

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

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

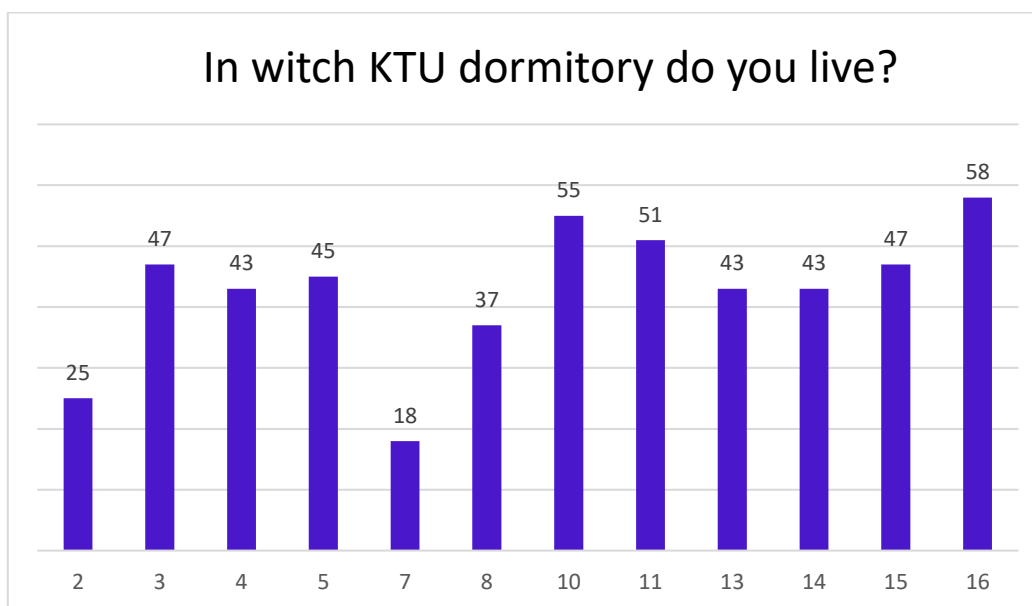
SURVEY

The quality assessment survey of services provided in KTU dormitories was conducted from 20 of February until 3 of March 2023. 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.

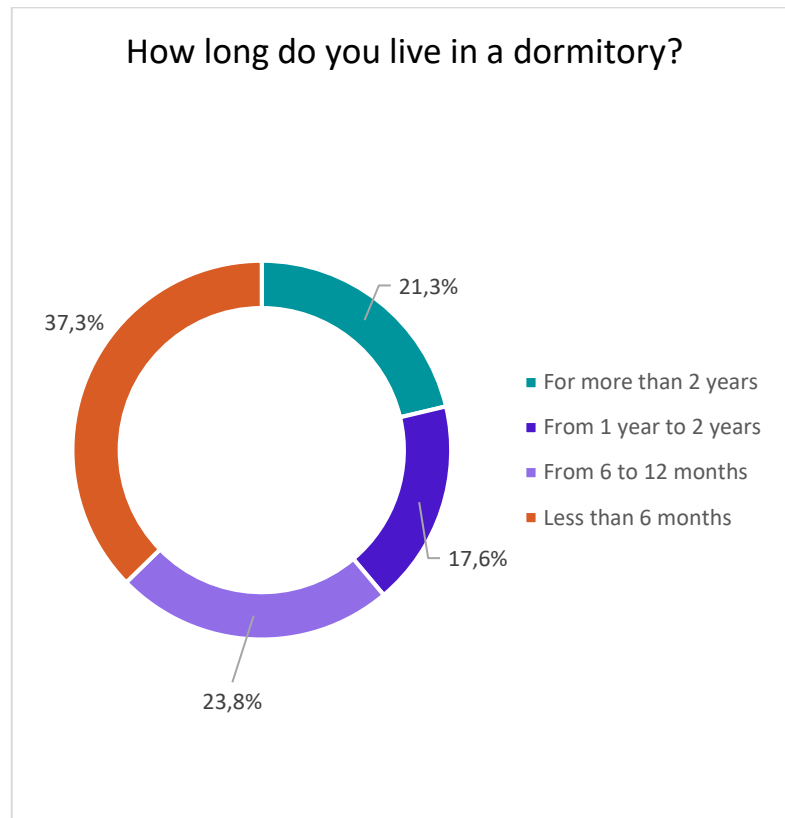
RESPONDENTS

1. 512 respondents expressed their opinion in the survey, i.e. 27,4% of the students who have lived in the dormitories during the survey.



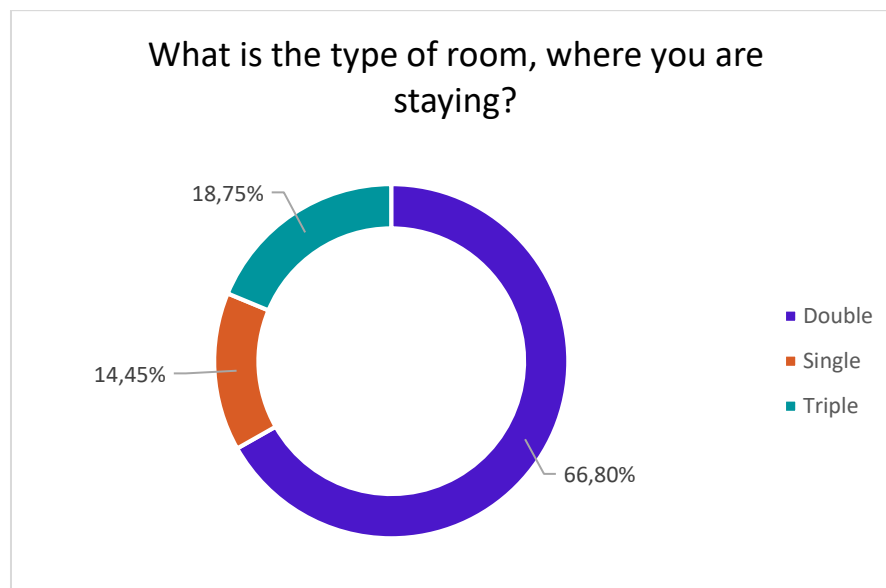
2. 54,9% of the respondents have lived in KTU dormitories for more than one year, 45,1% - less than a year.

HOW LONG DO YOU LIVE IN A DORMITORY?



3. 66,80% of the respondents live in double rooms, 18,75% in triple rooms and 14,45% 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 3,53 points out of 5. It is 0,37 points less than in 2022.

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*

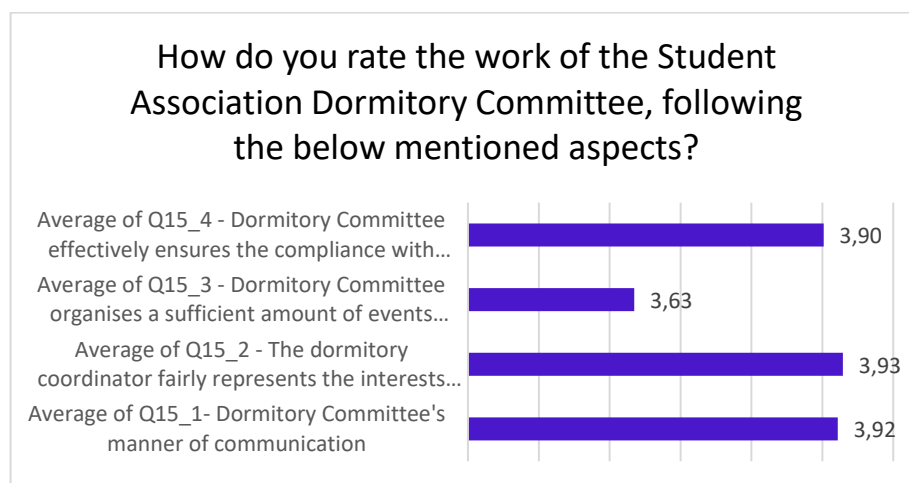
Assessment of the process for providing accommodation services	2022		2023	
The procedure for booking a place in the dormitory is clear and fair	3,79	3,87	3,76	3,82
The information procedure about the reserved place in the dormitory is clear	3,81		3,78	
The procedure for changing dormitory/room is clear and fair	3,76		3,72	
The payment procedure in the dormitories is clear and fair	4,28		4,17	
The order for implementation of fines for violation of the rules is clear and fair	3,69		3,69	
Assessment of the work of Manager/ Administrator of the dormitory				
Staff's manner of communication	3,97	3,93	4,04	3,97
Prompt problem-solving	3,83		3,84	
Maintaining the order in the dormitories	3,82		3,91	
Staff's honesty in making decisions in regard to accommodation	3,97		4,01	
Information and consultations on dormitory issues, provided by the dormitory staff	4,06		4,05	
Assessment of the work of administration staff of the Student Accommodation Centre (chief coordinators, head of the centre)				
Staff's manner of communication	4,04	4,03	3,92	3,91
Prompt problem-solving	3,97		3,86	
Staff's honesty in making decisions in regard to accommodation	4,05		3,96	
Information and consultations on dormitory issues, provided by the dormitory staff	4,05		3,91	
Assessment of the work of dormitory doorkeepers				
Staff's manner of communication	3,84	3,86	3,92	3,97
Prompt problem-solving	3,87		4,01	
Maintaining the order in the dormitories	3,87		3,99	
Assessment of the work of maintenance staff				
Staff's manner of communication	4,10	4,08	4,14	4,10
Prompt problem-solving	3,99		4,04	
Maintaining the order in the dormitories	4,16		4,13	
Assessment of the work of dormitory cleaners				
Staff's manner of communication	4,04	4,02	4,12	4,12
Maintaining the cleanness in the dormitories	4,00		4,13	
Assessment of the living conditions in the dormitory				
Condition of the building	3,47	3,48	3,46	3,52
Condition of the room	3,29		3,41	
Condition of the furniture	3,46		3,48	
Condition of the kitchen	3,48		3,53	
Condition of the shower and toilet premises	2,99		3,08	
Condition of the recreational and sports areas	3,33		3,28	
Sanitary in the common areas of the dormitory	3,39		3,47	
Internet connection	3,75		3,77	
Safety in the dormitory	3,83		4,07	
Surroundings of the dormitory	3,68		3,69	
Repair works	3,55		3,48	
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	3,95	4,08	3,80	3,99
I get all the necessary information related to living in a dormitory	4,13		4,08	

I get all the necessary information about the relevant changes	4,12		4,09	
Information is presented in a clear and understandable manner	4,10		3,99	
Information is provided promptly	4,08		3,99	
Assessment of the relationship between the dormitory residents				
I and my roommate (s) get along well and do not disturb each other	4,29	3,93	4,29	3,96
I and my neighbours get along well and do not disturb each other	3,97		3,97	
My roommates are understanding and silent during the established hours	4,20		4,17	
My neighbours are understanding and silent during the established hours	3,70		3,76	
My roommate's guests do not disturb me	4,24		4,32	
It is easy to distribute the cleaning responsibilities with my roommates	4,00		4,03	
Other dormitory residents (neighbours) keep the common areas (kitchen, WC, shower room and recreational premises) clean.	3,13		3,19	
The average assessment		3,92		3,93

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

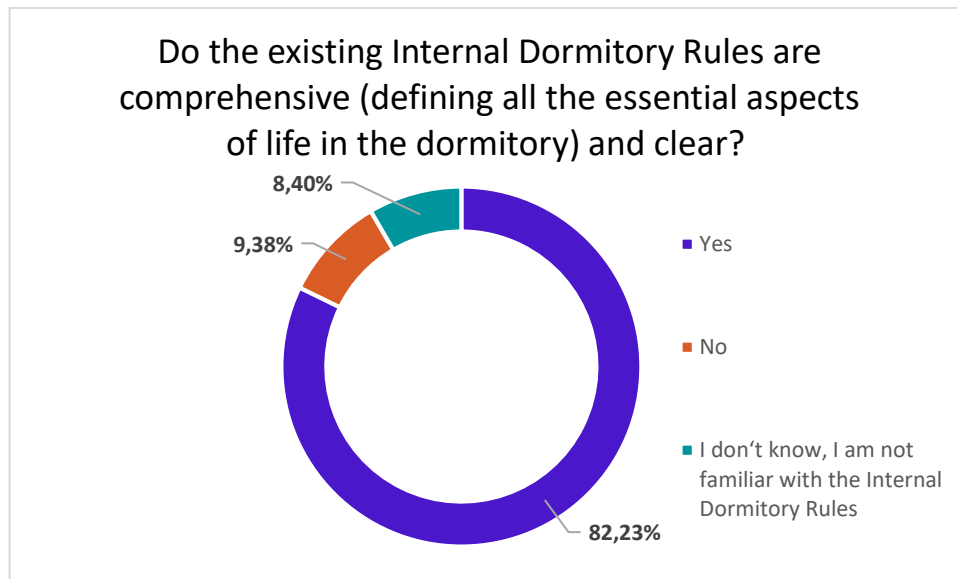
HOW DO YOU RATE THE WORK OF THE DORMITORY COMMITTEE AT THE STUDENTS' ASSOCIATION?

5. The respondents think **the performance of the Dormitory Committee is good** (rating 3,85 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 (82,23%) consider the Internal Dormitory Rules and Regulations to be comprehensive and clear.



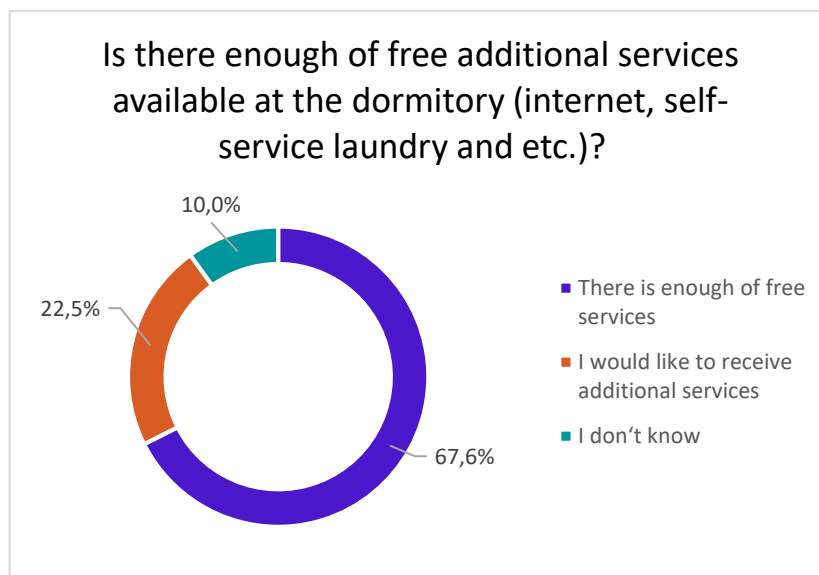
7. **The residents of the dormitories gave the highest evaluation to the assessment of the work of dormitory cleaners (4,12 points) and work of maintenance stuff (4,10 points), and the lowest evaluation to the living conditions (3,52 points).**
8. **The work of dormitory administrator/ manager was evaluated by 3,97 points.** The highest rating was for information and consultations on dormitory issues, provided by the dormitory staff and the staff's manner of communication, honesty in making decisions in regard to accommodation, maintaining the order in the dormitories and prompt problem-solving.
9. **The dormitory residents feel safe at the dormitories (4,07 points).**
10. A summary of the **respondents' suggestions for improvement of the quality of accommodation services in the dormitories is provided in Annex 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 (4,29 points).
12. **Compared to 2022 the assessment of the provision of relevant information on the issues related to living in the dormitory decrease (0,09 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. 67,6% of the students surveyed indicated that there were enough free services available in the dormitories;

14.2 22,5% 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 room cleaning services;
- set up more leisure, sports and studying premises/buy more inventory in recreational and sports areas;
- buy more inventory (microwaves, fridges and etc.) in the common kitchens.

DEMAND FOR ADDITIONAL PAID SERVICES

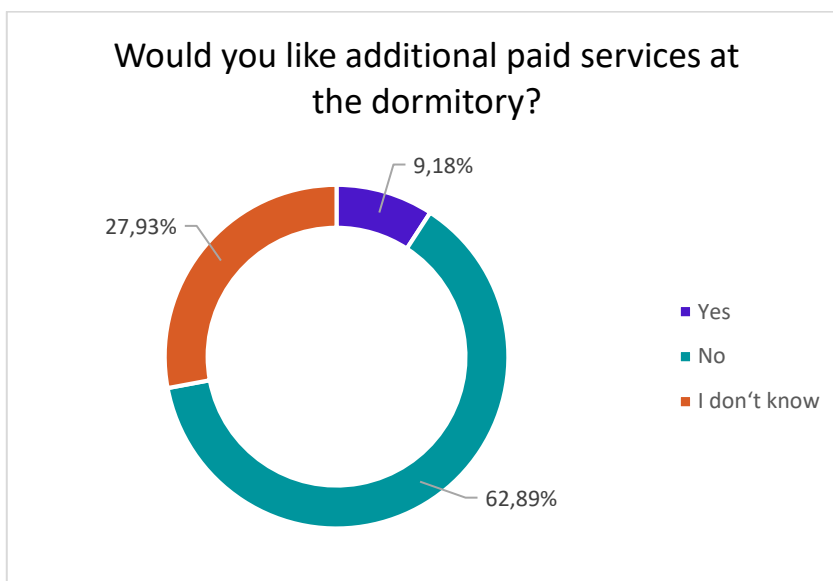
15. The assessment of the demand for additional paid services in the dormitories:

15.1. Only 9,18% of the surveyed residents indicated that they would prefer additional paid services.

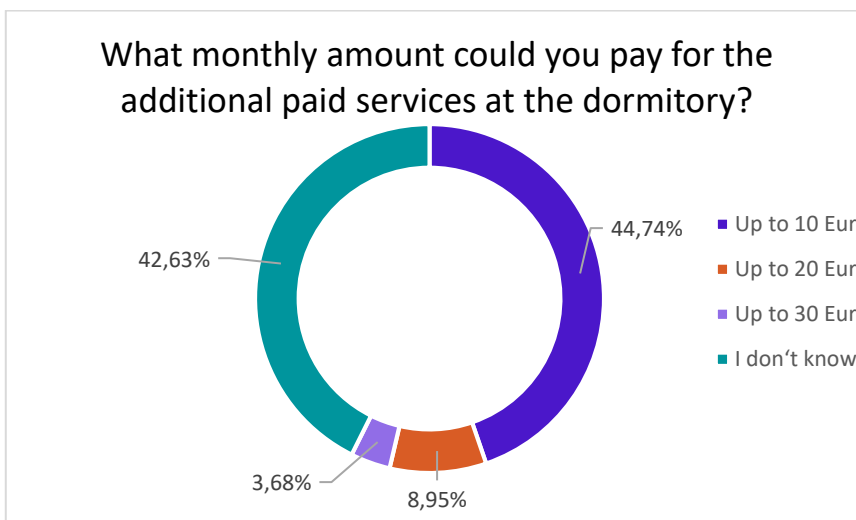
15.2. The most frequently mentioned paid services:

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



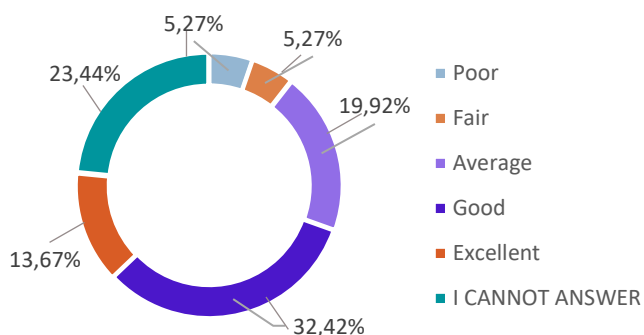
WHAT MONTHLY AMOUNT COULD YOU PAY FOR THE ADDITIONAL PAID SERVICES AT THE DORMITORY?



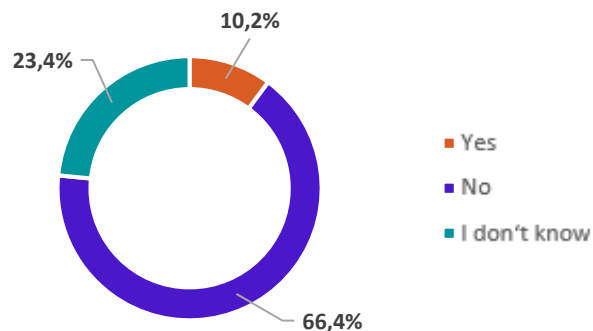
HOW DO YOU RATE THE QUALITY OF FREE SELF-SERVICE LAUNDRY?

16. In the survey, the respondents could express their opinion about the currently provided **free self-service laundry** and 46,09% of them **rated these services as excellent or good**, 23,44% could not answer this question. 66,4% of respondents would not want to pay for services of better quality and only 10,2% indicated that they would pay to receive services of better quality.

How do you rate the quality of self-service laundry?



Would you like paid but better quality self-service laundry?

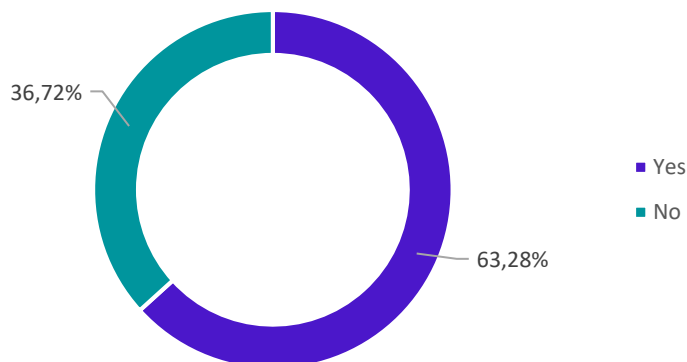


WOULD YOU LIKE IF ALL OF KTU DORMITORIES ACCOMMODATED BOTH LITHUANIAN AND INTERNATIONAL STUDENTS?

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

17.1. 63,3% 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 Lithuanian 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 of 2023	Average of assessments of 2022
Dormitory No. 2	4,21	4,04	3,88	4,13	3,83	3,25	3,70	2,92	4,42	4,33	3,56	3,84	3,79
Dormitory No. 3	3,72	3,60	3,87	3,40	3,30	2,52	3,07	3,35	4,19	4,02	3,46	3,50	3,59
Dormitory No. 4	4,37	4,35	4,09	3,70	3,67	4,14	4,00	3,86	4,48	4,05	4,13	4,08	3,90
Dormitory No. 5	2,58	2,62	2,80	2,47	2,33	2,31	2,58	2,98	3,16	2,96	3,11	2,72	3,14
Dormitory No. 7	2,78	3,50	3,89	3,11	3,33	3,56	3,00	3,88	3,71	3,06	3,39	3,38	3,10
Dormitory No. 8	3,24	3,41	3,59	2,73	2,73	3,46	2,79	4,05	3,92	3,69	3,26	3,35	3,63
Dormitory No. 10	4,80	4,65	4,40	4,55	4,24	4,11	4,23	4,31	4,30	4,07	3,67	4,30	—
Dormitory No. 11	3,29	2,96	2,98	3,46	3,20	2,93	3,68	3,89	4,10	3,06	3,56	3,37	3,25
Dormitory No. 13	3,56	2,95	3,28	3,62	3,12	3,52	3,51	4,05	4,07	3,90	3,70	3,57	3,73
Dormitory No. 14	3,00	2,95	3,28	3,56	2,84	3,14	3,14	3,82	4,27	3,81	2,81	3,33	3,53
Dormitory No. 15	3,00	2,83	3,17	3,51	2,38	3,26	3,46	3,98	3,91	3,87	3,41	3,34	3,24
Dormitory No. 16	2,83	3,29	3,02	3,79	2,38	3,42	4,05	3,81	4,21	3,47	3,67	3,45	3,46
All dormitories	3,46	3,41	3,48	3,53	3,08	3,28	3,47	3,77	4,07	3,69	3,48	3,52	3,48

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 2023	Average of assessments of 2022
Dormitory No. 2	3,96	3,92	3,87	4,44	3,84	4,01	3,63
Dormitory No. 3	4,00	4,00	3,91	4,47	4,05	4,09	4,01
Dormitory No. 4	4,05	3,76	3,89	4,44	4,14	4,06	4,05
Dormitory No. 5	3,20	3,22	2,96	3,60	3,05	3,21	3,44
Dormitory No. 7	3,44	3,75	3,47	4,00	3,93	3,72	3,54
Dormitory No. 8	3,38	3,71	3,23	3,78	3,27	3,47	3,73
Dormitory No. 10	3,58	3,64	3,73	4,02	3,02	3,60	—
Dormitory No. 11	3,73	3,80	3,76	4,14	3,59	3,80	3,76
Dormitory No. 13	3,87	3,93	3,88	4,35	4,08	4,02	4,22
Dormitory No. 14	4,02	4,02	3,97	4,43	4,00	4,09	3,97
Dormitory No. 15	3,89	3,91	3,83	4,15	4,02	3,96	4,15
Dormitory No. 16	3,84	3,75	3,93	4,24	3,71	3,89	3,89
All dormitories	3,76	3,78	3,72	4,17	3,69	3,82	3,87

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 2023	Average of assessments of 2022
Dormitory No. 2	4,08	3,89	4,13	4,26	4,38	4,15	3,69
Dormitory No. 3	4,32	4,12	3,96	4,42	4,37	4,24	4,15
Dormitory No. 4	4,40	4,35	4,37	4,34	4,29	4,35	4,29
Dormitory No. 5	4,09	3,62	3,58	3,84	3,88	3,80	3,67
Dormitory No. 7	3,89	3,67	3,69	3,86	3,82	3,79	3,40
Dormitory No. 8	3,49	3,41	3,58	3,34	3,42	3,45	3,62
Dormitory No. 10	3,52	3,41	3,65	3,56	3,66	3,56	—
Dormitory No. 11	3,70	3,56	3,85	3,72	3,87	3,74	3,48
Dormitory No. 13	4,37	4,13	4,07	4,23	4,19	4,20	4,40
Dormitory No. 14	4,60	4,07	4,00	4,46	4,50	4,33	4,31
Dormitory No. 15	4,09	4,00	3,93	4,16	4,28	4,09	4,08
Dormitory No. 16	3,98	3,78	4,02	3,98	4,00	3,95	3,79
All dormitories	4,04	3,84	3,91	4,01	4,05	3,97	3,93

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 2023	Average of assessments of 2022
Dormitory No. 2	4,27	4,05	4,18	4,14	4,16	3,62
Dormitory No. 3	4,22	4,03	4,19	4,12	4,14	4,32
Dormitory No. 4	4,08	4,24	4,33	4,17	4,21	4,41
Dormitory No. 5	3,45	3,52	3,54	3,50	3,50	3,54
Dormitory No. 7	3,60	3,62	3,50	3,62	3,59	3,56
Dormitory No. 8	3,48	3,48	3,46	3,50	3,48	3,72
Dormitory No. 10	3,52	3,53	3,75	3,69	3,62	—
Dormitory No. 11	4,08	3,89	4,00	3,91	3,97	3,72
Dormitory No. 13	4,00	4,03	4,09	3,97	4,02	4,53
Dormitory No. 14	4,46	4,17	4,25	4,30	4,30	4,52
Dormitory No. 15	4,03	3,97	4,09	4,03	4,03	4,19
Dormitory No. 16	3,89	3,85	4,06	3,95	3,94	3,90
All dormitories	3,92	3,86	3,96	3,91	3,91	4,03

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 2023	Average of assessments of 2022
Dormitory No. 2	4,20	4,32	4,40	4,32	4,20	4,29	4,00
Dormitory No. 3	4,19	4,20	4,32	4,31	4,02	4,21	4,15
Dormitory No. 4	4,29	4,29	4,21	4,19	3,88	4,17	4,26
Dormitory No. 5	3,82	3,82	3,93	3,93	3,80	3,86	3,94
Dormitory No. 7	4,13	4,00	4,28	4,17	3,81	4,08	3,70
Dormitory No. 8	3,79	3,72	3,52	3,71	3,72	3,69	4,11
Dormitory No. 10	3,85	3,80	3,94	3,93	3,90	3,88	—
Dormitory No. 11	3,98	3,90	4,18	4,13	3,58	3,95	3,71
Dormitory No. 13	3,90	3,95	4,05	4,08	3,67	3,93	4,31
Dormitory No. 14	4,10	4,15	4,24	4,14	3,69	4,06	4,21
Dormitory No. 15	3,91	3,91	4,11	4,11	3,72	3,95	4,22
Dormitory No. 16	3,89	3,96	4,02	4,05	3,76	3,94	4,08
All dormitories	3,99	3,99	4,09	4,08	3,80	3,99	4,08

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 2023	Average of assessments of 2022
Dormitory No. 2	3,92	3,95	3,87	3,91	3,66
Dormitory No. 3	3,91	3,95	3,91	3,92	3,88
Dormitory No. 4	4,43	4,45	4,48	4,45	4,22
Dormitory No. 5	3,38	3,44	3,50	3,44	3,40
Dormitory No. 7	3,44	3,87	3,75	3,69	3,39
Dormitory No. 8	3,06	3,50	3,46	3,34	3,32
Dormitory No. 10	3,55	3,81	3,89	3,75	—
Dormitory No. 11	3,92	3,80	4,00	3,91	3,85
Dormitory No. 13	4,26	4,28	4,07	4,20	4,21
Dormitory No. 14	4,40	4,50	4,45	4,45	4,06
Dormitory No. 15	4,00	4,10	3,98	4,03	4,04
Dormitory No. 16	4,25	4,33	4,24	4,27	4,04
All dormitories	3,92	4,01	3,99	3,97	3,86

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 2023	Average of assessments of 2022
Dormitory No. 2	4,20	4,25	4,25	4,23	4,10
Dormitory No. 3	4,31	4,24	4,32	4,29	4,20
Dormitory No. 4	4,43	4,32	4,48	4,41	4,28
Dormitory No. 5	3,58	3,74	3,70	3,67	3,75
Dormitory No. 7	3,83	3,67	3,69	3,73	3,65
Dormitory No. 8	3,47	3,67	3,67	3,60	3,84
Dormitory No. 11	4,23	4,05	4,24	4,17	—
Dormitory No. 11	4,11	3,93	4,00	4,01	3,93
Dormitory No. 13	4,38	4,39	4,31	4,36	4,45
Dormitory No. 14	4,27	3,81	4,22	4,10	4,27
Dormitory No. 15	4,24	4,09	4,30	4,21	4,24
Dormitory No. 16	4,46	4,22	4,13	4,27	4,09
All dormitories	4,14	4,04	4,13	4,10	4,08

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 2023	Average of assessments of 2022
Dormitory No. 2	4,20	3,43	3,82	4,17
Dormitory No. 3	4,30	4,32	4,31	4,04
Dormitory No. 4	4,40	4,51	4,46	4,36
Dormitory No. 5	3,51	3,28	3,40	3,71
Dormitory No. 7	4,56	4,75	4,66	3,80
Dormitory No. 8	3,57	3,45	3,51	4,01
Dormitory No. 10	4,49	4,29	4,39	—
Dormitory No. 11	4,22	4,36	4,29	4,12
Dormitory No. 13	3,76	4,08	3,92	3,98
Dormitory No. 14	3,70	4,18	3,94	3,60
Dormitory No. 15	4,02	4,00	4,01	4,19
Dormitory No. 16	4,67	4,70	4,69	4,17
All dormitories	4,12	4,13	4,13	4,02

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 2023	Average of assessments of 2022
Dormitory No. 2	4,24	4,22	4,00	4,24	4,18	3,83
Dormitory No. 3	4,15	4,18	4,03	3,97	4,08	3,90
Dormitory No. 4	4,17	4,33	4,03	4,27	4,20	4,42
Dormitory No. 5	2,90	2,87	2,51	2,82	2,78	3,44
Dormitory No. 7	3,67	3,64	3,20	3,56	3,52	3,70
Dormitory No. 8	3,68	3,56	3,21	3,56	3,50	3,92
Dormitory No. 10	3,87	3,72	3,22	3,73	3,64	—
Dormitory No. 11	4,07	4,09	3,83	4,00	4,00	3,86
Dormitory No. 13	4,11	4,00	4,03	4,03	4,04	4,23
Dormitory No. 14	4,31	4,47	3,86	4,45	4,27	3,82
Dormitory No. 15	3,97	3,91	3,62	3,91	3,85	4,09
Dormitory No. 16	4,15	4,15	4,07	4,25	4,16	3,97
All dormitories	3,92	3,93	3,63	3,90	3,85	3,91

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 2023	Average of assessments of 2022
Dormitory No. 2	4,50	4,36	4,50	4,26	4,50	4,04	3,52	4,24	3,79
Dormitory No. 3	4,33	3,98	4,29	3,72	4,55	4,12	2,57	3,94	3,69
Dormitory No. 4	4,21	3,79	4,26	3,84	4,36	4,05	3,36	3,98	4,22
Dormitory No. 5	4,03	3,76	3,84	3,80	3,66	3,79	2,58	3,64	3,55
Dormitory No. 7	4,44	4,25	4,38	3,67	4,40	4,25	2,82	4,03	4,02
Dormitory No. 8	3,94	3,68	3,80	3,38	4,06	3,75	2,77	3,63	4,20
Dormitory No. 10	4,27	4,06	3,96	3,67	4,35	3,90	3,78	4,00	—
Dormitory No. 11	4,43	3,88	4,24	3,51	4,28	4,04	3,59	4,00	3,97
Dormitory No. 13	4,18	4,24	4,08	4,00	4,38	3,97	3,38	4,03	4,14
Dormitory No. 14	4,11	4,19	4,16	4,00	4,32	3,92	3,20	3,99	3,91
Dormitory No. 15	4,50	4,07	4,27	3,65	4,52	4,28	3,09	4,05	4,01
Dormitory No. 16	4,55	3,79	4,48	3,86	4,52	4,27	3,38	4,12	3,94
All dormitories	4,29	3,97	4,17	3,76	4,32	4,03	3,19	3,96	3,93

ANNEX 2 STUDENTS PROPOSALS FOR IMPROVEMENT OF LIVING CONDITIONS IN DORMITORIES

Dormitory	Respondents proposals
2	<ol style="list-style-type: none"> 1. To replace furniture in rooms and kitchens; 2. To improve the quality of the Internet connection.
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 purchase sorting bins in kitchens; 4. Renovate furniture in rooms, kitchens and recreation premises.
5	<ol style="list-style-type: none"> 1. To purchase more washing and drying machines; 2. To install video cameras in common areas; 3. To ensure better cleaning and disinfection of common areas; 4. To improve the quality of wireless Internet; 5. To buy more bookshelves in rooms; 6. Renovate dormitory.
7.	<ol style="list-style-type: none"> 1. To ensure better disinfection of common areas; 2. To install video cameras in common areas; 3. Renovate 5 floor of the dormitory; 4. To replace closets in the rooms; 5. To buy a microwave for shared kitchens; 6. To replace shower room curtains.
8	<ol style="list-style-type: none"> 1. To install video cameras in common areas; 2. To replace closets in the rooms; 3. To provide more appliances (fridges) in the kitchens.
10	<ol style="list-style-type: none"> 1. To replace the fire protection system; 2. To provide more appliances (vacuum cleaners, ironing boards, irons).

CONCLUSIONS

1. The overall assessment of the accommodation services in KTU dormitories is good – 3,93 points out of 5.
2. The respondents evaluated all service evaluation criterias well. Residents gave best evaluations to the assessment of the work of dormitory cleaners and work of maintenance stuff.
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 0,37 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 9,18% would like additional paid services.

IMPROVEMENTS

IMPROVEMENTS OF INFRASTRUCTURE AND PROCESSES FOR PROVIDING ACCOMMODATION SERVICES MADE IN 2022:

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

- The modernization process of dormitory 10 has been completed, all places were furnished with new furniture/equipment;
- Renovation of the external building of dormitory 11 has been started;

- A water drains installed in the laundry room of dormitory 2;
- Roller blinds remounted in the part of the rooms of the dormitory 2 (54 units);
- Settees replaced in the leisure areas of the dormitory 2;
- Part of CCTV (7 units) replaced in the dormitory 3;
- Wireless internet network renewed in the dormitory 4;
- Cosmetic repair works performed in part of the rooms of the dormitory 5;
- Part of beds (20 units) of the rooms replaced in the dormitory 5;
- Part of the floor cleaning brooms (19 units) were replaced in dormitory 5;
- Part of beds (45 units) of the rooms replaced in the dormitory 8;
- Part of microwaves replaced in the dormitories 4 (1 unit), 7 (1 unit);
- Part of the gas stoves replaced in the dormitories 2 (2 unit), 8 (1 unit), 16 (2 unit);
- Part of the cooktops replaced in the dormitories 4 (6 unit); 8 (3 unit);
- Part of the fridges replaced in the dormitories 2 (2 unit), 4 (1 unit), 5 (1 unit) and 8 (1 unit);
- Vacuum cleaners replaced in the dormitories 7, 8, 13, 14;
- Part of the piping of the sanitary replaced in the dormitories 11 and 16;
- Part of washing machines (18 units) and drying machines (8 units) are replaced.

2. **External renovation works of the dormitories:**

- Bench provided in the territory of the dormitory 4;
- The holes filled in the territory of Vydūno avenue parking lot at the dormitories.

3. **Amendments of the internal procedure:**

- Updated dormitory reservation system for the user;
- Digitization of accommodation processes continues.

PLANNED IMPROVEMENTS IN 2023:

1. To update dormitory reservation system subsystem;
2. To replace shower curtains;
3. To replace a part of washing and drying machines;
4. To improve the quality of 5 dormitory wireless internet.

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.