

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

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

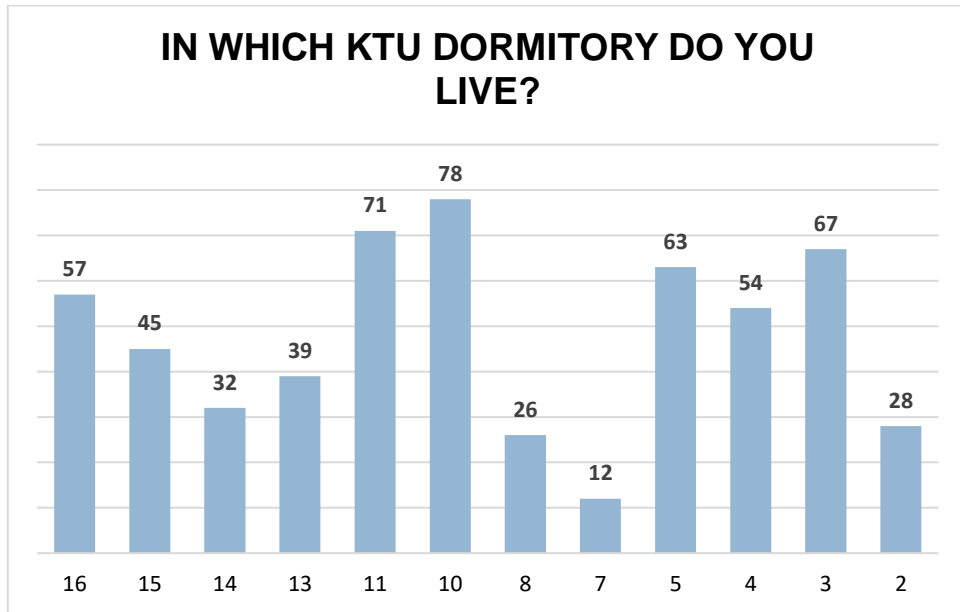
## SURVEY

The quality assessment survey of services provided in KTU dormitories was conducted from 4 of March until 25 of March 2024. 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.

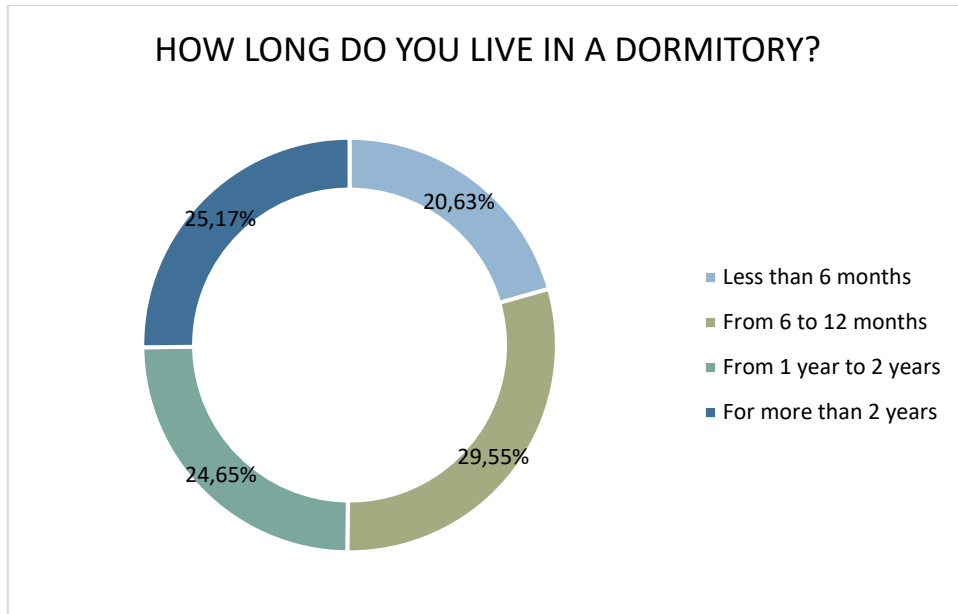
## RESPONDENTS

- 572 respondents expressed their opinion in the survey, i.e. 30,74 % of the students who have lived in the dormitories during the survey.



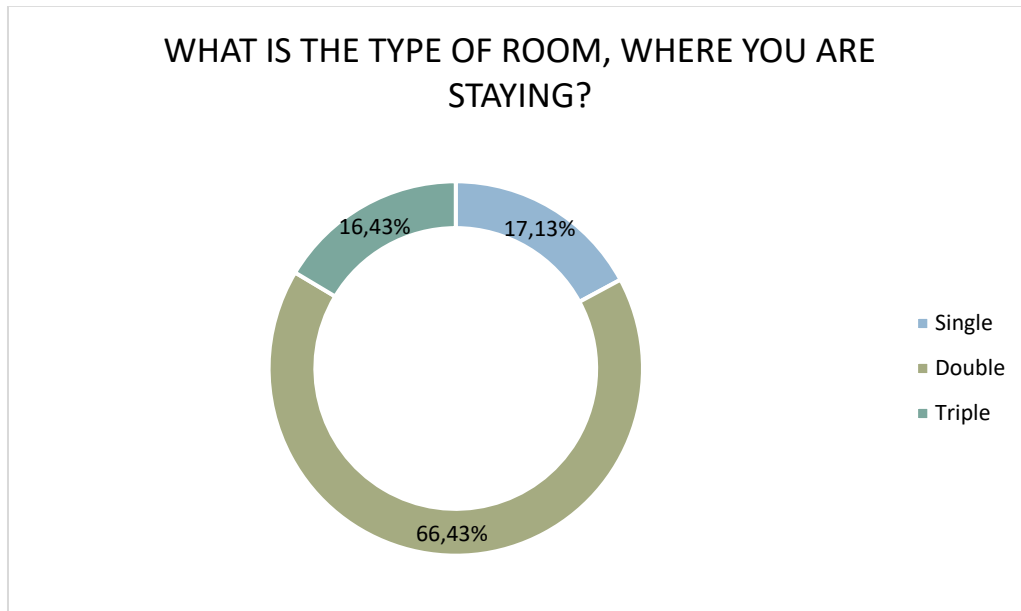
- 49,82% of the respondents have lived in KTU dormitories for more than one year, 50,18% - less than a year.

## HOW LONG DO YOU LIVE IN A DORMITORY?



3. 66,43% of the respondents live in double rooms, 17,13% in single rooms and 16,43% in triple 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 **3,99** points out of 5. It is **0,06** points more than in 2023.

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\***

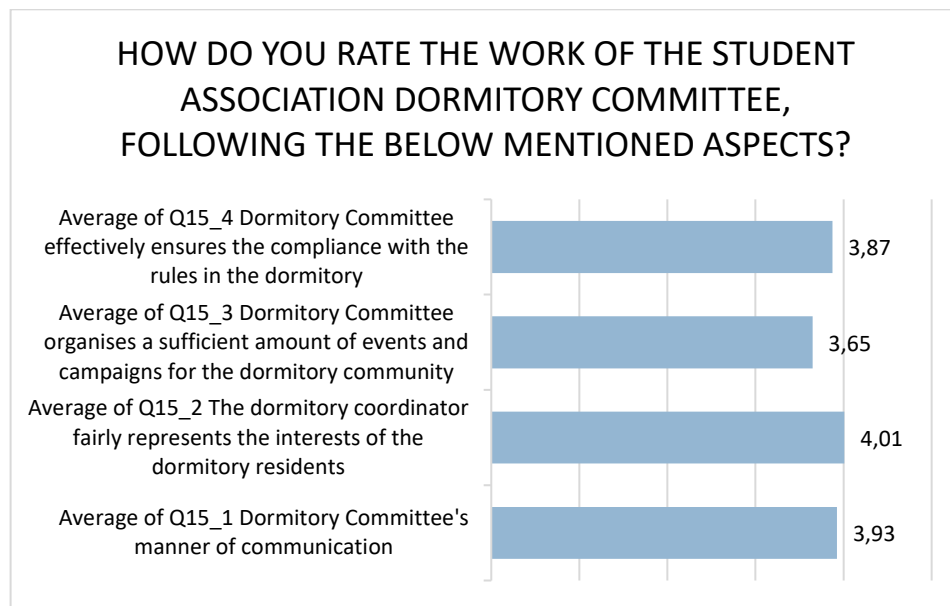
<b>Assessment of the process for providing accommodation services</b>	<b>2023</b>		<b>2024</b>			
The procedure for booking a place in the dormitory is clear and fair	3,76	<b>3,82</b>	3,89	<b>3,92 ↑</b>		
The information procedure about the reserved place in the dormitory is clear	3,78		3,85			
The procedure for changing dormitory/room is clear and fair	3,72		3,84			
The payment procedure in the dormitories is clear and fair	4,17		4,34			
The order for implementation of fines for violation of the rules is clear and fair	3,69		3,68			
<b>Assessment of the work of Manager/ Administrator of the dormitory</b>						
Staff's manner of communication	4,04	<b>3,97</b>	4,03	<b>3,98 ↑</b>		
Prompt problem-solving	3,84		3,85			
Maintaining the order in the dormitories	3,91		3,94			
Staff's honesty in making decisions in regard to accommodation	4,01		4,04			
Information and consultations on dormitory issues, provided by the dormitory staff	4,05		4,04			
<b>Assessment of the work of administration staff of the Student Accommodation Centre (chief coordinators, head of the centre)</b>						
Staff's manner of communication	3,92	<b>3,91</b>	3,94	<b>3,96 ↑</b>		
Prompt problem-solving	3,86		3,92			
Staff's honesty in making decisions in regard to accommodation	3,96		3,99			
Information and consultations on dormitory issues, provided by the dormitory staff	3,91		3,98			
<b>Assessment of the work of dormitory doorkeepers</b>						
Staff's manner of communication	3,92	<b>3,97</b>	4,11	<b>4,13 ↑</b>		
Prompt problem-solving	4,01		4,12			
Maintaining the order in the dormitories	3,99		4,17			
<b>Assessment of the work of maintenance staff</b>						
Staff's manner of communication	4,14	<b>4,10</b>	4,19	<b>4,16 ↑</b>		
Prompt problem-solving	4,04		4,09			
Maintaining the order in the dormitories	4,13		4,20			
<b>Assessment of the work of dormitory cleaners</b>						
Staff's manner of communication	4,12	<b>4,12</b>	4,25	<b>4,24 ↑</b>		
Maintaining the cleanness in the dormitories	4,13		4,23			
<b>Assessment of the living conditions in the dormitory</b>						
Condition of the building	3,46	<b>3,52</b>	3,61	<b>3,56 ↑</b>		
Condition of the room	3,41		3,52			
Condition of the furniture	3,48		3,53			
Condition of the kitchen	3,53		3,42			
Condition of the shower and toilet premises	3,08		3,04			
Condition of the recreational and sports areas	3,28		3,18			
Sanitary in the common areas of the dormitory	3,47		3,40			
Internet connection	3,77		3,73			
Safety in the dormitory	4,07		4,17			
Surroundings of the dormitory	3,69		3,86			
Repair works	3,48		3,65			
<b>Assessment of the provision of relevant information on the issues related to living in the dormitory</b>						
Information which I get from the Student Accommodation Centre is relevant to me	3,80		<b>3,99</b>		3,79	<b>4,02 ↑</b>
I get all the necessary information related to living in a dormitory	4,08	4,09				

I get all the necessary information about the relevant changes	4,09		4,09	
Information is presented in a clear and understandable manner	3,99		4,06	
Information is provided promptly	3,99		4,05	
<b>Assessment of the relationship between the dormitory residents</b>				
I and my roommate (s) get along well and do not disturb each other	4,29	3,96	4,18	3,92 ↓
I and my neighbours get along well and do not disturb each other	3,97		4,11	
My roommates are understanding and silent during the established hours	4,17		4,08	
My neighbours are understanding and silent during the established hours	3,76		3,78	
My roommate's guests do not disturb me	4,32		4,28	
It is easy to distribute the cleaning responsibilities with my roommates	4,03		3,92	
Other dormitory residents (neighbours) keep the common areas (kitchen, WC, shower room and recreational premises) clean.	3,19		3,12	
<b>The average assessment</b>	<b>3,93</b>			

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

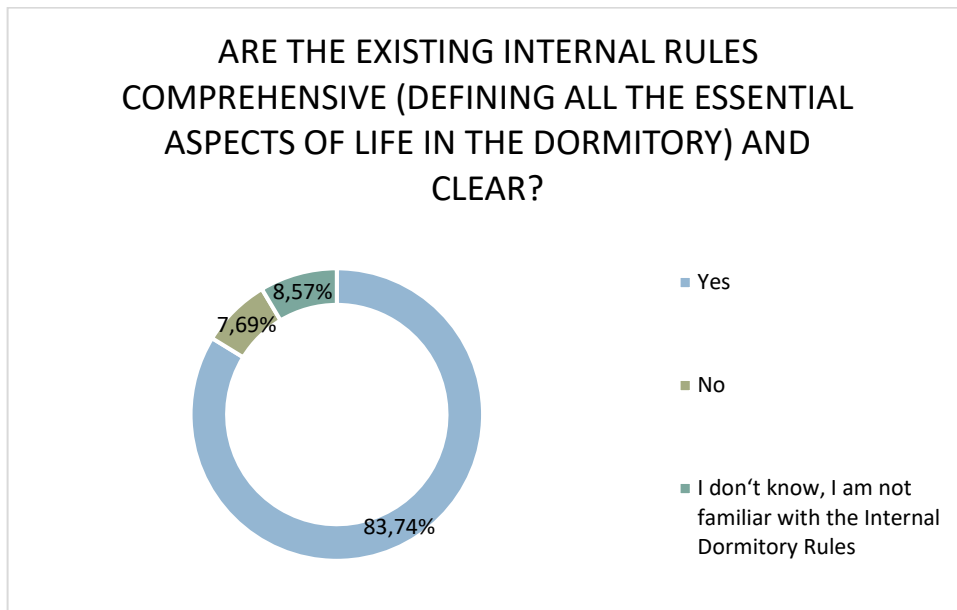
HOW DO YOU RATE THE WORK OF THE DORMITORY COMMITTEE AT THE STUDENTS' ASSOCIATION?

- 5. The respondents think **the performance of the Dormitory Committee is good** (rating 3,86 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 (83,74%) 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 (4,24 points) and work of maintenance staff (4,16 points), and the lowest evaluation to the living conditions (3,56 points).**
8. **The work of dormitory administrator/ manager was evaluated by 3,98 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 (4,17 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 (4,28 points).
12. **Compared to 2023 the assessment of the provision of relevant information on the issues related to living in the dormitory increase (0,03 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;
  - arrange accommodate a guest for durations exceeding two nights within a single month;
  - more efficient implementation of penalties for violation of the Internal Rules.

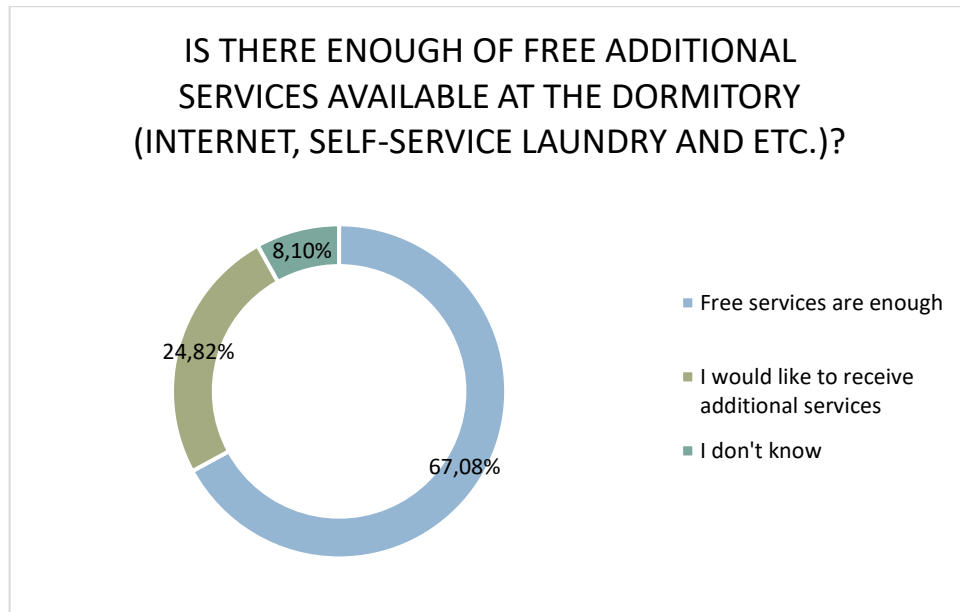
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## DEMAND FOR ADDITIONAL FREE SERVICES

14. **The assessment of the demand for additional free services in the dormitories:**
  - 14.1. 67,08% of the students surveyed indicated that there were enough free services available in

the dormitories;

14.2 24,82% 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;
- provide room cleaning services;
- set up more leisure, sports and studying premises/buy more inventory in recreational and sports areas.

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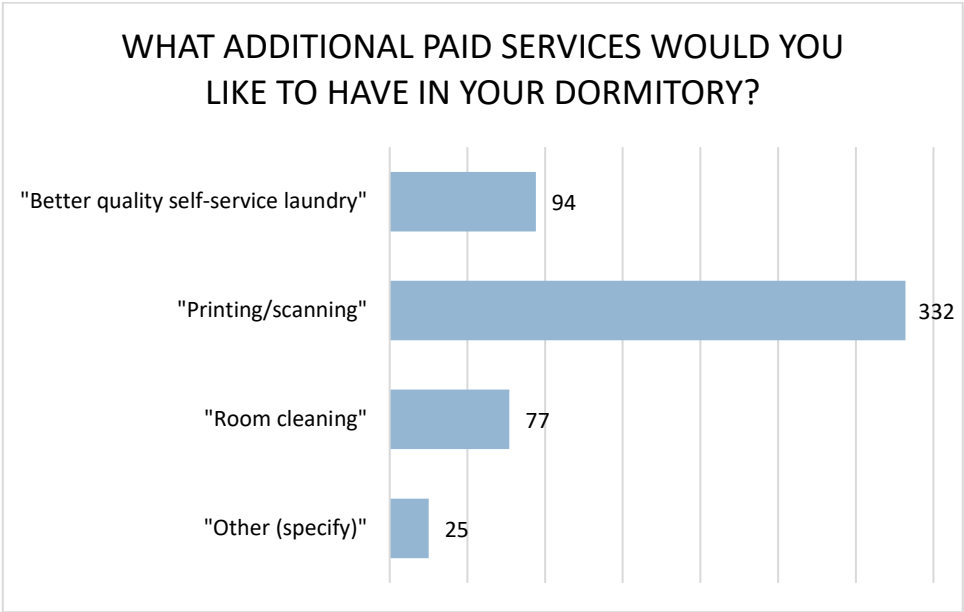
**DEMAND FOR ADDITIONAL PAID SERVICES**

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

15.1. 332 students surveyed expressed a desire for printing/scanning services in the dormitories. Additionally, 94 students indicated a preference for improved quality paid self-service laundry facilities, while 77 students expressed interest in room cleaning services. Conversely, 172 students stated they would not prefer paid services.

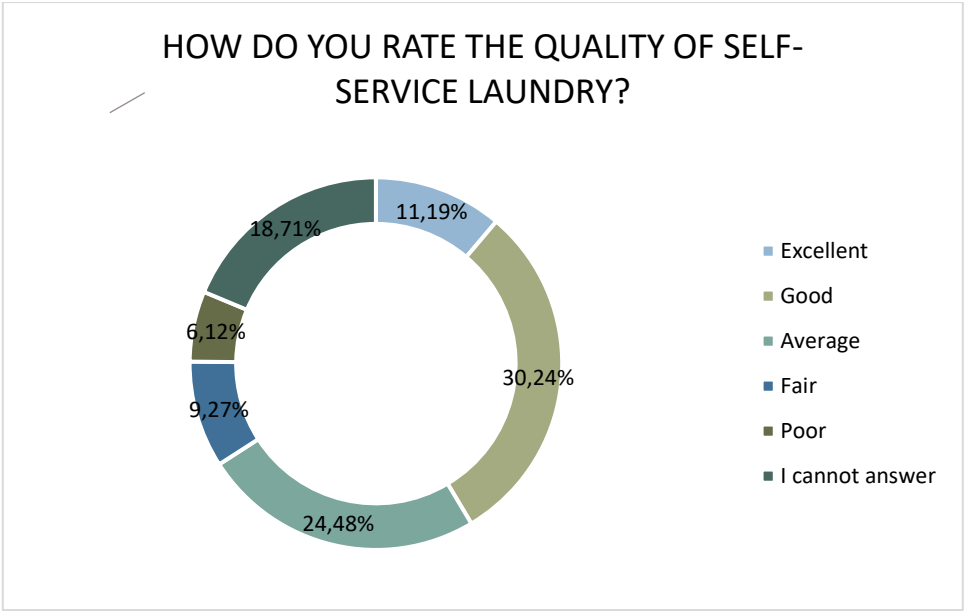
**15.2. The most frequently mentioned paid services:**

- paid closed car parking;
- catering service;
- food/beverage vending machine.



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 **41,43%** of them **rated these services as excellent or good**, 18,71% could not answer this question.

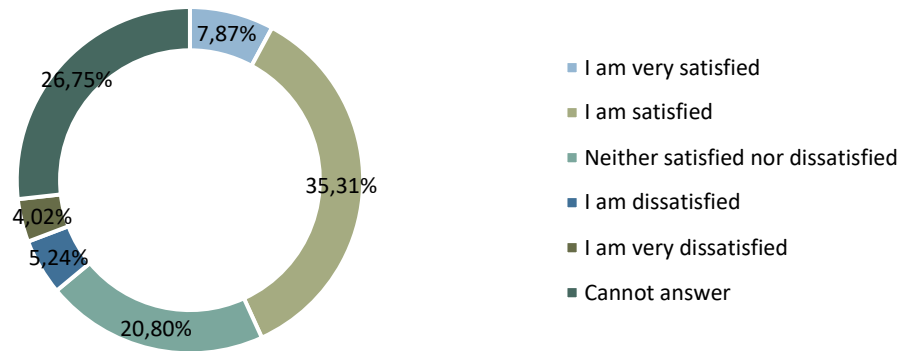


HOW DO YOU RATE YOUR INTERCULTURAL EXPERIENCE IN THE DORMITORY?

**17. Assessment of intercultural experience in dormitories:**  
 17.1. 43.13% of the surveyed students expressed that they were either 'very satisfied' or 'satisfied' with the intercultural experience in the dormitory.



### HOW DO YOU RATE YOUR INTERCULTURAL EXPERIENCE IN THE 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 2023	Average of assessments of 2023
Dormitory No. 2	4,14	4,04	3,86	3,79	3,11	3,00	3,59	2,82	4,54	4,32	4,09	3,75	3,84
Dormitory No. 3	3,54	3,30	3,48	2,76	2,78	2,80	2,53	3,05	4,09	4,11	3,35	3,25	3,50
Dormitory No. 4	4,56	4,43	4,26	3,76	3,74	3,64	4,16	4,13	4,57	3,98	4,00	4,11	4,08
Dormitory No. 5	3,21	3,49	3,27	2,83	2,97	2,57	3,03	3,94	3,73	3,48	3,76	3,30	2,72
Dormitory No. 7	2,83	3,67	3,67	2,83	3,25	3,36	2,75	4,00	4,00	3,17	3,40	3,36	3,38
Dormitory No. 8	3,35	3,38	3,50	2,73	2,85	3,17	2,81	3,96	3,88	3,67	3,52	3,35	3,35
Dormitory No. 10	4,49	4,51	4,32	4,35	3,85	4,07	4,12	3,78	4,42	4,18	3,66	4,16	4,30
Dormitory No. 11	3,80	3,08	3,08	3,37	3,19	2,97	3,60	3,78	4,10	4,09	3,79	3,53	3,37
Dormitory No. 13	3,44	3,13	3,44	3,51	2,97	3,24	3,39	3,71	4,30	3,74	3,85	3,52	3,57
Dormitory No. 14	2,84	2,84	3,22	3,13	2,53	3,29	2,97	3,89	4,25	3,50	3,43	3,26	3,33
Dormitory No. 15	2,89	2,87	3,18	3,31	2,42	3,13	3,14	3,74	4,00	3,57	3,32	3,23	3,34
Dormitory No. 16	2,96	3,07	3,04	3,81	2,33	3,06	3,75	3,96	4,14	3,62	3,55	3,39	3,45
<b>All dormitories</b>	<b>3,61</b>	<b>3,52</b>	<b>3,53</b>	<b>3,42</b>	<b>3,04</b>	<b>3,18</b>	<b>3,40</b>	<b>3,73</b>	<b>4,17</b>	<b>3,86</b>	<b>3,65</b>	<b>3,56</b>	<b>3,52</b>

**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 2024	Average of assessments of 2023
Dormitory No. 2	4,22	4,26	4,38	4,56	4,00	4,28	4,01
Dormitory No. 3	4,06	3,90	3,94	4,34	3,74	4,00	4,09
Dormitory No. 4	3,86	3,82	3,80	4,35	4,04	3,97	4,06
Dormitory No. 5	3,87	3,89	3,79	4,15	3,53	3,85	3,21
Dormitory No. 7	4,09	3,92	3,90	4,42	3,82	4,03	3,72
Dormitory No. 8	4,08	4,15	3,88	4,31	4,04	4,09	3,47
Dormitory No. 10	3,92	3,88	3,83	4,32	3,30	3,85	3,60
Dormitory No. 11	3,72	3,75	3,71	4,26	3,38	3,76	3,80
Dormitory No. 13	3,76	3,91	3,78	4,45	4,03	3,99	4,02
Dormitory No. 14	3,90	3,97	3,93	4,50	4,07	4,07	4,09
Dormitory No. 15	3,59	3,42	3,60	4,27	3,98	3,77	3,96
Dormitory No. 16	3,89	3,75	3,90	4,46	3,37	3,87	3,89
<b>All dormitories</b>	<b>3,89</b>	<b>3,85</b>	<b>3,84</b>	<b>4,34</b>	<b>3,68</b>	<b>3,92</b>	<b>3,82</b>

**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 2024	Average of assessments of 2023
Dormitory No. 2	4,41	4,41	4,26	4,35	4,33	<b>4,35</b>	<b>4,15</b>
Dormitory No. 3	4,20	4,02	3,92	3,96	4,06	<b>4,03</b>	<b>4,24</b>
Dormitory No. 4	4,57	4,27	4,52	4,58	4,30	<b>4,45</b>	<b>4,35</b>
Dormitory No. 5	4,27	3,98	3,95	4,00	4,08	<b>4,06</b>	<b>3,80</b>
Dormitory No. 7	4,42	4,00	3,55	4,11	4,27	<b>4,07</b>	<b>3,79</b>
Dormitory No. 8	3,96	3,96	3,83	4,04	3,96	<b>3,95</b>	<b>3,45</b>
Dormitory No. 10	3,51	3,39	3,80	3,69	3,71	<b>3,62</b>	<b>3,56</b>
Dormitory No. 11	3,54	3,28	3,69	3,88	3,80	<b>3,64</b>	<b>3,74</b>
Dormitory No. 13	4,38	4,18	4,18	4,26	4,25	<b>4,25</b>	<b>4,20</b>
Dormitory No. 14	4,38	4,17	3,90	4,37	4,48	<b>4,26</b>	<b>4,33</b>
Dormitory No. 15	4,20	4,00	3,90	4,00	4,14	<b>4,05</b>	<b>4,09</b>
Dormitory No. 16	3,58	3,53	3,78	3,79	3,71	<b>3,68</b>	<b>3,95</b>
<b>All dormitories</b>	<b>4,03</b>	<b>3,85</b>	<b>3,94</b>	<b>4,04</b>	<b>4,04</b>	<b>3,98</b>	<b>3,97</b>

**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 2024	Average of assessments of 2023
Dormitory No. 2	4,46	4,38	4,46	4,48	<b>4,45</b>	<b>4,16</b>
Dormitory No. 3	3,91	3,85	3,93	3,93	<b>3,91</b>	<b>4,14</b>
Dormitory No. 4	4,20	4,15	4,26	4,19	<b>4,20</b>	<b>4,21</b>
Dormitory No. 5	3,95	3,90	3,88	3,86	<b>3,90</b>	<b>3,50</b>
Dormitory No. 7	4,10	4,30	4,44	4,38	<b>4,31</b>	<b>3,59</b>
Dormitory No. 8	3,78	3,55	3,67	3,81	<b>3,70</b>	<b>3,48</b>
Dormitory No. 10	3,64	3,69	3,80	3,84	<b>3,74</b>	<b>3,62</b>
Dormitory No. 11	3,76	3,91	3,95	3,93	<b>3,89</b>	<b>3,97</b>
Dormitory No. 13	3,94	3,90	4,08	3,97	<b>3,97</b>	<b>4,02</b>
Dormitory No. 14	4,15	4,12	4,28	4,04	<b>4,15</b>	<b>4,30</b>
Dormitory No. 15	4,12	3,90	3,86	4,00	<b>3,97</b>	<b>4,03</b>
Dormitory No. 16	3,80	3,88	3,94	3,85	<b>3,87</b>	<b>3,94</b>
<b>All dormitories</b>	<b>3,94</b>	<b>3,92</b>	<b>3,99</b>	<b>3,98</b>	<b>3,96</b>	<b>3,91</b>

## 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 2024	Average of assessments of 2023
Dormitory No. 2	4,23	4,30	4,07	4,12	4,00	4,14	4,29
Dormitory No. 3	4,07	4,13	4,11	4,06	3,89	4,05	4,21
Dormitory No. 4	4,33	4,27	4,29	4,31	3,98	4,24	4,17
Dormitory No. 5	3,90	4,04	4,03	4,00	3,91	3,98	3,86
Dormitory No. 7	4,09	4,00	4,09	4,09	4,00	4,05	4,08
Dormitory No. 8	4,00	4,20	4,21	4,15	4,00	4,11	3,69
Dormitory No. 10	4,10	3,99	3,99	4,00	3,81	3,98	3,88
Dormitory No. 11	3,98	4,00	4,06	4,11	3,65	3,96	3,95
Dormitory No. 13	3,97	3,82	4,11	4,08	3,64	3,92	3,93
Dormitory No. 14	4,10	4,17	4,32	4,39	3,63	4,12	4,06
Dormitory No. 15	3,95	4,07	4,10	4,00	3,90	4,00	3,95
Dormitory No. 16	3,92	3,94	3,95	3,94	3,42	3,83	3,94
<b>All dormitories</b>	<b>4,05</b>	<b>4,06</b>	<b>4,09</b>	<b>4,09</b>	<b>3,79</b>	<b>4,02</b>	<b>3,99</b>

**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 2024	Average of assessments of 2023
Dormitory No. 2	4,21	4,32	4,36	<b>4,30</b>	<b>3,91</b>
Dormitory No. 3	3,80	3,77	4,02	<b>3,86</b>	<b>3,92</b>
Dormitory No. 4	4,52	4,52	4,57	<b>4,54</b>	<b>4,45</b>
Dormitory No. 5	3,81	3,90	3,98	<b>3,90</b>	<b>3,44</b>
Dormitory No. 7	3,92	4,18	4,09	<b>4,06</b>	<b>3,69</b>
Dormitory No. 8	3,68	3,70	3,72	<b>3,70</b>	<b>3,34</b>
Dormitory No. 10	3,84	3,93	3,98	<b>3,92</b>	<b>3,75</b>
Dormitory No. 11	4,14	4,23	4,15	<b>4,17</b>	<b>3,91</b>
Dormitory No. 13	4,37	4,26	4,35	<b>4,33</b>	<b>4,20</b>
Dormitory No. 14	4,68	4,47	4,53	<b>4,56</b>	<b>4,45</b>
Dormitory No. 15	4,23	4,28	4,10	<b>4,20</b>	<b>4,03</b>
Dormitory No. 16	4,27	4,18	4,26	<b>4,24</b>	<b>4,27</b>
<b>All dormitories</b>	<b>4,11</b>	<b>4,12</b>	<b>4,17</b>	<b>4,13</b>	<b>3,97</b>

**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 2024	Average of assessments of 2023
Dormitory No. 2	4,08	4,24	4,23	<b>4,18</b>	<b>4,23</b>
Dormitory No. 3	4,13	3,96	4,27	<b>4,12</b>	<b>4,29</b>
Dormitory No. 4	4,49	4,38	4,45	<b>4,44</b>	<b>4,41</b>
Dormitory No. 5	4,02	4,08	4,00	<b>4,03</b>	<b>3,67</b>
Dormitory No. 7	4,20	4,09	4,10	<b>4,13</b>	<b>3,73</b>
Dormitory No. 8	3,77	4,05	4,00	<b>3,94</b>	<b>3,60</b>
Dormitory No. 10	4,39	4,22	4,27	<b>4,29</b>	<b>4,17</b>
Dormitory No. 11	4,26	4,03	4,26	<b>4,18</b>	<b>4,01</b>
Dormitory No. 13	4,07	4,07	4,22	<b>4,12</b>	<b>4,36</b>
Dormitory No. 14	4,21	4,03	4,13	<b>4,12</b>	<b>4,10</b>
Dormitory No. 15	4,12	3,93	4,00	<b>4,02</b>	<b>4,21</b>
Dormitory No. 16	4,23	4,00	4,21	<b>4,15</b>	<b>4,27</b>
<b>All dormitories</b>	<b>4,19</b>	<b>4,09</b>	<b>4,20</b>	<b>4,16</b>	<b>4,10</b>



**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 2024	Average of assessments of 2023
Dormitory No. 2	4,14	3,89	4,02	3,82
Dormitory No. 3	4,23	4,19	4,21	4,31
Dormitory No. 4	4,40	4,49	4,45	4,46
Dormitory No. 5	4,24	4,05	4,15	3,40
Dormitory No. 7	4,67	4,67	4,67	4,66
Dormitory No. 8	3,96	3,91	3,94	3,51
Dormitory No. 10	4,47	4,32	4,40	4,39
Dormitory No. 11	4,44	4,29	4,37	4,29
Dormitory No. 13	3,89	4,00	3,95	3,92
Dormitory No. 14	3,81	4,39	4,1	3,94
Dormitory No. 15	4,07	4,20	4,14	4,01
Dormitory No. 16	4,35	4,37	4,36	4,69
<b>All dormitories</b>	<b>4,25</b>	<b>4,23</b>	<b>4,24</b>	<b>4,13</b>

**ANNEX 1 DORMITORIES EVALUATION INDICATORS**

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

	Dormitory Committee manner of communication	The chairperson of the committee fairly represents the interests of the dormitory residents	Dormitory Committee organises a sufficient number of events and campaigns for the dormitory community	Dormitory Committee efficiently ensures compliance with the rules in the dormitory	Average of assessments of 2024	Average of assessments of 2023
Dormitory No. 2	4,00	3,80	3,33	3,68	3,70	4,18
Dormitory No. 3	4,00	4,03	3,79	3,78	3,90	4,08
Dormitory No. 4	4,30	4,32	4,13	4,28	4,26	4,20
Dormitory No. 5	3,57	3,73	3,29	3,55	3,54	2,78
Dormitory No. 7	3,89	3,67	3,22	3,33	3,53	3,52
Dormitory No. 8	3,43	3,43	3,05	3,48	3,35	3,50
Dormitory No. 10	3,77	3,78	3,51	3,77	3,71	3,64
Dormitory No. 11	3,98	4,11	3,70	3,98	3,94	4,00
Dormitory No. 13	3,96	4,19	3,86	4,00	4,00	4,04
Dormitory No. 14	4,22	4,28	3,62	4,08	4,05	4,27
Dormitory No. 15	4,00	3,96	3,69	3,87	3,88	3,85
Dormitory No. 16	4,16	4,40	4,00	4,19	4,19	4,16
<b>All dormitories</b>	<b>3,93</b>	<b>4,01</b>	<b>3,65</b>	<b>3,87</b>	<b>3,87</b>	<b>3,85</b>

**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 2024	Average of assessments of 2023
Dormitory No. 2	3,88	4,14	3,74	4,18	4,25	3,58	3,00	<b>3,82</b>	<b>4,24</b>
Dormitory No. 3	4,21	3,94	4,12	3,61	4,34	4,02	2,29	<b>3,79</b>	<b>3,94</b>
Dormitory No. 4	4,44	4,29	4,37	4,21	4,42	4,25	3,92	<b>4,27</b>	<b>3,98</b>
Dormitory No. 5	3,84	3,98	3,71	3,46	3,63	3,38	2,92	<b>3,56</b>	<b>3,64</b>
Dormitory No. 7	4,36	4,09	4,30	3,55	4,44	4,18	3,00	<b>3,99</b>	<b>4,03</b>
Dormitory No. 8	4,08	4,19	4,00	3,50	4,18	3,83	2,68	<b>3,78</b>	<b>3,63</b>
Dormitory No. 10	4,10	4,07	3,96	3,77	4,42	3,82	3,71	<b>3,98</b>	<b>4,00</b>
Dormitory No. 11	4,42	4,20	4,34	3,87	4,52	4,16	3,26	<b>4,11</b>	<b>4,00</b>
Dormitory No. 13	4,09	4,14	4,12	3,90	4,14	3,85	3,54	<b>3,97</b>	<b>4,03</b>
Dormitory No. 14	4,34	4,29	4,34	3,94	4,54	4,21	2,53	<b>4,03</b>	<b>3,99</b>
Dormitory No. 15	4,05	3,97	4,03	3,43	4,18	3,82	2,74	<b>3,75</b>	<b>4,05</b>
Dormitory No. 16	4,32	4,15	4,06	3,88	4,40	4,00	3,35	<b>4,02</b>	<b>4,12</b>
<b>All dormitories</b>	<b>4,18</b>	<b>4,11</b>	<b>4,08</b>	<b>3,78</b>	<b>4,28</b>	<b>3,92</b>	<b>3,12</b>	<b>3,92</b>	<b>3,96</b>

## ANNEX 2 STUDENTS PROPOSALS FOR IMPROVEMENT OF LIVING CONDITIONS IN DORMITORIES

Dormitory	Respondents proposals
2	1. Improve the quality of wireless Internet; 2. Update the inventory of sports facilities; 3. Install CCTV cameras in common areas; 4. Improve the quality of water supply in the dormitory; 5. To improve the quality of cleaning of common areas.
3	1. Improve the quality of wireless Internet; 2. Install CCTV cameras in common areas; 3. To provide microwave ovens in common kitchens; 4. Renovate furniture in rooms, kitchens, leisure facilities.
5	1. To provide more appliances (washing and drying machines); 2. Install CCTV cameras in common areas; 3. Improve the quality of the wireless Internet.
7.	1. Improve the quality of disinfection of common areas; 2. Renovate the premises of the fifth floor; 3. Improve the quality of wireless Internet; 4. Organize the parking lot; 5. Update the inventory of sports facilities.
8	1. Improve the quality of disinfection of common areas; 2. Place more household appliances (gas stoves) in kitchens; 3. Change the wardrobes in the rooms; 4. Install video cameras in common areas.
10	1. Improve the quality of disinfection of common areas; 2. Eliminate malfunctions promptly; 3. To provide an air conditioner; 4. To provide more appliances (vacuum cleaners, washing machines).

## CONCLUSIONS

1. The overall assessment of the accommodation services in KTU dormitories is good – 3,99 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 staff.
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 0,06 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.

## IMPROVEMENTS

### IMPROVEMENTS OF INFRASTRUCTURE AND PROCESSES FOR PROVIDING ACCOMMODATION SERVICES MADE IN 2023:

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

- Renovation of the external building of the dormitory No. 11 has been completed;
- Cosmetic repair works performed in 32 rooms of the dormitories: 9 rooms in dormitory No. 3, 18 rooms in dormitory No. 5, 15 rooms in dormitory No. 14;

- Ventilation system in the laundry rooms of dormitories No. 2 and 3 has been renewed;
- Water drains installed in the 2nd-5th floor showers of dormitory No. 2;
- The lighting of the kitchens, showers and corridors in the room boxes and the common areas has been replaced by LED lights in dormitory No. 4;
- Wireless internet network renewed in dormitory No. 5;
- Indoor and outdoor video monitoring system has been renewed in dormitory No. 4;
- According to the residents' remarks, some of the smoke detectors in the common areas were replaced by temperature detectors in dormitory No. 10;
- The option of remote monitoring of the video cameras in dormitory No. 10 has been installed at the security staff post in dormitory No. 11;
- Part of the fridges replaced in dormitories No. 2 (2 units), No. 3 (1 unit), No. 4 (2 units), No. 7 (1 unit) and No. 8 (2 units);
- Vacuum cleaners replaced in dormitories No. 2, 4, 15, 16.
- An electric stove replaced in dormitory No. 3;
- 2 gas stoves replaced in dormitory No. 5;
- 4 cooktops replaced in dormitory No. 4;
- A hood replaced in dormitory No. 4;
- New microwave ovens have been put in the shared kitchens of dormitories No. 5 (10 units) and No. 7 (1 unit);
- Part of washing machines (11 units) and drying machines (7 units) have been replaced in all dormitories.

## 2. External renovation works of the dormitories:

- The outdoor environment of dormitory No. 11 has been arranged by installing outdoor benches, bicycle racks, and trash bins;
- The parking lot of dormitory No. 11 has been expanded and an automatic barrier and an electric car charging station have been installed;
- Renovated outdoor stairs and their steps of dormitory No. 4.

## 3. Amendments of the internal procedure:

- Electronic signing of accommodation agreements has been implemented;
- Digitisation of accommodation processes continues: two new electronic applications have been introduced.

### PLANNED IMPROVEMENTS IN 2024:

1. To renew the wireless internet network of dormitory No. 2.
2. To put new drying machines in part of the dormitories;
3. To replace worn out, poorly functioning household appliances;
4. To replace part of the beds in dormitory No. 5;
5. To replace part of the chairs in the rooms;
6. To perform cosmetic repair works in rooms not in use due to a bad condition;
7. To renew part of the sport inventory according to the residents' needs;
8. To replace lightning by LED of the common areas of dormitory No. 3;
9. To install luggage storage in dormitory No. 10;
10. To renew roller curtains of dormitory No. 2;
11. To renew inventory of the showers (shelves, curtains, mirrors).

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

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