

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

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

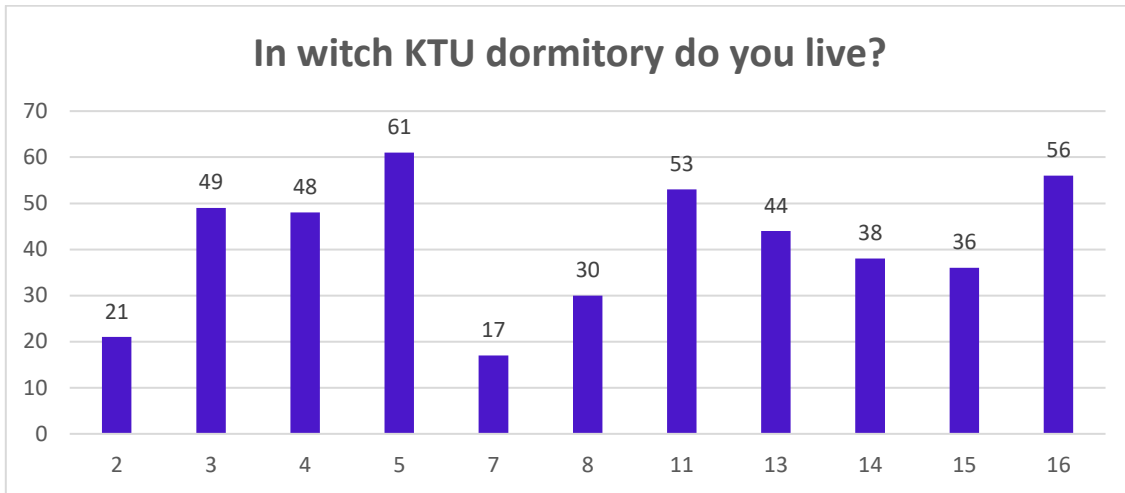
SURVEY

The quality assessment survey of services provided in KTU dormitories was conducted on 1-13 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 26 questions.

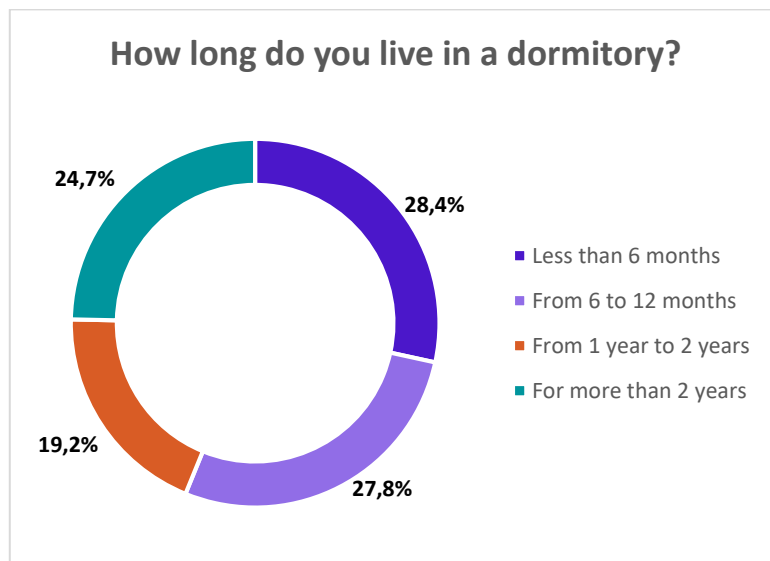
RESPONDENTS

- 453 respondents expressed their opinion in the survey, i.e. 22% of the students who have lived in the dormitories during the survey.



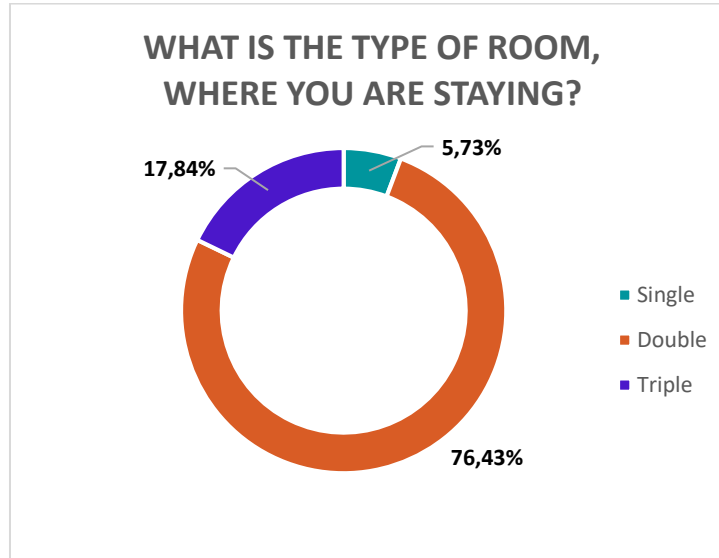
- 44% of the respondents have lived in KTU dormitories for more than one year, 56% - less than a year.

HOW LONG DO YOU LIVE IN A DORMITORY?



- 76,4% of the respondents live in double rooms, 17,8% in triple rooms and 5,7% in single rooms.

WHAT TYPE OF ROOM ARE YOU STAYING AT?



SUMMARY OF THE RESULTS

- The average assessment of the process for providing accommodation services, living conditions in the dormitory, work of staff and relationship between the residents is 3,9 points out of 5. It is 0,1 points less than in 2021.

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*

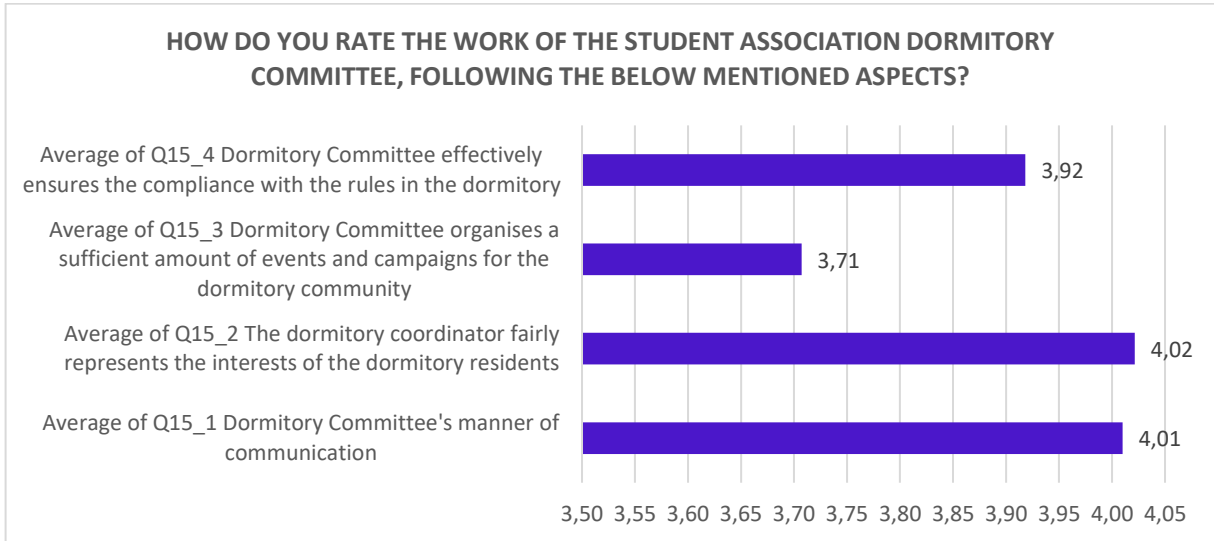
Assessment of the process for providing accommodation services	2021		2022	
The procedure for booking a place in the dormitory is clear and fair	3,88	3,89	3,79	3,87
The information procedure about the reserved place in the dormitory is clear	3,86		3,81	
The procedure for changing dormitory/room is clear and fair	3,78		3,76	
The payment procedure in the dormitories is clear and fair	4,13		4,28	
The order for implementation of fines for violation of the rules is clear and fair	3,78		3,69	
Assessment of the work of Manager/ Administrator of the dormitory				
Staff's manner of communication	4,05	4,01	3,97	3,93
Prompt problem-solving	3,93		3,83	
Maintaining the order in the dormitories	3,95		3,82	
Staff's honesty in making decisions in regard to accommodation	4,07		3,97	
Information and consultations on dormitory issues, provided by the dormitory staff	4,06		4,06	
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		4,04	

Prompt problem-solving	3,99	4,06	3,97	4,03		
Staff's honesty in making decisions in regard to accommodation	4,08		4,05			
Information and consultations on dormitory issues, provided by the dormitory staff	4,08	4,05				
Assessment of the work of dormitory doorkeepers						
Staff's manner of communication	4,03	4,05	3,84	3,86		
Prompt problem-solving	4,03		3,87			
Maintaining the order in the dormitories	4,09		3,87			
Assessment of the work of maintenance staff						
Staff's manner of communication	4,17	4,10	4,10	4,08		
Prompt problem-solving	3,99		3,99			
Maintaining the order in the dormitories	4,14		4,16			
Assessment of the work of dormitory cleaners						
Staff's manner of communication	4,16	4,17	4,04	4,02		
Maintaining the cleanness in the dormitories	4,18		4,00			
Assessment of the living conditions in the dormitory						
Condition of the building	3,49	3,51	3,47	3,48		
Condition of the room	3,30		3,29			
Condition of the furniture	3,52		3,46			
Condition of the kitchen	3,51		3,48			
Condition of the shower and toilet premises	3,06		2,99			
Condition of the recreational and sports areas	3,09		3,33			
Sanitary in the common areas of the dormitory	3,53		3,39			
Internet connection	3,66		3,75			
Safety in the dormitory	4,13		3,83			
Surroundings of the dormitory	3,82		3,68			
Repair works	2,53		3,55			
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		3,95	4,08
I get all the necessary information related to living in a dormitory	4,10	4,13				
I get all the necessary information about the relevant changes	4,12	4,12				
Information is presented in a clear and understandable manner	4,09	4,10				
Information is provided promptly	3,98	4,08				
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	4,29	3,93		
I and my neighbours get along well and do not disturb each other	4,15		3,97			
My roommates are understanding and silent during the established hours	4,29		4,20			
My neighbours are understanding and silent during the established hours	3,88		3,70			
My roommate's guests do not disturb me	4,32		4,24			
It is easy to distribute the cleaning responsibilities with my roommates	4,15		4,00			
Other dormitory residents (neighbours) keep the common areas (kitchen, WC, shower room and recreational premises) clean.	3,53		3,13			
The average assessment	4,00		3,90			

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

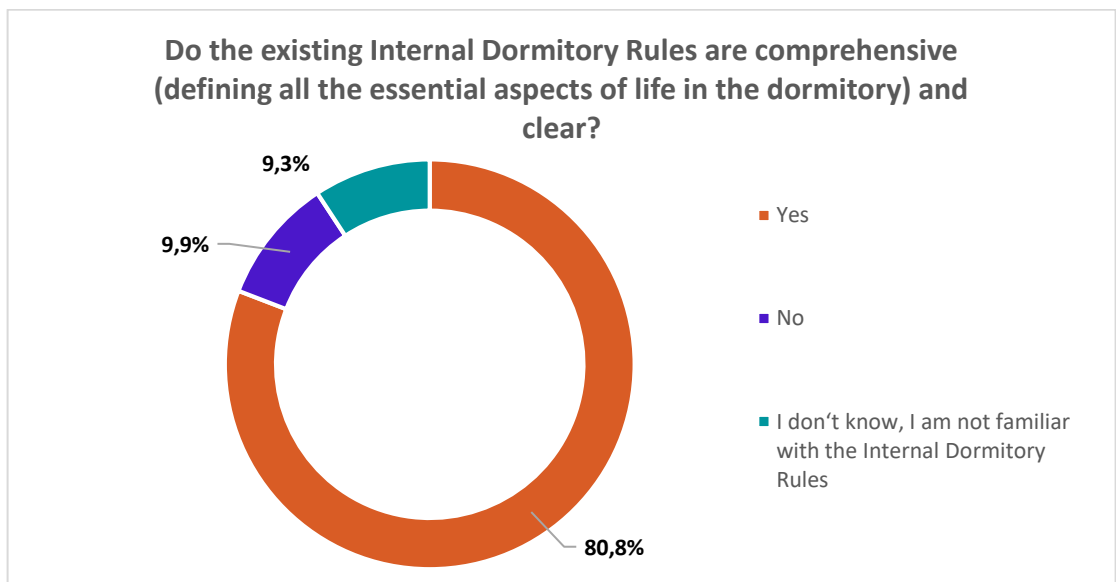
HOW DO YOU RATE THE WORK OF THE DORMITORY COMMITTEE AT THE STUDENTS' ASSOCIATION?

- 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?

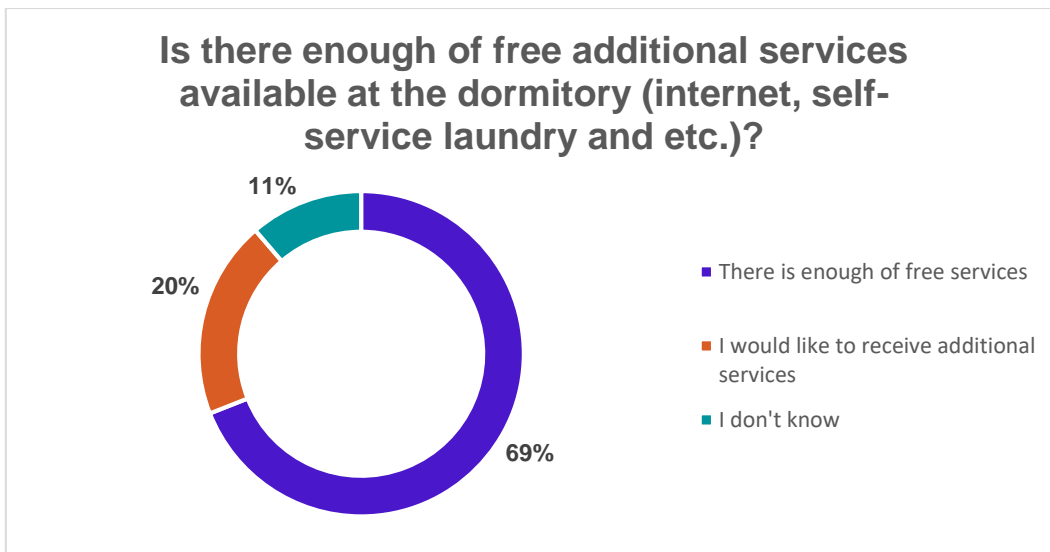
- 6. The majority of respondents (81%) consider the Internal Dormitory Rules and Regulations to be comprehensive and clear.



7. **The residents of the dormitories gave the highest evaluation to the work of maintenance staff (4,08 points) and assessment of the provision of relevant information on the issues related to living in the dormitory (4,08 points), and the lowest evaluation to the living conditions (3,48 points).**
8. **The work of dormitory administrator/ manager was evaluated by 3,93 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 (3,83 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 roomates (4,29 points).
12. **Compared to 2021 the assessment of the provision of relevant information on the issues related to living in the dormitory improved the most (0,1 points).**
13. **The respondents' summarised suggestions for the improvement of the accommodation system:**
 - 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;
- buy more inventory (microwaves, toasters and etc.) in the common kitchens.

DEMAND FOR ADDITIONAL PAID SERVICES

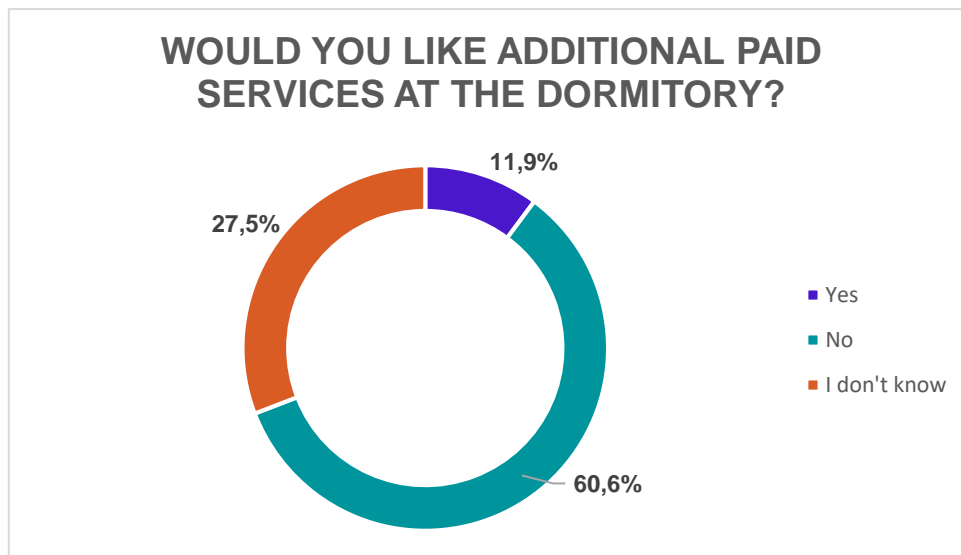
15. The assessment of the demand for additional paid services in the dormitories:

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

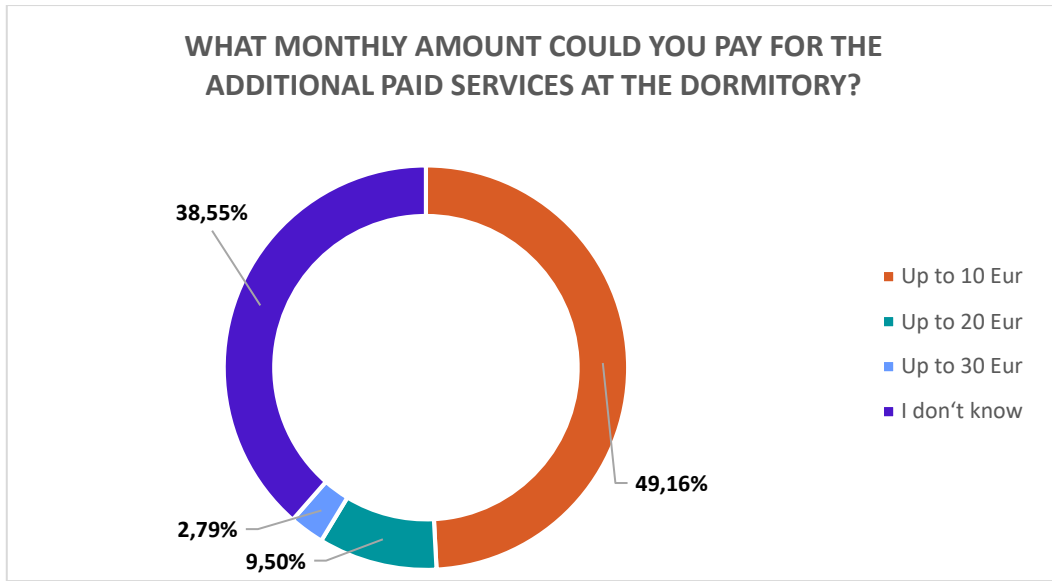
15.2. The most frequently mentioned paid services:

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

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.

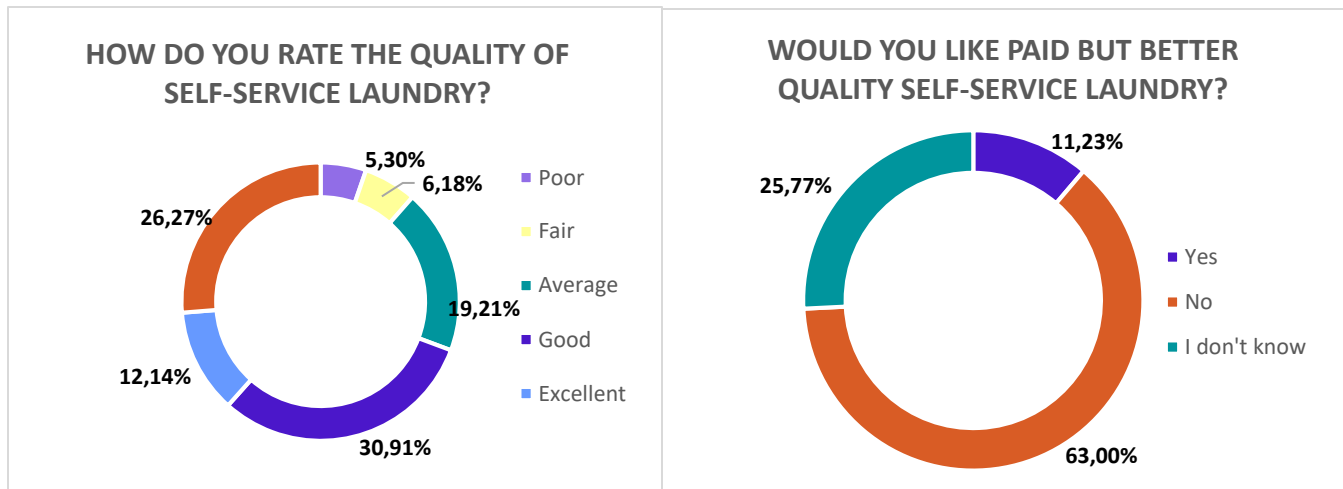


WHAT MONTHLY AMOUNT COULD YOU PAY FOR THE ADDITIONAL PAID SERVICES AT THE DORMITORY?



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

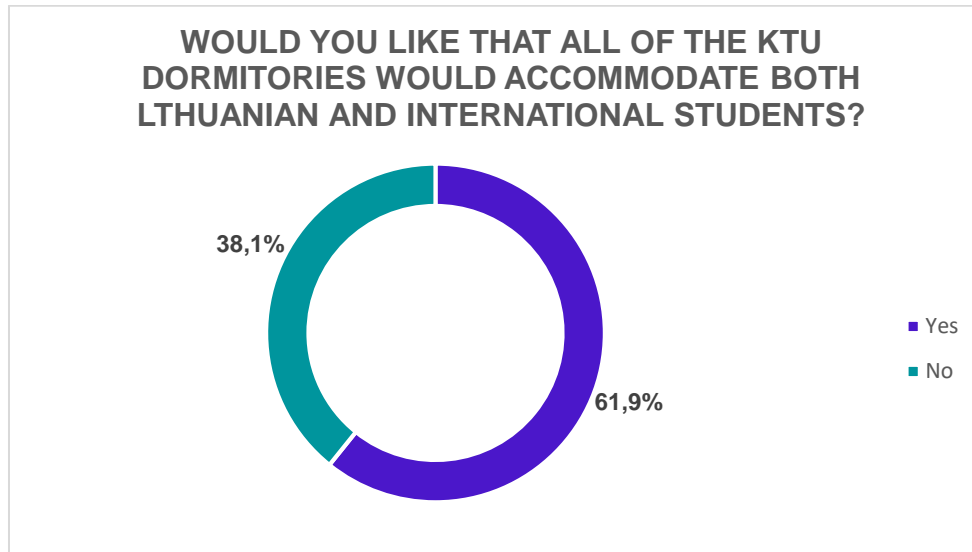
16. In the survey, the respondents could express their opinion about the currently provided **free self-service laundry** and 43% of them **rated these services as excellent or good**, 26% could not answer this question. 63% of respondents would not want to pay for services of better quality and only 11% 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. 62% of the respondents would like to have residents of different nationalities living in the same dormitory.



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 of 2022	Average of assessments of 2021
Dormitory No. 2	4,19	3,95	3,86	4,05	3,57	3,13	3,80	3,14	4,19	4,05	3,72	3,79	3,98
Dormitory No. 3	3,76	3,41	3,88	3,16	3,20	3,50	2,92	3,71	4,10	4,23	3,61	3,59	3,88
Dormitory No. 4	4,44	4,35	4,13	3,79	3,60	4,04	4,00	3,09	3,82	3,88	3,81	3,90	4,04
Dormitory No. 5	3,20	3,13	3,03	2,84	2,69	2,61	3,13	3,08	3,67	3,62	3,57	3,14	3,18
Dormitory No. 7	3,06	3,12	3,47	2,88	2,65	3,47	2,56	4,41	2,75	3,12	2,67	3,10	3,56
Dormitory No. 8	3,79	3,43	3,60	3,07	3,03	3,68	3,63	4,45	4,00	3,73	3,48	3,63	3,17
Dormitory No. 11	3,08	2,90	3,10	3,33	3,15	3,23	3,46	3,73	3,23	3,10	3,49	3,25	3,42
Dormitory No. 13	3,68	3,23	3,64	3,95	3,18	4,11	3,34	4,13	4,14	3,83	3,78	3,73	3,53
Dormitory No. 14	3,11	2,87	3,66	3,87	2,87	3,18	3,14	4,21	4,40	3,92	3,58	3,53	3,48
Dormitory No. 15	2,97	2,75	3,17	3,57	2,58	3,24	3,22	4,00	3,39	3,37	3,39	3,24	3,24
Dormitory No. 16	3,18	3,18	3,07	3,81	2,48	3,47	3,79	4,08	4,07	3,52	3,45	3,46	3,57
All dormitories	3,47	3,29	3,46	3,48	2,99	3,33	3,39	3,75	3,83	3,68	3,55	3,48	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 of 2022	Average of assessments of 2021
Dormitory No. 2	3,47	3,70	3,26	4,20	3,53	3,63	4,03
Dormitory No. 3	4,02	4,13	3,98	4,26	3,64	4,01	4,16
Dormitory No. 4	3,96	4,02	3,96	4,34	3,95	4,05	4,26
Dormitory No. 5	3,22	3,44	3,27	3,97	3,31	3,44	3,40
Dormitory No. 7	3,47	3,21	3,54	4,00	3,47	3,54	3,73
Dormitory No. 8	3,76	3,62	3,43	4,31	3,52	3,73	3,50
Dormitory No. 11	3,74	3,78	3,88	4,22	3,17	3,76	3,86
Dormitory No. 13	4,05	3,93	4,16	4,53	4,42	4,22	3,97
Dormitory No. 14	3,84	3,73	3,72	4,49	4,09	3,97	4,04
Dormitory No. 15	4,12	4,12	4,13	4,34	4,03	4,15	3,87
Dormitory No. 16	3,88	3,85	3,78	4,39	3,53	3,89	3,99
All dormitories	3,79	3,81	3,76	4,28	3,69	3,87	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 of 2022	Average of assessments of 2021
Dormitory No. 2	3,65	3,42	4,00	3,65	3,72	3,69	4,17
Dormitory No. 3	4,26	4,14	3,77	4,21	4,37	4,15	4,38
Dormitory No. 4	4,33	4,21	4,24	4,24	4,43	4,29	4,35
Dormitory No. 5	3,81	3,43	3,61	3,69	3,78	3,67	3,61
Dormitory No. 7	3,81	3,43	3,13	3,23	3,40	3,40	3,74
Dormitory No. 8	3,50	3,37	3,71	3,73	3,78	3,62	3,61
Dormitory No. 11	3,48	3,36	3,45	3,55	3,56	3,48	3,80
Dormitory No. 13	4,45	4,47	4,21	4,39	4,47	4,40	4,21
Dormitory No. 14	4,31	4,33	3,89	4,50	4,55	4,31	4,16
Dormitory No. 15	4,18	4,07	3,83	4,07	4,26	4,08	3,83
Dormitory No. 16	3,67	3,67	3,92	3,84	3,85	3,79	4,21
All dormitories	3,97	3,83	3,82	3,97	4,06	3,93	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 of 2022	Average of assessments of 2021
Dormitory No. 2	3,58	3,53	3,72	3,67	3,62	4,31
Dormitory No. 3	4,39	4,25	4,26	4,38	4,32	4,42
Dormitory No. 4	4,36	4,36	4,46	4,45	4,41	4,35
Dormitory No. 5	3,63	3,44	3,54	3,56	3,54	3,64
Dormitory No. 7	3,64	3,47	3,60	3,53	3,56	3,88
Dormitory No. 8	3,65	3,38	3,88	3,96	3,72	3,52
Dormitory No. 11	3,82	3,74	3,64	3,70	3,72	3,91
Dormitory No. 13	4,51	4,57	4,58	4,47	4,53	4,25
Dormitory No. 14	4,50	4,48	4,57	4,53	4,52	4,15
Dormitory No. 15	4,31	4,23	4,15	4,08	4,19	4,03
Dormitory No. 16	3,75	3,87	4,00	3,97	3,90	4,24
All dormitories	4,04	3,97	4,05	4,05	4,03	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 of 2022	Average of assessments of 2021
Dormitory No. 2	4,00	4,05	4,05	4,10	3,81	4,00	4,25
Dormitory No. 3	4,21	4,20	4,22	4,23	3,89	4,15	4,36
Dormitory No. 4	4,30	4,32	4,30	4,33	4,06	4,26	4,34
Dormitory No. 5	3,92	3,92	3,97	3,97	3,95	3,94	3,82
Dormitory No. 7	3,71	3,65	3,71	3,82	3,63	3,70	3,87
Dormitory No. 8	4,07	4,17	4,08	4,17	4,03	4,11	3,92
Dormitory No. 11	3,69	3,77	3,79	3,73	3,57	3,71	3,94
Dormitory No. 13	4,41	4,31	4,36	4,43	4,07	4,31	4,05
Dormitory No. 14	4,20	4,20	4,28	4,28	4,11	4,21	4,17
Dormitory No. 15	4,26	4,24	4,23	4,20	4,18	4,22	3,94
Dormitory No. 16	4,02	4,10	4,17	4,13	4,00	4,08	4,20
All dormitories	4,08	4,10	4,12	4,13	3,95	4,08	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 of 2022	Average of assessments of 2021
Dormitory No. 2	3,52	3,71	3,76	3,66	4,09
Dormitory No. 3	3,84	3,90	3,89	3,88	4,34
Dormitory No. 4	4,21	4,16	4,29	4,22	4,57
Dormitory No. 5	3,38	3,25	3,57	3,40	3,86
Dormitory No. 7	3,44	3,50	3,24	3,39	3,88
Dormitory No. 8	2,97	3,46	3,52	3,32	3,63
Dormitory No. 11	3,96	3,83	3,77	3,85	3,89
Dormitory No. 13	4,27	4,37	4,00	4,21	4,28
Dormitory No. 14	4,05	4,15	3,97	4,06	3,94
Dormitory No. 15	4,06	4,06	4,00	4,04	3,80
Dormitory No. 16	3,95	4,05	4,12	4,04	4,12
All dormitories	3,84	3,87	3,87	3,86	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 of 2022	Average of assessments of 2021
Dormitory No. 2	4,18	4,00	4,12	4,10	4,18
Dormitory No. 3	4,10	4,15	4,35	4,20	4,42
Dormitory No. 4	4,32	4,12	4,40	4,28	4,39
Dormitory No. 5	3,74	3,74	3,79	3,75	3,80
Dormitory No. 7	3,80	3,46	3,69	3,65	4,00
Dormitory No. 8	3,65	3,91	3,95	3,84	3,87
Dormitory No. 11	3,93	3,89	3,97	3,93	3,94
Dormitory No. 13	4,57	4,37	4,42	4,45	4,26
Dormitory No. 14	4,33	4,13	4,34	4,27	4,09
Dormitory No. 15	4,39	4,10	4,22	4,24	3,85
Dormitory No. 16	4,14	3,89	4,24	4,09	4,28
All dormitories	4,10	3,99	4,16	4,08	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 of 2022	Average of assessments of 2021
Dormitory No. 2	4,19	4,15	4,17	4,44
Dormitory No. 3	3,92	4,16	4,04	4,17
Dormitory No. 4	4,28	4,44	4,36	4,49
Dormitory No. 5	3,92	3,51	3,71	3,97
Dormitory No. 7	3,82	3,79	3,80	3,95
Dormitory No. 8	4,37	3,66	4,01	4,06
Dormitory No. 11	4,04	4,19	4,12	4,11
Dormitory No. 13	3,84	4,12	3,98	4,29
Dormitory No. 14	3,32	3,89	3,60	4,14
Dormitory No. 15	4,06	4,33	4,19	3,68
Dormitory No. 16	4,23	4,11	4,17	4,41
All dormitories	4,00	4,04	4,02	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 of 2022	Average of assessments of 2021
Dormitory No. 2	3,80	3,93	3,71	3,88	3,83	4,29
Dormitory No. 3	4,07	4,13	3,63	3,77	3,90	4,31
Dormitory No. 4	4,51	4,49	4,32	4,38	4,42	4,51
Dormitory No. 5	3,53	3,52	3,12	3,58	3,44	3,38
Dormitory No. 7	3,90	3,90	3,60	3,40	3,70	3,69
Dormitory No. 8	4,05	4,00	3,67	3,95	3,92	3,41
Dormitory No. 11	3,93	4,00	3,72	3,77	3,86	4,01
Dormitory No. 13	4,29	4,28	4,11	4,22	4,23	4,00
Dormitory No. 14	3,95	3,85	3,52	3,95	3,82	4,00
Dormitory No. 15	4,24	4,23	3,82	4,09	4,09	3,68
Dormitory No. 16	4,05	4,09	3,77	3,98	3,97	4,17
All dormitories	4,01	4,02	3,71	3,92	3,91	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 of 2022	Average of assessments of 2021
Dormitory No. 2	3,95	4,14	3,84	3,76	3,87	3,68	3,25	3,79	4,23
Dormitory No. 3	4,16	3,77	3,89	3,40	4,06	3,96	2,57	3,69	4,14
Dormitory No. 4	4,39	4,19	4,52	4,00	4,44	4,19	3,79	4,22	4,36
Dormitory No. 5	3,81	3,75	3,75	3,57	3,75	3,43	2,82	3,55	3,71
Dormitory No. 7	4,47	4,12	4,41	3,76	4,35	4,19	2,82	4,02	4,09
Dormitory No. 8	4,67	4,50	4,60	3,90	4,66	4,27	2,83	4,20	3,91
Dormitory No. 11	4,33	3,75	4,18	3,78	4,36	4,00	3,40	3,97	4,13
Dormitory No. 13	4,39	4,12	4,39	3,77	4,45	4,10	3,74	4,14	4,23
Dormitory No. 14	4,27	3,94	4,24	3,67	4,11	4,14	2,97	3,91	4,19
Dormitory No. 15	4,59	3,88	4,55	3,60	4,44	4,25	2,76	4,01	3,83
Dormitory No. 16	4,32	3,91	4,14	3,67	4,33	4,04	3,19	3,94	4,26
All dormitories	4,29	3,97	4,20	3,70	4,24	4,00	3,13	3,93	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 install digital entry control; 2. To install wired Internet.
3	<ol style="list-style-type: none"> 1. To repair the showers and toilets; 2. To improve the quality of the Internet connection; 3. To tighten cleanliness rules for common areas; 4. To purchase a more powerful pump for general use; 5. To enable visitors to dormitories; 6. To purchase sorting bins in kitchens; 7. To perform room repairs.
5	<ol style="list-style-type: none"> 1. To purchase more washing and drying machines; 2. To increase the number of refrigerators in shared kitchens; 3. To improve the quality of wireless Internet; 4. To ensure better cleaning of common areas; 5. To repair rooms and showers; 6. To install video cameras in common areas; 7. To replace furniture in rooms.
7.	<ol style="list-style-type: none"> 1. To ensure stricter provisions of the resident's behaviour; 2. To install video cameras in common areas; 3. Renovate furniture.
8	<ol style="list-style-type: none"> 1. To buy a toaster for shared kitchens; 2. To replace furniture in rooms; 3. Faster handling of registered faults 4. To provide more appliances (fridges, stoves) in the kitchens; 5. To install video cameras in common areas.

CONCLUSIONS

1. The overall assessment of the accommodation services in KTU dormitories is good – 3,9 points out of 5.
2. The respondents evaluated all service evaluation criterias well. Residents gave best evaluations to the work of maintenance stuff and assessment of the provision of relevant information on the issues related to living in the dormitory.
3. Comparing the results of the previous year's survey, it can be concluded that the quality of services remained relatively stable, as the evaluation of the services provided by dormitories changed insignificantly - by 0.1 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 12% would like additional paid services.

IMPROVEMENTS

IMPROVEMENTS OF INFRASTRUCTURE AND PROCESSES FOR PROVIDING ACCOMMODATION SERVICES MADE IN 2021:

1. Renovation of the inventory, buildings and premises of the dormitories:

- Renovation of the dormitory 10 continues;

- Solar collectors are installed on the roofs of dormitories 2, 3 and 4;
- Hoods installed in all kitchens in the dormitory 2;
- Part of microwaves (3 units) replaced in the dormitory 2;
- All beds in satisfactory condition (208 units) replaced in the dormitory 3;
- Air conditioning system installed in wireless internet server room of dormitories 4 and 5;
- Roller blinds mounted in all the rooms of the dormitory 5 (280 units);
- New study premises opened in the dormitory 5;
- Part of chairs (37 units) and beds (47 units) of the rooms replaced in the dormitory 5;
- Furniture of leisure premises replaced of the dormitory 7;
- Part of gas stoves (3 units) replaced in the dormitory 7;
- Part of beds (90 units) and chairs (100 units of the rooms, 20 units of the kitchens) replaced in the dormitory 8;
- Wireless internet network renewed in the dormitory 8;
- Furniture of leisure premises replaced of the dormitory 8;
- According to the needs of the residents, triple rooms of the dormitory 13 have been gradually converted into double rooms;
- Part of the gas stoves (12 units) replaced in the dormitory 13;
- Part of the kitchen cabinets with sink (4 units) replaced in the dormitory 15;
- Part of the fridges replaced in the dormitories 2 (1 unit), 4 (4 units), 5 (1 unit);
- Vacuum cleaners replaced in the dormitories 2, 8, 13;
- Part of the piping of the sanitary replaced in the dormitories 11 and 16;
- Part of washing machines (15 units) and drying machines (6 units) are replaced.

2. External renovation works of the dormitories:

- Benches provided in the territory of the dormitories 3 and 8;
- Outdoor stairs renovated of the dormitory 16.

3. Amendments of the internal procedure:

- Entrants wishing to get accommodation at the dormitory now are able to reserve a place at the Dormitory Reservation System;
- Residents moving out from the dormitory are able to fill in the requests for moving out online by log in to the Academic Information System (AIS);
- In order to help the residents to resolve the conflict situations between them more effectively The Mutual Agreement between the Dormitory Residents has been created.

PLANNED IMPROVEMENTS IN 2022:

1. To update dormitory reservation system subsystem;
2. To continue modernization process of dormitory 10;
3. To change beds of the dormitories 5 and 8;
4. To replace kitchen cabinet sets in dormitory 14;
5. To replace sofas of leisure premises in dormitories 3 and 14;
6. To replace part of the tables in dormitories 3 and 15;
7. To replace cabinets in dormitory 15;
8. To replace part of the chairs in dormitories 3 and 4;

9. To replace mirrors in dormitories 2, 4 and 13;
10. To replace shower curtains;
11. To replace a part of washing and drying machines;
12. To provide a bench in the territory of the dormitory 4;
13. To improve the quality of 4 dormitory wireless internet;
14. To replace roller shutters in dormitory 2.

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.