

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

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

KAUNAS, 2025

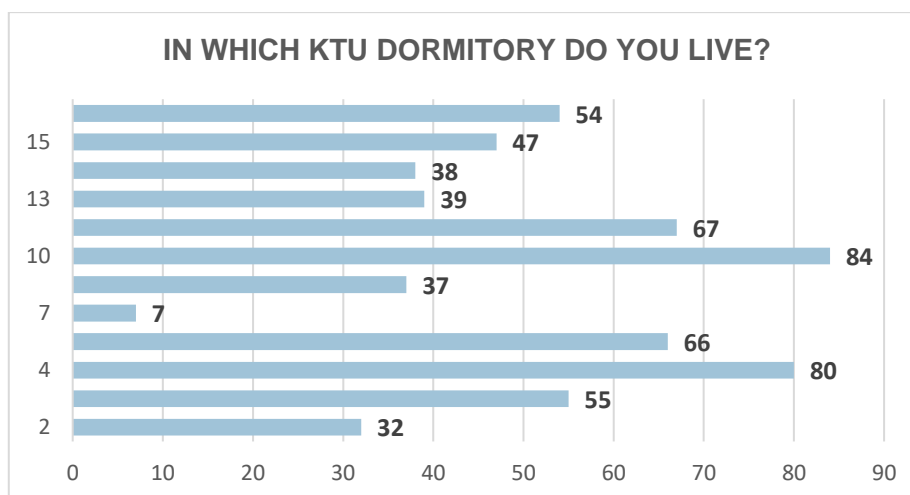
SURVEY

The quality assessment survey of services provided in KTU dormitories was conducted from 3 March to 23 March 2025. 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.

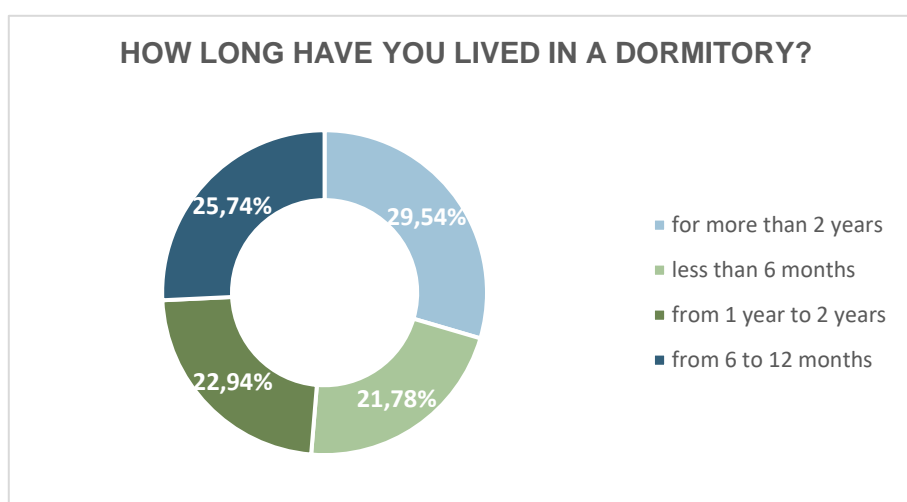
RESPONDENTS

- 606 respondents expressed their opinion in the survey, i.e. 32.56% of the students who have lived in the dormitories during the survey.



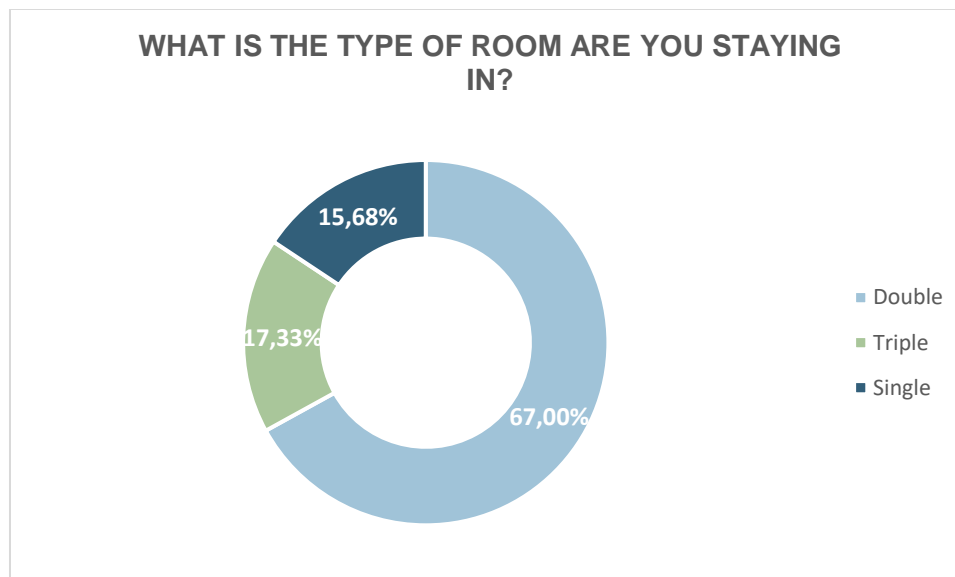
- 52.48% of the respondents have lived in KTU dormitories for more than one year, 47.52% - less than a year.

HOW LONG HAVE YOU LIVED IN A DORMITORY?



3. 67% of the respondents live in double rooms, 17.33% in triple rooms and 15.68% in single rooms.

WHAT TYPE OF ROOM ARE YOU STAYING IN?



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 3.90 points out of 5.

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*

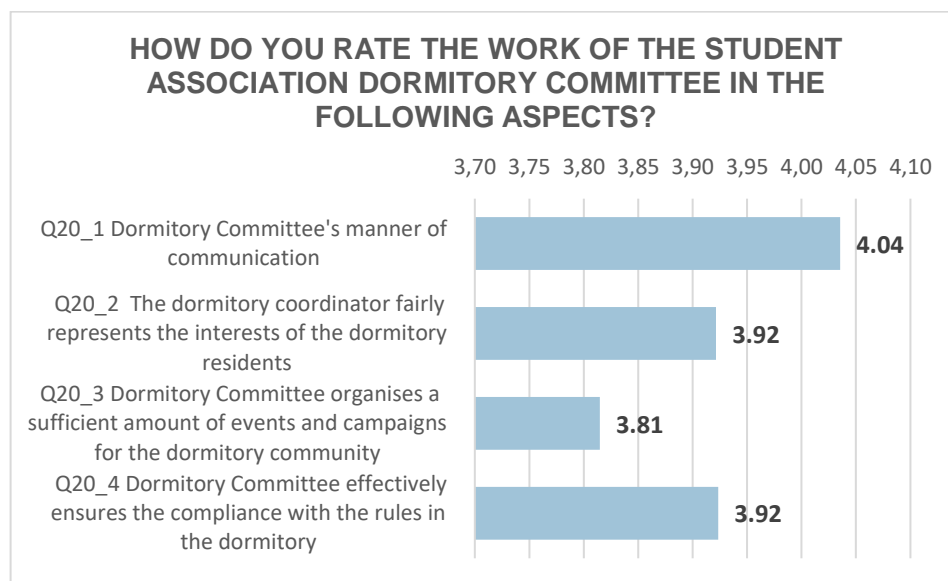
Assessment of the process for providing accommodation services	2025		2024	
The procedure for booking a place in the dormitory is clear and fair	3.91	3.97↑	3.89	3.92
The procedure for reserving a place in the dormitory is clear	3.91		3.85	
The procedure for changing dormitory/room is clear and fair	3.88		3.84	
The payment procedure in the dormitories is clear and fair	4.42		4.34	
The procedure for imposing fines for violations of the rules is clear and fair	3.75		3.68	
Assessment of the work of the Manager/ Administrator of the dormitory				
Staff's manner of communication	3.99	3.89↓	4.03	3.98
Prompt problem-solving	3.76		3.85	
Maintaining order in the dormitories	3.84		3.94	
Staff's honesty in making decisions on accommodation	3.93		4.04	
Information and consultations on dormitory issues, provided by the dormitory staff	3.91		4.04	
Assessment of the work of the administration staff of the Student Accommodation Centre (chief coordinators, head of the centre)				
Staff's manner of communication	3.90		3.94	

Prompt problem-solving	3.83	3.91	3.92	3.96
Staff's honesty in making decisions on accommodation	3.93		3.99	
Information and consultations on dormitory issues, provided by the dormitory staff	3.89		3.98	
Assessment of the work of dormitory doorkeepers				
Staff's manner of communication	3.98	3.98↓	4.11	4.13
Prompt problem-solving	3.95		4.12	
Maintaining order in the dormitories	4.01		4.17	
Assessment of the work of maintenance staff				
Staff's manner of communication	4.09	4.03↓	4.19	4.16
Prompt problem-solving	3.96		4.09	
Maintaining order in the dormitories	4.05		4.20	
Assessment of the work of dormitory cleaners				
Staff's manner of communication	4.05	4.11↓	4.25	4.24
Maintaining cleanliness in the dormitories	4.16		4.23	
Assessment of the living conditions in the dormitory				
Condition of the building	3.49	3.41↓	3.61	3.56
Condition of the room	3.36		3.52	
Condition of the furniture	3.38		3.53	
Condition of the kitchen	3.30		3.42	
Condition of the shower and toilet premises	3.06		3.04	
Condition of the recreational and sports areas	3.05		3.18	
Sanitary in the common areas of the dormitory	3.33		3.40	
Internet connection	3.48		3.73	
Safety in the dormitory	3.99		4.17	
Surroundings of the dormitory	3.72		3.86	
Repair works	3.41		3.65	
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	3.84	4.00↓	3.79	4.02
I get all the necessary information related to living in a dormitory	4.06		4.09	
I get all the necessary information about the relevant changes	4.05		4.09	
Information is presented in a clear and understandable manner	4.06		4.06	
Information is provided promptly	4.01		4.05	
Assessment of the relationship between the dormitory residents				
My roommate (s) and I get along well and do not disturb each other	4.15	3.86↓	4.18	3.92
My neighbours and I get along well and do not disturb each other	4.02		4.11	
My roommates are understanding and silent during the established hours	4.09		4.08	
My neighbours are understanding and silent during the established hours	3.57		3.78	
My roommate's guests do not disturb me	4.27		4.28	
It is easy to distribute the cleaning responsibilities with my roommates	3.87		3.92	
Other dormitory residents (neighbours) keep the common areas (kitchen, WC, shower room and recreational premises) clean.	3.07		3.12	
The average assessment		3.90↓		3.99

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

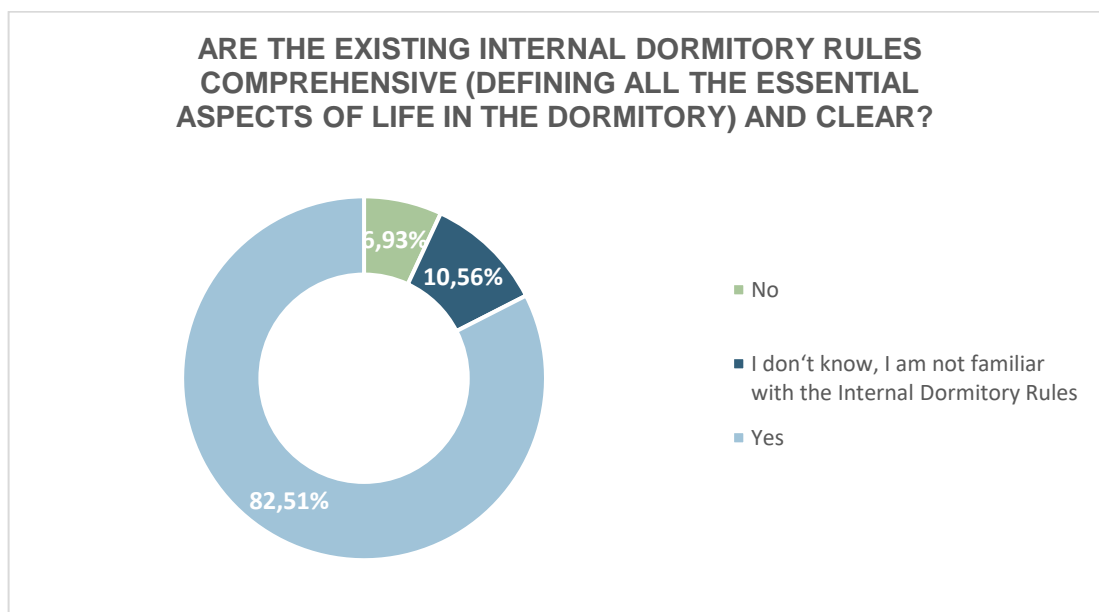
HOW DO YOU RATE THE WORK OF THE DORMITORY COMMITTEE AT THE STUDENTS' ASSOCIATION?

- The respondents think the performance of the Dormitory Committee is good (rating 3.92 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 (82.51%) consider the Internal Dormitory Rules and Regulations to be comprehensive and clear.



7. The residents of the dormitories gave the highest evaluation of the work of dormitory cleaners (4.11 points) and work of maintenance staff (4.03 points), and the lowest evaluation of the living conditions (3.41 points).
8. Compared to 2024, the assessment of the process for providing accommodation services increased from 3.92 points to 3.97. The highest rating was for the payment procedure (4.42 points),

for the procedure for booking a place in the dormitory (3.91) and for the procedure for reserving a place in the dormitory (3.91). Regarding other criteria, a slight decrease in the average of assessments is observed compared to 2024 (0.09 points).

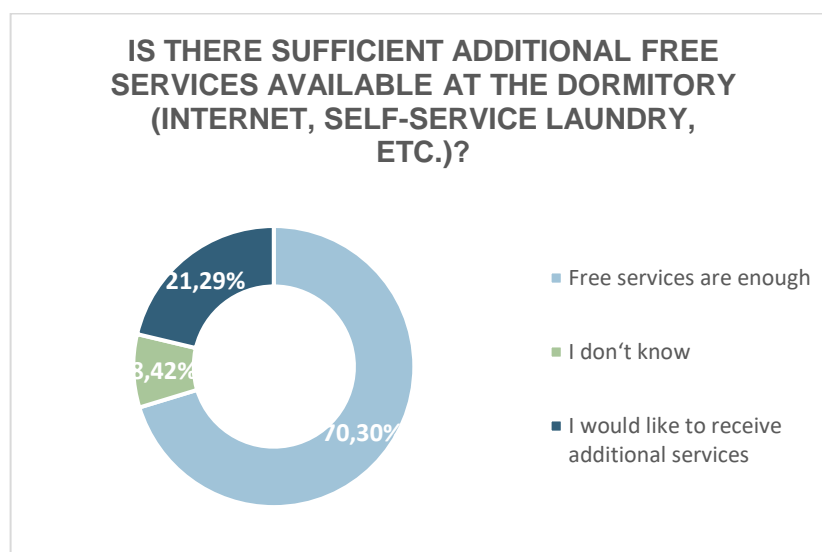
9. **The work of the dormitory administrator/manager was evaluated by 3.89 points.** The highest rating was for the staff 's manner of communication and honesty in making decisions on accommodation.
10. **The dormitory residents feel safe in the dormitories** (3.99 points).
11. A summary of the **respondents' suggestions for improvement of the quality of accommodation services in the dormitories is provided in Annex 2 to the report.**
12. When assessing the relationship between the dormitory residents, the respondents stated difficulties in reaching agreement on the distribution of responsibilities between dormitory residents in maintaining cleanliness and order in the common areas (kitchens, sanitary facilities, recreational premises). The highest rating was for the relationship with roommates.
13. **The respondents' summarised suggestions for the improvement of the accommodation system:**
 - simplify the accommodation/relocation process;
 - soften the procedure for imposing disciplinary measures;
 - simplify the guest registration process;
 - provide information about a new resident moving into the room (more photos).

DEMAND FOR ADDITIONAL FREE SERVICES

14. The assessment of the demand for additional free services in the dormitories:

14.1. 70.03% of the surveyed students indicated that there were sufficient free services available in the dormitories;

14.2 21.29% of the respondents would like more free services.



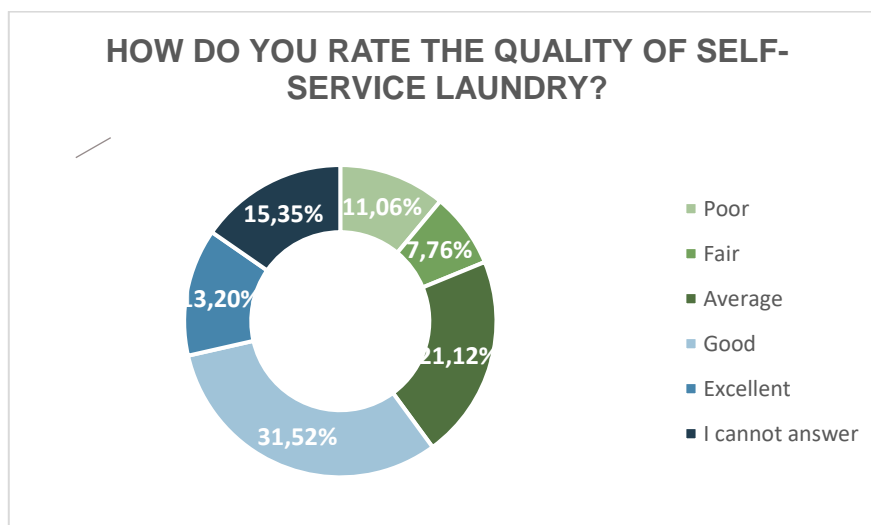
The list of preferred free services:

- Install a video surveillance system in dormitories;
- More diverse household appliances in kitchens;
- Organise more cultural and community events for residents;
- Install wireless (Wi-Fi) internet connection in the dormitories and their territory;

- Equip dormitories with more washing and drying machines;
- Provide linen change services;
- Set up more leisure and sports premises;
- Provide printing services.

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

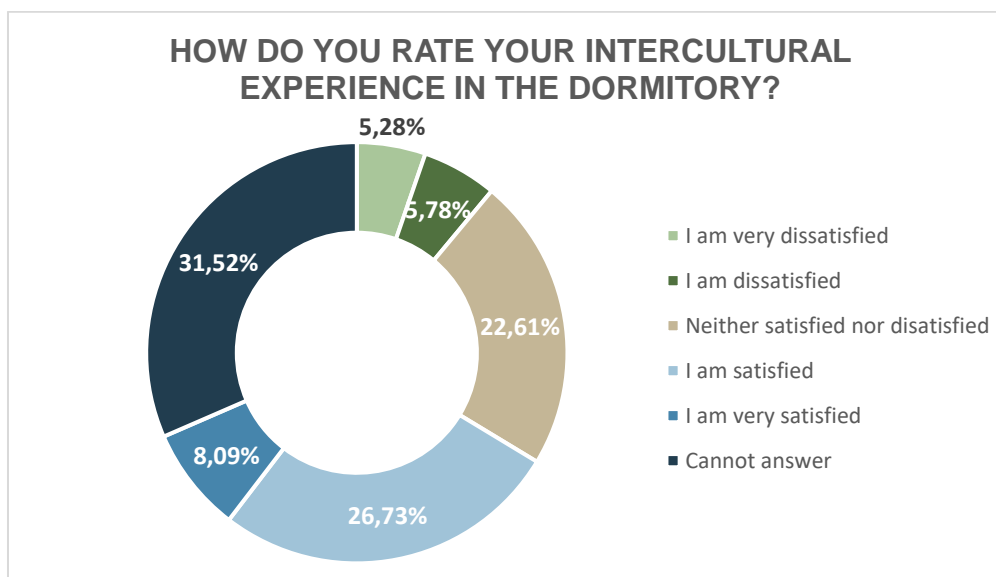
15. In the survey, the respondents could express their opinion about the currently provided **free self-service laundry** and **44.72%** of them **rated these services as excellent or good**.



HOW DO YOU RATE YOUR INTERCULTURAL EXPERIENCE IN THE DORMITORY?

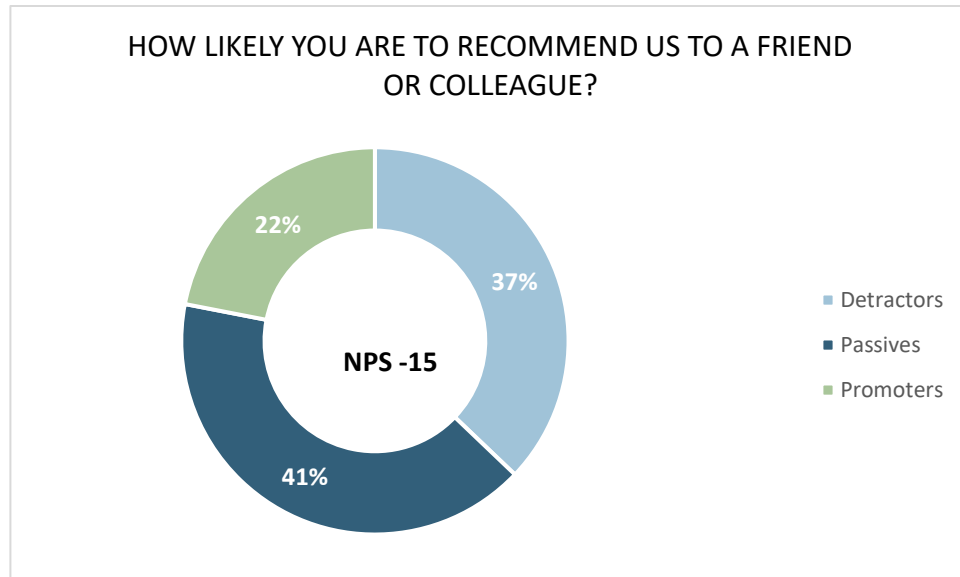
16. Assessment of intercultural experience in dormitories:

16.1. 34.82% of the surveyed students expressed that they were either 'very satisfied' or 'satisfied' with the intercultural experience in the dormitory. 31.52% could not answer this question because they live in dormitories where they do not encounter this aspect.



HOW LIKELY ARE YOU TO RECOMMEND US TO A FRIEND OR COLLEAGUE?

17. 22% of respondents would recommend their friend to live in the KTU dormitory, 41% are neutral on this issue, and 37% would not recommend it.



ANNEXES

ANNEX 1 INDICATORS OF DORMITORY EVALUATION

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 the 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 2025	Average of assessments of 2024
Dormitory No. 2	4.13	4.16	3.88	3.42	3.35	3.05	3.26	3.52	4.39	4.06	3.90	3.74	3.75
Dormitory No. 3	3.40	3.38	3.62	2.85	2.96	2.81	3.02	3.09	3.85	3.63	3.04	3.24	3.25
Dormitory No. 4	4.45	4.28	4.11	3.65	3.70	3.59	3.92	3.86	4.28	3.73	3.67	3.93	4.11
Dormitory No. 5	2.88	2.97	2.97	2.59	2.53	2.25	2.72	3.18	3.11	3.15	3.03	2.85	3.30
Dormitory No. 7	2.57	3.43	3.57	2.57	2.29	2.57	1.86	3.00	3.86	2.86	2.71	2.84	3.36
Dormitory No. 8	2.81	2.81	3.00	2.24	2.57	3.53	2.31	3.14	3.00	3.19	2.87	2.86	3.35
Dormitory No. 10	4.61	4.42	4.26	4.33	4.11	4.06	4.25	3.63	4.56	4.23	4.00	4.22	4.16
Dormitory No. 11	3.44	2.71	2.60	3.05	3.36	2.54	3.49	3.40	3.81	4.11	3.30	3.26	3.53
Dormitory No. 13	3.46	3.26	3.46	3.41	2.87	3.22	3.35	3.59	4.44	3.89	3.78	3.52	3.52
Dormitory No. 14	2.92	2.74	3.39	3.32	2.84	2.89	3.47	3.29	4.17	3.76	3.31	3.28	3.26
Dormitory No. 15	2.71	2.53	2.69	3.27	2.42	2.74	2.93	3.90	4.14	3.52	3.05	3.08	3.23
Dormitory No. 16	2.50	2.70	2.60	3.48	1.96	2.94	3.15	3.50	4.11	3.47	3.40	3.07	3.39
All dormitories	3.32	3.28	3.35	3.18	2.91	3.02	3.14	3.43	3.98	3.63	3.34	3.41	3.56

ANNEX 1 INDICATORS OF DORMITORY EVALUATION

PROCESS FOR PROVIDING ACCOMMODATION SERVICES (AVERAGE OF ASSESSMENTS)

	The procedure for booking a place in the dormitory is clear and fair	The procedure for reserving a 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 procedure for imposing fines for violations of the rules is clear and fair	Average of assessments of 2025	Average of assessments of 2024
Dormitory No. 2	4.25	4.23	4.18	4.58	4.17	4.28	4.28
Dormitory No. 3	3.89	3.85	3.88	4.42	3.75	3.96	4.00
Dormitory No. 4	3.95	3.93	3.76	4.43	3.88	3.99	3.97
Dormitory No. 5	3.92	3.94	3.97	4.35	3.56	3.95	3.85
Dormitory No. 7	4.14	4.94.92	4.00	4.29	3.71	4.09	4.03
Dormitory No. 8	3.36	3.67	3.67	4.03	3.51	3.65	4.09
Dormitory No. 10	3.88	3.99	4.13	4.45	3.68	4.02	3.85
Dormitory No. 11	3.97	3.82	4.00	4.43	3.54	3.95	3.76
Dormitory No. 13	4.13	4.08	3.83	4.50	4.06	4.12	3.99
Dormitory No. 14	3.94	4.06	3.73	4.54	3.96	4.05	4.07
Dormitory No. 15	3.93	3.95	3.93	4.53	4.07	4.08	3.77
Dormitory No. 16	3.81	3.52	3.51	4.37	3.51	3.74	3.87
All dormitories	3.93	4.00	3.88	4.41	3.78	3.97	3.92

ANNEX 1 INDICATORS OF DORMITORY EVALUATION

THE WORK OF THE MANAGER/ADMINISTRATOR OF THE DORMITORY (AVERAGE OF ASSESSMENTS)

	Staff's manner of communication	Prompt problem-solving	Maintaining order in the dormitories	Staff's honesty in making decisions on accommodation	Information and consultations on dormitory issues, provided by the dormitory staff	Average of assessments of 2025	Average of assessments of 2024
Dormitory No. 2	4.19	4.17	4.06	4.23	4.14	4.16	4.35
Dormitory No. 3	4.13	3.91	3.60	3.93	3.92	3.90	4.03
Dormitory No. 4	4.38	4.10	4.29	4.23	4.18	4.24	4.45
Dormitory No. 5	3.98	3.38	3.45	3.75	3.75	3.66	4.06
Dormitory No. 7	3.43	3.57	3.43	3.43	3.57	3.49	4.07
Dormitory No. 8	3.14	2.97	2.89	3.21	3.13	3.07	3.95
Dormitory No. 10	4.17	4.04	4.11	4.23	4.20	4.15	3.62
Dormitory No. 11	3.57	3.46	3.73	3.67	3.71	3.63	3.64
Dormitory No. 13	4.32	4.26	4.17	4.20	4.15	4.22	4.25
Dormitory No. 14	4.64	3.97	4.14	4.45	4.41	4.32	4.26
Dormitory No. 15	3.84	3.67	3.95	3.89	3.85	3.84	4.05
Dormitory No. 16	3.39	3.51	3.69	3.41	3.48	3.50	3.68
All dormitories	4.03	3.85	3.94	4.04	4.04	3.89	3.98

ANNEX 1 INDICATORS OF DORMITORY EVALUATION

THE WORK OF THE 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 on accommodation	Information and consultations on dormitory issues, provided by the dormitory staff	Average of assessments of 2025	Average of assessments of 2024
Dormitory No. 2	4.23	4.00	4.14	4.17	4.14	4.45
Dormitory No. 3	4.02	3.91	4.00	4.02	3.99	3.91
Dormitory No. 4	4.28	4.14	4.23	4.21	4.21	4.20
Dormitory No. 5	3.80	3.58	3.72	3.71	3.70	3.90
Dormitory No. 7	3.43	3.50	3.33	3.43	3.42	4.31
Dormitory No. 8	3.39	3.26	3.41	3.45	3.38	3.70
Dormitory No. 10	3.93	4.02	4.11	3.95	4.00	3.74
Dormitory No. 11	3.62	3.68	3.78	3.61	3.67	3.89
Dormitory No. 13	4.07	4.21	4.18	4.15	4.15	3.97
Dormitory No. 14	4.13	4.04	4.18	4.07	4.10	4.15
Dormitory No. 15	3.82	3.89	3.86	3.95	3.88	3.97
Dormitory No. 16	3.57	3.45	3.61	3.60	3.56	3.87
All dormitories	3.86	3.81	3.88	3.86	3.96	3.96

ANNEX 1 INDICATORS OF DORMITORY EVALUATION

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 2025	Average of assessments of 2024
Dormitory No. 2	4.31	4.34	4.28	4.28	4.06	4.26	4.14
Dormitory No. 3	4.06	4.11	4.13	4.06	4.00	4.07	4.05
Dormitory No. 4	4.16	4.21	4.15	4.19	3.93	4.13	4.24
Dormitory No. 5	3.87	4.03	4.00	3.94	3.89	3.94	3.98
Dormitory No. 7	3.67	3.86	3.43	3.57	3.86	3.68	4.05
Dormitory No. 8	3.58	3.61	3.63	3.74	3.67	3.64	4.11
Dormitory No. 10	4.11	4.06	4.14	4.13	3.94	4.07	3.98
Dormitory No. 11	3.98	4.03	3.98	4.05	3.67	3.94	3.96
Dormitory No. 13	4.00	3.97	4.03	4.11	3.83	3.99	3.92
Dormitory No. 14	4.24	4.21	4.29	4.22	3.69	4.13	4.12
Dormitory No. 15	4.10	4.12	4.05	4.05	3.97	4.06	4.00
Dormitory No. 16	3.75	3.87	3.85	3.88	3.52	3.77	3.83
All dormitories	3.99	4.05	4.00	4.02	3.84	4.00	4.02

ANNEX 1 INDICATORS OF DORMITORY EVALUATION

THE WORK OF DORMITORY DOORKEEPERS (AVERAGE OF ASSESSMENTS)

	Staff's manner of communication	Prompt problem-solving	Maintaining order in the dormitories	Average of assessments of 2025	Average of assessments of 2024
Dormitory No. 2	4.09	4.16	4.25	4.17	4.30
Dormitory No. 3	3.95	3.85	3.82	3.87	3.86
Dormitory No. 4	4.31	4.26	4.33	4.30	4.54
Dormitory No. 5	3.26	3.31	3.55	3.37	3.90
Dormitory No. 7	2.86	3.00	3.43	3.10	4.06
Dormitory No. 8	3.57	3.39	3.27	3.41	3.70
Dormitory No. 10	4.17	4.23	4.21	4.20	3.92
Dormitory No. 11	4.27	4.19	4.26	4.24	4.17
Dormitory No. 13	4.08	4.00	4.03	4.03	4.33
Dormitory No. 14	4.47	4.40	4.29	4.39	4.56
Dormitory No. 15	3.80	3.69	3.93	3.81	4.20
Dormitory No. 16	3.89	4.04	4.14	4.02	4.24
All dormitories	3.89	3.88	3.96	3.98	4.13

ANNEX 1 INDICATORS OF DORMITORY EVALUATION

THE WORK OF MAINTENANCE STAFF (AVERAGE OF ASSESSMENTS)

	Staff's manner of communication	Prompt problem-solving	Maintaining order in the dormitories	Average of assessments of 2025	Average of assessments of 2023
Dormitory No. 2	3.93	4.07	4.17	4.06	4.18
Dormitory No. 3	3.95	3.79	3.91	3.88	4.12
Dormitory No. 4	4.20	3.91	4.03	4.05	4.44
Dormitory No. 5	3.67	3.58	3.71	3.65	4.03
Dormitory No. 7	3.40	3.40	3.20	3.33	4.13
Dormitory No. 8	3.75	3.66	3.59	3.66	3.94
Dormitory No. 10	4.43	4.36	4.42	4.41	4.29
Dormitory No. 11	4.17	4.02	4.13	4.11	4.18
Dormitory No. 13	4.14	4.07	4.17	4.13	4.12
Dormitory No. 14	4.47	3.91	4.24	4.20	4.12
Dormitory No. 15	4.00	3.94	4.08	4.01	4.02
Dormitory No. 16	4.14	4.16	4.04	4.11	4.15
All dormitories	4.02	3.91	3.97	4.03	4.16

ANNEX 1 INDICATORS OF DORMITORY EVALUATION

THE WORK OF DORMITORY CLEANERS (AVERAGE OF ASSESSMENTS)

	Maintaining cleanliness in the dormitories	Staff's manner of communication	Average of assessments of 2025	Average of assessments of 2024
Dormitory No. 2	4.09	3.84	3.97	4.02
Dormitory No. 3	4.09	3.98	4.04	4.21
Dormitory No. 4	4.25	4.23	4.24	4.45
Dormitory No. 5	4.09	3.57	3.83	4.15
Dormitory No. 7	4.29	4.00	4.15	4.67
Dormitory No. 8	3.70	3.64	3.67	3.94
Dormitory No. 10	4.44	4.42	4.43	4.40
Dormitory No. 11	4.35	4.30	4.33	4.37
Dormitory No. 13	4.31	3.97	4.14	3.95
Dormitory No. 14	4.08	4.40	4.24	4.10
Dormitory No. 15	3.89	3.95	3.92	4.14
Dormitory No. 16	4.06	4.00	4.03	4.36
All dormitories	4.14	4.03	4.08	4.24

ANNEX 1 INDICATORS OF DORMITORY EVALUATION

THE WORK OF THE DORMITORY COMMITTEE (AVERAGE OF ASSESSMENTS)

	Dormitory Committee's 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 2025	Average of assessments of 2024
Dormitory No. 2	4.05	3.95	3.90	4.00	3.98	3.70
Dormitory No. 3	4.06	3.89	3.75	3.89	3.90	3.90
Dormitory No. 4	4.38	4.32	4.33	4.37	4.35	4.26
Dormitory No. 5	3.65	3.54	3.45	3.48	3.53	3.54
Dormitory No. 7	3.67	3.00	3.67	3.67	3.50	3.53
Dormitory No. 8	3.67	3.61	3.53	3.41	3.55	3.35
Dormitory No. 10	4.02	3.84	3.56	3.86	3.82	3.71
Dormitory No. 11	3.96	3.59	3.65	3.81	3.75	3.94
Dormitory No. 13	4.25	4.31	4.07	4.17	4.20	4.00
Dormitory No. 14	4.50	4.52	4.17	4.41	4.40	4.05
Dormitory No. 15	3.80	3.74	3.74	3.82	3.77	3.88
Dormitory No. 16	4.11	4.09	3.88	3.98	4.01	4.19
All dormitories	4.01	3.87	3.81	3.91	3.92	3.87

ANNEX 1 INDICATORS OF DORMITORY EVALUATION

THE RELATIONSHIP BETWEEN THE DORMITORY RESIDENTS (AVERAGE OF ASSESSMENTS)

	My roommate (s) and I get along well and do not disturb each other	My neighbours and I 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 2025	Average of assessments of 2024
Dormitory No. 2	4.35	3.81	4.28	3.53	4.27	3.93	2.81	3.85	3.82
Dormitory No. 3	4.25	3.85	4.26	3.28	4.21	4.22	2.31	3.77	3.79
Dormitory No. 4	4.29	4.19	4.21	4.01	4.41	3.77	3.76	4.09	4.27
Dormitory No. 5	3.80	3.71	3.68	3.19	3.75	3.39	2.52	3.43	3.56
Dormitory No. 7	3.86	4.00	3.86	3.71	4.00	4.14	2.57	3.73	3.99
Dormitory No. 8	4.54	3.84	4.35	2.94	4.14	3.76	2.30	3.70	3.78
Dormitory No. 10	3.95	4.16	3.93	3.77	4.36	3.85	3.79	3.97	3.98
Dormitory No. 11	4.20	4.00	4.10	3.46	4.31	4.03	3.38	3.93	4.11
Dormitory No. 13	3.94	3.97	3.94	3.66	4.32	3.63	2.95	3.77	3.97
Dormitory No. 14	4.33	4.18	4.12	3.50	4.41	4.53	3.11	4.03	4.03
Dormitory No. 15	4.20	4.11	4.15	3.73	4.44	4.15	2.70	3.92	3.75
Dormitory No. 16	4.13	4.15	4.21	3.73	4.39	3.52	3.26	3.91	4.02
All dormitories	4.15	4.00	4.09	3.54	4.25	3.91	2.96	3.86	3.92

ANNEX 2 STUDENTS PROPOSALS FOR IMPROVEMENT OF LIVING CONDITIONS IN DORMITORIES

Dormitory	Respondents proposals
2	<ol style="list-style-type: none"> 1. Update the inventory of sports and leisure facilities; 2. Provide cleaning supplies and equipment; 3. Renovate kitchens; 4. Improve the quality of the Internet; 5. Install CCTV cameras in common areas; 6. Improve water quality in the dormitory
3	<ol style="list-style-type: none"> 1. Improve the quality of wireless Internet; 2. Create a system to know if there are free washing machines or dryers; 3. Provide more washing machines and dryers; 4. Renovate the dormitory; 5. Educate residents about maintaining cleanliness in common areas; 6. Provide more and larger refrigerators in kitchens; 7. Separate sanitary areas for girls and boys; 8. Provide soap and toilet paper in shared sanitary areas; 9. Place trash bins for sorting; 10. Organise more events for the dormitory community; 11. Disconnect the fire alarm because it frequently goes off.
5	<ol style="list-style-type: none"> 1. Provide more washing machines and dryers; 2. Install CCTV cameras in common areas; 3. Install an electronic access to the dormitory system; 4. Renovate the dormitory; 5. Ensure effective pest control; 6. Replace furniture; 7. Ensure cleanliness in sanitary areas; 8. Introduce stricter procedures for maintaining cleanliness in common areas; 9. Renew household appliances in kitchens; 10. Improve the quality of the Internet; 11. Promptly eliminate malfunctions; 12. Ensure silence at night; 13. Arrange better lighting for staircases and outdoor areas; 14. Install more bicycle racks outdoors; 15. Arrange the parking lot and provide more parking spaces; 16. Replace the main entrance door; 17. Install an elevator in the dormitory; 18. Perform more frequent inspections of common areas on weekends.
7.	<ol style="list-style-type: none"> 1. Ensure proper heating of the premises; 2. Renovate common kitchens and leisure areas; 3. Ensure effective pest control; 4. Renovate sanitary facilities; 5. Install lockers in sanitary facilities; 6. Improve sidewalks from the dormitory to the University campus.
8	<ol style="list-style-type: none"> 1. Provide freestanding clothes dryers on floors 3 and 4; 2. Renovate showers; 3. Renovate leisure areas; 4. Provide more refrigerators in kitchens; 5. Install CCTV cameras in kitchens and laundry rooms; 6. Renovate kitchens; 7. Provide ovens and larger cabinets for storing things in all kitchens; 8. Install more shelves in the shower; 9. Improve the quality of the Internet; 10. Ensure effective pest control; 11. Replace room furniture; 12. Stricter inspection of cleanliness in rooms and common areas; 13. Install additional shelves in rooms; 14. Install an electronic access to the dormitory system; 15. Provide a refrigerator in each room.
10	<ol style="list-style-type: none"> 1. Ensure better cleaning of common areas; 2. Improve the quality of the Internet; 3. Ensure proper heating and ventilation of the premises;

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| | 4. Organise more events for the dormitory community;
5. Make access to the bicycle storage room from the outside;
6. Ensure room cleaning supervision;
7. Improve laundry services;
8. Provide more clothes dryers;
9. Improve sound insulation in the rooms;
10. Eliminate malfunctions promptly;
11. Replace electric stoves with gas stoves;
12. Install learning spaces;
13. Provide a wider range of household appliances in the kitchens;
14. Open a cafeteria in the dormitory;
15. Install sports spaces;
16. Simplify the guest reception procedure;
17. Provide more vacuum cleaners;
18. Provide more parking spaces. |
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CONCLUSIONS

1. The overall assessment of the services provided by the dormitories by the residents who participated in the survey (606 residents – 32.56% of the total resident population) is good - 3.90 points out of 5.
2. The respondents evaluated all service evaluation criteria well, except for living conditions - average. Residents gave the best evaluations to the work of dormitory cleaners and the 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 decreased insignificantly - by 0.09 points. Of all the evaluation criteria, the assessment of the accommodation service provision process improved.
4. The majority of provided comments and suggestions while assessing living conditions in the dormitories are about the repair of rooms and common premises, renovation of inventory, installation/renovation of recreational areas (sports, leisure and studying), and improvement of laundry services.
5. The net promoter score (NPS) is -15, therefore, in the future, more attention needs to be paid to the loyalty of dormitory residents.

IMPROVEMENTS

IMPROVEMENTS OF INFRASTRUCTURE AND PROCESSES FOR PROVIDING ACCOMMODATION SERVICES MADE IN 2024:

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 have been 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 renovated;
- Water drains have been 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 has been upgraded in dormitory No. 5;
- Indoor and outdoor video monitoring system has been upgraded in dormitory No. 4;
- Based on 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 has been 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 have been replaced in dormitories No. 2, 4, 15, 16.
- An electric stove has been replaced in dormitory No. 3;
- 2 gas stoves have been replaced in dormitory No. 5;
- 4 cooktops have been replaced in dormitory No. 4;
- A hood has been 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 the 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;
- Outdoor stairs and steps of dormitory No. 4 have been renovated.

3. Amendments to 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 2025:

1. Complete the installation of electronic access, video surveillance and fire protection systems in the dormitories of Studentų Str.;
2. Complete the overhaul of the 5th floor of dormitory No. 7;
3. Repair the bicycle storage rooms of dormitories No. 2, 3, 5, 8, and install a bicycle storage room in dormitory No. 16;
4. Replace worn-out, poorly functioning household appliances;
5. Replace part of the beds in dormitory No. 5;
6. Replace part of the chairs in the rooms;
7. Perform cosmetic repairs in part of the rooms that are not in use due to poor condition;
8. Install hoods in the kitchens of dormitory No. 3;
9. Install roller blinds in dormitory No. 3;
10. Renovate showers inventory (shower shelves, curtains, mirrors);
11. Continue to develop electronic services.

To ensure the quality of the provided services in the dormitories, we are conducting annual surveys. Thanks to all the residents of the dormitories who expressed their opinion in the survey.