,61	3,56	3,30	3,56	3,51
	Overall	3,59	3,54	3,27	3,53	3,49
Dormitory No. 7	Lithuanians	4,22	4,18	4,00	4,09	4,12
Dormitory No. 8	Lithuanians	3,33	3,42	3,69	3,54	3,50
	Foreigners	3,52	3,77	3,44	3,48	3,55
	Overall	3,46	3,65	3,53	3,50	3,53
Dormitory No. 10	Lithuanians	3,83	3,59	3,36	3,94	3,68
	Foreigners	3,16	3,12	3,06	3,24	3,14
	Overall	3,56	3,43	3,26	3,69	3,49
Dormitory No. 11	Lithuanians	3,67	3,57	3,35	3,51	3,53
Dormitory No. 13	Lithuanians	3,79	3,95	3,72	3,69	3,79
Dormitory No. 14	Lithuanians	4,04	4,10	3,83	3,91	3,97
Dormitory No. 15	Lithuanians	3,67	3,67	3,52	3,35	3,55
Dormitory No. 16	Lithuanians	3,81	3,89	3,74	3,84	3,82
	Overall	3,85	3,87	3,69	3,74	3,79
All dormitories	Lithuanians	3,85	3,87	3,69	3,74	3,79
	Foreigners	3,56	3,57	3,32	3,53	3,49
	Overall	3,79	3,81	3,61	3,70	3,73

**ANNEX 2 DORMITORIES EVALUATION INDICATORS**

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

		I and my roommate (s) get along well and do not disturb each other	I 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 recreational premises) clean	Average of assessments
Dormitory No. 2	Lithuanians	4,30	4,00	4,20	3,68	4,61	4,00	3,22	3,48	<b>3,94</b>
	Foreigners	4,50	4,60	4,50	4,20	3,00	4,33	4,40	3,20	<b>4,09</b>
	Overall	4,32	4,11	4,23	3,77	4,38	4,04	3,43	3,43	<b>3,96</b>
Dormitory No. 3	Lithuanians	4,39	4,16	4,36	3,65	4,35	4,18	4,04	3,04	<b>4,02</b>
	Foreigners	3,50	3,50	4,00	4,00	3,50	4,00	2,50	3,00	<b>3,50</b>
	Overall	4,37	4,15	4,35	3,66	4,33	4,18	3,93	3,04	<b>4,00</b>
Dormitory No. 4	Lithuanians	4,44	4,14	4,30	3,83	4,48	4,13	3,56	3,61	<b>4,06</b>
Dormitory No. 5	Lithuanians	5,00	1,00	5,00	1,00		5,00	1,00	1,00	<b>2,71</b>
	Lithuanians	4,19	3,73	4,02	3,66	4,03	4,05	3,46	3,05	<b>3,77</b>
	Overall	4,19	3,71	4,03	3,64	4,03	4,06	3,43	3,03	<b>3,77</b>
Dormitory No. 7	Lithuanians	4,43	4,00	4,36	3,86	4,50	4,36	3,21	3,36	<b>4,01</b>
Dormitory No. 8	Lithuanians	4,62	3,79	4,64	3,13	4,23	4,36	3,10	2,67	<b>3,82</b>
	Foreigners	4,71	4,26	4,56	4,03	4,66	4,47	3,90	3,24	<b>4,23</b>
	Overall	4,68	4,13	4,58	3,76	4,53	4,44	3,70	3,09	<b>4,11</b>
Dormitory No. 10	Lithuanians	4,39	4,05	4,35	3,90	4,37	4,23	3,88	3,76	<b>4,12</b>
	Foreigners	4,10	4,30	4,30	4,35	4,37	4,15	4,22	3,85	<b>4,21</b>
	Overall	4,30	4,13	4,33	4,05	4,37	4,20	3,98	3,79	<b>4,14</b>
Dormitory No. 11	Lithuanians	4,20	3,82	4,12	3,61	4,22	4,12	3,32	3,28	<b>3,83</b>
Dormitory No. 13	Lithuanians	4,33	3,92	4,17	3,53	4,19	3,85	3,37	2,70	<b>3,76</b>
Dormitory No. 14	Lithuanians	4,24	4,10	4,19	3,87	4,21	3,95	3,73	3,21	<b>3,94</b>
Dormitory No. 15	Lithuanians	4,30	3,77	4,14	3,27	4,18	3,95	3,67	2,47	<b>3,72</b>
Dormitory No. 16	Lithuanians	4,36	3,94	4,32	3,62	4,37	4,12	3,33	3,43	<b>3,94</b>
All dormitories	Lithuanians	<b>4,33</b>	<b>3,97</b>	<b>4,24</b>	<b>3,63</b>	<b>4,30</b>	<b>4,06</b>	<b>3,48</b>	<b>3,14</b>	<b>3,89</b>
	Foreigners	<b>4,28</b>	<b>3,92</b>	<b>4,18</b>	<b>3,83</b>	<b>4,17</b>	<b>4,15</b>	<b>3,63</b>	<b>3,18</b>	<b>3,92</b>
	Overall	<b>4,32</b>	<b>3,96</b>	<b>4,23</b>	<b>3,67</b>	<b>4,27</b>	<b>4,07</b>	<b>3,52</b>	<b>3,15</b>	<b>3,90</b>

**ANNEX 3 STUDENTS PROPOSALS FOR IMPROVEMENT OF LIVING CONDITIONS IN DORMITORIES**

Dormitory	Respondents proposals
2	<ol style="list-style-type: none"> <li>1. To improve Wi-Fi quality;</li> <li>2. To fix and expand a parking lot;</li> <li>3. To repair the dormitory's pipeline;</li> <li>4. To improve ventilation in the rooms;</li> <li>5. To provide refrigerators in the rooms;</li> <li>6. To update the dormitory's inventory and furniture;</li> <li>7. To amend the procedure for the inspection of cleanliness.</li> </ol>
3	<ol style="list-style-type: none"> <li>1. To ensure a better-quality cleaning of the dormitory;</li> <li>2. To provide refrigerators in the kitchens;</li> <li>3. To increase the number of overnight stays;</li> <li>4. To provide curtains in the rooms;</li> <li>5. To connect security and living rooms via telephone connection;</li> <li>6. To provide catering services in the dormitory;</li> <li>7. To renovate toilets and showers;</li> <li>8. To install Wi-Fi in the entire dormitory;</li> <li>9. To make recreational and common premises locked (the lock using student ID);</li> <li>10. To renovate rooms;</li> <li>11. To improve Wi-Fi quality;</li> <li>12. To renovate a gym;</li> <li>13. To reduce the number of the inspections of cleanliness.</li> </ol>
5	<ol style="list-style-type: none"> <li>1. To repair toilets;</li> <li>2. To improve Wi-Fi quality;</li> <li>3. To install more recreational premises;</li> <li>4. To install cameras in the kitchens;</li> <li>5. To improve lighting in the dormitory;</li> <li>6. To renovate furniture;</li> <li>7. To repair rooms;</li> <li>8. To replace the wooden windows;</li> <li>9. To provide an additional drying machine;</li> <li>10. To provide better control of the dormitory's visiting guests;</li> <li>11. To install ventilation in the rooms;</li> <li>12. To install locked cupboards in the kitchens;</li> <li>13. To ensure a better-quality cleaning;</li> <li>14. To renovate the kitchen equipment;</li> <li>15. To provide microwave ovens in the kitchens.</li> </ol>
8	<ol style="list-style-type: none"> <li>1. To provide more refrigerators in the kitchens;</li> <li>2. To renovate the kitchen equipment;</li> <li>3. To improve Wi-Fi quality;</li> <li>4. To install ovens in all the kitchens;</li> <li>5. To ensure that the kitchens are used only by the residents of a particular part of the building;</li> <li>6. More washing machines;</li> <li>7. Stricter supervision of the order in the kitchens;</li> <li>8. To provide more shelves in the rooms;</li> <li>9. To renovate furniture in the rooms;</li> <li>10. To provide bigger waste bins in the kitchens.</li> </ol>
10	<ol style="list-style-type: none"> <li>1. To repair rooms;</li> <li>2. To repair lifts;</li> <li>3. To perform a renovation of the dormitory;</li> <li>4. To provide cupboards to keep things in the kitchens;</li> <li>5. To repair toilets;</li> <li>6. To improve Wi-Fi quality;</li> <li>7. To replace curtain cornices;</li> <li>8. To hang shelves in the showers;</li> <li>9. To replace windows;</li> <li>10. To fix a parking lot;</li> </ol>

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|  | <ol style="list-style-type: none"> <li>11. To provide microwave ovens in the kitchens;</li> <li>12. To reinforce the inspection of cleanliness;</li> <li>13. To install showers in every block.</li> </ol> |
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## 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 – 3.78 points out of 5. In comparison to the data of the survey of 2018, the evaluation of the services by the foreign students residing at the dormitories has increased (by 0.27 points) while the evaluation by the Lithuanian students has decreased (by 0.13 points).
3. The respondents appreciate the work of the Dormitory Group: the average assessment of the work of dormitory administrators / managers is 3.80 points; the administration staff of the Dormitory Group (chief coordinators and head of the Dormitory Group) – 3.78 points; security staff working in the dormitories – 3.95, maintenance staff – 3.84 points, dormitory cleaners – 3.80 points.
4. The respondents rated the work of the Dormitory Council by 3.73 points. The main reason for such an assessment was that the residents would like to see more events organised by the council for the residents and that the members of the Dormitory Council would ensure better compliance with the internal rules. The relationships between the residents were evaluated by the respondents well (3.90 points).
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 recreational areas (sports, rest and learning), parking lots.
6. The results of the survey will be used to improve the procedures related to the accommodation process in the dormitories, the reservation system, for 2020 budget planning.

## IMPROVEMENTS

### IMPROVEMENTS OF INFRASTRUCTURE AND PROCESSES FOR PROVIDING ACCOMMODATION SERVICES MADE IN 2018:

1. Taking into consideration the requests of the representatives of the Dormitory Council, the Dormitory Rules of Internal Procedure were amended, the time for the use of laundry rooms, studying, recreation and use of the bicycle storage premises, as well as visiting hours of the guests were extended;
2. The dormitory reservation system for the foreign students was launched, guidelines for allocation at the dormitory for the foreign citizens were prepared;
3. The dormitory section was created in the University's Academic Information System (AIS); the residents can login and see the disciplinary measures imposed on them (including their validity terms) and other information related to the living at the dormitory;
4. The resident information guides were prepared for the first year students, newly accommodated students, newly arriving foreign students and newly accommodated foreign students;
5. The repair works were performed at the showers in dormitory No. 11;
6. Tables for eating (91 units) and stools (272 units) have been provided to all kitchens of the dormitories;
7. All chairs were replaced in dormitories No. 11 and 5 (597 units), 90 chairs were replaced in dormitory No. 16, 66 chairs were replaced in dormitory No. 4;
8. Part of the beds (95 units) was replaced in dormitory No. 5;
9. Part of the desks and shelves were replaced in dormitory No. 11;
10. All gas stoves (14 units) were replaced in dormitory No. 15, 13 gas stoves were replaced in dormitory No. 10, 1 gas stove was replaced in dormitory No. 5;

11. All gas stoves (18 units) were replaced in dormitory No. 16;
12. Wi-Fi installed on the fifth floor of dormitory No. 7;
13. 40 units of old wooden windows were replaced by plastic windows in the rooms of dormitory No. 5;
14. Minor repair works were performed in part of the rooms of dormitory No. 5 (painting of the walls, ceiling, radiators, windowsills, window frames); floor coverings were replaced and walls were painted in part of the rooms of dormitory No. 3;
15. Rainwater downpipes were replaced in dormitory No. 10;
16. New LED lamps were installed in all kitchens of dormitory No. 8;
17. Repair works of the facade stairs were performed in dormitory No. 15;
18. All electrical panels were replaced in dormitories No. 13 and 14;
19. Sewage pipe was replaced on the left side of the building in dormitory No. 13;

### PLANNED IMPROVEMENT IN 2019:

1. Transfer of the processes related to the accommodation at the dormitories and provision of services to the residents to the cyberspace for KTU students (filling of the applications/requests online, signing of contracts, filling of the condition act online);
2. To prepare an attractive video material on the most relevant information related to the accommodation and living at the dormitory and most frequently asked questions of the dormitory's residents;
3. To replace the beds in satisfactory condition in all the dormitories;
4. To replace all the chairs in dormitory No. 15;
5. To install extractor hoods in the kitchens of dormitory No. 5;
6. To install roller blinds on the replaced plastic windows in dormitory No. 5;
7. To replace the worn out and unsuitable furniture in the kitchens of dormitories No. 8, 14, 2, 5. To provide kitchen cupboards to keep things in the kitchens of dormitories No. 8 and 7;
8. To replace old, malfunctioning stoves in dormitories No. 14, 5 and 13;
9. To provide shelves in the showers in dormitories No. 5 and 13;
10. To replace a part of washing and drying machines;
11. To install barriers in the parking lot at Vydūno al.;
12. To provide benches by dormitories No. 5, 14 and 15.

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

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