

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

PREPARED BY THE STRATEGY MONITORING AND
PROCESSES OFFICE AND THE STUDENT
ACCOMMODATION CENTRE

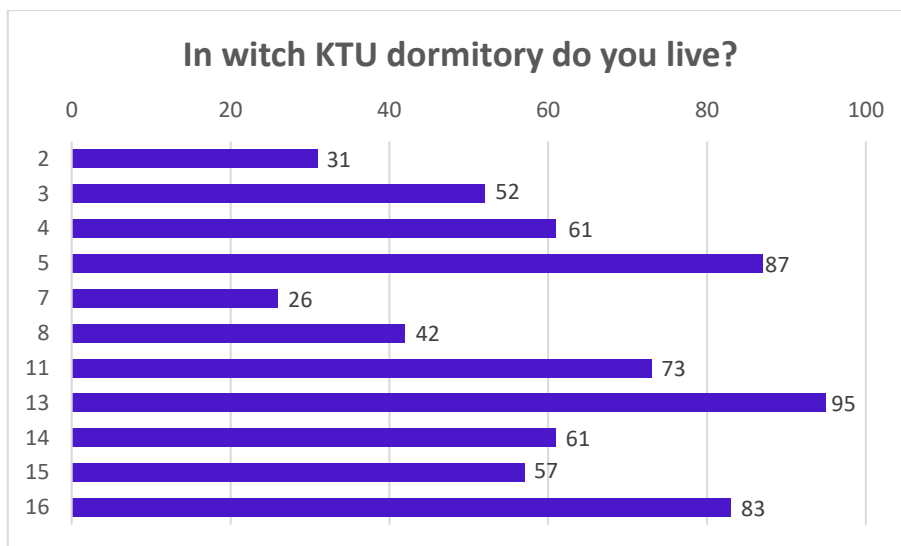
SURVEY

The quality assessment survey of services provided in KTU dormitories was conducted on 9-23 March 2021. The survey aims to assess the quality of accommodation services provided in KTU dormitories.

The respondents were asked to complete a questionnaire of 30 questions.

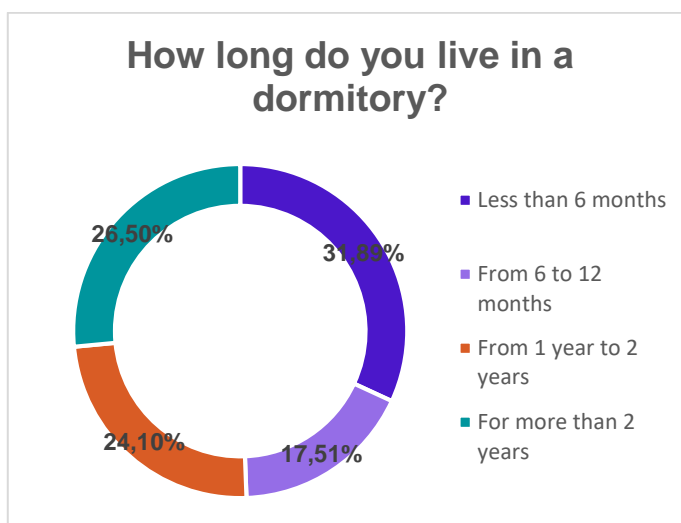
RESPONDENTS

- 668 respondents expressed their opinion in the survey, i.e. 38% of the students who have lived in the dormitories during the survey.



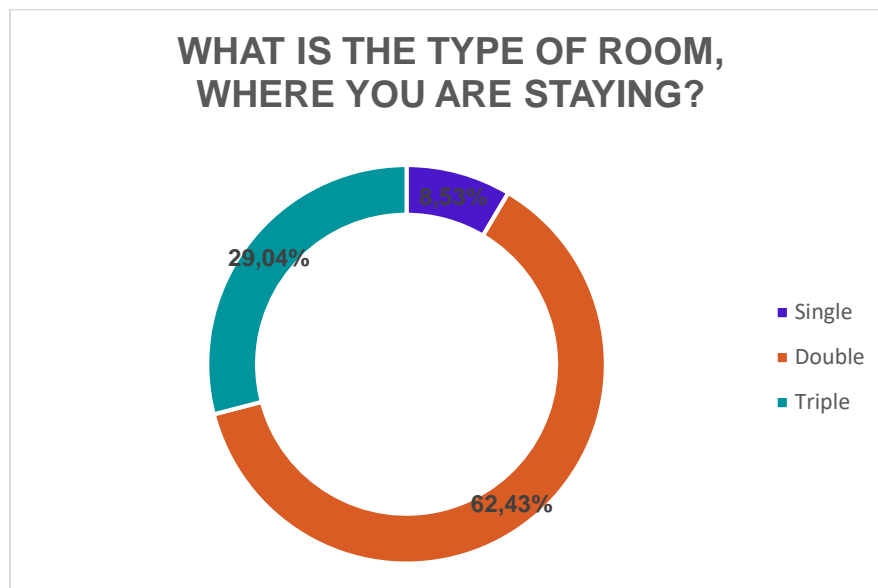
- 51% of the respondents have lived in KTU dormitories for more than one year, 49% - less than a year.

HOW LONG DO YOU LIVE IN A DORMITORY?



- 62,4% of the respondents live in double rooms, 29% in triple rooms and 8,5% 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 relationship between the residents is 4 points out of 5. It is 0,48 points more than in 2020.

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 1.

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

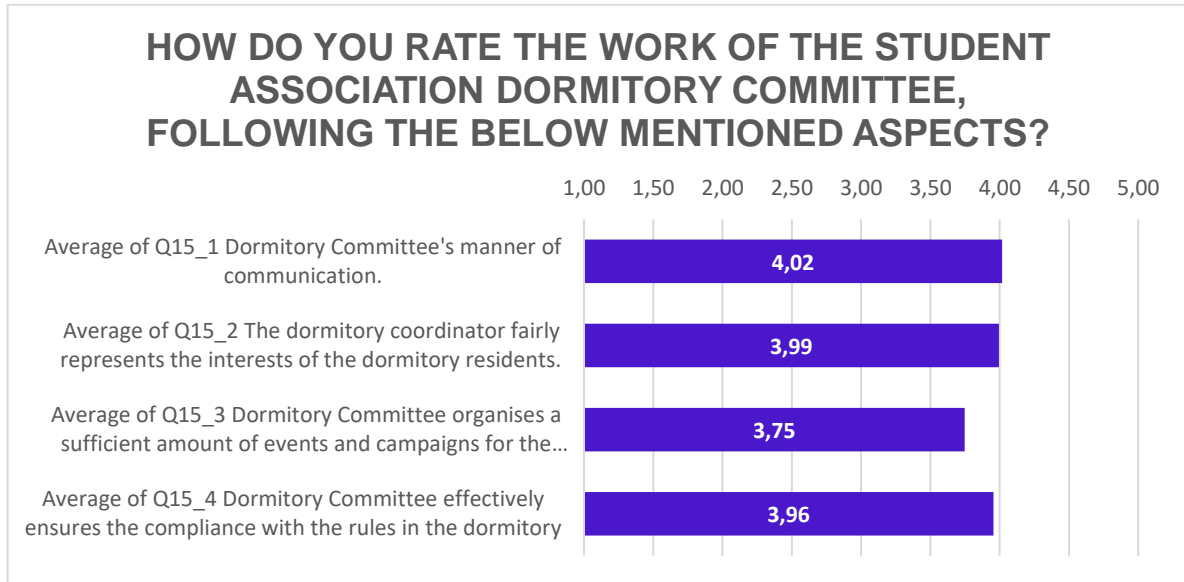
Assessment of the process for providing accommodation services	2021		2020	
The procedure for booking a place in the dormitory is clear and fair	3,88	3,89↑	3,55	3,54
The information procedure about the reserved place in the dormitory is clear	3,86		3,54	
The procedure for changing dormitory/room is clear and fair	3,78		3,37	
The payment procedure in the dormitories is clear and fair	4,13		4,12	
The order for implementation of fines for violation of the rules is clear and fair	3,78		3,13	
Assessment of the work of Manager/ Administrator of the dormitory				
Staff's manner of communication	4,05	4,01↑	3,80	3,45
Prompt problem-solving	3,93		3,26	
Maintaining the order in the dormitories	3,95		3,58	
Staff's honesty in making decisions in regard to accommodation	4,07		3,20	
Information and consultations on dormitory issues, provided by the dormitory staff	4,06		3,43	
Assessment of the work of administration staff of the Student Accommodation Centre (chief coordinators, head of the centre)				
Staff's manner of communication	4,07	4,06↑	3,43	3,22
Prompt problem-solving	3,99		3,17	
Staff's honesty in making decisions in regard to accommodation	4,08		3,07	
Information and consultations on dormitory issues, provided by the dormitory staff	4,08		3,19	
Assessment of the work of dormitory doorkeepers				
Staff's manner of communication	4,03	4,05↑	3,74	3,63
Prompt problem-solving	4,03		3,47	

Maintaining the order in the dormitories	4,09		3,69	
Assessment of the work of maintenance staff				
Staff's manner of communication	4,17	4,10↑	3,27	3,33
Prompt problem-solving	3,99		3,28	
Maintaining the order in the dormitories	4,14		3,44	
Assessment of the work of dormitory cleaners				
Staff's manner of communication	4,16	4,17↑	3,78	3,73
Maintaining the cleanness in the dormitories	4,18		3,68	
Assessment of the living conditions in the dormitory				
Condition of the building	3,49	3,51↑	3,36	3,24
Condition of the room	3,30		3,27	
Condition of the furniture	3,52		3,43	
Condition of the kitchen	3,51		3,25	
Condition of the shower and toilet premises	3,06		2,96	
Condition of the recreational and sports areas	3,09		2,47	
Sanitary in the common areas of the dormitory	3,53		3,05	
Internet connection	3,66		3,39	
Safety in the dormitory	4,13		3,91	
Surroundings of the dormitory	3,82		3,56	
Repair works	2,53		2,99	
Assessment of the provision of relevant information on the issues related to living in the dormitory				
Information which I get from the Student Accommodation Centre is relevant to me	4,07	4,07↑	3,69	3,79
I get all the necessary information related to living in a dormitory	4,10		3,89	
I get all the necessary information about the relevant changes	4,12		3,88	
Information is presented in a clear and understandable manner	4,09		3,79	
Information is provided promptly	3,98		3,70	
Assessment of the relationship between the dormitory residents				
I and my roommate (s) get along well and do not disturb each other	4,37	4,10↑	3,96	3,72
I and my neighbours get along well and do not disturb each other	4,15		3,80	
My roommates are understanding and silent during the established hours	4,29		3,93	
My neighbours are understanding and silent during the established hours	3,88		3,59	
My roommate's guests do not disturb me	4,32		3,91	
It is easy to distribute the cleaning responsibilities with my roommates	4,15		3,80	
Other dormitory residents (neighbours) keep the common areas (kitchen, WC, shower room and recreational premises) clean.	3,53		3,06	
The average assessment	4,00		3,52	

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

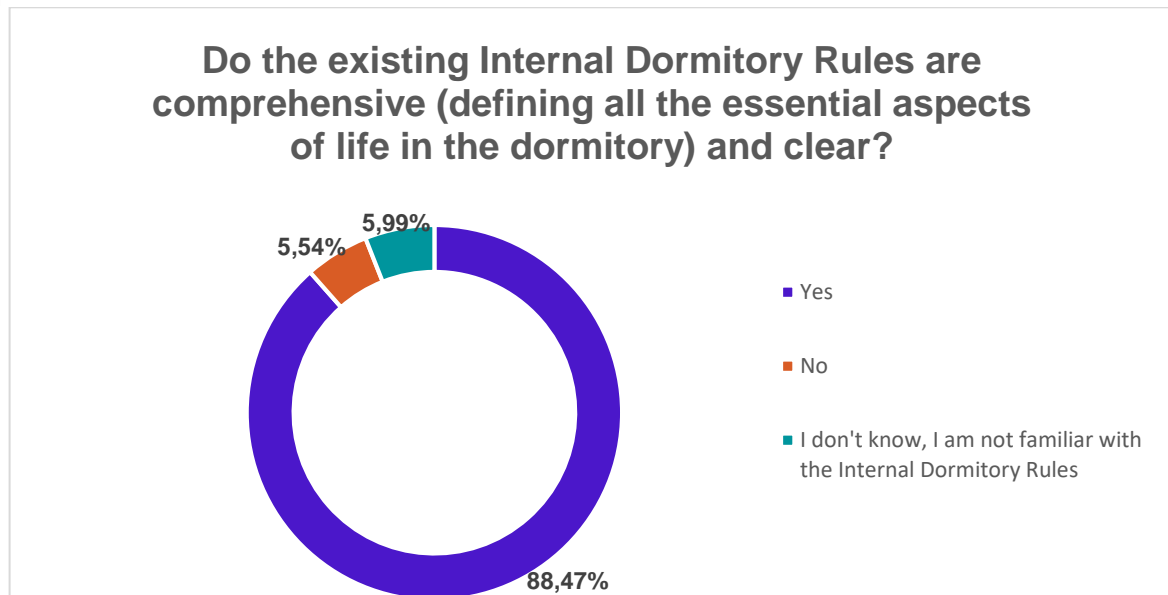
HOW DO YOU RATE THE WORK OF THE DORMITORY COMMITTEE AT THE STUDENTS' ASSOCIATION?

5. The respondents think **the performance of the Dormitory Committee is good** (rating 3,93 points).



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

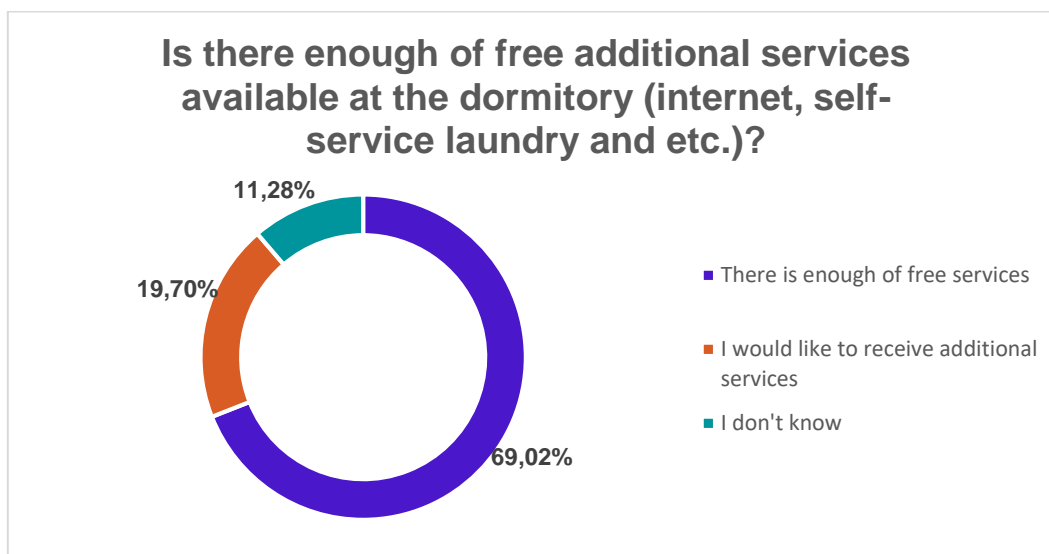
6. The majority of respondents (89%) consider the Internal Dormitory Rules and Regulations to be comprehensive and clear.



7. **The residents of the dormitories gave the highest evaluation to the work of dormitory cleaners (4,17 points), relationship between the dormitory residents (4,10 points) and work of maintenance stuff (4,10 points), and the lowest evaluation to the living conditions (3,51 points).**
8. **The work of dormitory administrator/ manager was evaluated by 4,01 points.** The highest rating was for the staff's honesty in making decisions in regard to accommodation, information and consultations on dormitory issues, provided by the dormitory staff and the staff's manner of communication.
9. **The dormitory residents feel safe at the dormitories (4,13 points).**
10. A summary of the **respondents' suggestions for improvement of the quality of accommodation services in the dormitories is provided in Annex 2 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). The highest rating was for the relationship with a roommates (4,37 points).
12. **Compared to 2020 the evaluation of the work of the administration staff of the Student Accommodation Centre (chief coordinators, head of the Centre) improved the most (0,84 points).**
13. **The respondents' summarised suggestions for the improvement of the accommodation system:**
 - reduce accommodation fee during the quarantine period;
 - simplify relocation process;
 - provide more information about the room before the reservation;
 - more efficient implementation of penalties for violation of the Internal Rules.

DEMAND FOR ADDITIONAL FREE SERVICES

14. **The assessment of the demand for additional free services in the dormitories:**
 - 14.1. 69% of the students surveyed indicated that there were enough free services available in the dormitories;
 - 14.2 20% of the respondents would like more free services.



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 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 (microwaves, toasters and etc.) in the common kitchens.

DEMAND FOR ADDITIONAL PAID SERVICES

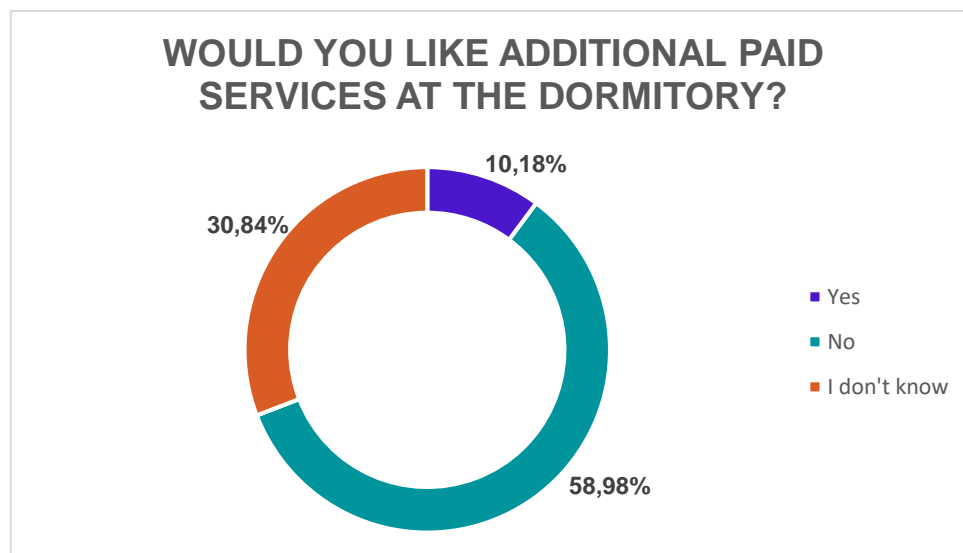
15. The assessment of the demand for additional paid services in the dormitories:

15.1. Only 10% of the surveyed residents indicated that they would prefer additional paid services.

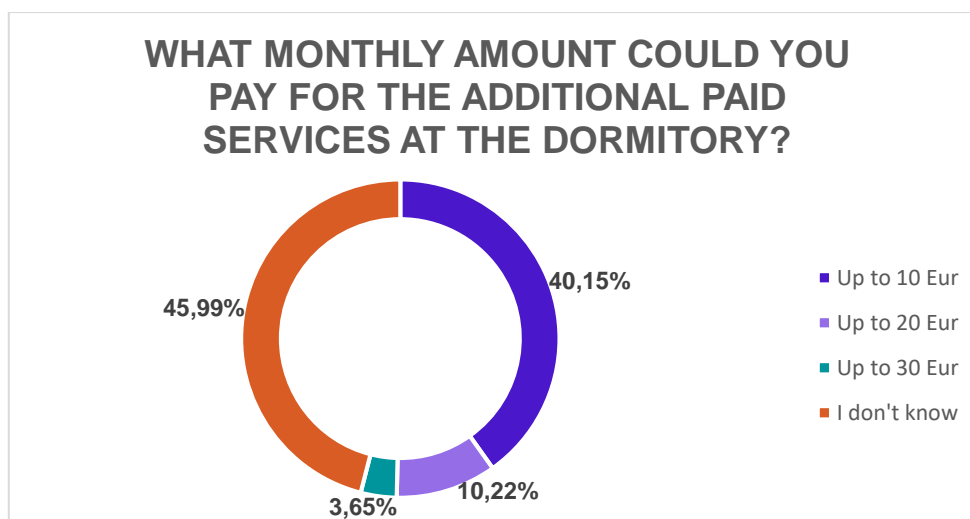
15.2. The most frequently mentioned paid services:

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

15.3 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.

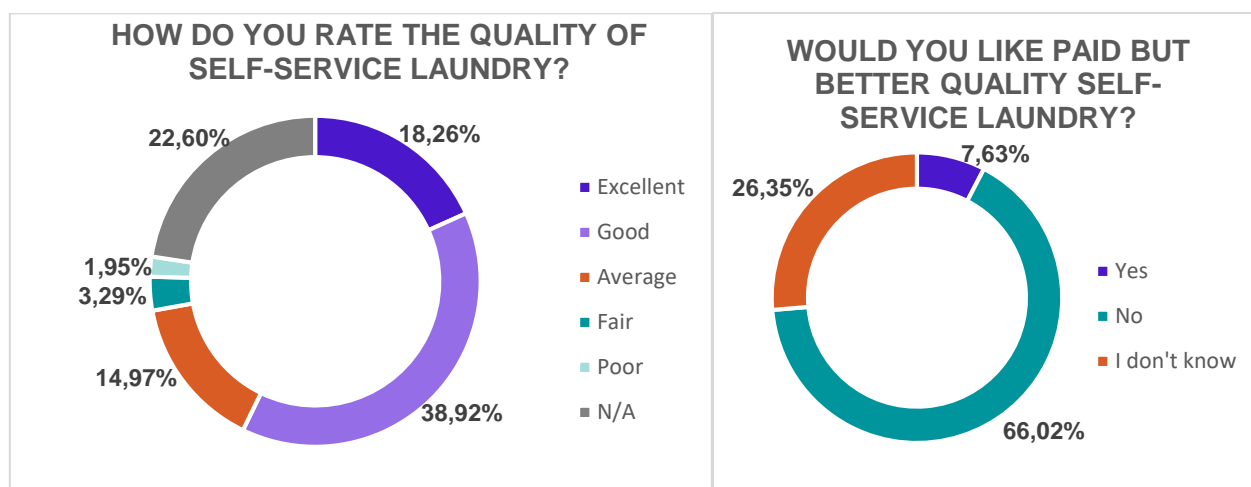


WHAT MONTHLY AMOUNT COULD YOU PAY FOR THE ADDITIONAL PAID SERVICES AT THE DORMITORY?



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

16. In the survey, the respondents could express their opinion about the currently provided **free self-service laundry** and **57%** of them **rated these services as excellent or good**, 22% could not answer this question. 66% of respondents would not want to pay for services of better quality and only 8% indicated that they would pay to receive services of better quality.

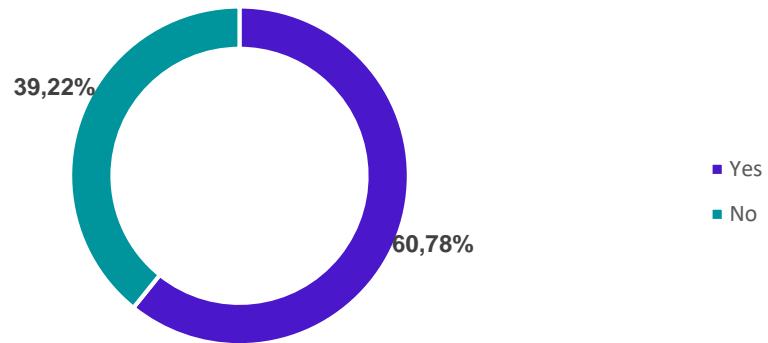


WOULD YOU LIKE IF ALL OF KTU DORMITORIES ACCOMMODATED BOTH LITHUANIAN AND INTERNATIONAL STUDENTS?

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

17.1. 61% of the respondents would like to have residents of different nationalities living in the same dormitory.

**WOULD YOU LIKE THAT ALL OF THE KTU
DORMITORIES WOULD ACCOMMODATE BOTH
LTHUANIAN AND INTERNATIONAL STUDENTS?**



ANNEXES

ANNEX 1 DORMITORIES EVALUATION INDICATOR

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	4,32	4,19	4,23	4,13	3,48	3,41	3,94	3,55	4,42	4,35	3,72	3,98
Dormitory No. 3	4,29	3,71	3,85	3,77	3,56	3,22	3,55	3,85	4,50	4,51	3,90	3,88
Dormitory No. 4	4,48	4,28	4,12	3,82	3,85	4,11	4,15	3,07	4,40	4,31	3,82	4,04
Dormitory No. 5	3,45	3,18	3,24	3,07	2,78	2,43	3,19	3,08	3,71	3,65	3,15	3,18
Dormitory No. 7	3,38	3,35	3,77	3,46	3,15	3,67	2,73	4,27	4,29	3,63	3,46	3,56
Dormitory No. 8	3,57	3,38	3,31	2,98	2,93	2,73	3,23	2,50	3,31	3,44	3,44	3,17
Dormitory No. 11	3,19	2,92	3,12	3,33	3,66	3,00	3,63	4,01	4,06	3,25	3,46	3,42
Dormitory No. 13	3,47	3,03	3,56	3,37	2,85	3,36	3,46	3,83	4,34	3,93	3,65	3,53
Dormitory No. 14	2,98	3,10	3,61	3,70	3,03	2,67	3,37	4,17	4,42	3,93	3,25	3,48
Dormitory No. 15	2,75	2,72	3,40	3,36	2,60	3,10	3,27	3,85	3,65	3,53	3,41	3,24
Dormitory No. 16	3,16	3,23	3,23	3,93	2,42	3,38	4,01	4,06	4,36	3,78	3,76	3,57
All dormitories	3,49	3,30	3,52	3,51	3,06	3,09	3,53	3,66	4,13	3,82	3,53	3,51

ANNEX 1 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	3,93	3,90	3,93	4,27	4,10	4,03
Dormitory No. 3	4,19	4,23	4,10	4,21	4,08	4,16
Dormitory No. 4	4,37	4,18	4,27	4,41	4,07	4,26
Dormitory No. 5	3,42	3,44	3,15	3,84	3,13	3,40
Dormitory No. 7	3,57	3,58	3,65	4,04	3,79	3,73
Dormitory No. 8	3,73	3,67	3,25	3,80	3,05	3,50
Dormitory No. 11	3,89	3,89	3,88	4,00	3,67	3,86
Dormitory No. 13	3,84	3,91	3,83	4,25	4,01	3,97
Dormitory No. 14	4,09	3,93	3,94	4,33	3,92	4,04
Dormitory No. 15	3,84	3,74	3,73	4,16	3,89	3,87
Dormitory No. 16	3,90	3,99	3,96	4,16	3,96	3,99
All dormitories	3,88	3,86	3,78	4,13	3,78	3,89

ANNEX 1 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	4,23	4,13	4,13	4,10	4,26	4,17
Dormitory No. 3	4,50	4,32	4,24	4,41	4,43	4,38
Dormitory No. 4	4,37	4,27	4,24	4,47	4,43	4,35
Dormitory No. 5	3,70	3,50	3,59	3,65	3,60	3,61
Dormitory No. 7	3,69	3,71	3,71	3,84	3,75	3,74
Dormitory No. 8	3,59	3,63	3,50	3,68	3,64	3,61
Dormitory No. 11	3,70	3,70	3,80	3,94	3,86	3,80
Dormitory No. 13	4,31	4,22	4,09	4,19	4,23	4,21
Dormitory No. 14	4,24	3,95	4,00	4,34	4,27	4,16
Dormitory No. 15	3,98	3,77	3,72	3,85	3,82	3,83
Dormitory No. 16	4,11	4,07	4,24	4,32	4,29	4,21
All dormitories	4,05	3,93	3,95	4,07	4,06	4,01

ANNEX 1 DORMITORIES EVALUATION INDICATORS

THE WORK OF ADMINISTRATION STAFF OF THE STUDENT ACCOMMODATION CENTRE (CHIEF COORDINATORS, HEAD OF THE CENTRE) (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	4,24	4,31	4,37	4,31	4,31
Dormitory No. 3	4,47	4,38	4,41	4,43	4,42
Dormitory No. 4	4,31	4,29	4,43	4,36	4,35
Dormitory No. 5	3,69	3,54	3,67	3,65	3,64
Dormitory No. 7	4,00	3,79	3,84	3,88	3,88
Dormitory No. 8	3,47	3,39	3,54	3,66	3,52
Dormitory No. 11	3,95	3,78	3,98	3,93	3,91
Dormitory No. 13	4,20	4,22	4,28	4,29	4,25
Dormitory No. 14	4,21	4,04	4,17	4,18	4,15
Dormitory No. 15	4,13	4,02	3,97	4,00	4,03
Dormitory No. 16	4,21	4,20	4,28	4,26	4,24
All dormitories	4,07	3,99	4,08	4,08	4,06

ANNEX 1 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 Student Accommodation Centre 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	4,23	4,33	4,40	4,23	4,03	4,25
Dormitory No. 3	4,39	4,41	4,45	4,39	4,16	4,36
Dormitory No. 4	4,29	4,40	4,44	4,38	4,21	4,34
Dormitory No. 5	3,77	3,79	3,84	3,89	3,84	3,82
Dormitory No. 7	3,92	3,88	3,81	3,92	3,80	3,87
Dormitory No. 8	3,86	3,92	3,97	3,95	3,87	3,92
Dormitory No. 11	3,97	3,99	3,97	3,97	3,81	3,94
Dormitory No. 13	4,04	4,07	4,02	4,08	4,02	4,05
Dormitory No. 14	4,22	4,20	4,22	4,17	4,05	4,17
Dormitory No. 15	3,91	3,98	4,04	3,93	3,83	3,94
Dormitory No. 16	4,21	4,23	4,26	4,19	4,10	4,20
All dormitories	4,07	4,10	4,12	4,09	3,98	4,07

ANNEX 1 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	Average of assessments
Dormitory No. 2	4,13	3,97	4,16	4,09
Dormitory No. 3	4,33	4,36	4,33	4,34
Dormitory No. 4	4,54	4,54	4,62	4,57
Dormitory No. 5	3,87	3,78	3,92	3,86
Dormitory No. 7	3,92	3,79	3,92	3,88
Dormitory No. 8	3,58	3,64	3,68	3,63
Dormitory No. 11	3,79	3,95	3,92	3,89
Dormitory No. 13	4,22	4,29	4,31	4,28
Dormitory No. 14	3,91	3,94	3,96	3,94
Dormitory No. 15	3,89	3,82	3,71	3,80
Dormitory No. 16	4,07	4,09	4,22	4,12
All dormitories	4,03	4,03	4,09	4,05

ANNEX 1 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	4,24	4,10	4,19	4,18
Dormitory No. 3	4,48	4,25	4,54	4,42
Dormitory No. 4	4,46	4,17	4,53	4,39
Dormitory No. 5	3,85	3,77	3,79	3,80
Dormitory No. 7	4,05	3,91	4,04	4,00
Dormitory No. 8	3,89	3,83	3,89	3,87
Dormitory No. 11	4,04	3,88	3,92	3,94
Dormitory No. 13	4,36	4,12	4,31	4,26
Dormitory No. 14	4,24	3,90	4,14	4,09
Dormitory No. 15	3,85	3,78	3,93	3,85
Dormitory No. 16	4,36	4,17	4,30	4,28
All dormitories	4,17	3,99	4,14	4,10

ANNEX 1 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	4,48	4,40	4,44
Dormitory No. 3	4,08	4,27	4,17
Dormitory No. 4	4,41	4,58	4,49
Dormitory No. 5	4,18	3,76	3,97
Dormitory No. 7	4,00	3,91	3,95
Dormitory No. 8	4,22	3,90	4,06
Dormitory No. 11	4,14	4,20	4,11
Dormitory No. 13	4,15	4,44	4,29
Dormitory No. 14	4,03	4,25	4,14
Dormitory No. 15	3,59	3,77	3,68
Dormitory No. 16	4,46	4,37	4,41
All dormitories	4,16	4,18	4,17

ANNEX 1 DORMITORIES EVALUATION INDICATORS

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	4,33	4,41	4,07	4,36	4,29
Dormitory No. 3	4,42	4,39	4,16	4,24	4,31
Dormitory No. 4	4,63	4,50	4,40	4,53	4,51
Dormitory No. 5	3,46	3,52	3,09	3,44	3,38
Dormitory No. 7	3,80	3,62	3,67	3,68	3,69
Dormitory No. 8	3,55	3,40	3,24	3,47	3,41
Dormitory No. 11	4,10	4,06	3,85	4,04	4,01
Dormitory No. 13	4,12	3,96	3,87	4,05	4,00
Dormitory No. 14	4,06	4,13	3,79	4,03	4,00
Dormitory No. 15	3,84	3,87	3,37	3,64	3,68
Dormitory No. 16	4,19	4,23	4,05	4,22	4,17
All dormitories	4,02	3,99	3,75	3,96	3,93

ANNEX 1 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	Other dormitory residents (neighbours) keep the common areas (kitchen, WC, shower room and recreational premises) clean	Average of assessments
Dormitory No. 2	4,45	4,35	4,22	4,40	4,25	4,12	3,83	4,23
Dormitory No. 3	4,37	4,10	4,32	3,88	4,48	4,32	3,52	4,14
Dormitory No. 4	4,57	4,29	4,48	4,21	4,49	4,42	4,09	4,36
Dormitory No. 5	3,94	3,80	3,92	3,58	3,97	3,82	2,95	3,71
Dormitory No. 7	4,40	4,00	4,24	4,04	4,39	4,17	3,36	4,09
Dormitory No. 8	4,18	4,02	4,13	3,85	4,13	3,95	3,10	3,91
Dormitory No. 11	4,33	4,23	4,28	3,89	4,40	4,10	3,65	4,13
Dormitory No. 13	4,60	4,34	4,55	3,91	4,43	4,29	3,53	4,23
Dormitory No. 14	4,55	4,30	4,40	3,82	4,35	4,30	3,59	4,19
Dormitory No. 15	4,08	3,95	4,08	3,45	4,13	3,96	3,17	3,83
Dormitory No. 16	4,51	4,23	4,40	4,05	4,42	4,23	3,97	4,26
All dormitories	4,37	4,15	4,29	3,88	4,32	4,15	3,53	4,10

ANNEX 2 STUDENTS PROPOSALS FOR IMPROVEMENT OF LIVING CONDITIONS IN DORMITORIES

Dormitory	Respondents proposals
2	<ol style="list-style-type: none"> 1. To provide cleaning services of the toilets and showers in the block; 2. To install hoods in the kitchens; 3. To renovate sports premises; 4. To ensure the insulation of rooms windows; 5. To install wired Internet.
3	<ol style="list-style-type: none"> 1. To repair the sewerage of the first-floor shower; 2. To renovate laundry and leisure premises; 3. To provide better control of silence at the night time; 4. To separate showers and toilets for girls and boys; 5. To provide soap in the common used washrooms; 6. To improve the quality of the Internet connection; 7. To provide fridges in all the rooms; 8. To renovate rooms; 9. To ensure a better-quality cleaning of the common used areas;
5	<ol style="list-style-type: none"> 1. To change furniture of the rooms; 2. To install cameras in the kitchens; 3. To provide microwave ovens in the kitchens; 4. To improve the quality of the Internet connection; 5. To repair showers and toilets; 6. To install sports premises; 7. To eliminate faults more quickly; 8. To change shower heads; 9. To ensure a better-quality cleaning of the common used areas; 10. To ensure stricter provisions of the order in the rooms; 11. To install studying and leisure premises; 12. To provide more cabinets and stoves in kitchens; 13. To prepare instructions on how to use kitchen equipment and furniture.
7.	<ol style="list-style-type: none"> 1. To renovate the 5th floor; 2. To ensure stricter provisions of the resident's behaviour; 3. To fix roads around the dormitory; 4. To install sports premises.
8	<ol style="list-style-type: none"> 1. To ensure stricter control of access to the dormitory and maintenance of order; 2. To improve the quality of the Internet connection; 3. To provide trash bins for recycling; 4. To change doors of the main entrance; 5. To provide more appliances (fridges, stoves) in the kitchens; 6. To change beds; 7. To repair showers and toilets.

CONCLUSIONS

1. The overall assessment of the accommodation services in KTU dormitories is good - 4 points out of 5.
2. The respondents evaluated all service evaluation criterias well. Residents gave best evaluations to the work of cleaners and maintenance, the relationships between the residents, the provision of relevant information on the issues related to living in the dormitory, the work of administration staff of the Student Accommodation Centre and doorkeepers.
3. Comparing the results of last year's survey, it can be concluded that the quality of services has improved, as the evaluation of the services provided has increased by 0,48 points.

4. 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.

5. The majority indicated that there are provided sufficient free services at the dormitories and only 10% would like additional paid services.

IMPROVEMENTS

IMPROVEMENTS OF INFRASTRUCTURE AND PROCESSES FOR PROVIDING ACCOMMODATION SERVICES MADE IN 2020:

1. Renovation of the dormitory 10 has been started;
2. All windows replaced of the dormitory 11;
3. All old wooden windows replaced by plastic windows of the dormitory 5 (136 in the rooms and 19 in the kitchens);
4. Roller blinds mounted in all the rooms of the dormitory 8;
5. Renovation works performed in 24 rooms: 8 rooms of the dormitory 3, 8 rooms of the dormitory 5, 1 room of the dormitory 13, 2 rooms of the dormitory 14, 5 rooms of the dormitory 15;
6. Furniture replaced in 3 kitchens of the dormitory 2;
7. All chairs (92 units) and all beds in satisfactory condition (48 units) replaced in the dormitory 2;
8. All chairs (200 units) replaced in the dormitory 3;
9. Part of household appliances replaced in the dormitory 4 (1 fridge, 1 hood, 3 cooktops, 1 vacuum cleaner);
10. Settees replaced in the leisure areas of the dormitories 5 and 8;
11. Cosmetic repair works performed in part of the rooms of the dormitory 5;
12. All beds in satisfactory condition (30 units), desks (34 units), shelves (34 units) of the rooms and kitchen cabinets with sink replaced in the 5th floor of the dormitory 7;
13. Part of gas stoves (4 units), fridges (2 units) and kitchen chairs replaced in the dormitory 8;
14. Part of desks (121 units) and shelves (117 units) of the rooms replaced in the dormitory 11;
15. All chairs (299 units) replaced in the dormitory 13;
16. Kitchen cabinets with sink (7 units) and part of the kitchen tables (5 units) replaced in the dormitory 13;
17. 2 new leisure premises opened in the dormitory 14;
18. Part of desks (30 units) and shelves (30 units) of the rooms replaced in the dormitory 16;
19. Part of the gas stoves (3 units) replaced in the dormitory 16;
20. Parts of washing machines (16 units) and drying machines (10 units) are renovated;
21. Residents moving out from the dormitory are able to fill in the requests for the refund of the advance payment (deposit) or requests for using the advance payment to cover the unpaid fees for accommodation at the dormitory online by log in to the Academic Information System (AIS);
22. Residence Guide and Moving out of the Dormitory Guide is emailed to all newly accommodating or moving out residence of the dormitories;
23. University's students returning from academic exchange studies and wishing to get accommodation at the dormitory nor are able to reserve a place at the dormitory in advance;
24. In order to consider the needs of the residents, there have been made changes/updates in Guidelines to Evaluation and Compensation of the Damage Caused at the Dormitories related with damages made in common used areas.

PLANNED IMPROVEMENTS IN 2021:

1. To transfer the requests for the moving out of the dormitory to the AIS;
2. To reorganize 13 dormitory triple rooms into double rooms;

3. To prepare a roommates agreement form in order to avoid conflicts among residents;
4. To continue modernization process of dormitory 10;
5. To improve quality of the Internet connection of dormitory 8;
6. To install hoods in the kitchens of dormitory 2;
7. To change beds of the dormitory 3 (2nd-5th floor) and part of dormitory 8 beds;
8. Install roller blinds in all the rooms of dormitory 5;
9. To replace worn out and old ovens in dormitory 13;
10. To replace part of the chairs in dormitory 8;
11. To replace kitchen furniture in satisfactory condition in dormitory 15;
12. To replace sofas of leisure premises in dormitory 3 and 7;
13. To install studying premises in dormitory 5;
14. To replace a part of washing and drying machines;

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

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