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

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

KAUNAS, 2020

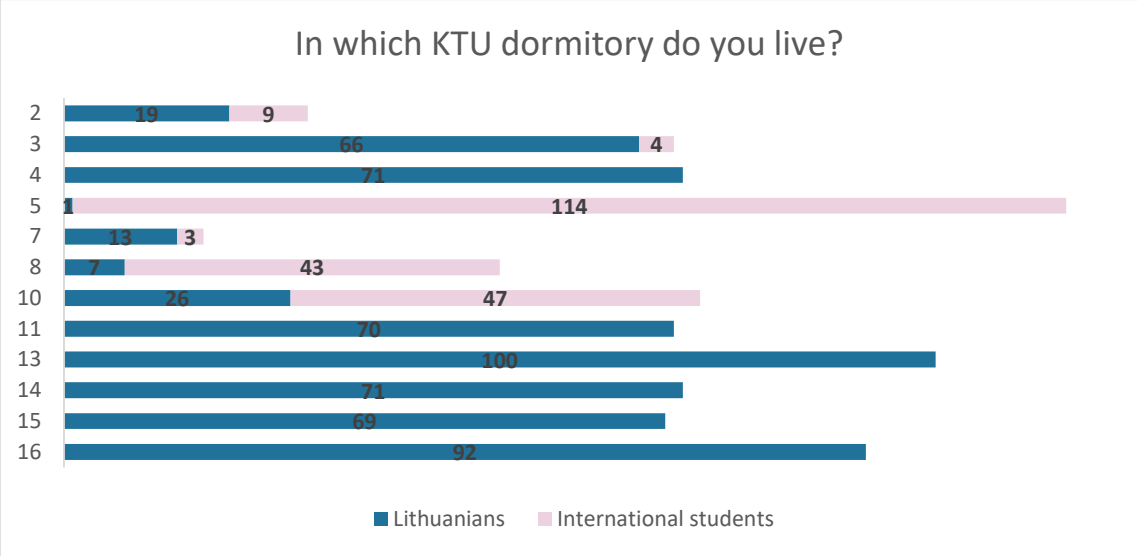
SURVEY

The quality assessment survey of services provided in KTU dormitories was conducted on 9-30 March 2020. The survey aims to assess the quality of accommodation services provided in KTU dormitories.

The respondents were asked to complete a questionnaire of 26 questions.

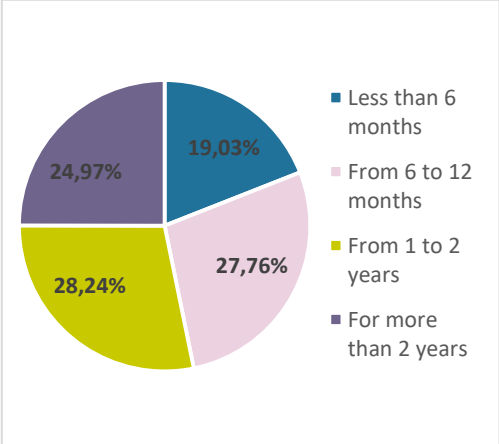
RESPONDENTS

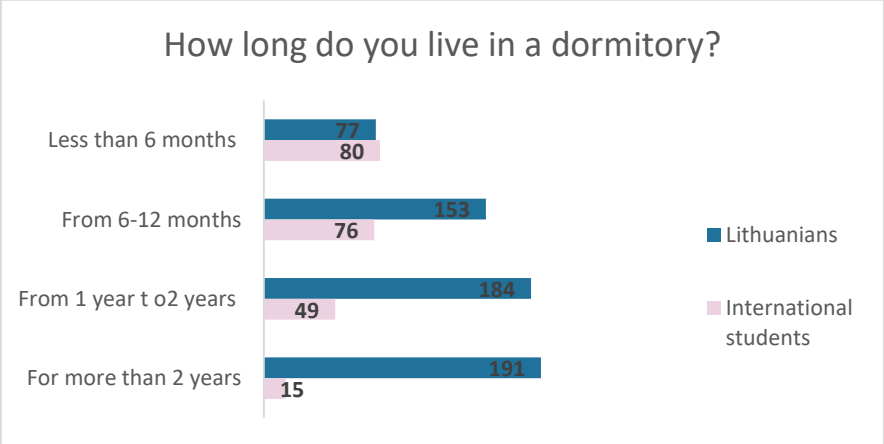
1. 825 respondents expressed their opinion in the survey, i.e. 39% of the students who have lived in the dormitories during the survey.



2. 53% of the respondents have lived in KTU dormitories for more than one year, 47% - less than a year (see Annex 1 for details).

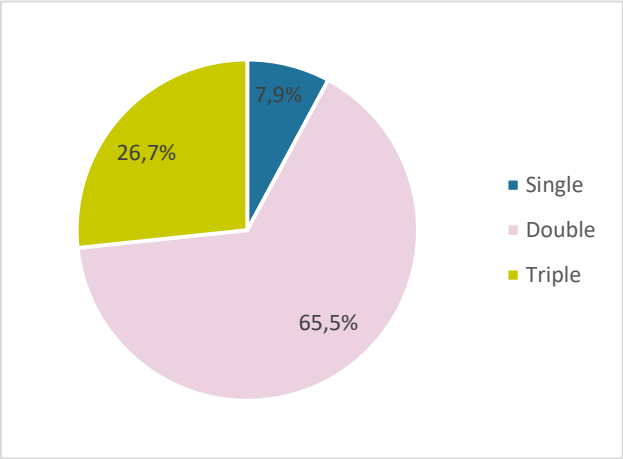
HOW LONG DO YOU LIVE IN A DORMITORY?

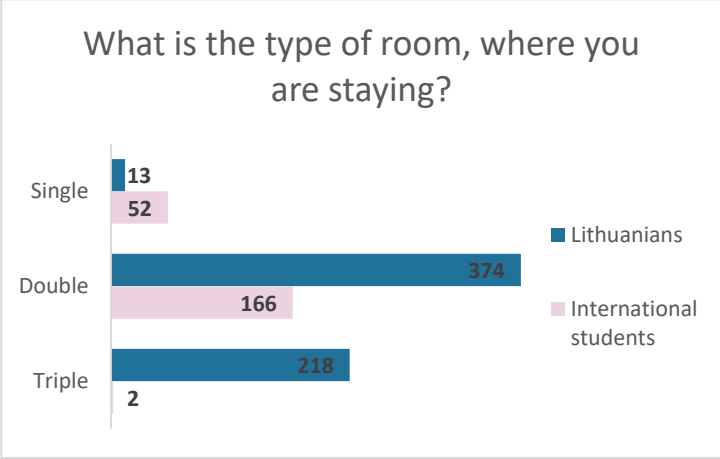




3. 65,5 % of the respondents live in double rooms, 26,7% in triple rooms and 7,9% in single rooms.

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 3.52 points out of 5.** The summarised assessment results are provided in Table 1, detailed information on the assessment indicators for each dormitory is presented in Annex 2.

TABLE 1 SUMMARISED ASSESSMENT OF DORMITORIES ACCORDING TO THE EVALUATION CRITERIA*

Assessment of the process for providing accommodation services		
The procedure for booking a place in the dormitory is clear and fair	**3,55**	**3,54**
The information procedure about the reserved place in the dormitory is clear	**3,54**	
The procedure for changing dormitory/room is clear and fair	**3,37**	
The payment procedure in the dormitories is clear and fair	**4,12**	
The order for implementation of fines for violation of the rules is clear and fair	**3,13**	
Assessment of the work of Manager/ Administrator of the dormitory		
Staff's manner of communication	**3,80**	**3,45**
Prompt problem-solving	**3,26**	
Maintaining the order in the dormitories	**3,58**	
Staff's honesty in making decisions in regard to accommodation	**3,20**	
Information and consultations on dormitory issues, provided by the dormitory staff	**3,43**	
Assessment of the work of administration staff of the Dormitory Group (chief coordinators, head of the group)		
Staff's manner of communication	**3,43**	**3,22**
Prompt problem-solving	**3,17**	
Staff's honesty in making decisions in regard to accommodation	**3,07**	
Information and consultations on dormitory issues, provided by the dormitory staff	**3,19**	
Assessment of the work of dormitory doorkeepers		
Staff's manner of communication	**3,74**	**3,63**
Prompt problem-solving	**3,47**	
Maintaining the order in the dormitories	**3,69**	
Assessment of the work of maintenance staff		
Staff's manner of communication	**3,27**	**3,33**
Prompt problem-solving	**3,28**	
Maintaining the order in the dormitories	**3,44**	
Assessment of the work of dormitory cleaners		
Staff's manner of communication	**3,78**	**3,73**
Maintaining the cleanness in the dormitories	**3,68**	

Assessment of the living conditions in the dormitory		
Condition of the building	3,36	3,24
Condition of the room	3,27	
Condition of the furniture	3,43	
Condition of the kitchen	3,25	
Condition of the shower and toilet premises	2,96	
Condition of the recreational and sports areas	2,47	
Sanitary in the common areas of the dormitory	3,05	
Internet connection	3,39	
Safety in the dormitory	3,91	
Surroundings of the dormitory	3,56	
Repair works	2,99	
Assessment of the provision of relevant information on the issues related to living in the dormitory		
Information which I get from the Dormitory Group is relevant to me	3,69	3,79
I get all the necessary information related to living in a dormitory	3,89	
I get all the necessary information about the relevant changes	3,88	
Information is presented in a clear and understandable manner	3,79	
Information is provided promptly	3,70	
Assessment of the relationship between the dormitory residents		
I and my roommate (s) get along well and do not disturb each other	3,96	3,72
I and my neighbours get along well and do not disturb each other	3,80	
My roommates are understanding and silent during the established hours	3,93	
My neighbours are understanding and silent during the established hours	3,59	
My roommate's guests do not disturb me	3,91	
It is easy to distribute the cleaning responsibilities with my roommates	3,80	
Other dormitory residents (neighbours) keep the common areas (kitchen, WC, shower room and recreational premises) clean.	3,06	
The average assessment		**3,78**

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

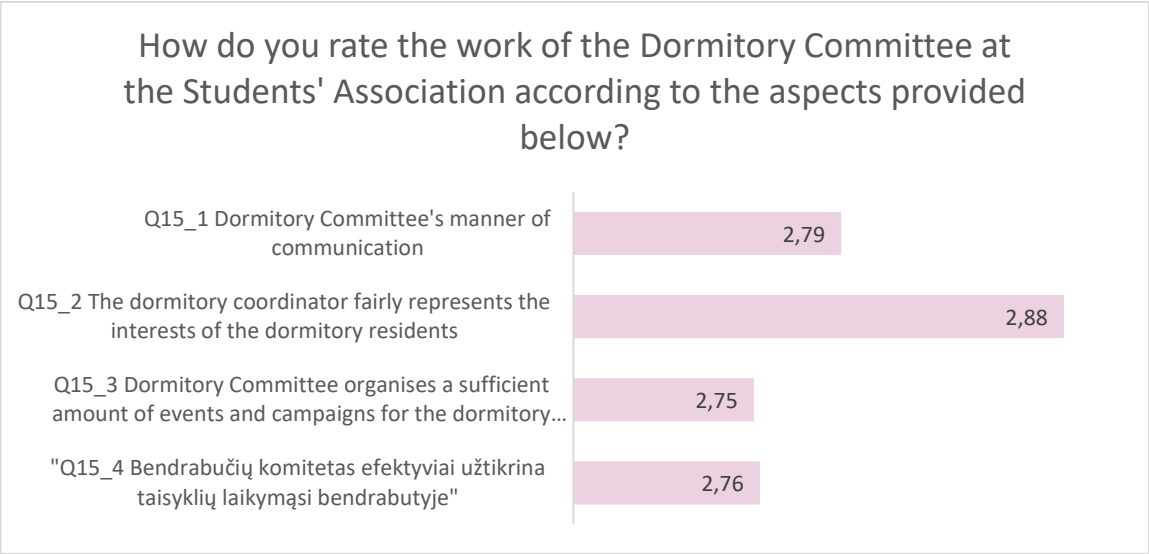
5. The international students living under the same or better conditions in the same dormitory rated living conditions in the dormitory and provided services worse than Lithuanian students. These results show greater expectations of international students (see Table 2). However, this year's survey disclosed that the assessment of the work of administration staff of the Dormitory Group and the work of maintenance staff is rated higher among the international students than Lithuanian students.

TABLE 2 SUMMARISED ASSESSMENT RESULTS

Evaluated aspects	Assessment of Lithuanian students	Assessment of international students	Overall assessment
Living conditions in the dormitory	3,30	3,10	3,24
The process for providing accommodation services	3,63	3,32	3,54
The work of Manager/ Administrator of the dormitory	3,46	3,44	3,45
The work of administration staff of the Dormitory Group (chief coordinators, head of the group)	3,14	3,42	3,22
Provision of relevant information on the issues related to living in the dormitory	3,80	3,76	3,79
The work of dormitory doorkeepers	3,71	3,42	3,63
The work of maintenance staff	3,32	3,37	3,33
The work of dormitory cleaners	3,79	3,54	3,73
The relationship between the dormitory residents	3,77	3,57	3,72
	3,55	**3,44**	**3,52**

HOW DO YOU RATE THE WORK OF THE DORMITORY COMMITTEE AT THE STUDENTS' ASSOCIATION?

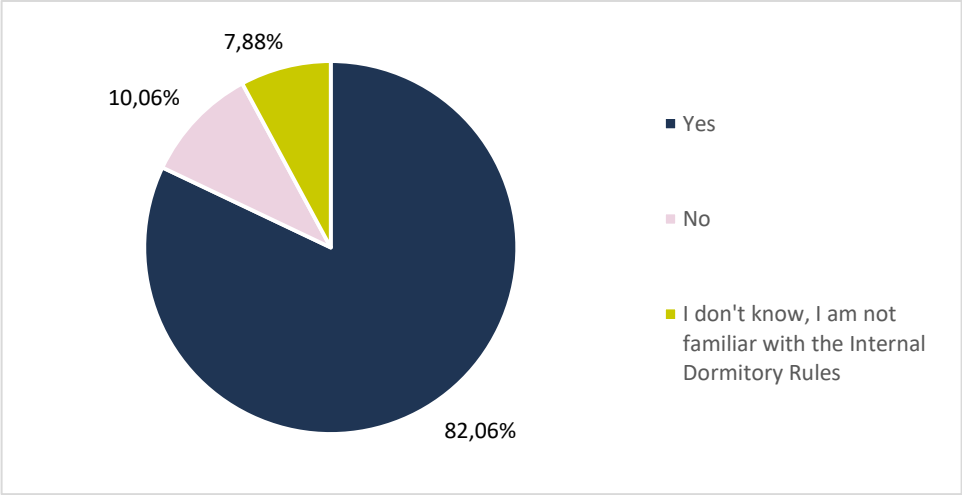
6. The respondents think **the performance of the Dormitory Committee is satisfactory** (rating 2.79 points), but the majority of the respondents indicate that Dormitory Committee could organise more events for the dormitory residents and be more efficient while sharing relevant information.



Q15_4 The Dormitory Committee efficiently enforces the compliance with the rules at the dormitory.

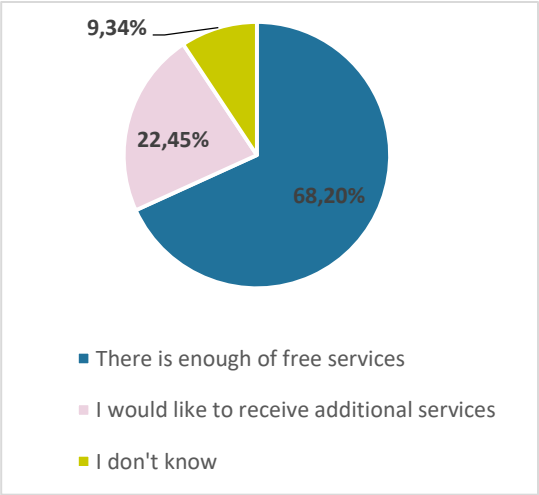
7. The majority of respondents (82 %) consider the Internal Dormitory Rules and Regulations to be comprehensive and clear.

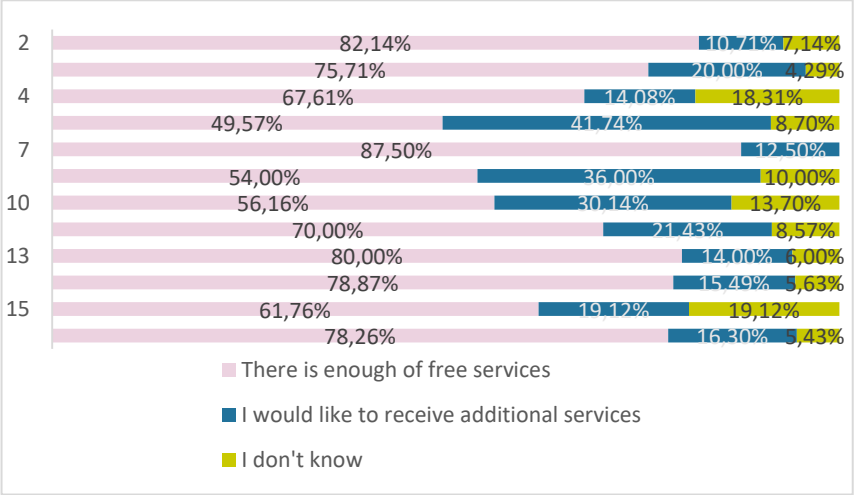
ARE THE EXISTING INTERNAL DORMITORY RULES AND REGULATIONS COMPREHENSIVE (DEFINING ALL THE ESSENTIAL ASPECTS OF LIFE IN THE DORMITORY) AND CLEAR?

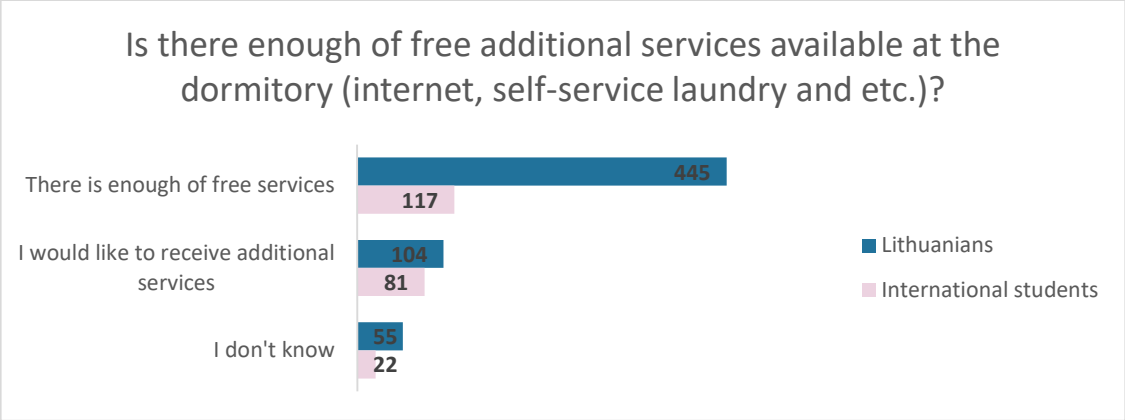


8. **The residents of the dormitories gave the highest evaluation to the provision of relevant information on the issues related to living in the dormitory (3.79 points), the work of dormitory cleaners (3.73 points) and relationship between the dormitory residents (3.72 points)**, and the lowest evaluation to the work of the Dormitory Committee (2.79 points).
9. **The work of dormitory administrator/ manager was evaluated by 3.45 points.** The highest rating was for the staff‘s manner of communication and maintaining the order in the dormitories.
10. **The dormitory residents feel safe at the dormitories** (3,91 points).
11. 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.**
12. **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).
13. **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 and it could be easier to accommodate for couples. Meanwhile, the payment procedure in the dormitories is clear and fair.
14. **The respondents' summarised suggestions for the improvement of the accommodation system**:
    • allow to reserve a place in the room with the opposite sex;
    • allow to reserve a place for relocation during the entire month;
    • provide more information about the room before the reservation;
    • more efficient implementation of penalties for violation of the Internal Rules;
    • apply a reduced price for accommodation at the dormitory if a resident is not living in the dormitory for several months.
15. **The assessment of the demand for additional free services in the dormitories:**
    15.1. 68% of the students surveyed indicated that there were enough free services available in the dormitories;
    15.2 23% of the respondents would like more free services (the list of preferred services is provided below).

DEMAND FOR ADDITIONAL FREE SERVICES







The list of preferred free services:

• install wireless (Wi-Fi) internet connection in the dormitories and their territory;
• install wired internet connection besides the wireless one (Wi-Fi);
• equip dormitories with more washing and drying machines;
• more car parking spaces;
• provide printers in the dormitories;
• provide room cleaning services;
• set up more leisure, sports and studying premises/buy more inventory in recreational and sports areas;
• provide bedding service for all residents;
• buy more inventory in the common kitchens;
• build refrigerators in all rooms.

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

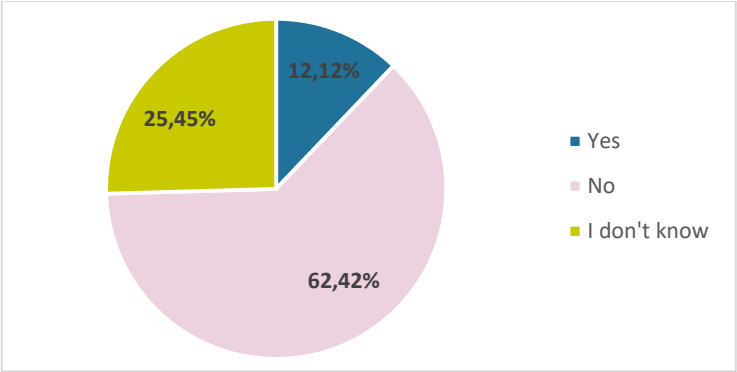
16.1. 12% of the surveyed residents indicated that they would prefer additional paid services.

16.2. **The most frequently mentioned paid services**:

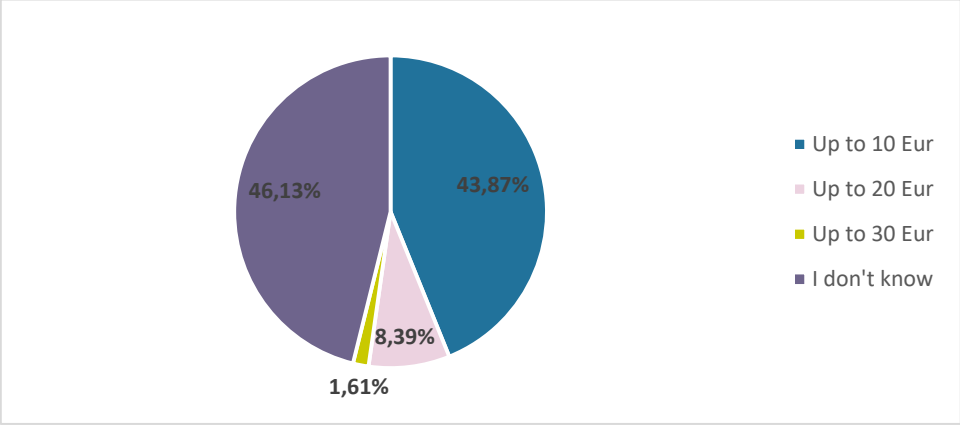
- paid closed car parking;
- printing service;
- catering service;
- food/beverage vending machine;
- cleaning services (cleaning of rooms, sanitary units and window cleaning in rooms);
- paid guest overnight stays;

16.3 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

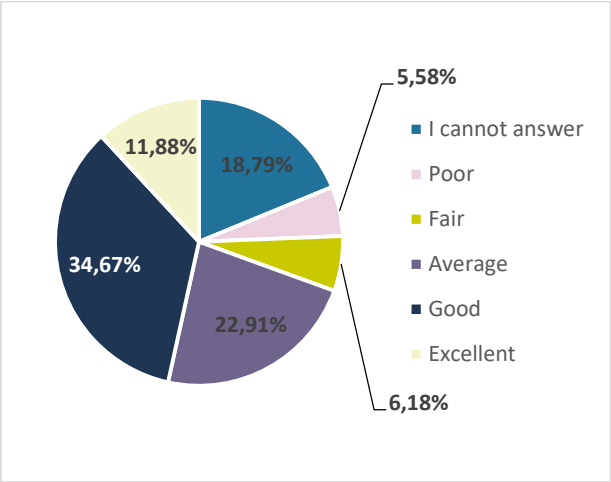


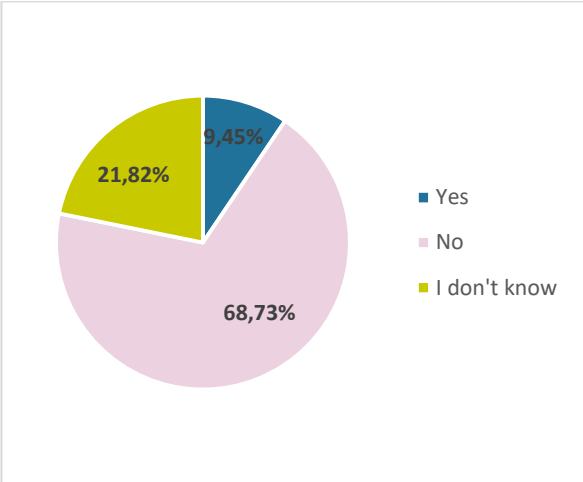
WHAT MONTHLY AMOUNT COULD YOU PAY FOR THE ADDITIONAL PAID SERVICES AT THE DORMITORY?



HOW DO YOU RATE THE QUALITY OF FREE SELF-SERVICE LAUNDRY?

17. In the survey, the respondents could express their opinion about the currently provided **free self-service laundry** and **47%** of them **rated these services as excellent or good**, 19% could not answer this question. 69% of respondents would not want to pay for services of better quality and only 10% indicated that they would pay to receive services of better quality.





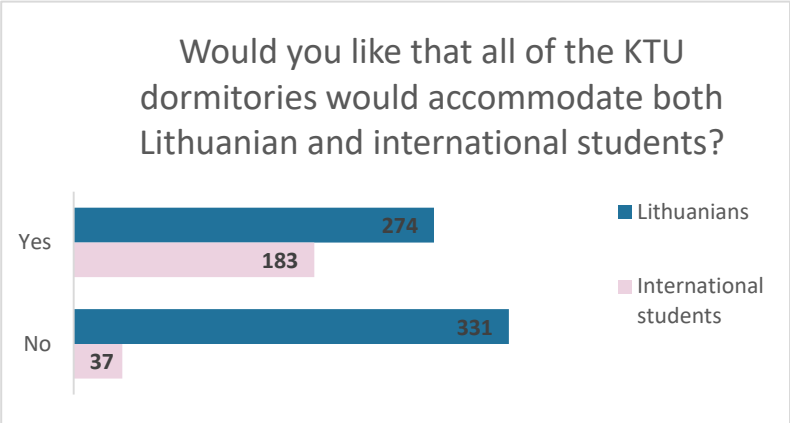
18. **Evaluation of the integration of international students and Lithuanian students in the dormitories:**

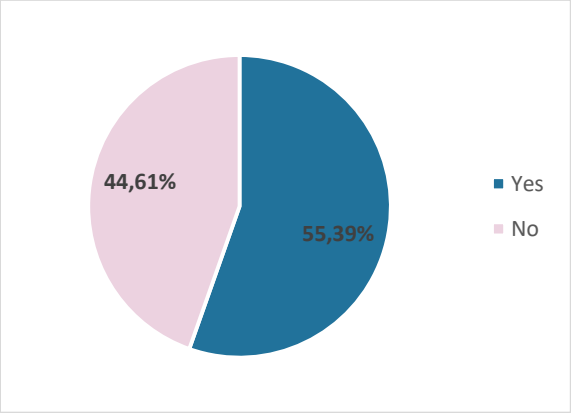
18.1. 55% of the respondents would like to have residents of different nationalities living in the same dormitory.

18.2. The results of the survey showed that international students prefer integration more than Lithuanians (more detailed information is provided in the graphics below).

18.3. 45% of the respondents would like for Lithuanians and international students to be accommodated in separate dormitories.

WOULD YOU LIKE IF ALL OF KTU DORMITORIES ACCOMMODATED BOTH



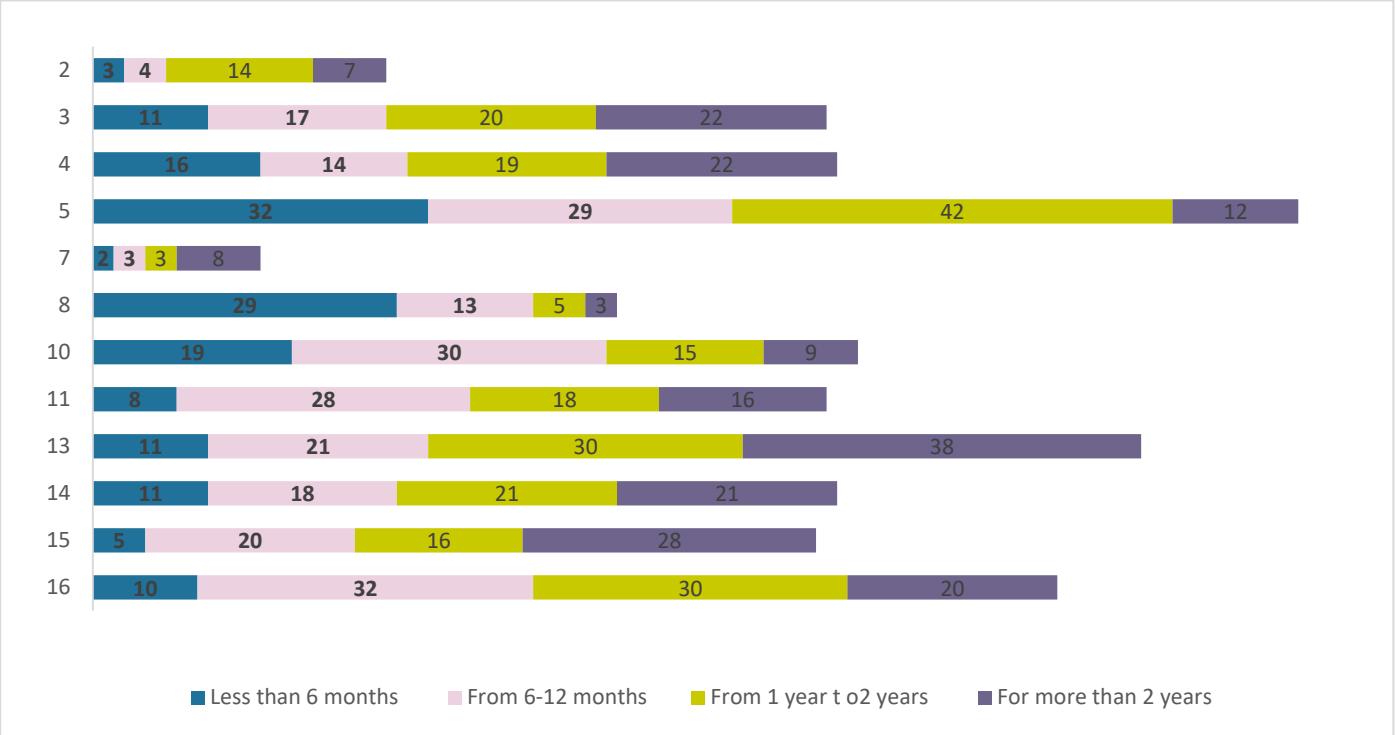


LITHUANIAN AND INTERNATIONAL STUDENTS?

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 furniture	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	Territory of the dormitory	Repair works	**Average of assessments**
Dormitory No. 2	Lithuanians	4,21	4,05	3,95	3,26	3,68	2,79	3,21	3,42	4,47	4,53	3,42	**3,73**
	International students	4,22	3,89	4,33	3,78	3,33	2,44	3,44	3,56	4,44	4,44	3,56	**3,77**
	Overall	4,21	4,00	4,07	3,43	3,57	2,68	3,29	3,46	4,46	4,50	3,46	**3,74**
Dormitory No. 3	Lithuanians	4,00	3,70	3,71	3,33	3,33	2,15	2,83	3,76	4,17	4,27	3,08	**3,48**
	International students	3,50	4,00	3,75	3,50	4,00	3,00	3,50	3,25	4,50	4,25	3,25	**3,68**
	Overall	3,97	3,71	3,71	3,34	3,37	2,20	2,87	3,73	4,19	4,27	3,09	**3,50**
Dormitory No. 4	Lithuanians	4,65	4,49	4,21	3,90	3,77	2,44	3,93	3,06	4,30	3,72	3,10	**3,78**
Dormitory No. 5	Lithuanians	3,00	5,00	4,00	3,00	3,00	3,00	3,00	4,00	2,00	0,00	5,00	**3,18**
	International students	3,23	3,15	3,37	2,81	2,84	2,38	2,91	2,48	3,52	3,65	3,14	**3,04**
	Overall	3,23	3,17	3,37	2,81	2,84	2,38	2,91	2,50	3,50	3,62	3,62	**3,09**
Dormitory No. 7	Lithuanians	3,62	3,92	3,77	3,69	3,08	3,62	2,92	3,69	3,31	2,85	3,31	**3,43**
	International students	3,00	2,00	1,67	2,00	1,33	3,00	2,67	3,67	3,67	3,67	1,33	**2,55**
	Overall	3,50	3,56	3,38	3,38	2,75	3,50	2,88	3,69	3,38	3,00	2,94	**3,27**
Dormitory No. 8	Lithuanians	3,71	3,57	3,71	3,57	3,86	2,29	3,14	2,14	3,71	3,86	2,86	**3,31**
	International students	3,60	3,72	3,37	2,86	3,26	3,47	2,81	2,09	4,09	3,49	3,12	**3,26**
	Overall	3,62	3,70	3,42	2,96	3,34	3,30	2,86	2,10	4,04	3,54	3,08	**3,27**
Dormitory No. 10	Lithuanians	2,73	2,88	4,08	3,23	3,19	2,00	2,58	3,35	4,00	3,31	3,00	**3,12**
	International students	2,11	2,28	2,77	2,98	2,57	2,53	2,43	3,06	3,55	3,30	2,43	**2,73**
	Overall	2,33	2,49	3,23	3,07	2,79	2,34	2,48	3,16	3,71	3,30	2,63	**2,87**
Dormitory No. 11	Lithuanians	3,04	2,97	2,96	3,17	3,90	2,20	3,53	3,87	3,93	3,17	2,99	**3,25**
Dormitory No. 13	Lithuanians	3,54	3,29	3,45	3,04	2,49	2,61	2,68	3,88	4,11	3,48	3,06	**3,24**
Dormitory No. 14	Lithuanians	3,20	2,96	3,44	3,73	3,01	2,38	3,23	4,00	4,07	3,62	3,31	**3,36**
Dormitory No. 15	Lithuanians	2,81	2,86	3,41	2,84	2,20	2,45	2,62	3,70	3,55	3,49	2,71	**2,97**
Dormitory No. 16	Lithuanians	3,05	3,00	2,97	3,72	2,27	2,39	3,41	3,73	3,86	3,26	2,60	**3,11**
All dormitories	**Lithuanians**	**3,45**	**3,33**	**3,48**	**3,39**	**2,99**	**2,41**	**3,13**	**3,68**	**3,99**	**3,55**	**2,99**	**3,31**
	International students	**3,10**	**3,10**	**3,26**	**2,90**	**2,89**	**2,65**	**2,82**	**2,60**	**3,70**	**3,59**	**2,98**	**3,05**
	Overall	**3,34**	**3,30**	**3,47**	**3,07**	**3,06**	**2,54**	**2,84**	**2,95**	**3,83**	**3,71**	**3,04**	**3,20**

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 and transparent	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	3,89	3,58	3,95	4,16	3,11	**3,74**
	International students	3,89	4,00	3,33	4,44	4,00	**3,93**
	Overall	3,89	3,71	3,75	4,25	3,39	**3,80**
Dormitory No. 3	Lithuanians	3,95	3,94	3,64	4,35	3,11	**3,80**
	International students	4,25	4,00	4,25	4,50	3,50	**4,10**
	Overall	3,97	3,94	3,67	4,36	3,13	**3,81**
Dormitory No. 4	Lithuanians	4,00	3,65	3,52	4,10	3,35	**3,72**
Dormitory No. 5	Lithuanians	4,00	5,00	5,00	5,00	4,00	**4,60**
	International students	3,13	3,32	3,11	3,97	2,87	**3,28**
	Overall	3,14	3,34	3,13	3,98	2,88	**3,29**
Dormitory No. 7	Lithuanians	3,31	2,69	3,23	4,31	3,62	**3,43**
	International students	2,67	3,33	2,33	4,00	2,67	**3,00**
	Overall	3,19	2,81	3,06	4,25	3,44	**3,35**
Dormitory No. 8	Lithuanians	3,86	3,86	3,71	3,86	3,29	**3,72**
	International students	3,53	3,40	2,91	4,09	2,67	**3,32**
	Overall	3,58	3,46	3,02	4,06	2,76	**3,38**
Dormitory No. 10	Lithuanians	3,58	3,62	3,69	4,00	3,38	**3,65**
	International students	2,87	3,06	3,23	3,96	3,04	**3,23**
	Overall	3,12	3,26	3,40	3,97	3,16	**3,38**
Dormitory No. 11	Lithuanians	3,64	3,64	3,31	4,17	3,34	**3,62**
Dormitory No. 13	Lithuanians	3,69	3,75	3,67	4,36	3,32	**3,76**
Dormitory No. 14	Lithuanians	3,52	3,39	3,23	4,30	3,28	**3,54**
Dormitory No. 15	Lithuanians	3,51	3,52	3,20	4,00	2,91	**3,43**
Dormitory No. 16	Lithuanians	3,54	3,55	3,38	3,88	3,01	**3,47**
All dormitories	**Lithuanians**	**3,68**	**3,62**	**3,46**	**4,16**	**3,21**	**3,63**
	International students	**3,20**	**3,32**	**3,12**	**4,02**	**2,92**	**3,32**
	Overall	**3,55**	**3,54**	**3,37**	**4,12**	**3,13**	**3,54**

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	4,47	3,95	4,16	3,32	4,42	**4,06**
	International students	4,00	3,78	3,89	4,22	4,00	**3,98**
	Overall	4,32	3,89	4,07	3,61	4,29	**4,04**
Dormitory No. 3	Lithuanians	4,09	3,33	3,44	3,26	3,56	**3,54**
	International students	4,25	4,25	4,25	3,50	4,25	**4,10**
	Overall	4,10	3,39	3,49	3,27	3,60	**3,57**
Dormitory No. 4	Lithuanians	3,94	3,42	3,97	3,42	3,46	**3,64**
Dormitory No. 5	Lithuanians	5,00	5,00	4,00	0,00	4,00	**3,60**
	International students	3,75	3,32	3,46	3,46	3,65	**3,53**
	Overall	3,77	3,34	3,46	3,43	3,65	**3,53**
Dormitory No. 7	Lithuanians	4,08	3,54	3,38	3,15	3,92	**3,61**
	International students	2,67	1,67	2,33	2,67	2,67	**2,40**
	Overall	3,81	3,19	3,19	3,06	3,69	**3,39**
Dormitory No. 8	Lithuanians	4,00	3,00	3,29	3,57	3,86	**3,54**
	International students	3,44	3,19	3,63	3,42	3,30	**3,40**
	Overall	3,52	3,16	3,58	3,44	3,38	**3,42**
Dormitory No. 10	Lithuanians	3,62	3,15	3,50	3,08	3,15	**3,30**
	International students	3,23	2,94	3,13	3,21	3,26	**3,15**
	Overall	3,37	3,01	3,26	3,16	3,22	**3,20**
Dormitory No. 11	Lithuanians	3,67	3,03	3,84	2,61	3,34	**3,30**
Dormitory No. 13	Lithuanians	4,05	3,38	3,45	3,12	3,45	**3,49**
Dormitory No. 14	Lithuanians	4,01	3,54	3,86	3,39	3,37	**3,63**
Dormitory No. 15	Lithuanians	3,72	2,96	3,12	2,80	3,06	**3,13**
Dormitory No. 16	Lithuanians	3,59	3,03	3,77	3,13	2,95	**3,29**
All dormitories	**Lithuanians**	**3,88**	**3,27**	**3,64**	**3,11**	**3,40**	**3,46**
	International students	**3,59**	**3,23**	**3,44**	**3,42**	**3,51**	**3,44**
	Overall	**3,80**	**3,26**	**3,58**	**3,20**	**3,43**	**3,45**

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	4,11	4,11	3,26	4,00	**3,87**
	International students	4,33	4,11	4,22	4,11	**4,19**
	Overall	4,18	4,11	3,57	4,04	**3,98**
Dormitory No. 3	Lithuanians	3,55	2,92	2,94	3,15	**3,14**
	International students	4,25	4,25	4,25	4,25	**4,25**
	Overall	3,59	3,00	3,01	3,21	**3,20**
Dormitory No. 4	Lithuanians	3,73	3,41	3,21	3,37	**3,43**
Dormitory No. 5	Lithuanians	5,00	4,00	4,00	4,00	**4,25**
	International students	3,61	3,35	3,28	3,52	**3,44**
	Overall	3,63	3,36	3,29	3,52	**3,45**
Dormitory No. 7	Lithuanians	3,00	3,00	2,92	2,85	**2,94**
	International students	2,67	2,33	2,33	3,00	**2,58**
	Overall	2,94	2,88	2,81	2,88	**2,88**
Dormitory No. 8	Lithuanians	3,57	3,00	3,29	3,43	**3,32**
	International students	3,42	3,44	3,40	3,21	**3,37**
	Overall	3,44	3,38	3,38	3,24	**3,36**
Dormitory No. 10	Lithuanians	3,08	2,73	2,96	2,77	**2,89**
	International students	3,28	3,28	3,13	3,28	**3,24**
	Overall	3,21	3,08	3,07	3,10	**3,12**
Dormitory No. 11	Lithuanians	2,96	2,70	2,37	2,61	**2,66**
Dormitory No. 13	Lithuanians	3,36	3,12	3,10	3,18	**3,19**
Dormitory No. 14	Lithuanians	3,92	3,89	3,38	3,68	**3,72**
Dormitory No. 15	Lithuanians	2,96	2,38	2,67	2,55	**2,64**
Dormitory No. 16	Lithuanians	3,30	3,08	2,98	3,03	**3,10**
All dormitories	**Lithuanians**	**3,40**	**3,09**	**2,98**	**3,10**	**3,14**
	International students	**3,53**	**3,39**	**3,31**	**3,44**	**3,42**
	Overall	**3,43**	**3,17**	**3,07**	**3,19**	**3,22**

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	3,59	4,00	3,88	4,06	4,06	**3,92**
	International students	4,44	4,22	3,88	4,56	4,44	**4,31**
	Overall	3,88	4,08	3,88	4,24	4,19	**4,05**
Dormitory No. 3	Lithuanians	3,83	3,89	3,92	3,97	3,54	**3,83**
	International students	4,25	4,25	4,25	4,25	4,25	**4,25**
	Overall	3,86	3,91	3,94	3,99	3,58	**3,86**
Dormitory No. 4	Lithuanians	3,87	3,96	3,94	3,93	3,81	**3,90**
Dormitory No. 5	Lithuanians	4,00	4,00	4,00	4,00	4,00	**4,00**
	International students	3,77	3,84	3,81	3,91	3,75	**3,82**
	Overall	3,78	3,84	3,81	3,91	3,75	**3,82**
Dormitory No. 7	Lithuanians	3,75	3,62	3,85	3,77	3,54	**3,71**
	International students	2,00	2,33	2,33	4,00	2,67	**2,67**
	Overall	3,40	3,38	3,56	3,80	3,38	**3,50**
Dormitory No. 8	Lithuanians	3,57	3,57	3,71	3,71	2,67	**3,45**
	International students	3,84	3,88	3,86	3,79	3,84	**3,84**
	Overall	3,80	3,84	3,84	3,78	3,69	**3,79**
Dormitory No. 10	Lithuanians	3,54	3,77	4,04	3,81	3,69	**3,77**
	International students	3,26	3,53	3,70	3,60	3,36	**3,49**
	Overall	3,36	3,62	3,82	3,67	3,48	**3,59**
Dormitory No. 11	Lithuanians	3,57	3,72	3,73	3,79	3,51	**3,66**
Dormitory No. 13	Lithuanians	3,83	3,90	3,92	3,93	3,82	**3,88**
Dormitory No. 14	Lithuanians	3,77	3,86	4,00	4,04	3,76	**3,89**
Dormitory No. 15	Lithuanians	3,46	3,65	3,91	3,80	3,57	**3,68**
Dormitory No. 16	Lithuanians	3,70	3,64	3,95	3,93	3,74	**3,79**
All dormitories	**Lithuanians**	**3,71**	**3,80**	**3,91**	**3,91**	**3,69**	**3,80**
	International students	**3,69**	**3,78**	**3,79**	**3,85**	**3,71**	**3,76**
	Overall	**3,70**	**3,79**	**3,88**	**3,89**	**3,69**	**3,79**

THE WORK OF DORMITORY DOORKEEPERS (AVERAGE OF ASSESSMENTS)

		Staff's manner of communication	Prompt problem-solving	Maintaining the order in the dormitories	**Average of assessments**
Dormitory No. 2	Lithuanians	4,05	3,63	3,63	**3,77**
	International students	4,00	4,11	4,00	**4,04**
	Overall	4,04	3,79	3,75	**3,86**
Dormitory No. 3	Lithuanians	4,06	3,65	3,88	**3,86**
	International students	3,00	3,75	4,00	**3,58**
	Overall	4,00	3,66	3,89	**3,85**
Dormitory No. 4	Lithuanians	4,08	3,59	3,94	**3,87**
Dormitory No. 5	Lithuanians	4,00	4,00	3,00	**3,67**
	International students	3,60	3,54	3,59	**3,58**
	Overall	3,60	3,54	3,58	**3,57**
Dormitory No. 7	Lithuanians	3,15	3,23	3,31	**3,23**
	International students	3,67	2,67	2,00	**2,78**
	Overall	3,25	3,13	3,06	**3,15**
Dormitory No. 8	Lithuanians	4,57	4,14	4,29	**4,33**
	International students	2,93	3,14	3,30	**3,12**
	Overall	3,16	3,28	3,44	**3,29**
Dormitory No. 10	Lithuanians	4,04	3,85	4,00	**3,96**
	International students	3,19	3,11	3,36	**3,22**
	Overall	3,49	3,37	3,59	**3,48**
Dormitory No. 11	Lithuanians	3,79	3,51	3,83	**3,71**
Dormitory No. 13	Lithuanians	4,10	3,70	3,75	**3,85**
Dormitory No. 14	Lithuanians	3,62	3,51	3,72	**3,62**
Dormitory No. 15	Lithuanians	3,59	2,91	3,33	**3,28**
Dormitory No. 16	Lithuanians	3,75	3,39	3,85	**3,66**
All dormitories	**Lithuanians**	**3,87**	**3,50**	**3,33**	**3,57**
	International students	**3,39**	**3,38**	**3,49**	**3,42**
	Overall	**3,74**	**3,47**	**3,69**	**3,63**

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	3,95	4,11	4,42	**4,16**
	International students	3,78	3,78	3,78	**3,78**
	Overall	3,89	4,00	4,21	**4,03**
Dormitory No. 3	Lithuanians	4,03	3,45	4,08	**3,85**
	International students	4,00	4,00	4,25	**4,08**
	Overall	4,03	3,49	4,09	**3,87**
Dormitory No. 4	Lithuanians	3,58	3,52	3,72	**3,61**
Dormitory No. 5	Lithuanians	5,00	4,00	4,00	**4,33**
	International students	3,54	3,53	3,57	**3,55**
	Overall	3,55	3,53	3,57	**3,55**
Dormitory No. 7	Lithuanians	3,46	3,46	3,77	**3,56**
	International students	2,33	2,00	2,67	**2,33**
	Overall	3,25	3,19	3,56	**3,33**
Dormitory No. 8	Lithuanians	3,86	4,00	4,43	**4,10**
	International students	2,65	3,23	2,93	**2,94**
	Overall	2,82	3,34	3,14	**3,10**
Dormitory No. 10	Lithuanians	3,27	3,04	3,54	**3,28**
	International students	3,21	3,32	3,23	**3,25**
	Overall	3,23	3,22	3,34	**3,26**
Dormitory No. 11	Lithuanians	2,91	3,03	3,07	**3,00**
Dormitory No. 13	Lithuanians	3,09	3,11	3,34	**3,18**
Dormitory No. 14	Lithuanians	3,45	3,41	3,51	**3,46**
Dormitory No. 15	Lithuanians	2,88	2,84	3,13	**2,95**
Dormitory No. 16	Lithuanians	2,85	3,08	3,11	**3,01**
All dormitories	**Lithuanians**	**3,27**	**3,23**	**3,46**	**3,32**
	International students	**3,30**	**3,42**	**3,38**	**3,37**
	Overall	**3,27**	**3,28**	**3,44**	**3,33**

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	4,00	4,21	**4,11**
	International students	3,89	3,89	**3,89**
	Overall	3,96	4,11	**4,04**
Dormitory No. 3	Lithuanians	2,68	3,23	**2,96**
	International students	3,25	3,00	**3,13**
	Overall	3,20	3,36	**3,28**
Dormitory No. 4	Lithuanians	3,87	4,15	**4,01**
Dormitory No. 5	Lithuanians	4,00	4,00	**4,00**
	International students	3,82	3,44	**3,63**
	Overall	3,83	3,44	**3,64**
Dormitory No. 7	Lithuanians	3,38	3,77	**3,58**
	International students	4,00	3,00	**3,50**
	Overall	3,50	3,63	**3,57**
Dormitory No. 8	Lithuanians	4,71	4,43	**4,57**
	International students	3,93	3,09	**3,51**
	Overall	4,04	3,28	**3,66**
Dormitory No. 10	Lithuanians	4,23	4,38	**4,31**
	International students	3,55	3,09	**3,32**
	Overall	3,79	3,55	**3,67**
Dormitory No. 11	Lithuanians	4,21	4,40	**4,31**
Dormitory No. 13	Lithuanians	3,30	3,99	**3,65**
Dormitory No. 14	Lithuanians	3,86	3,87	**3,87**
Dormitory No. 15	Lithuanians	3,14	2,99	**3,07**
Dormitory No. 16	Lithuanians	4,18	3,52	**3,85**
All dormitories	**Lithuanians**	**3,78**	**3,81**	**3,80**
	International students	**3,78**	**3,30**	**3,54**
	Overall	**3,78**	**3,68**	**3,73**

THE WORK OF THE DORMITORY COMMITTEE (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 number 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	3,53	3,74	3,37	3,53	**3,54**
	International students	3,67	3,67	3,33	3,56	**3,56**
	Overall	3,57	3,71	3,36	3,54	**3,55**
Dormitory No. 3	Lithuanians	2,33	2,73	2,47	2,71	**2,56**
	International students	3,25	4,25	3,25	4,00	**3,69**
	Overall	2,39	2,81	2,51	2,79	**2,63**
Dormitory No. 4	Lithuanians	2,99	3,03	3,21	3,08	**3,08**
Dormitory No. 5	Lithuanians	5,00	0,00	0,00	0,00	**1,25**
	International students	2,91	2,95	2,75	2,90	**2,88**
	Overall	2,93	2,92	2,72	2,88	**2,86**
Dormitory No. 7	Lithuanians	2,31	2,92	2,38	2,54	**2,54**
	International students	2,33	2,00	2,67	2,67	**2,42**
	Overall	2,31	2,75	2,44	2,56	**2,52**
Dormitory No. 8	Lithuanians	2,14	2,14	2,71	2,14	**2,28**
	International students	2,84	2,86	2,84	2,74	**2,82**
	Overall	2,74	2,76	2,82	2,66	**2,75**
Dormitory No. 10	Lithuanians	2,15	1,92	1,85	1,77	**1,92**
	International students	2,89	2,83	2,43	2,62	**2,69**
	Overall	2,63	2,51	2,22	2,32	**2,42**
Dormitory No. 11	Lithuanians	2,84	2,97	3,09	2,93	**2,96**
Dormitory No. 13	Lithuanians	3,18	3,13	2,90	2,94	**3,04**
Dormitory No. 14	Lithuanians	2,76	2,92	2,77	2,77	**2,81**
Dormitory No. 15	Lithuanians	2,12	2,23	2,30	1,93	**2,15**
Dormitory No. 16	Lithuanians	2,82	2,99	2,78	2,79	**2,85**
All dormitories	**Lithuanians**	**2,74**	**2,85**	**2,76**	**2,72**	**2,77**
	International students	**2,92**	**2,95**	**2,73**	**2,85**	**2,86**
	Overall	**2,79**	**2,88**	**2,75**	**2,76**	**2,80**

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	Other dormitory residents (neighbours) keep the common areas (kitchen, WC, shower room and recreational premises) clean	**Average of assessments**
Dormitory No. 2	Lithuanians	4,21	4,16	4,63	4,11	4,74	4,47	3,26	**4,23**
	International students	2,22	3,89	3,22	3,67	3,22	2,89	2,78	**3,13**
	Overall	3,57	4,07	4,18	3,96	4,25	3,96	3,11	**3,87**
Dormitory No. 3	Lithuanians	4,35	4,23	4,23	3,83	4,39	4,12	2,89	**4,01**
	International students	3,00	3,00	3,25	2,75	3,50	3,25	2,25	**3,00**
	Overall	4,27	4,16	4,17	3,77	4,34	4,07	2,86	**3,95**
Dormitory No. 4	Lithuanians	4,34	4,15	4,38	3,89	3,90	3,93	3,65	**4,03**
Dormitory No. 5	Lithuanians	5,00	1,00	5,00	1,00	5,00	5,00	1,00	**3,29**
	International students	3,35	3,59	3,52	3,52	3,57	3,42	2,97	**3,42**
	Overall	3,37	3,57	3,53	3,50	3,58	3,43	2,96	**3,42**
Dormitory No. 7	Lithuanians	4,69	3,92	4,38	4,23	4,46	4,08	3,31	**4,15**
	International students	4,33	4,33	4,33	4,33	4,33	4,00	3,33	**4,14**
	Overall	4,63	4,00	4,38	4,25	4,44	4,06	3,31	**4,15**
Dormitory No. 8	Lithuanians	4,57	2,71	4,57	2,43	4,86	4,71	2,86	**3,82**
	International students	4,40	4,00	4,26	3,81	4,05	4,28	3,44	**4,03**
	Overall	4,42	3,82	4,30	3,62	4,16	4,34	3,36	**4,00**
Dormitory No. 10	Lithuanians	4,35	3,92	4,19	3,54	3,77	4,23	3,38	**3,91**
	International students	3,49	3,55	3,72	3,66	3,94	3,57	3,17	**3,59**
	Overall	3,79	3,68	3,89	3,62	3,88	3,81	3,25	**3,70**
Dormitory No. 11	Lithuanians	3,96	3,91	3,66	3,51	3,81	3,84	3,17	**3,69**
Dormitory No. 13	Lithuanians	4,01	3,66	3,91	3,43	3,82	3,68	2,36	**3,55**
Dormitory No. 14	Lithuanians	4,21	3,86	4,14	3,75	4,18	3,93	3,24	**3,90**
Dormitory No. 15	Lithuanians	3,75	3,48	3,54	2,93	3,71	3,45	2,42	**3,33**
Dormitory No. 16	Lithuanians	3,93	3,77	3,90	3,67	3,76	3,82	3,51	**3,77**
All dormitories	**Lithuanians**	**4,11**	**3,85**	**4,01**	**3,58**	**3,97**	**3,87**	**3,04**	**3,78**
	International students	**3,55**	**3,67**	**3,70**	**3,61**	**3,74**	**3,60**	**3,09**	**3,57**
	Overall	**3,96**	**3,80**	**3,93**	**3,59**	**3,91**	**3,80**	**3,06**	**3,72**

ANNEX 3 STUDENTS PROPOSALS FOR IMPROVEMENT OF LIVING CONDITIONS IN DORMITORIES

Dormitory	Respondents proposals
2	1. To renovate kitchens; 2. To renovate the kitchen equipment; 3. To improve Wi-Fi quality; 4. To renovate sports premises; 5. To install water filters; 6. To repair the dormitory's pipeline; 7. To provide an additional drying machine; 8. To provide new chairs in the rooms; 9. To repair malfunctions more quickly.
3	1. To renovate kitchens; 2. To ensure a better-quality cleaning of the dormitory; 3. To renovate sports premises; 4. To improve the quality of the Internet connection; 5. To provide better control of silence at the night time; 6. To renovate floors of the rooms; 7. Stricter supervision of the order in the rooms; 8. To renovate furniture in the rooms; 9. To install wired Internet on the 1st floor; 10. To install closed and paid parking lot; 11. To renovate rooms; 12. To install two water taps in the kitchens.
5	1. To install cameras in the kitchens; 2. To improve the quality of the Internet connection; 3. To provide an additional washing and drying machine; 4. To install sports premises; 5. To repair rooms and showers; 6. To replace the windows and doors of the rooms; 7. To lock the kitchen doors so that only the authorised residents could use them; 8. To install closed studying area; 9. To renovate furniture; 10. To install smoke detectors in the kitchens; 11. To provide microwave ovens in the kitchens; 12. To change the guidelines for damage evaluation in the common areas; 13. To accommodate PhD students separately; 14. Stricter provisions of the order in the kitchens; 15. To install an electronic access system to the dormitory; 16. Stricter provision of the guest entrance to the dormitory; 17. To replace ovens in the kitchens; 18. To repair toilets.
7.	1. To renovate the 5th floor; 2. To improve the work of the doorkeepers; 3. To perform preventive inspections of showers to prevent them from clogging; 4. To prohibit eating in the kitchens; 5. Do not accommodate Lithuanian students together with international students; 6. To fix a parking lot.
8	1. To provide more refrigerators in the kitchens; 2. To ensure a better-quality cleaning of the dormitory; 3. To provide an additional drying machine; 4. To provide better control of order at the night time; 5. To renovate furniture; 6. To replace lightning in the rooms; 7. To improve the quality of the Internet connection; 8. To change the shower curtains; 9. To provide bigger kitchens; 10. To install more leisure premises.

10	1. Stricter supervision of the order and cleanliness; 2. To perform a renovation of the dormitory; 3. To improve cleaning of the rooms before newly arriving students; 4. To provide cleaning services on weekends; 5. To install Wi-Fi; 6. To provide cleaning services of the toilets in the block once per month; 7. To improve the quality of the Internet connection; 8. To provide bigger trash bins in the kitchens; 9. To replace ovens; 10. To replace windows in the rooms; 11. To ensure proper temperature of hot water in the showers; 12. To perform pest disinfections more often; 13. Do not accommodate Lithuanian and international students in the same block; 14. To repair toilets.

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 3.52 points out of 5.
3. The respondents gave the best evaluation to the provision of relevant information on the issues related to living in the dormitory, the work of cleaners, the relationship between the residents and the work of doorkeepers. The average of the assessment of the provision of relevant information on the issues related to living in the dormitory – 3.79 points, the work of cleaners – 3.73 points, the relationship between the residents – 3.72 points and the work of doorkeepers – 3.69 points.
4. The respondents rated the work of the Dormitory Committee by 2.79 points. The main reason for such an assessment was that the residents would like to see more events for the residents organised by the council and for the members of the Dormitory Committee to ensure better compliance with the internal rules.
5. The majority of provided comments and suggestions while assessing living conditions in the dormitories are about the repair of rooms and common premises, renewal of inventory, installation/renewal of recreational areas (sports, leisure and studying), 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, 2021 budget planning.

IMPROVEMENTS

IMPROVEMENTS OF INFRASTRUCTURE AND PROCESSES FOR PROVIDING ACCOMMODATION SERVICES MADE IN 2019:

1. The section for dormitory applications is now active in the University's Academic Information System (AIS), making it possible to fill all the requests related to the residing at dormitories online;
2. A monthly electronic newsletter is emailed to all the residents of dormitories on the first Wednesday of each month providing the most relevant news and information related to the residing at dormitories;
3. Information videos on the relevant issues of accommodation and residing at dormitories have been prepared and are available on the website dormitory.ktu.edu;
4. All beds of satisfactory condition were replaced (923 units);
5. All chairs were replaced in dormitory No. 15 (268 units)
6. Part of the desks and shelves was replaced in dormitory No. 16 (45 units);

7. Cupboards for storing items provided in all the kitchens of dormitories No. 5 and 7, part of the kitchen cabinets with a sink were replaced in dormitories No. 14 and 13 (4 units);
8. Part of the furniture in the kitchens was replaced and cupboards for storing items in the kitchens were provided in dormitory No. 8, part of the furniture in the kitchens was replaced in dormitory No. 2;
9. Roller blinds mounted in the part of the rooms of dormitory No. 5 (80 units) and the recreational premises in dormitories No. 7, 10 and 11.
10. Hoods were installed in all kitchens in dormitory No. 5 (19 units);
11. All gas stoves were replaced in dormitory 1No. 4 (15 units) and 5 units in dormitory No. 13;
12. Fridges were provided in all the kitchens in dormitory No. 10 (12 units);
13. Part of gas stoves (9 units) and fridges (2 units) was replaced in dormitory No. 5;
14. Part of fridges (3 units), cooktops (9 units) was replaced and a gas stove was provided in dormitory No. 4;
15. Part of hoods (6 units), cooktops (3 units) and a fridge were replaced in dormitory No. 8;
16. Parts of washing machines (15 units) and drying machines (5 units) were renovated;
17. A fridge was replaced in dormitory No. 2;
18. New vacuum cleaners (2 units) were provided in dormitories No. 3 and 8;
19. Soft parts of the sports equipment were renovated in dormitories No. 2, 3, 10, 11 and 16;
20. Shelves in the showers were installed in dormitories No. 5 and 13, shower curtains were hung in dormitories No. 14 and 15 and part of shower curtains were replaced in dormitories No. 2, 4 and 8;
21. Computer network improvement works were carried out: the main network commutator was replaced, the main entrance commutators of the majority of the dormitories were changed to increase the speed of the Internet connection;
22. Improvements of the wireless Internet connection were made by installing additional access points in dormitory No. 5;
23. The holes were filled, special partitions equipped and parking lines painted in the parking lot in the territory of the dormitories at Vydūno avenue;
24. Benches were provided in the territory of dormitories No. 5, 14 and 15.

PLANNED IMPROVEMENTS IN 2020:

1. To prepare a "Resident's Guide" to be emailed to all students newly accommodated at dormitories;
2. To transfer the requests for the deposit payment refund and the cover of accommodation fee to the AIS;
3. To prepare the changes in the dormitory reservation system to enable the exchange students to reserve a place in a dormitory before their return to studies at KTU;
4. To replace the beds in satisfactory condition in all the dormitories;
5. To replace all the chairs in dormitories No. 2, 3 and 13;
6. To replace a part of the beds in dormitories No. 2 and 7;
7. To replace kitchen furniture in satisfactory condition in dormitories No. 2, 7 and 13;
8. To replace the worn out and old ovens in dormitories No. 2, 7 and 13;
9. To replace part of old roller blinds in dormitory No. 2 and install roller blinds in part of the rooms of dormitory No. 8;
9. To replace a part of washing and drying machines;
11. To renovate part of the rooms that are not used for accommodation because of their condition.

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.