

Evaluation of Accommodation Service Quality in KTU Dormitories

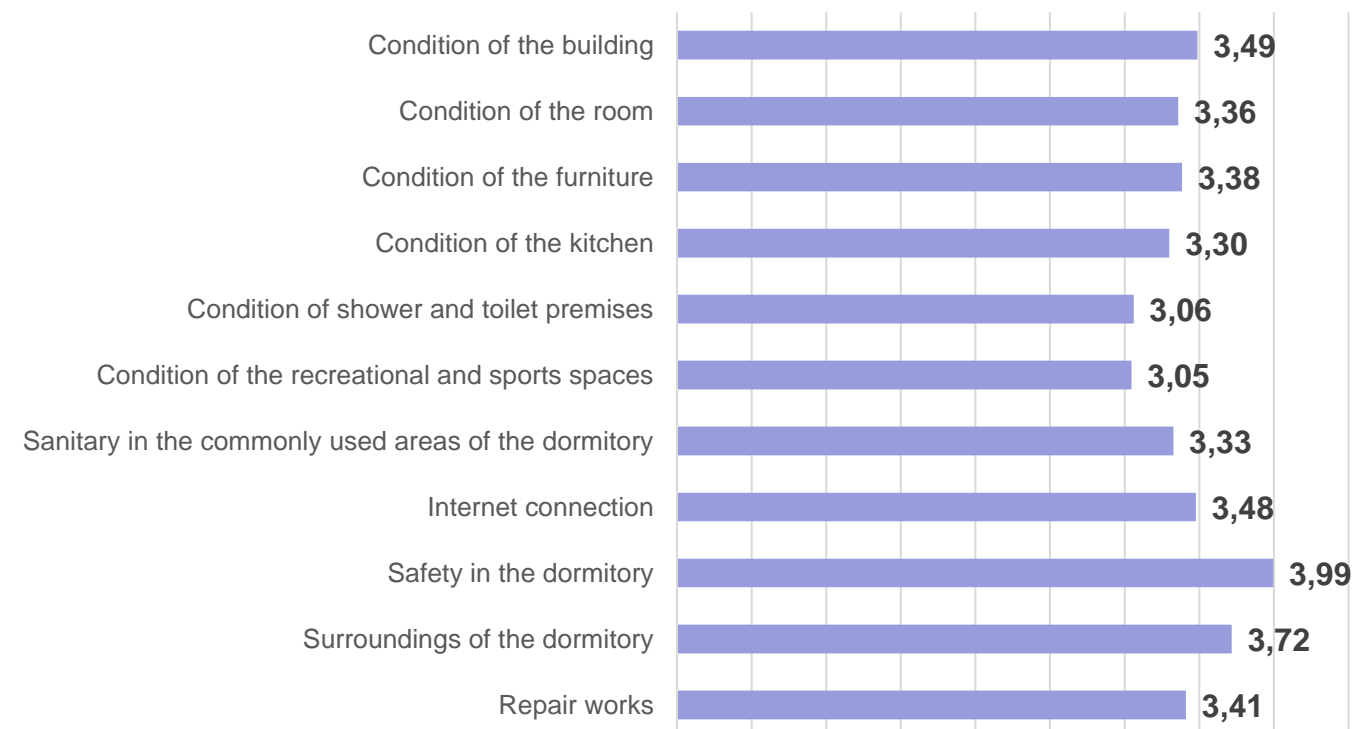


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What have we achieved after the 2024–2025 survey?

Results of the 2024–2025 survey

- 606 dormitory residents participated in the survey (32.6%).
- The average rating of living conditions is 3.41*, the average ratings of individual conditions are presented in the chart.



Key improvements implemented

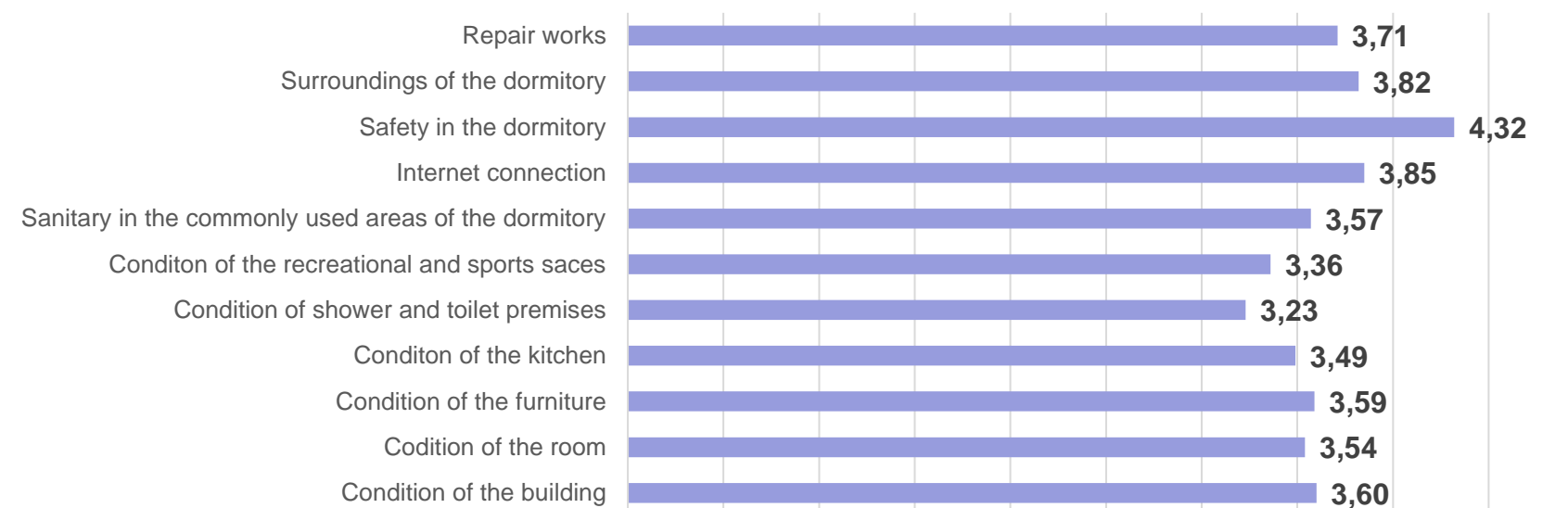
- Installed electronic access systems and video surveillance cameras (Dormitories No. 2, 3, 4).
- Completed major renovation (Dormitory No. 7, 5th floor) and cosmetic repairs in 37 rooms (Dormitories No. 5, 3, 13).
- Installed larger bicycle storage facilities (Dormitories No. 2, 3, 5, 8, 16). Replaced some beds and all chairs (Dormitories No. 4, 5).
- Renewed some of the washing and drying machines (as needed).
- Upgraded some of the kitchen equipment (as needed).
- Updated dormitory internal rules in coordination with KTU Students Association, taking into account residents' needs.

* Ratings are based on a Likert scale from 1 to 5 points.

2 Key Results of the 2025–2026 survey

Results of the 2024–2025 survey

- 532 dormitory residents participated in the survey (26.1%) ↓.
- The average rating of living conditions is 3.71* ↑, the average ratings of individual conditions are presented in the chart.



What do residents value the most?

- 1 Dormitory staff performance (4.15*) ↑.
- 2 Information provided about dormitory-related issues (4.06*) ↑.
- 3 Accommodation service process (4.01*) ↑.

DORMITORY INTERNAL RULES ARE CLEAR AND COMPREHENSIVE



FREE SERVICES PROVIDED IN THE DORMITORY ARE SUFFICIENT



* Ratings are based on a Likert scale from 1 to 5. ** I do not know / I am not familiar with the dormitory rules.

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2025-2026 survey insights and future plans

YOU SAY WE ARE DOING WELL IN

- Ensuring high-quality dormitory staff performance.
- Providing clear and comprehensive dormitory rules.
- Ensuring safety in dormitories.
- Providing clear and detailed information about dormitory life.
- Ensuring a clear and convenient payment system for dormitory accommodation.

YOU SAY WE NEED TO IMPROVE IN

- Physical condition of dormitories.
- Self-service laundry services.
- Residents' responsibility for maintaining cleanliness in common areas.

THE RESULTS INSPIRE US TO TAKE ACTION

- Improve the condition of residential and common areas.
- Continue expanding electronic access and video surveillance systems.
- Improve the cleanliness inspection system.
- Collaborate with the Dormitory Affairs Committee to improve self-service laundry services.

Planning of these activities is based on the expressed residents' needs and survey data. We encourage residents to actively participate in future surveys.