

# **Report on Results of Assessment of the Satisfaction with the Services Provided by the Halls of Residence in 2021**

## **I. Basic information**

The assessment was performed from 11 November to 25 November 2021 through a questionnaire in MS Forms which was available in two language versions (Czech and English). The language versions differed slightly in that the English version included some extra questions targeting international students.

The questionnaire was distributed through the ISKAM Halls of Residence information system to those who were staying in the Halls of Residence in the academic years 2020/2021 and 2021/2022. A total of 1,236 respondents were contacted. In terms of assessment, no distinction was made between the responses of those who were accommodated in the last academic year only and those accommodated in the current one. Due to the ongoing refurbishment of the Halls of Residence, it is not possible to determine exactly what condition of the Halls of Residence was rated by the respondents.

A total of 415 questionnaires were returned by respondents, representing 34% of the total number of students contacted. Of the questionnaires sent, 374 were in the Czech version and 41 in the English version. A total of 42 respondents (37 in the Czech version, 5 in the English version) answered that they had not stayed in the Halls of Residence during the period under evaluation (from September 2020 to the present), so they were asked no further questions. Thus, 337 respondents answered further questions in Czech and 36 in English, totally 373.

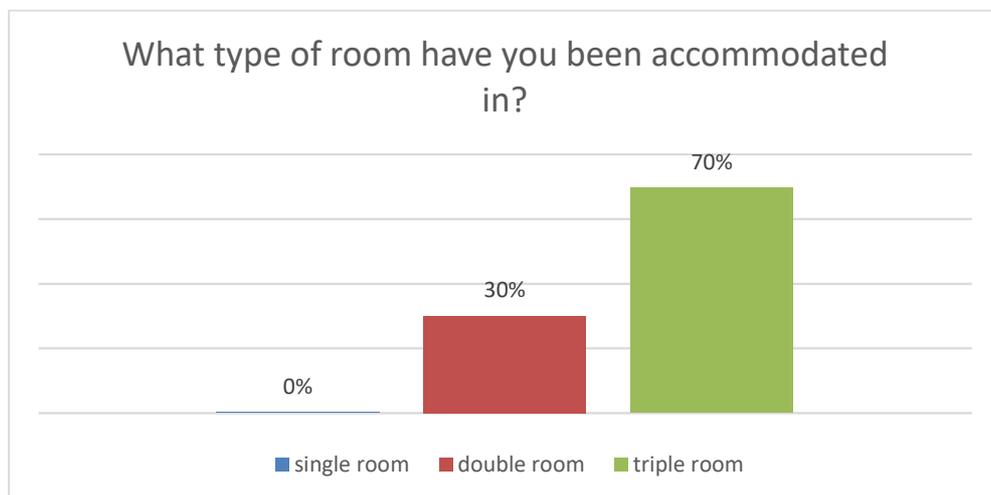
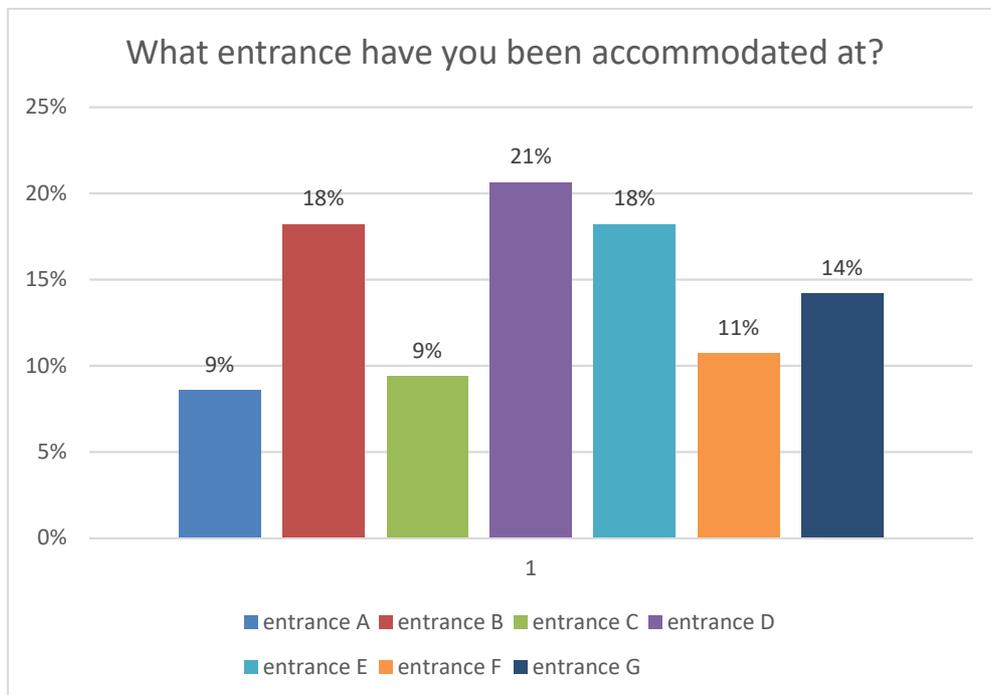
## **II. Results of the assessment**

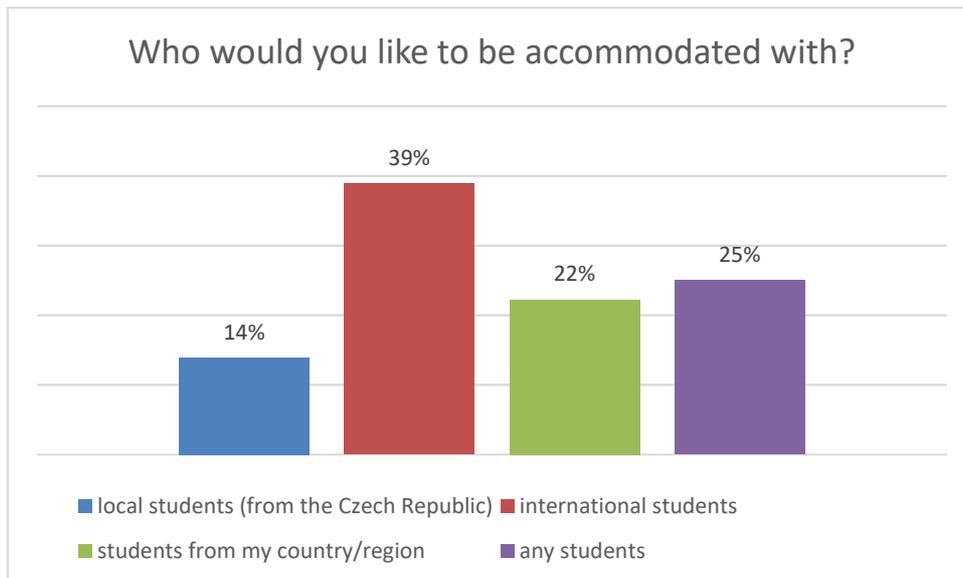
### **A) Introduction**

The initial part of the questionnaire focused on the entrance and type of room the student lives in. The most respondents mentioned entrance D (77), followed by entrance B and entrance E (both the same 68); entrance G was mentioned by 53 respondents, followed by entrance F (40 respondents), entrance C (35 respondents) and the least entrance A (32 respondents).

The most frequently mentioned room type was triple (260 times), followed by double (112 times), and single was mentioned once. This corresponds with the fact that two-thirds of the apartments in each block have three-bed rooms and one-third have two-bed rooms. Single rooms allocated for student accommodation are four in total in the Halls of Residence.

Respondents who filled in the questionnaire in English were also asked which students they would like to stay with. Fourteen of them answered that they would like to stay with foreign students, 9 with any students, 8 with students from my country/region, and 5 mentioned local students (from the Czech Republic).



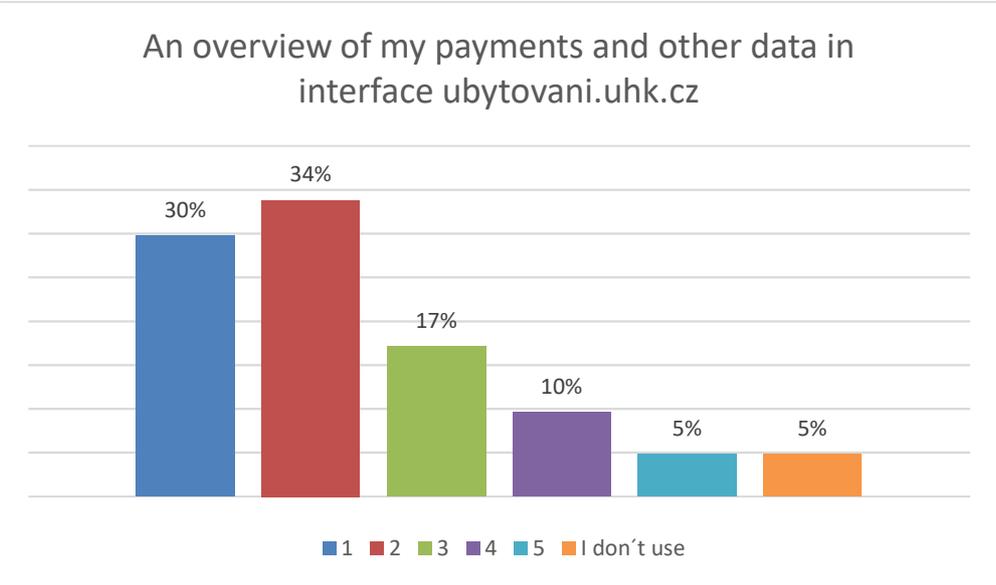
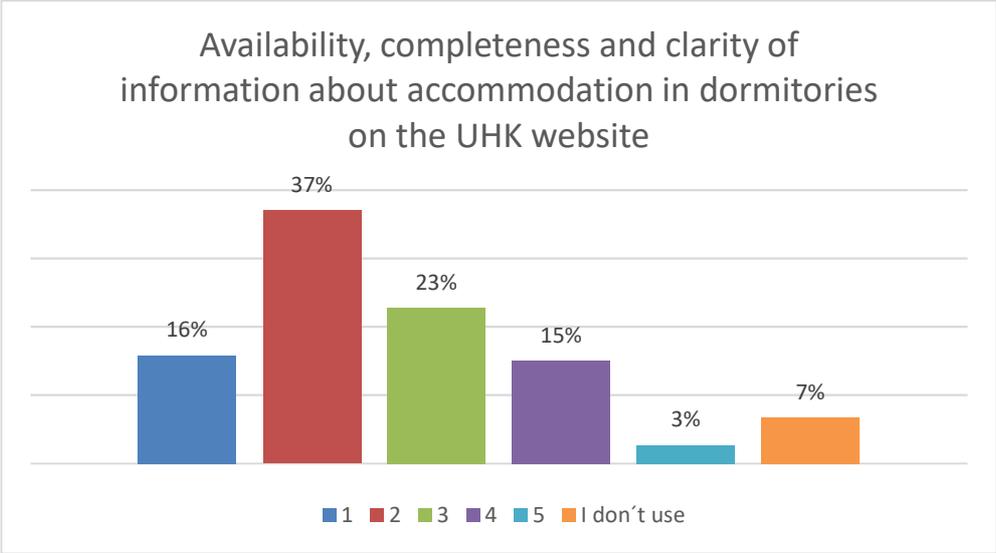


## B) Satisfaction with the information on the website and web interface

In the second part of the questionnaire, the respondents indicated their level of satisfaction with the information on the website and in the web interface using a rating scale of 1 to 5, with 1 being the highest level of satisfaction and 5 being the lowest.

The availability, completeness and clarity of information about accommodation at the Halls of Residence on the UHK website was rated at an average of 2.48, while the overview of payments and other data in the interface [ubytovani.uhk.cz](http://ubytovani.uhk.cz) had a better average rating of 2.22.

In the open-ended responses, the respondents provided more information about the website and the relevant interface. There were opinions expressing both satisfaction and dissatisfaction. Critical comments on the lack of clarity of the website were more frequent. Several respondents also stated that there were not enough photographs on the website to give an overview of the current state of the accommodation.

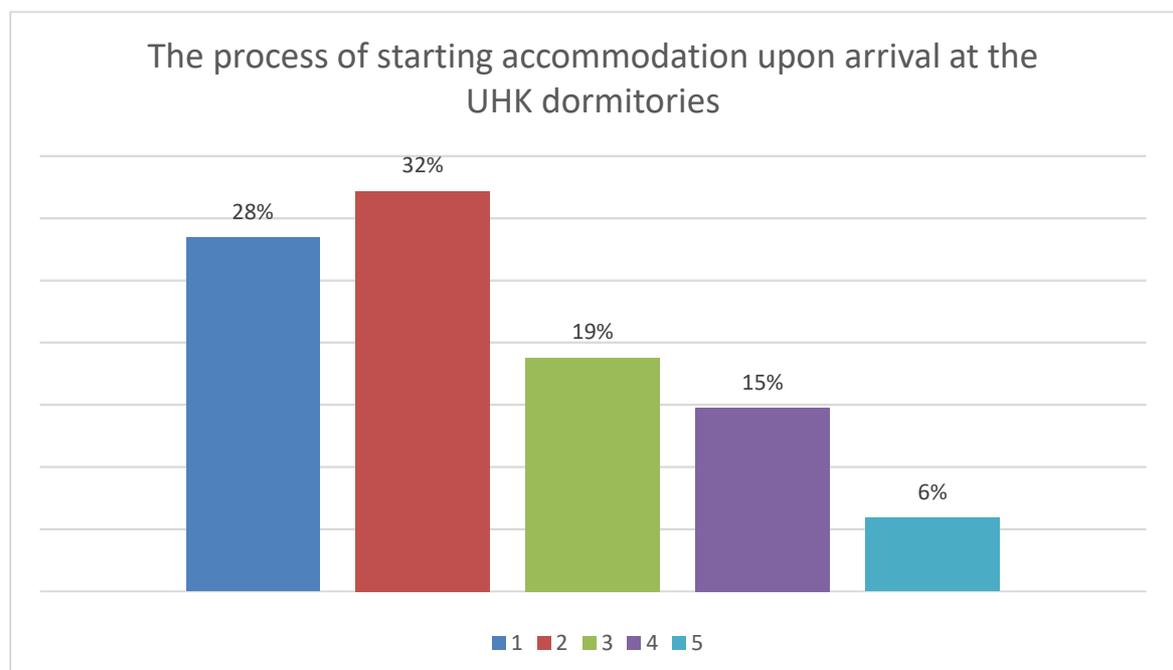
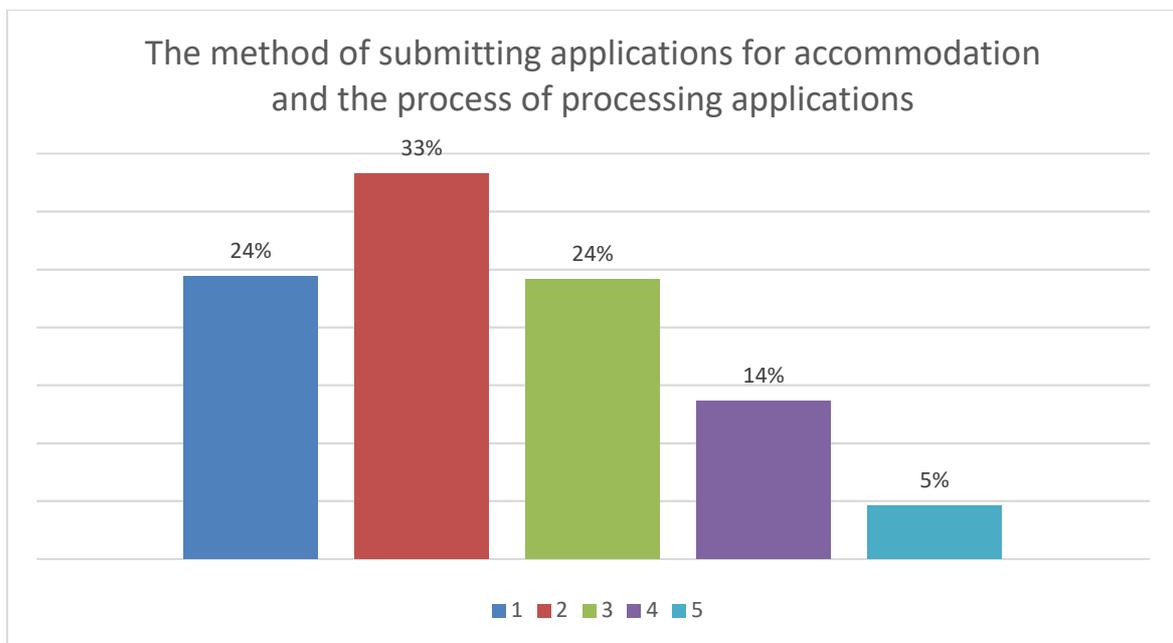


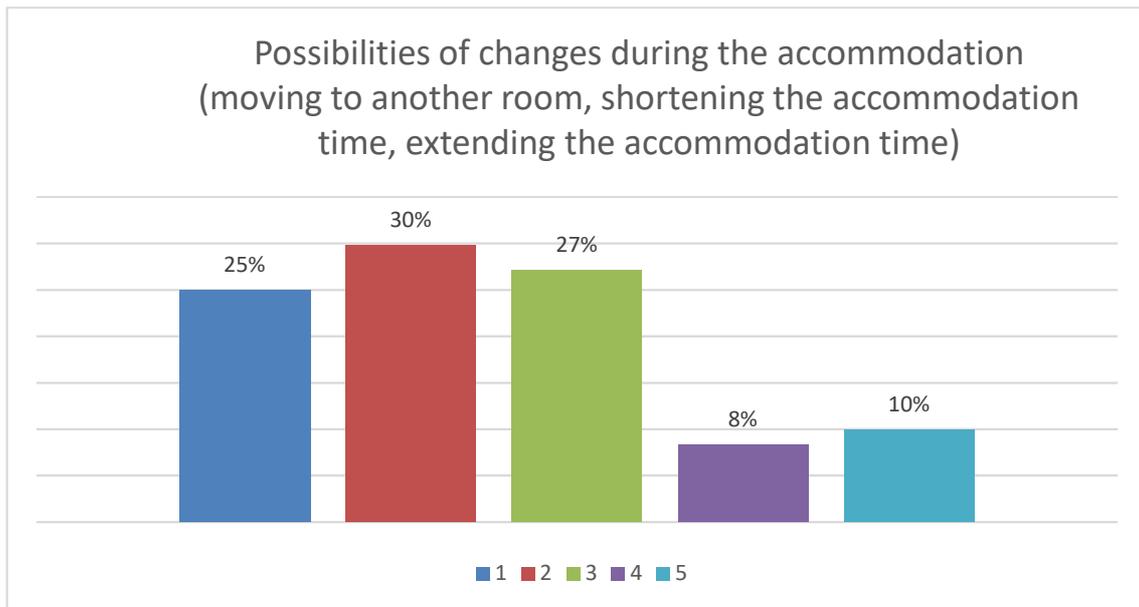
**C) Satisfaction with processes, rules and prices of accommodation**

The next part of the questionnaire concerned satisfaction with processes, rules and prices of accommodation; the respondents again indicated their level of satisfaction using a rating scale of 1 to 5, with 1 being the highest level of satisfaction and 5 the lowest.

Satisfaction with the method of applying for accommodation and the process of processing applications was on average 2.41; satisfaction with the process of starting accommodation after arrival at the UHK dormitories was 2.38; satisfaction with the possibilities of changes during accommodation (moving to another room, shortening the accommodation period, extending the accommodation period) was 2.49; and satisfaction with accommodation prices 2.66.

In additional verbal comments, the respondents provided details of their evaluation, their positive and negative experience or suggestions for improving certain processes. Mentioned were, for example, the notice period, the problem of communication with the reception staff for non-Czech speaking students, the impossibility to choose a group of roommates, the computerization of contracts, the time of booking rooms, the price due to the obligation to provide cleaning and cleaning products by the residents themselves.





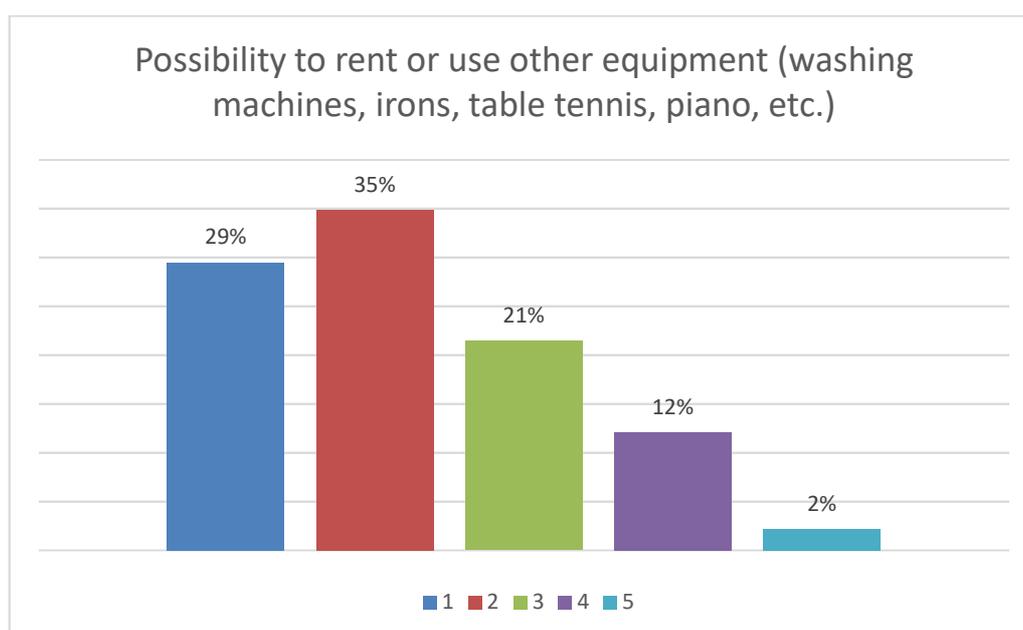
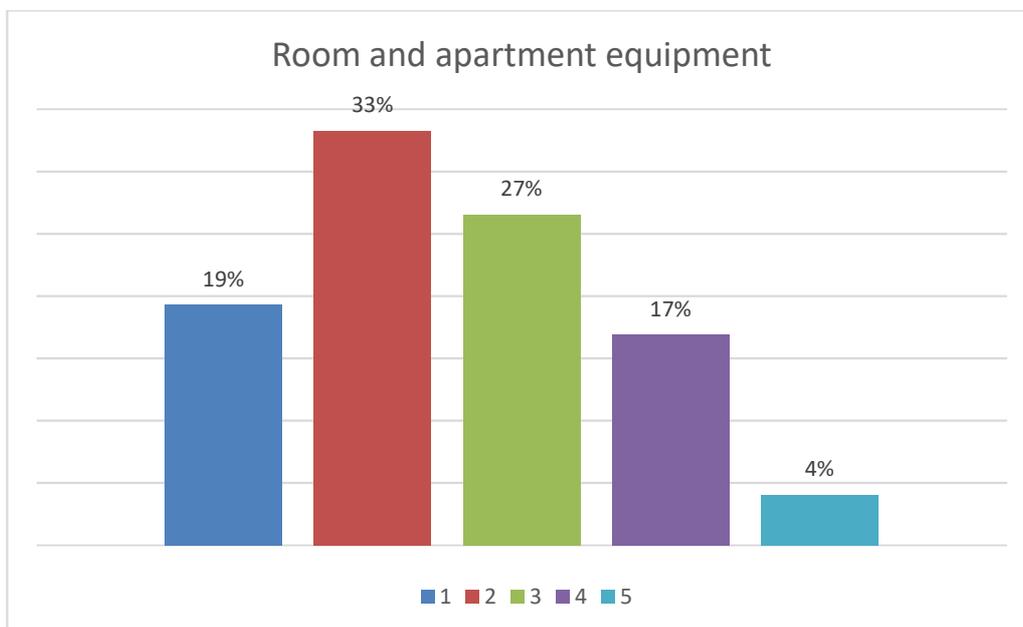
#### **D) Satisfaction with the facilities and equipment in the Halls of Residence**

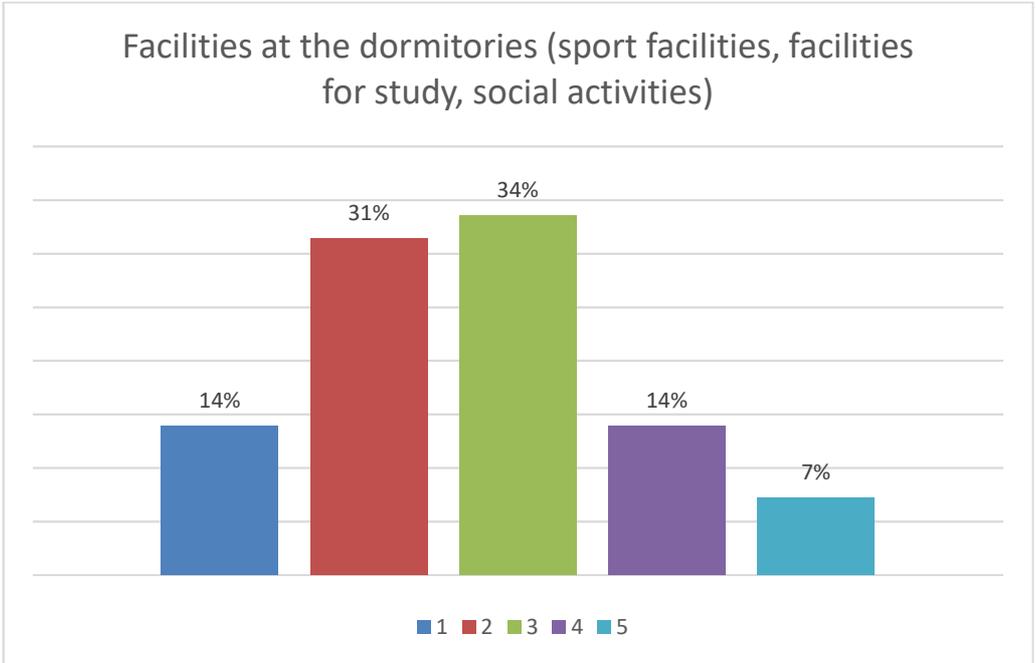
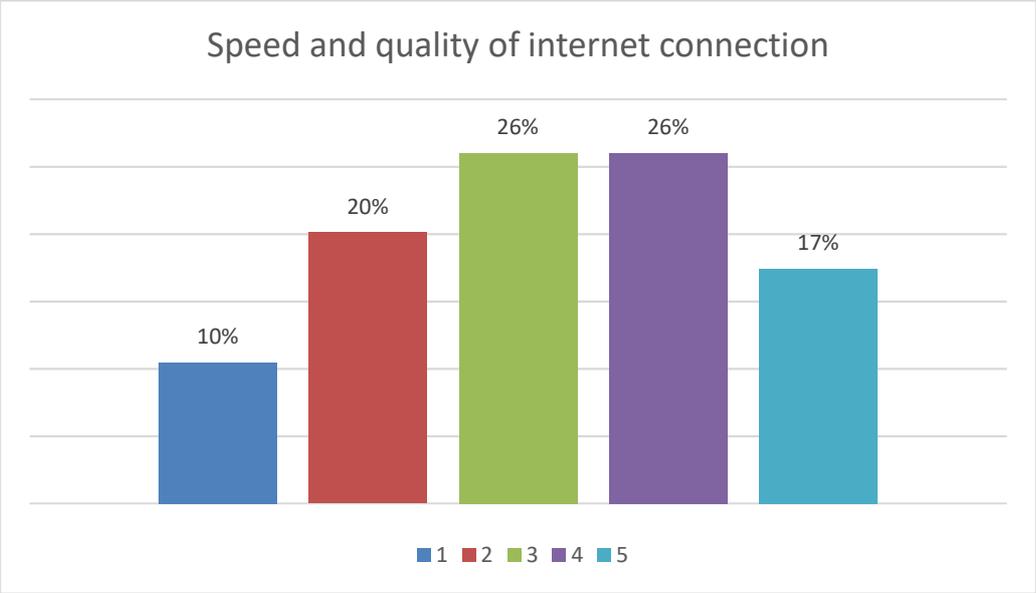
In the next section of the questionnaire, respondents expressed their satisfaction with the facilities and equipment in the dormitories, again using a rating scale of 1 to 5, with 1 being the highest level of satisfaction and 5 being the lowest.

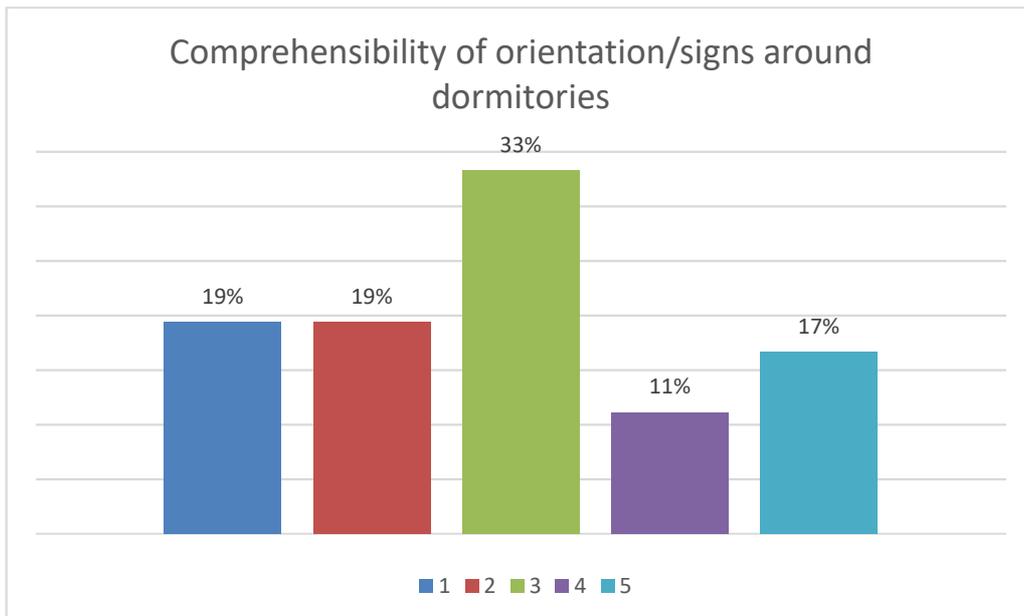
The most favourable rating related to the possibility of renting or using other equipment (washing machine, iron, table tennis, piano, etc.), which was on average 2.23. This was followed by the rating of the room and apartment equipment (2.53) and the Halls of Residence facilities (sports facilities, study facilities, social activities) (2.69). On the

other hand, the lowest level of satisfaction in this section is related to the speed and quality of the internet connection (3.20). In addition, in the English version, the respondents commented on the clarity of the orientation system around the dormitories, with an average satisfaction of 2.86.

Even in the additional verbal comments in this section, the topic of internet connection was frequently mentioned – problems with WI-FI in particular (outages, slowness, connection problems) or short cables for fixed connections were mentioned. In terms of equipment, the lack of an oven, kettle, or microwave was more frequently mentioned. Some respondents would have liked more storage space in the rooms or a bigger fridge.





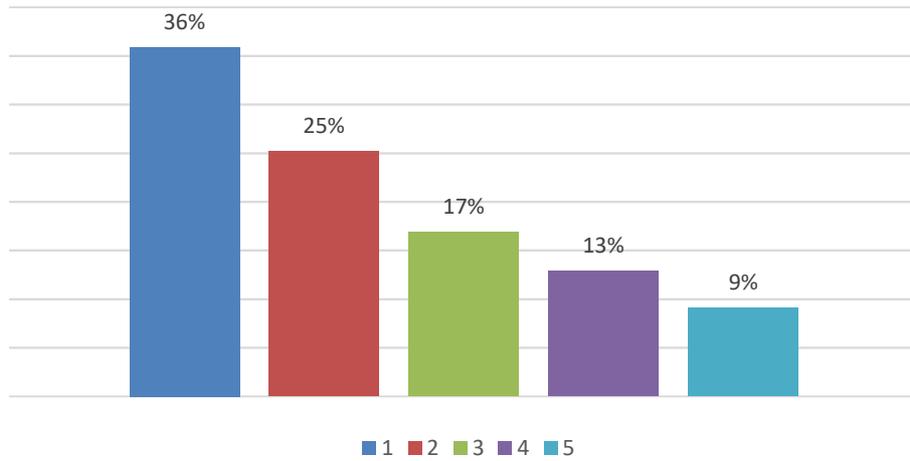


### E) Satisfaction with the quality of accommodation

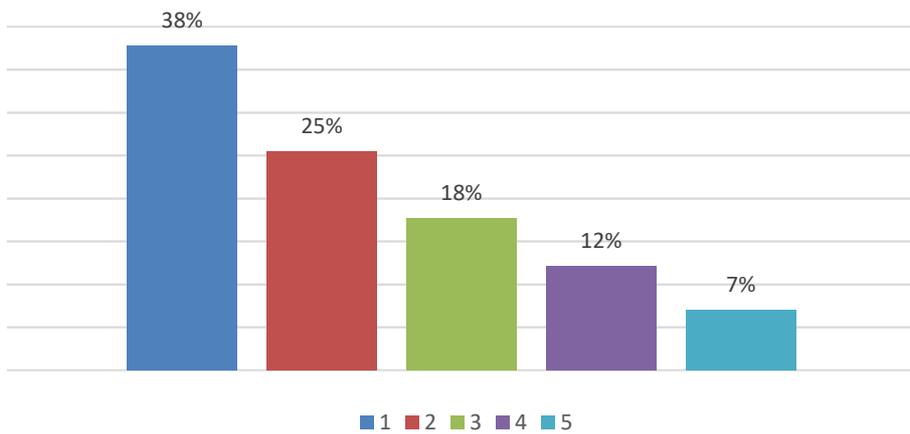
In the next section of the questionnaire, the respondents commented on their satisfaction with the quality of the accommodation in terms of the number of roommates, cohabitation with them and night-time quiet. The same rating scale of 1 to 5 applied, with 1 being the highest level of satisfaction and 5 the lowest.

Satisfaction with roommates in the room and apartment had the highest mean satisfaction rating (2.25), followed by satisfaction with the number of roommates in the room (2.34). The lowest level of satisfaction in this section regarded the observance of night-time quiet in the dormitories (2.83), which was also evident from the additional verbal comments where dissatisfaction with the non-observance of night-time quiet was mentioned many times (noise from outside, from neighbouring apartments, from roommates). In some cases, international students in particular were mentioned in the context of night-time violations. On the contrary, some respondents would prefer to abolish the night-time quiet or mentioned that they did not mind its violation. There was also a suggestion to allocate some space (clubrooms) for parties. Some respondents rated the apartments as too small for so many residents. The presence of ants and mould was also mentioned.

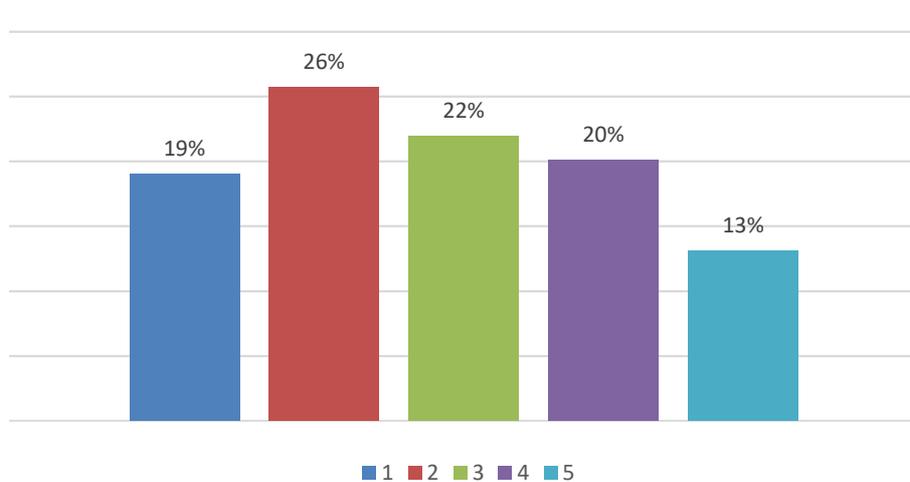
Number of roommates in the room



Living with roommates in the room and in the apartment



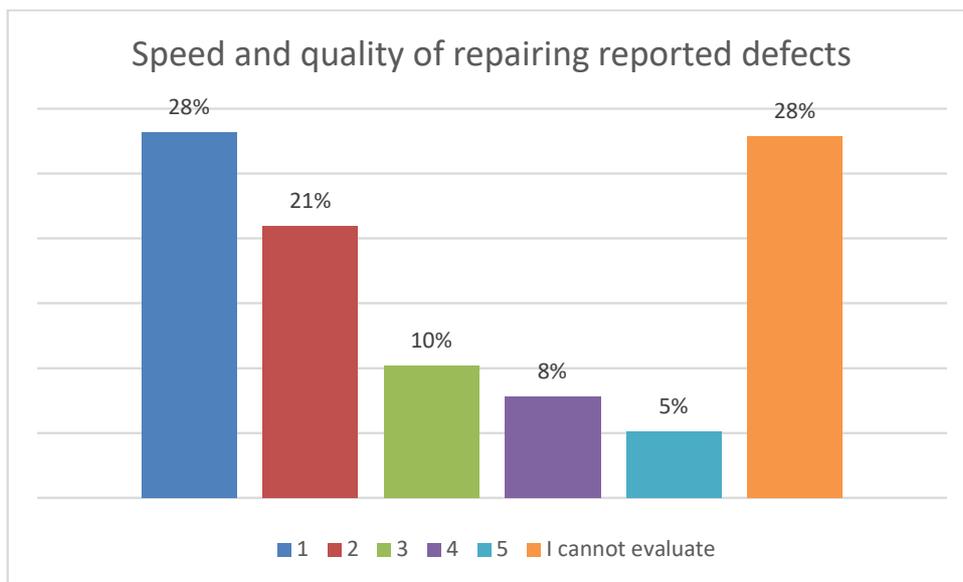
Keeping the night quiet at the dormitories



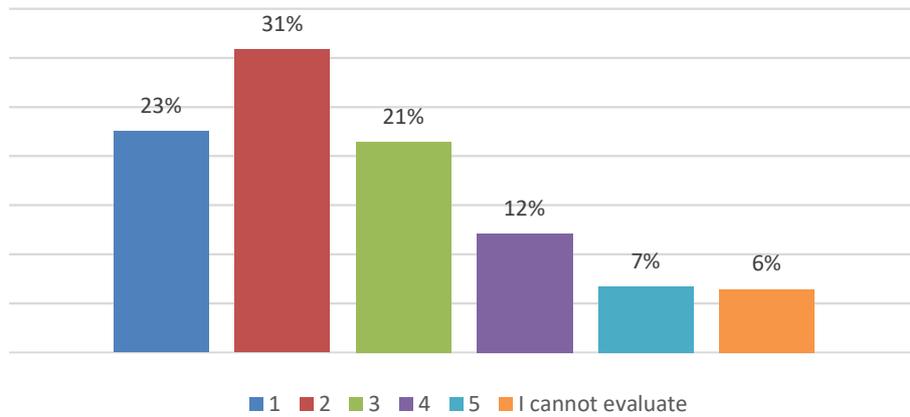
## F) Satisfaction with services provided by employees

In the next section of the questionnaire, the respondents expressed their satisfaction with the services provided by the employees, and the same rating scale of 1 to 5 applied here, with 1 being the highest level of satisfaction and 5 the lowest. The highest level of satisfaction in this section was related to the speed and quality of rectification of reported defects (2.18), followed by satisfaction with the cleanliness of the common areas of the dormitories (2.21). The way the dormitory staff behaved (demeanour, helpfulness, friendliness, etc.) was rated on average 2.46. In addition, the English version included satisfaction with the English language skills of the dormitory staff, which was rated on average at 3.13.

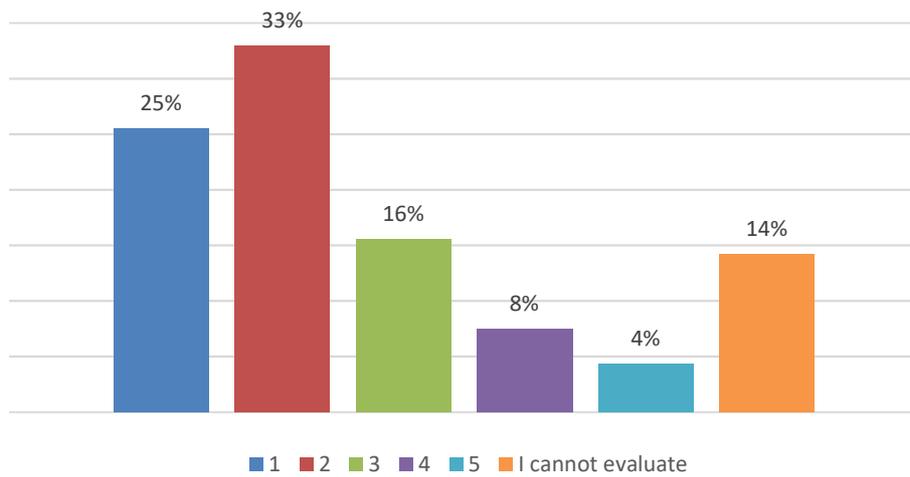
The free comments included, for example, additional evaluations of different groups of staff in the Halls of Residence, praise and thanks to some staff, the problem of not knowing English for international students mentioned, the lack of cleaning of the bathroom and toilet in the apartment, reservations about some staff entering the apartment to check the cleaning without knocking or ringing, etc.

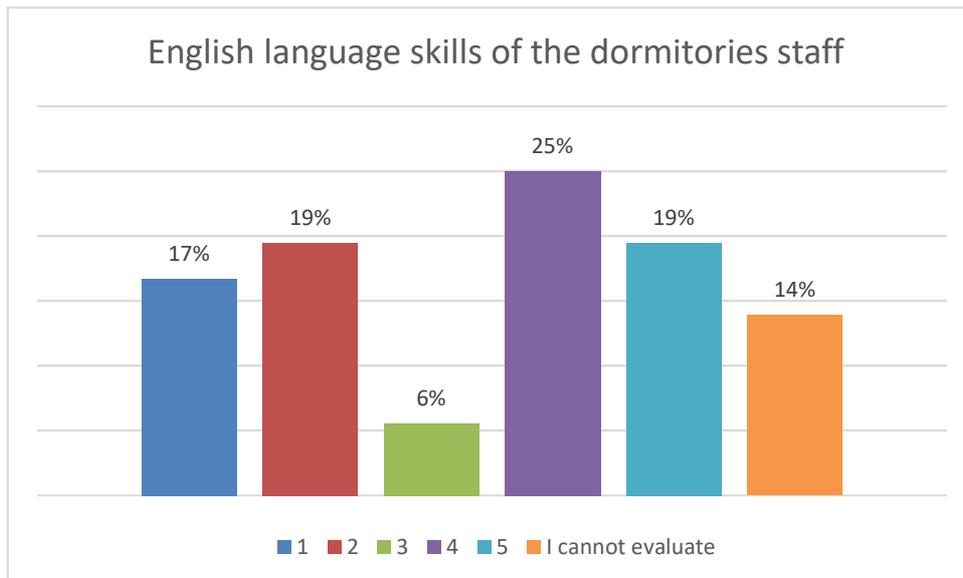


### The way how the dormitories staff acts (reactions, willingness, helpfulness, etc.)



### Cleanliness in common areas of the dormitories

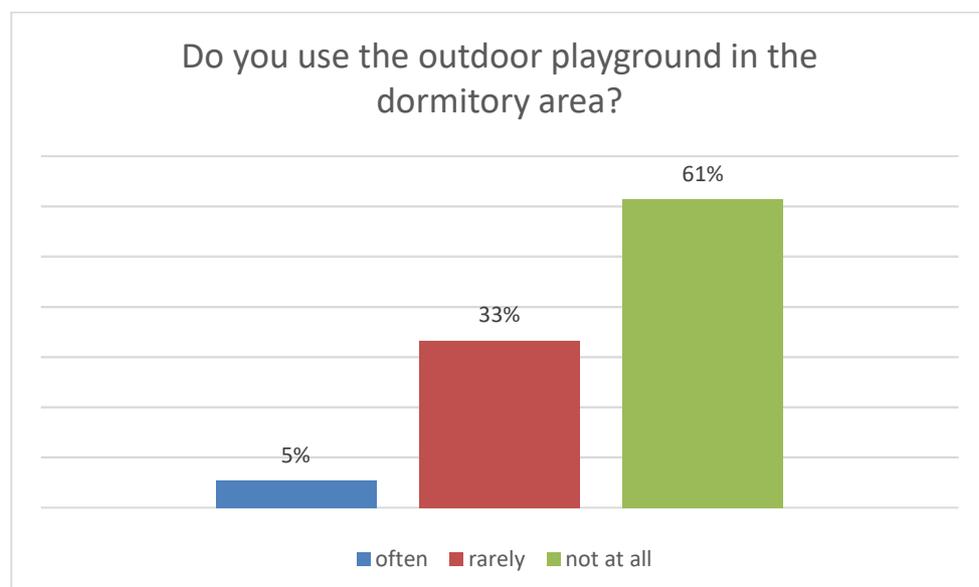
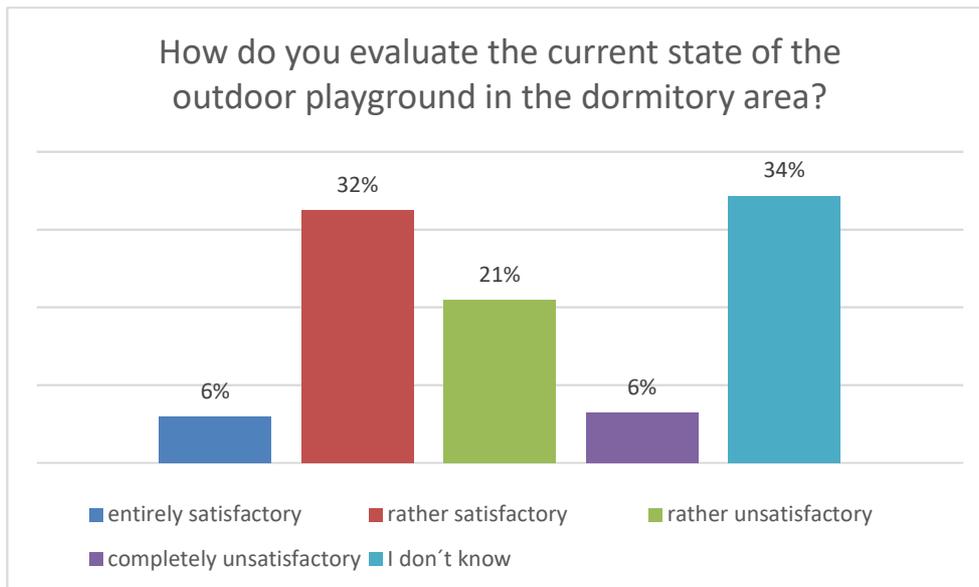




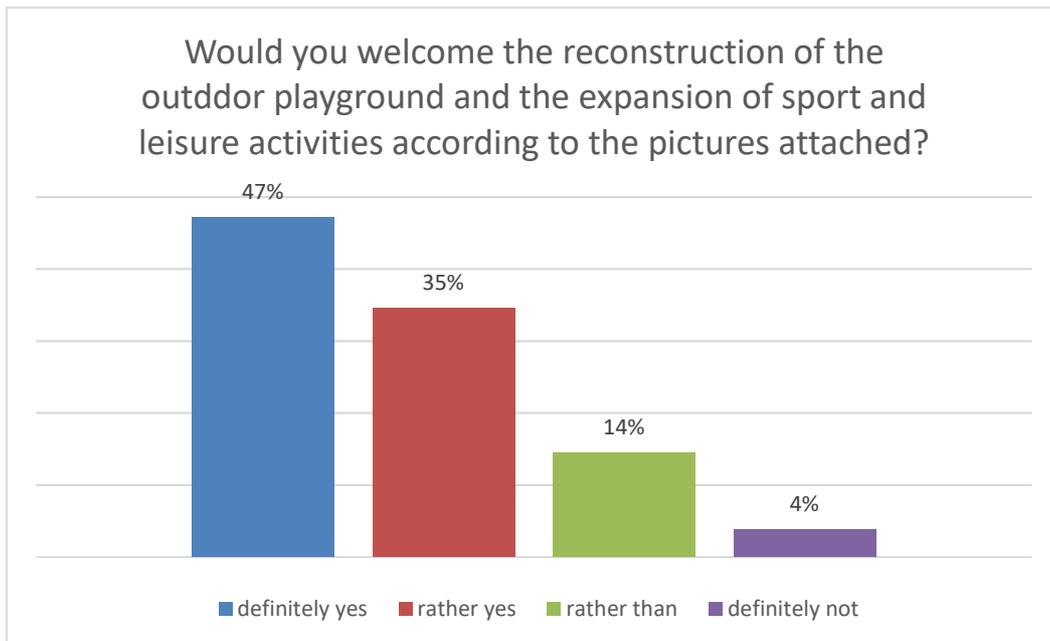
### G) Satisfaction with the outdoor playground

The next part of the questionnaire concerned the evaluation of satisfaction with the outdoor playground which the University is seeking to renovate. 38% of respondents considered the current state of the outdoor playground in the dormitory area to be satisfactory (22 answered that it was quite satisfactory, 121 rather satisfactory). A large group of respondents do not know how to rate the current condition of the playground (128, i.e. 34%). 27% consider the current condition of the playground to be unsatisfactory (78 rather unsatisfactory, 24 completely unsatisfactory).

The vast majority of respondents (229, 61%) do not use the playground at all; about a third of respondents (124, 33%) use it rarely, and 20 respondents (5%) use it often. In their verbal comments, respondents mainly mentioned lack of interest, lack of time, other leisure activities, other sports, weather, lack of equipment or shame as reasons for not using the playground.



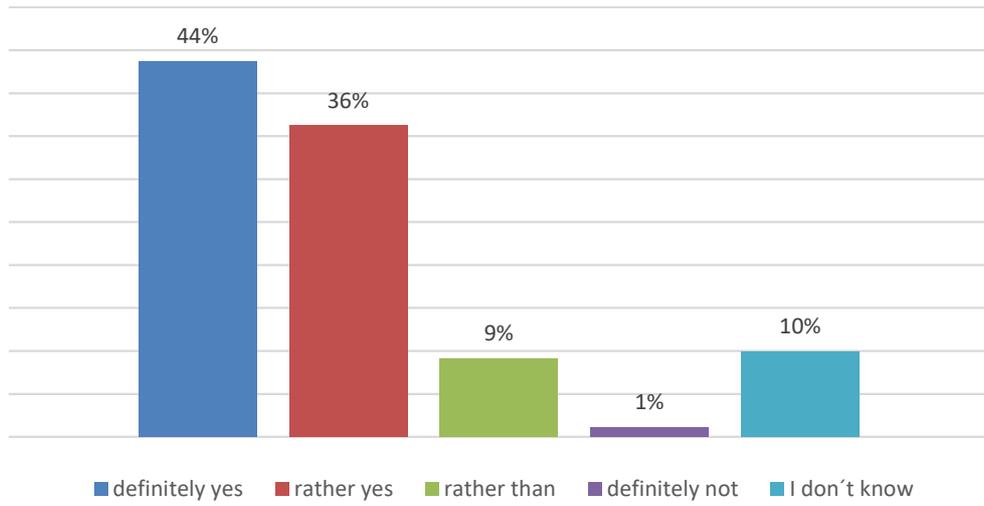
The respondents were given the opportunity to comment on whether they would welcome the reconstruction of the outdoor playground and the expansion of the possibilities for sports and relaxation activities according to the pictures that were inserted into the questionnaire. The vast majority of respondents would welcome such a reconstruction (176, i.e. 47% answered definitely yes, 129, i.e. 35% chose the option rather yes). Fifty-four respondents (14%) said rather no and 14 respondents (4%) said definitely no.



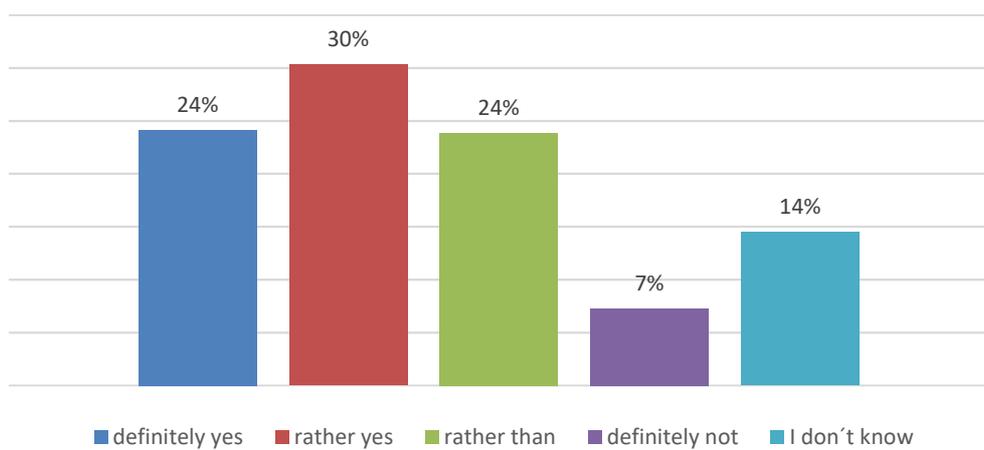
The Respondents then were given the opportunity to comment on what specific facilities they would like to see on the reconstructed playground using a rating scale of definitely yes, rather yes, rather no, definitely no, don't know. Leisure activities of a cultural and social nature received the most positive responses (80% in total) (definitely yes 163, i.e. 44%; rather yes 135, i.e. 36%). Ball sports (70%, of which 141 definitely yes, i.e. 38%; rather yes 118, i.e. 32%) and power sports – body forming (66%, of which 139 definitely yes, i.e. 37%; rather yes 109, i.e. 29%) followed. Outdoor table sports would be welcomed by 63% (of which 104, i.e. 28% definitely yes, 130, i.e. 35% rather yes) and individual sports (gymnastics, athletics) would be welcomed by 54% of respondents (of which 90, i.e. 24% definitely yes, 113, i.e. 30% rather yes).

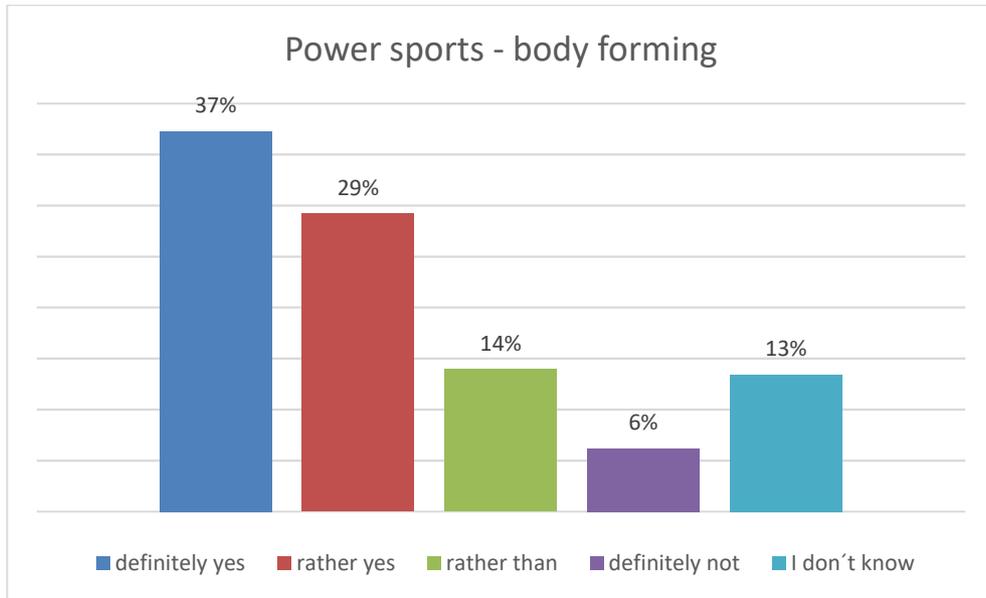
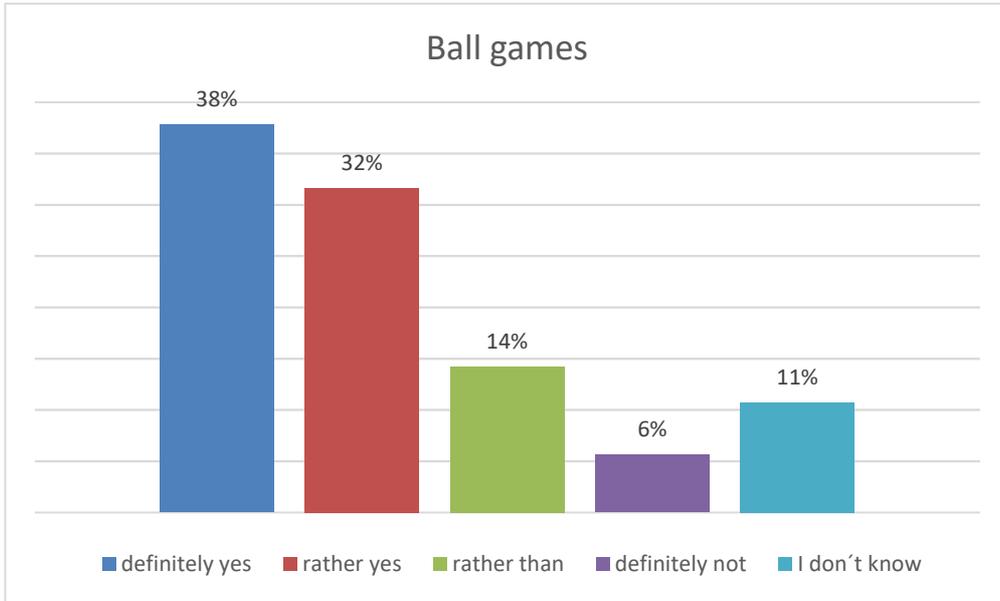
Other suggestions that appeared in the verbal comments included: a pub or bar, swimming pool, beerpong, pool table, concert space, swing, barbecue, etc.

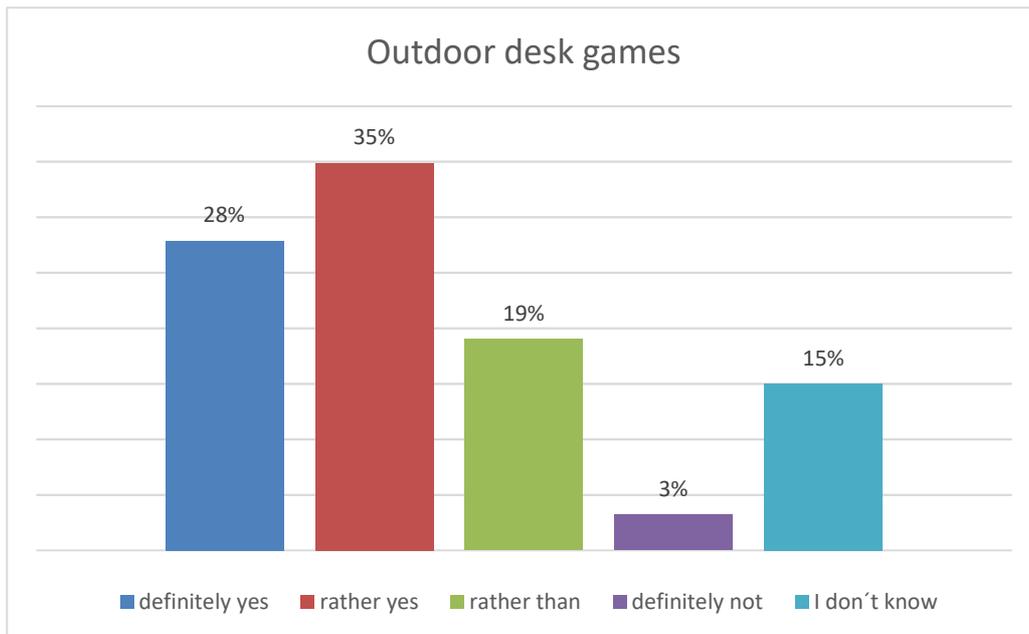
### Leisure time activities - cultural, social



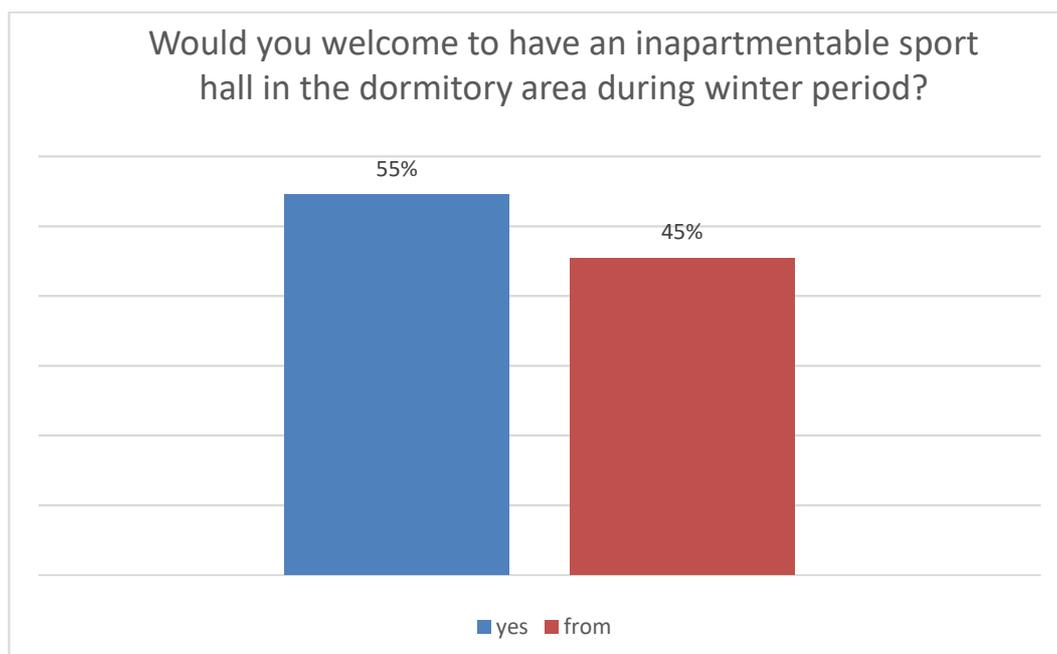
### Individual sports - gymnastics, track and field athletics

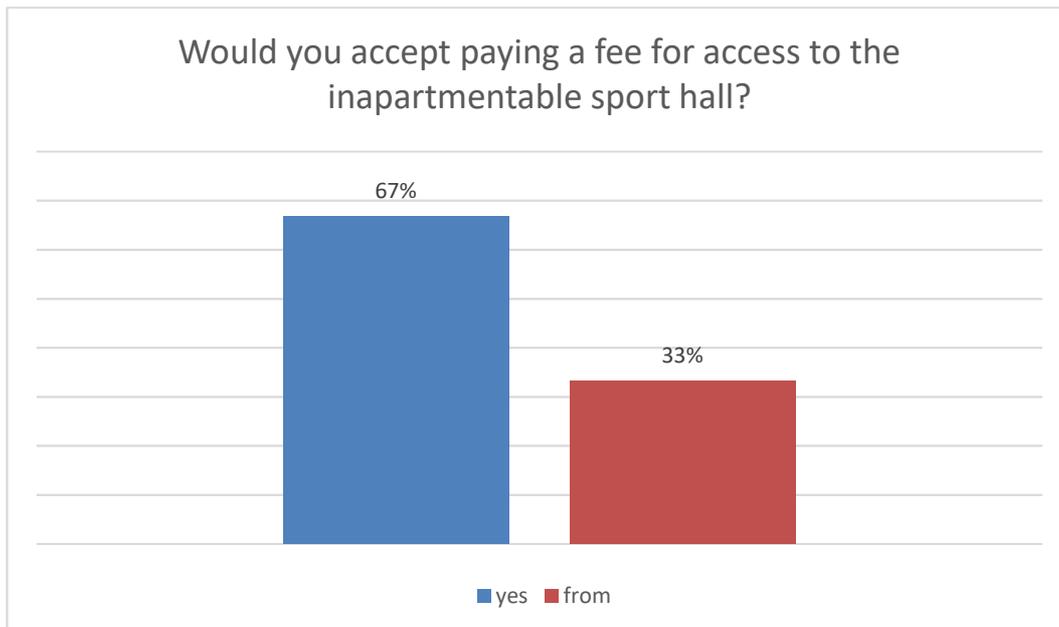






Placing a sports dome on a new sports ground during the winter months would be considered beneficial by 203 respondents (55%), while 169 respondents (45%) said no. Of these, two thirds (135 respondents) would be willing to pay a fee for access to the sports dome hall. In addition, the respondents were given the opportunity to indicate, in the form of free answers, the maximum amount they would be willing to pay per hour of use of the hall. The amounts ranged from CZK 10 to CZK 400.





## H) Conclusion

At the end of the questionnaire, the respondents were given the opportunity to indicate in the form of free answers what changes they would like to see in the Halls of Residence and what they would suggest to improve their stay in the Halls of Residence. Among the responses, the following themes emerged in particular:

- **Cleaning:**
  - Change of the cleaning requirements for the common areas of the apartments.
  - Cancellation or changes to cleaning controls.
  - Provision of cleaning products or reduced accommodation prices.
  - Better mops for cleaning.
  - Waste sorting bins, more bins for sorted waste.
  - Removal of ants.
- **Facilities:**
  - More storage space.
  - ISIC recharging machine or ISIC recharging at reception.
  - Better internet connection.
  - Better equipment – e.g., bigger fridges, ovens, microwaves, kettles, more washing machines, lamps, vacuum cleaner.
  - Extra piano.
- **Coexistence in the dorms, observance of the night-time peace:**
  - Better soundproofing of the premises.
  - Better facilities for common activities – common room (for playing games, organizing parties), meeting place for residents (pub).
  - Ensurance of compliance with the night-time peace.
  - Dedicating a "quiet" entrance for those who want to learn mostly.
  - More respect for privacy.

- Other:
  - Finish the refurbishment.
  - Reduce the number of occupants per room.
  - Improve the ability of staff to communicate in English.
  - Modify some accommodation processes.

### **III. Summary of measures**

- Until applications for accommodation are submitted, the information regarding the University Halls of Residence published on the UHK website will be updated, and new information regarding the opening of the new sports facilities will be added. Information will also be added about the renovated new common room and study room that were put into operation after the completion of Phases I and II of the Halls of Residence refurbishment.
- The management of the Halls of Residence suggests placing a link with information about the Halls of Residence on the homepage of the UHK website for quick orientation and obtaining the necessary information for those interested in accommodation or for already accommodated students.
- The Halls of Residence management will consider reusing the reservation system at check-in.
- The computerization of accommodation contracts will be addressed comprehensively as part of the digitisation of processes at the UHK. The ISKAM system of the Halls of Residence and the Athena filing service need to be connected.
- The Halls of Residence staff are willing to advise students on the appropriate cleaning products to use. The Halls of Residence staff handles the cleaning of common areas.
- In the future, the Halls of Residence will consider purchasing some other small appliances. Equipment such as fridge, washing machine etc. are renewed regularly according to the needs of the Halls of Residence. So far, the funds have been mainly concentrated on the refurbishment of the Halls of Residence (including new kitchen units with glass ceramic hotplate) and on the construction of new facilities – common room, study room, sports facilities, improvement of internet connection, etc.).
- The residents will be informed of the need for preventive measures against mould (regular ventilation, leaving shower cubicles open after showering) and the need to report mould immediately via the online fault system.
- Support resources for staff who do not communicate in English will continue to be developed (translator, prepared cards with basic communication).
- Students are repeatedly asked to observe night-time quiet.
- The Halls of Residence staff have been trained and made aware of the rules when entering the apartment.

Annex: Comparison of satisfaction rates - average ratings for each statement

## Annex

### Comparison of satisfaction rates – average ratings for each statement

