



# Report on Results of Assessment of the Satisfaction with the Services Provided by the Halls of Residence in 2024

## I. Basic information

In 2024, a questionnaire survey was carried out to assess the satisfaction of residents with the services provided by University Halls of Residence. Data collection took place from 16 February to 10 March 2024 using 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 additional questions aimed at foreign students. This was the second evaluation, the previous one took place in autumn 2021. Compared to 2021, one part of the questionnaire was omitted, which was related to the preparations for the reconstruction of the playground, otherwise the same questionnaire was used so that the results can be compared.

The questionnaire was distributed via the ISKAM information system to those who were accommodated in the halls of residence in the 2023/2024 academic year. A total of 956 residents were contacted.

A total of 316 questionnaires were returned by respondents, representing 33% of the total number of students contacted. Of the returned questionnaires, 279 were in the Czech version and 37 in the English version. The response rate is comparable to the previous survey conducted in 2021, when it was 34%.

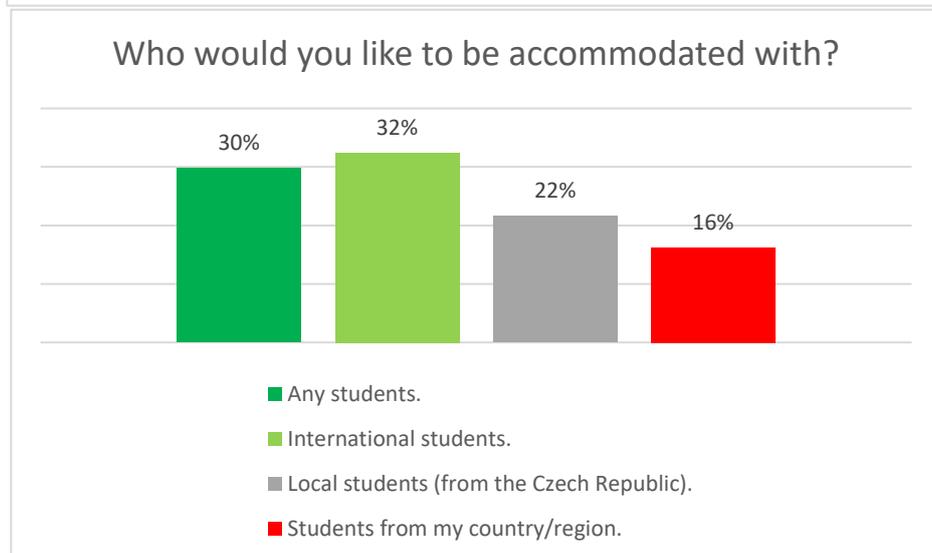
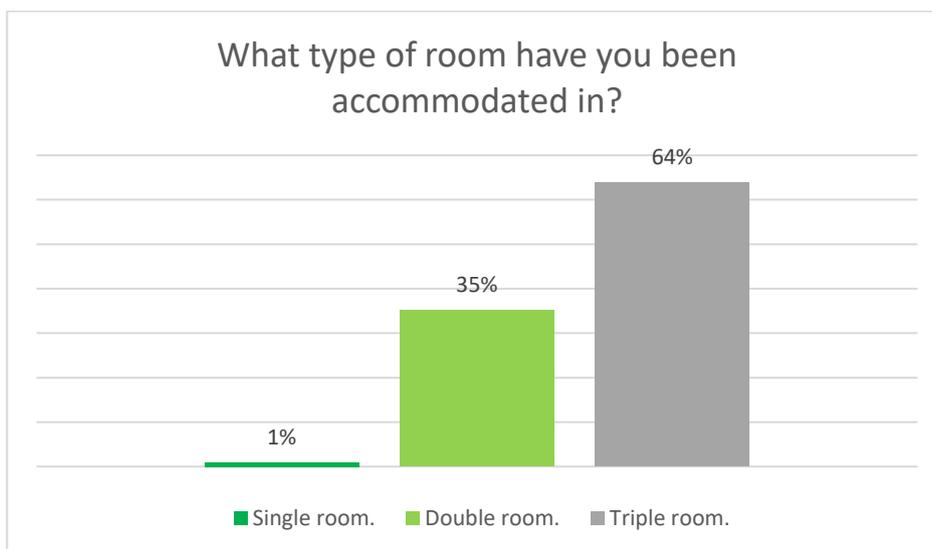
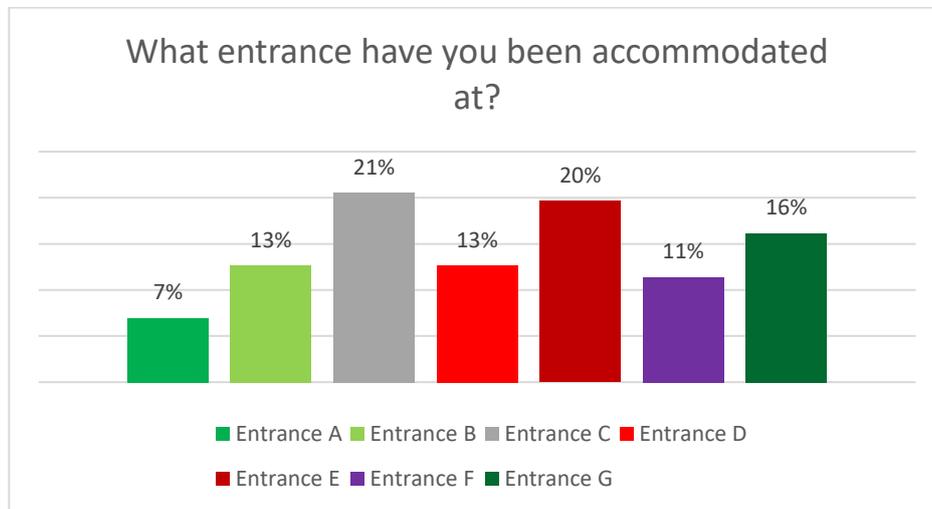
## II. Results of the assessment

### A) Introduction

The initial part of the questionnaire focused on the entrance and the type of room in which the student lives. The largest number of respondents indicated entrance C (65), followed by entrance E (62), entrance G (51), entrances B and D (both 40), entrance F (36) and the smallest number of respondents indicated entrance A (22 respondents).

The most frequently mentioned type of room was triple (202 times), followed by double (111 times), and single was mentioned three times. This corresponds to the fact that two thirds of the flats in each block are triple rooms and one third are double rooms. In the halls of residence, there are four single rooms allocated for student accommodation in total.

Respondents who completed the questionnaire in English were also asked which students they would like to stay with. 12 of them answered with international students, 11 chose the option with any students, 8 answered with local students (from the Czech Republic) and 6 answered with students from my country/region.

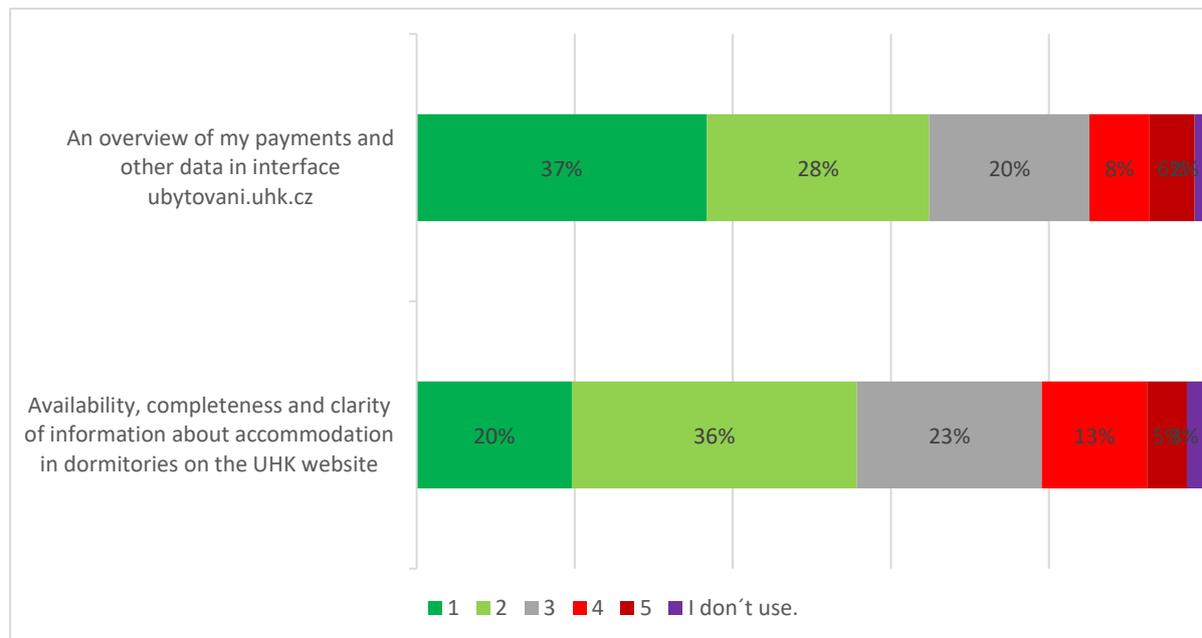


## B) Satisfaction with the information on the website and web interface

In the second part of the questionnaire, 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 indicating the highest level of satisfaction and 5 the lowest.

The availability, completeness and clarity of information about accommodation in the dormitories on the UHK website was rated on average at 2.47, while the overview of payments and other data in the interface [ubytovani.uhk.cz](http://ubytovani.uhk.cz) had a better average rating of 2.16. Compared to the previous survey, satisfaction with the availability, completeness and clarity of information on dormitory accommodation on the website improved by a hundredth of a point (from 2.48 in 2021), and satisfaction with the data in the [ubytovani.uhk.cz](http://ubytovani.uhk.cz) interface improved more (in 2021 the average rating was 2.22).

In this part of the questionnaire, 19 verbal responses were given, some of which were related to other aspects of the dormitory accommodation. Three respondents mentioned technical difficulties in using ISKAM. There were also two suggestions that some information should be sent by email - notification of the upcoming payment of the next month's dormitory fee or notification of changes in dormitory regulations. Some comments related to the non-/accessibility of some information - e.g. having to go to the reception to ask about administrative matters; finding out information from friends; a preference for more information in English; the lack of description that a double room is behind a pass-through triple room; information about the inability to pay for accommodation by card or cash at the reception on arrival at the halls of residence.



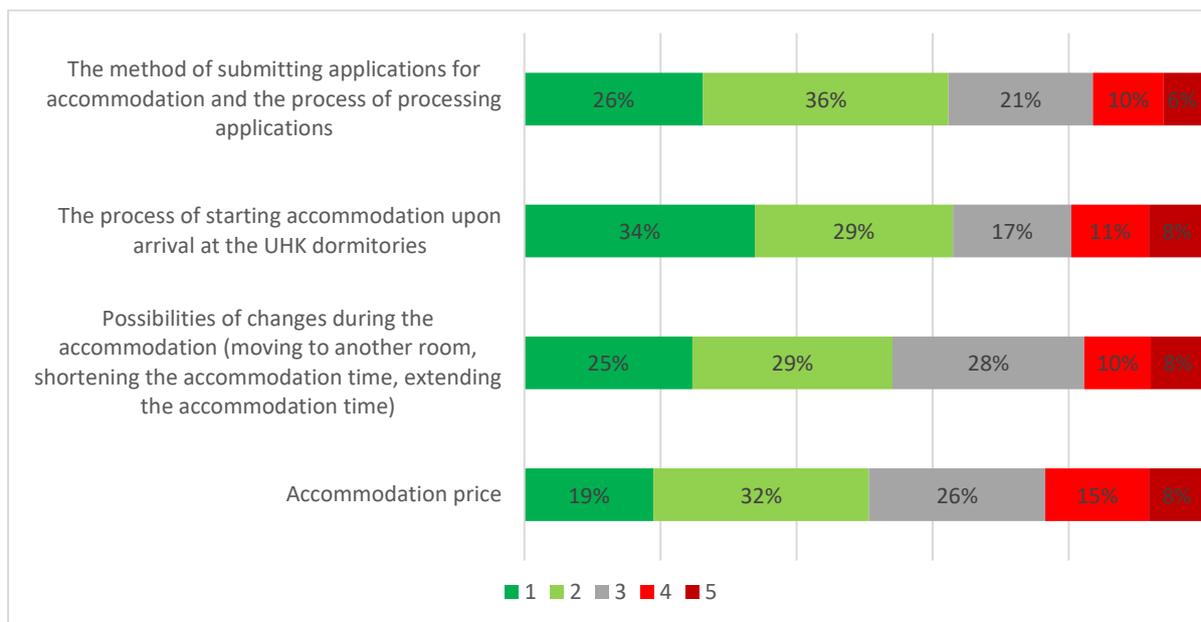
### C) Satisfaction with processes, rules and prices of accommodation

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

Satisfaction with the method of submitting applications for accommodation and the process of processing applications was on average 2.34 (2.41 in 2021); with the process of starting accommodation upon arrival at the UHK dormitories 2.31 (2.38 in 2021); with the possibilities of changes during accommodation (moving to another room, shortening the accommodation time, extending the accommodation time) 2.47 (2.49 in 2021); with accommodation price 2.62 (2.66 in 2021).

Satisfaction with all these statements was therefore slightly higher than in the 2021 survey.

There were 42 comments submitted in the open-ended responses section of the survey. Some of the comments related to prices of dormitories. There were also comments about the process of moving into accommodation (in some cases students were unable to check in), the behaviour of staff, staff's lack of knowledge of English and the notice period (which was felt to be too long). Some comments indicated that students would welcome it if those in higher years and already accommodated were given priority in obtaining halls of residence. Some comments mentioned the stressful method of getting rooms ("sleepless nights", "nightly wait"), and residents mentioned that they would welcome being able to stay in the same flat after getting place in dormitories and not having to compete for it every year.



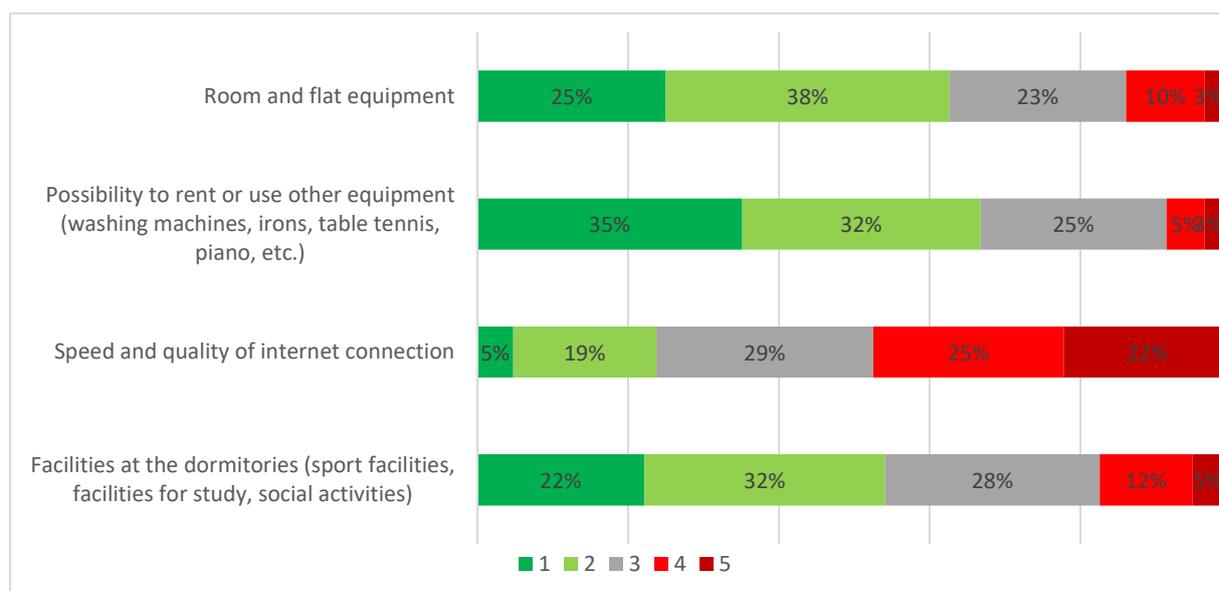
## D) Satisfaction with the facilities and equipment in the Halls of Residence

In the next section of the questionnaire, respondents expressed their satisfaction with the facilities and equipment at the dormitories, again using a rating scale of 1 to 5, with 1 being the most satisfied and 5 the least satisfied.

The most favourable rating related to the possibility of renting or using additional equipment (washing machines, irons, table tennis, piano, etc.), with an average rating of 2.10 (compared to 2.23 in the previous survey). This was followed by a rating of 2.30 for room and flat equipment (2.53 in the previous survey) and 2.46 for facilities at dormitories (sports facilities, facilities for study, social activities) (2.69 in the previous survey). The lowest level of satisfaction in this section relates to the speed and quality of internet connection, with an average rating of 3.41, which is even worse than in the previous survey, when the average rating was 3.20.

Even in the additional verbal comments in this section, the most frequent theme was the internet connection - inability to connect to the internet, slow connection, frequent connection failures, having to use a VPN to watch Youtube, large range of banned sites/programmes via ethernet, poor wifi connection in double rooms, eduroam does not cover the whole flat, etc.

In terms of equipment, a number of respondents would welcome a microwave, oven and kettle. There were also other suggestions - e.g. the availability of a drainer in each flat, the provision of cleaning products, and a music stand in the piano room. Some respondents commented on the lack of space to meet other roommates. Some respondents would appreciate a bigger fridge or more shelves in the rooms and bathrooms.

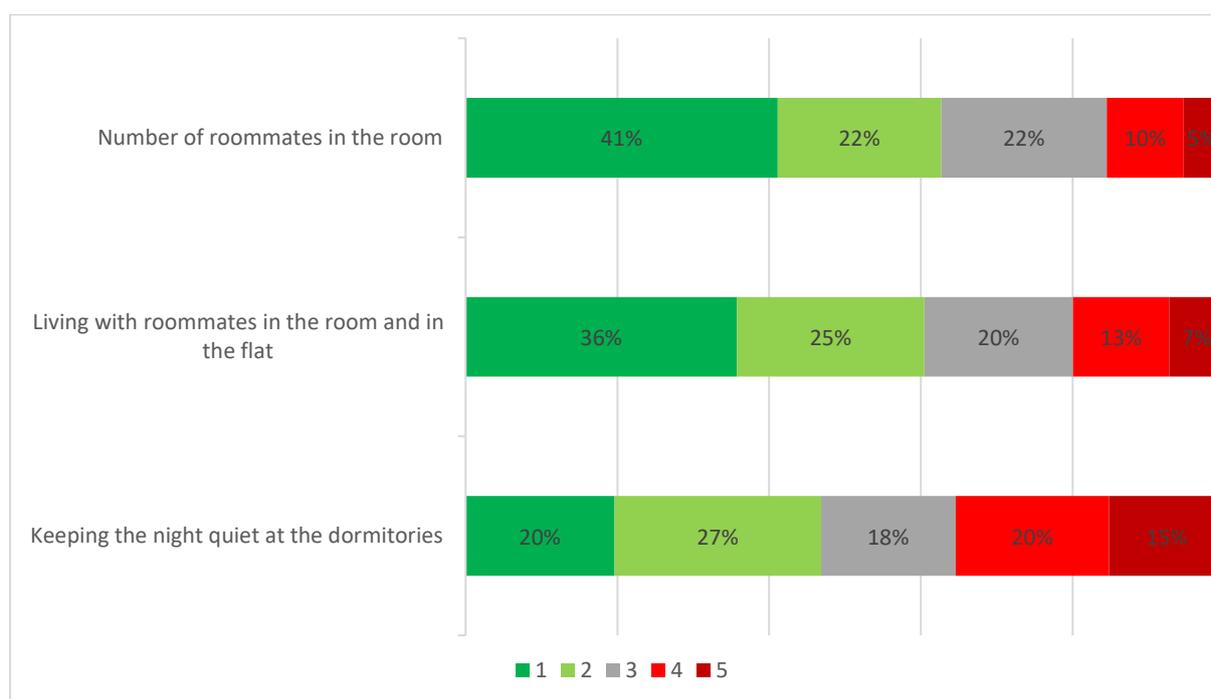


## E) Satisfaction with the quality of accommodation

In the next section of the questionnaire, the respondents expressed their satisfaction with the quality of accommodation in terms of the number of roommates, living with roommates, and the keeping the night quiet. The same rating scale of 1 to 5 was used, with 1 being the highest level of satisfaction and 5 being the lowest.

The number of roommates in the room had the highest average satisfaction level (2.17), an improvement from the previous survey's rating of 2.34. Ratings for living with roommates in the room and in the flat had an average rating of 2.31, a slight deterioration compared to the previous survey (in 2021 the average rating was 2.25). The lowest level of satisfaction in this section was regarding the keeping the night quiet at the dormitories (2.84), which was also a slight deterioration compared to the previous survey (in 2021 it was 2.83).

Additional verbal comments were mostly related to not keeping quiet at night. There were several comments linking the non-observance of night quiet to the presence of foreign students. There were also suggestions to allocate an entrance for foreign students. Non-compliance with night quiet was also mentioned in relation to piano playing after 10pm. Other comments related to living with flatmates.

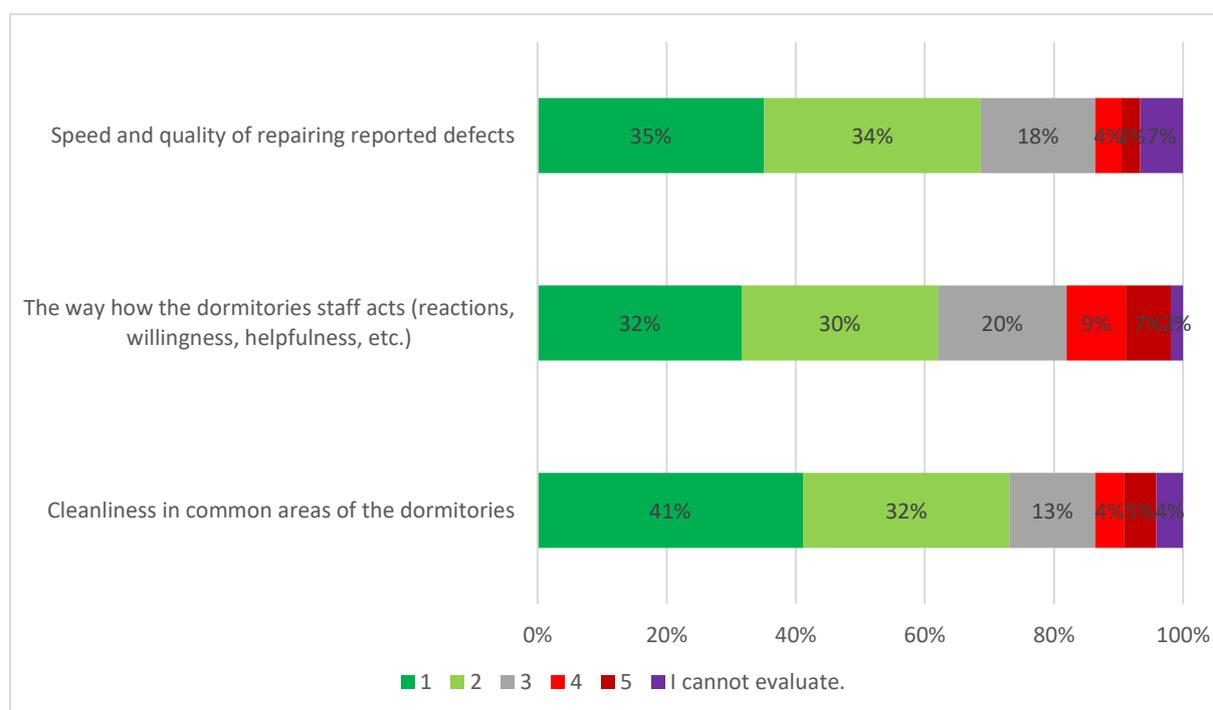


## F) Satisfaction with services provided by employees

In the next section of the questionnaire, the respondents expressed their satisfaction with the services provided by staff; using the same rating scale of 1 to 5, with 1 being the highest level of satisfaction and 5 being the lowest.

The highest level of satisfaction in this section related to the cleanliness in common areas of the dormitories (average rating of 1.96, in 2021 the average rating was 2.21). This was followed by the speed and quality of repairing reported defects (1.99, 2.18 in 2021). The way how the dormitory staff acts (reactions, willingness, helpfulness, etc.) had an average rating of 2.28, 2.46 in 2021.

Within the verbal comments, there were both positive and negative evaluations of the staff's behaviour, as well as comments indicating both satisfaction and dissatisfaction with the speed of dealing with faults.

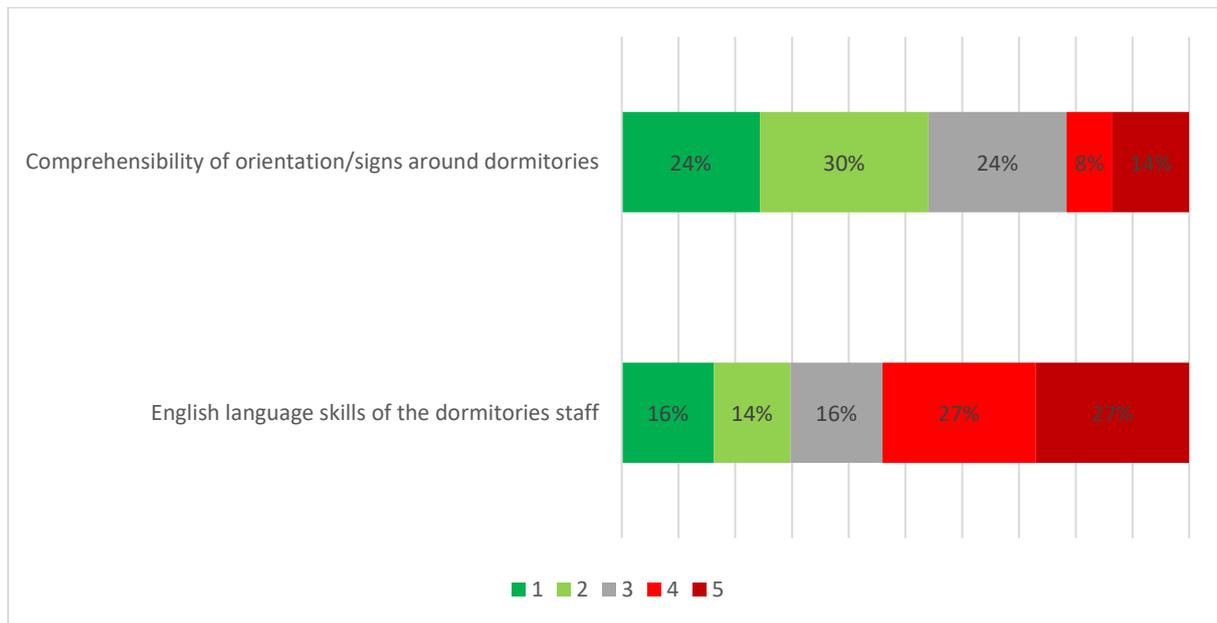


## G) Internationalization

In addition, two statements were added to the English language questionnaire. These statements were also rated on a scale of 1 to 5, with 1 being the highest level of satisfaction and 5 being the lowest.

The rating of the English language skills of the dormitories staff had a mean rating of 3.35, this was generally the statement that had the lowest level of satisfaction. Compared to the previous survey, satisfaction was lower as the average rating in 2021 was 3.13. Lack of language competence and language barrier were also highlighted by a number of comments in various sections of the survey.

The comprehensibility of orientation/signs around the dormitories had an average rating of 2.57, with a higher level of satisfaction in 2021 (average rating in 2021 was 2.86).



## H) Conclusion

At the end of the questionnaire, respondents were given the opportunity to give open-ended answers on what changes they would like to see in the dormitories and what suggestions they would make to improve their stay in the dormitories. 138 responses were received.

The most frequently mentioned issue was again the poor quality of internet connection. More than three dozen comments were related to the internet. Another common theme was suggestions for additional equipment that respondents would like to see. Microwaves were the most common, with other suggestions including ovens, vacuum cleaners, kettles, bigger fridges, etc.

Some comments touched on night time quiet. Again, the lack of language skills of the dormitory staff came up.

A problem with water pressure manifesting itself when taking a shower or flushing the toilet was also mentioned several times.

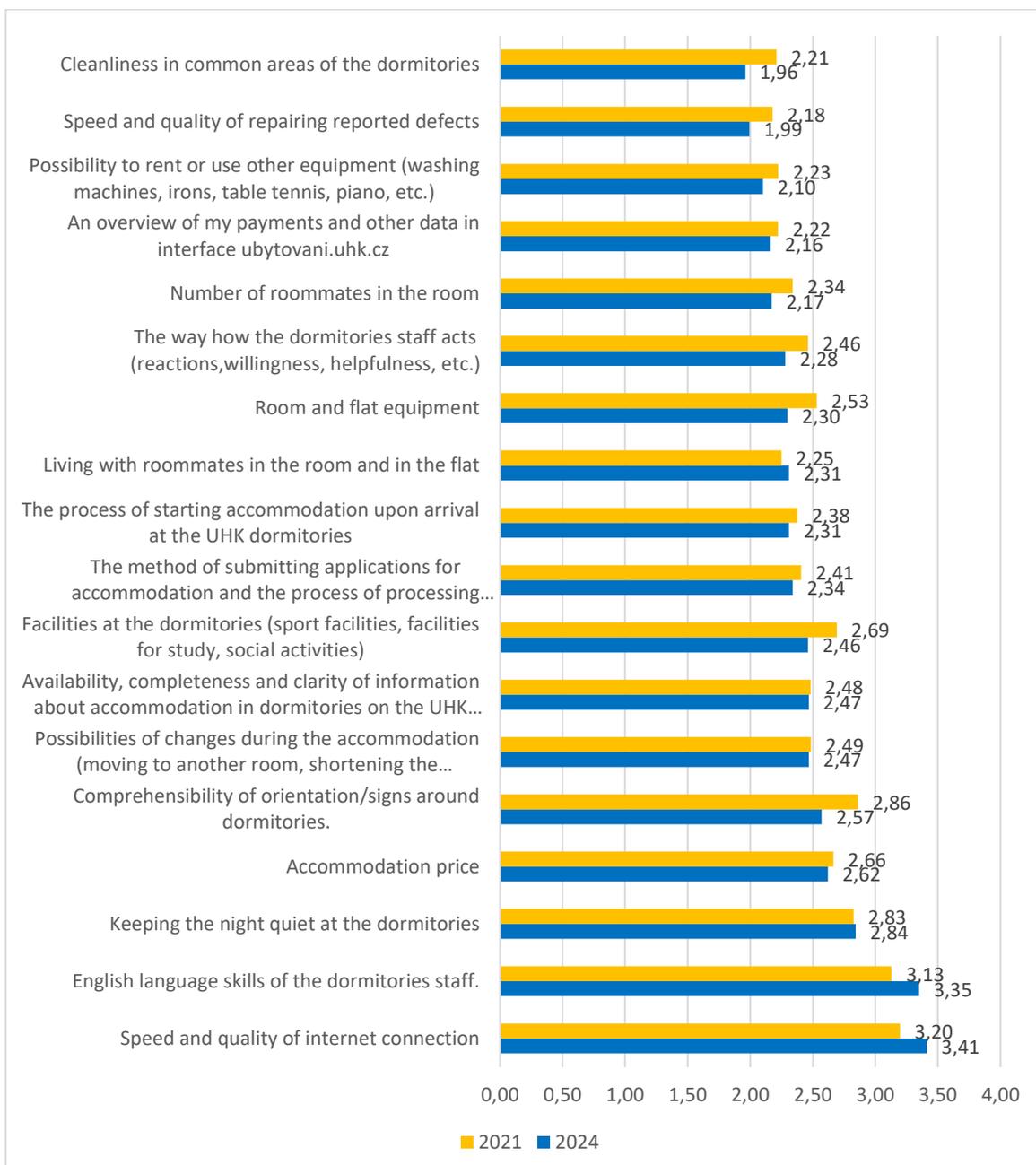
Other themes from the comments included the renovation of the remaining entrances, the modification of the spaces near the dormitories (playground, pavement), the creation of a common room and the addition of containers for metal. There were also comments about cleaning and the presence of mould and ants.

Some comments related to organisational procedures. The idea of being able to open the front door with an ISIC card was also mentioned several times.

### III. Summary and comparison of selected survey results in 2021 and 2024

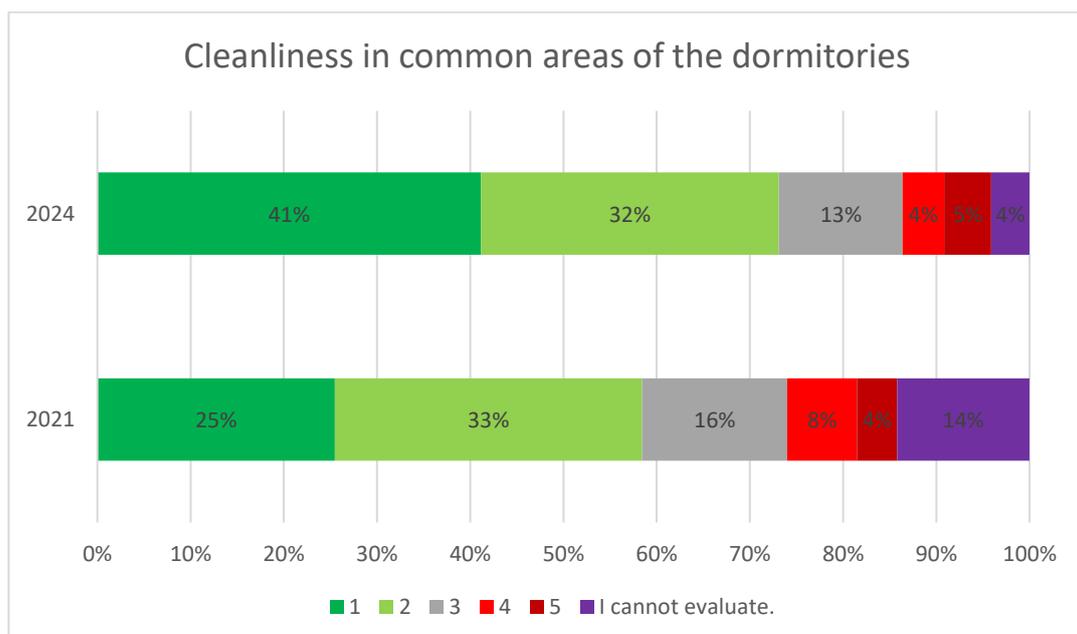
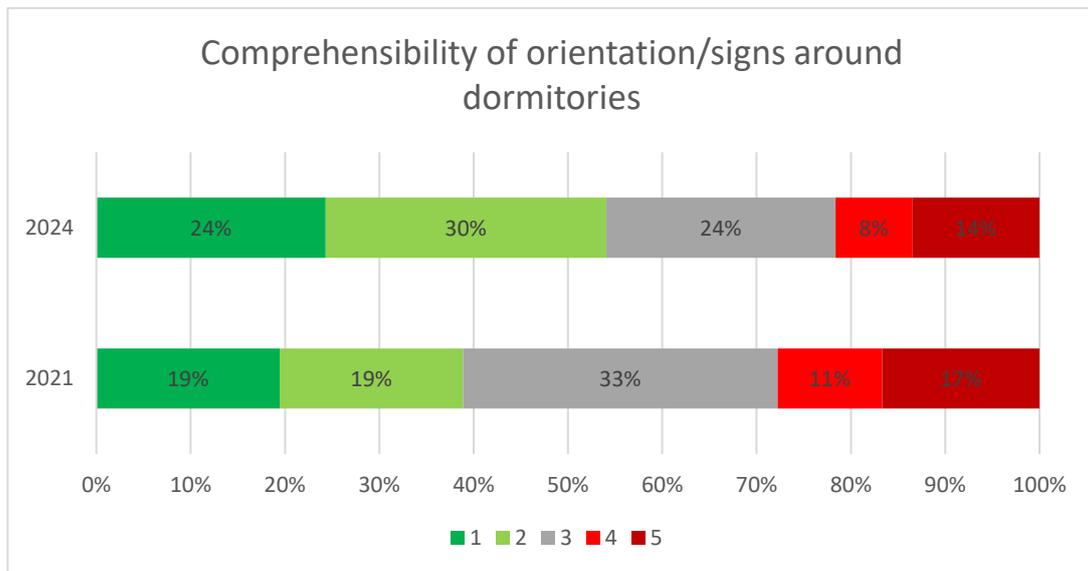
The individual statements in the graph below are ranked from the highest average satisfaction level in 2024 to the lowest, with a comparison with the results of the previous survey.

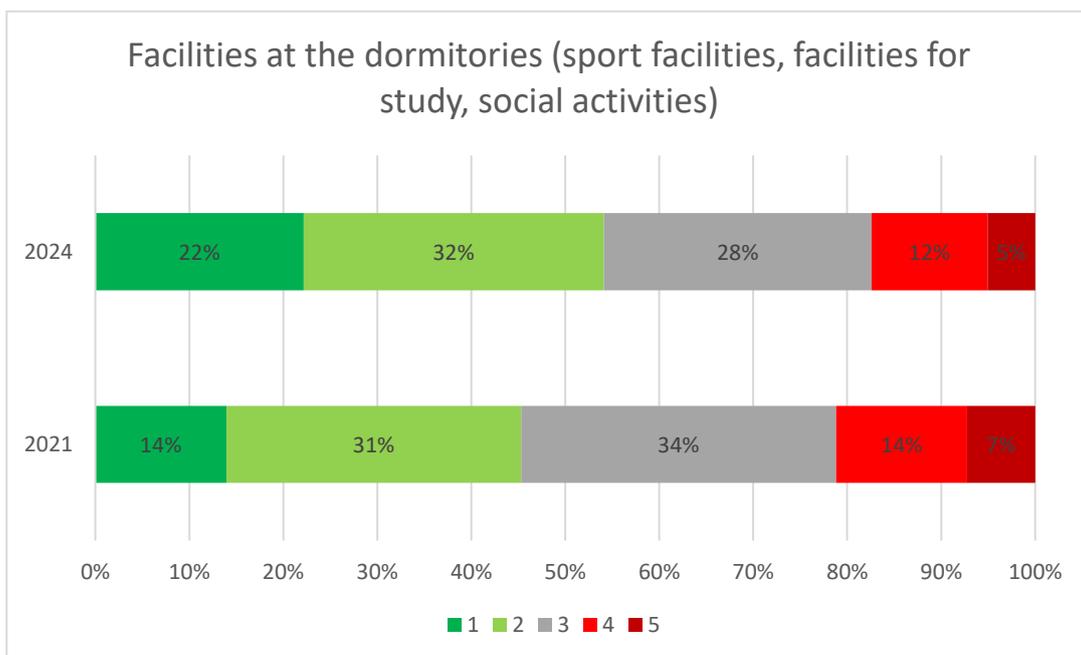
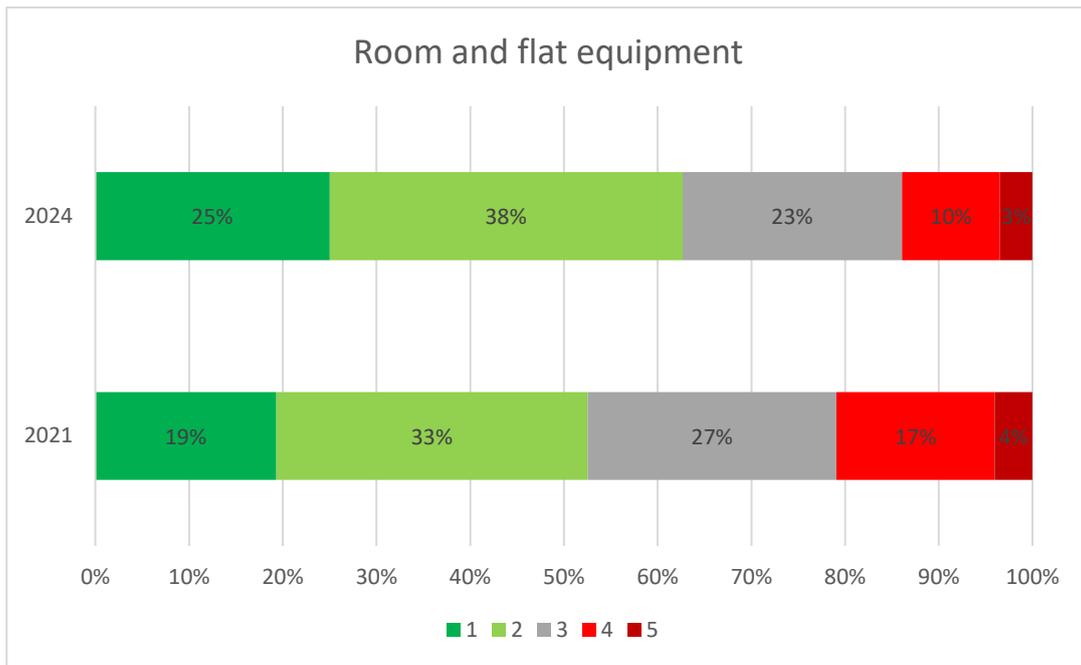
Respondents in the 2024 survey are most satisfied with the cleanliness in common areas of the dormitories, the speed and quality of repairing reported defects, and the possibility to rent or use other equipment. On the other hand, they are least satisfied with accommodation price, the keeping of the night quiet, the speed and quality of internet access and the English language skills of the dormitory staff (this item was only included in the English version of the questionnaire).



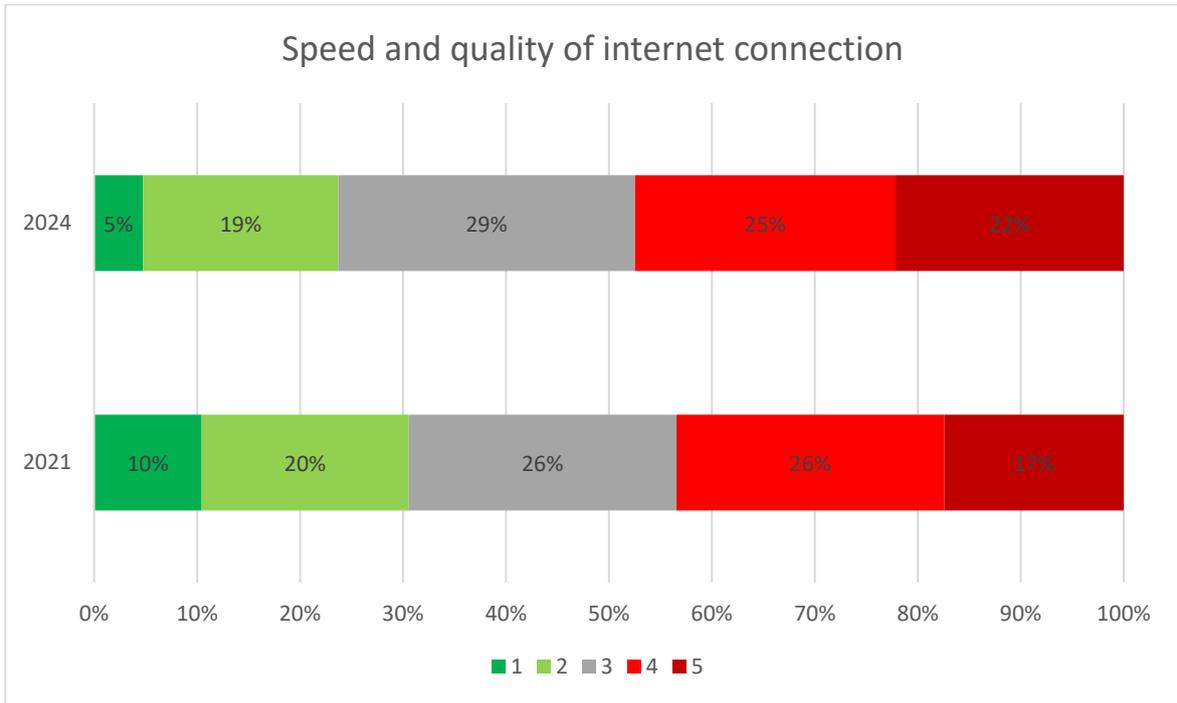
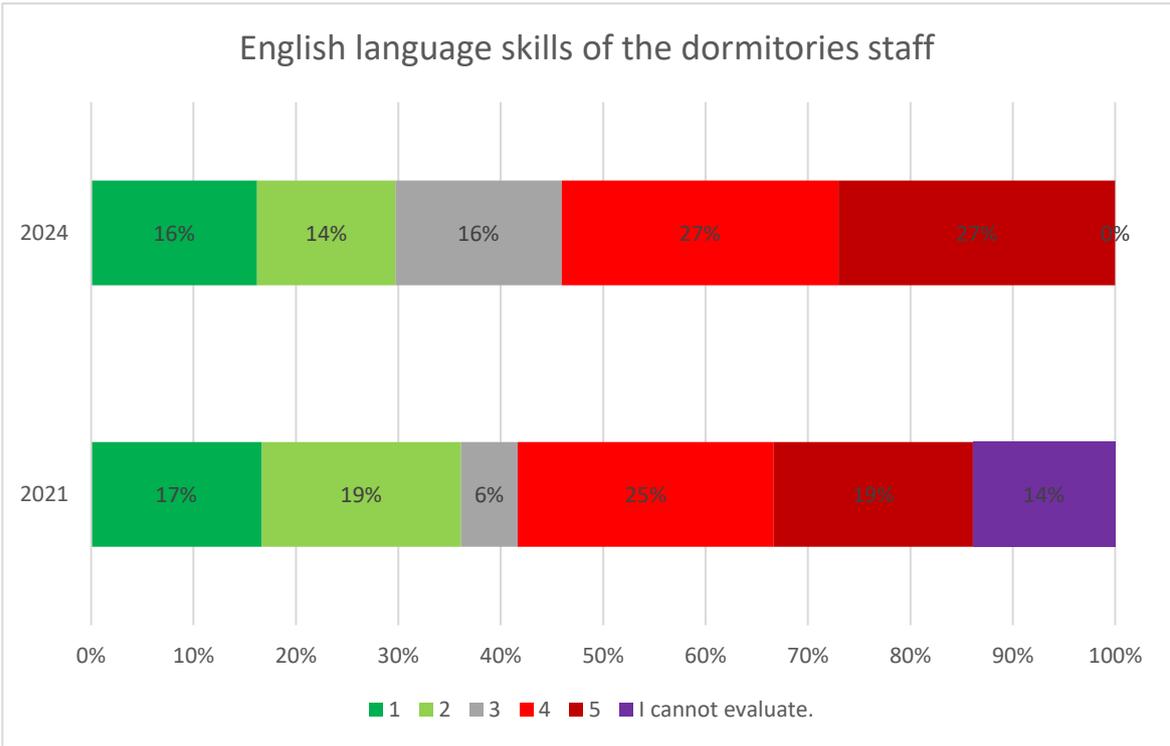
A more detailed comparison of the 2021 and 2024 results shows that average satisfaction has increased for most of the ratings.

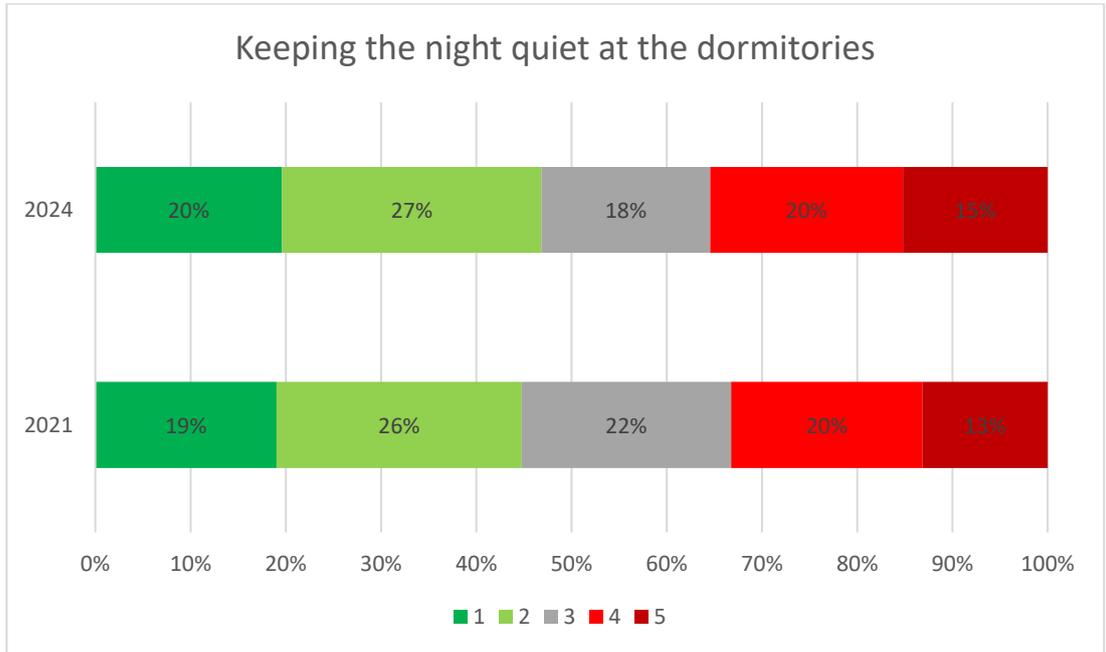
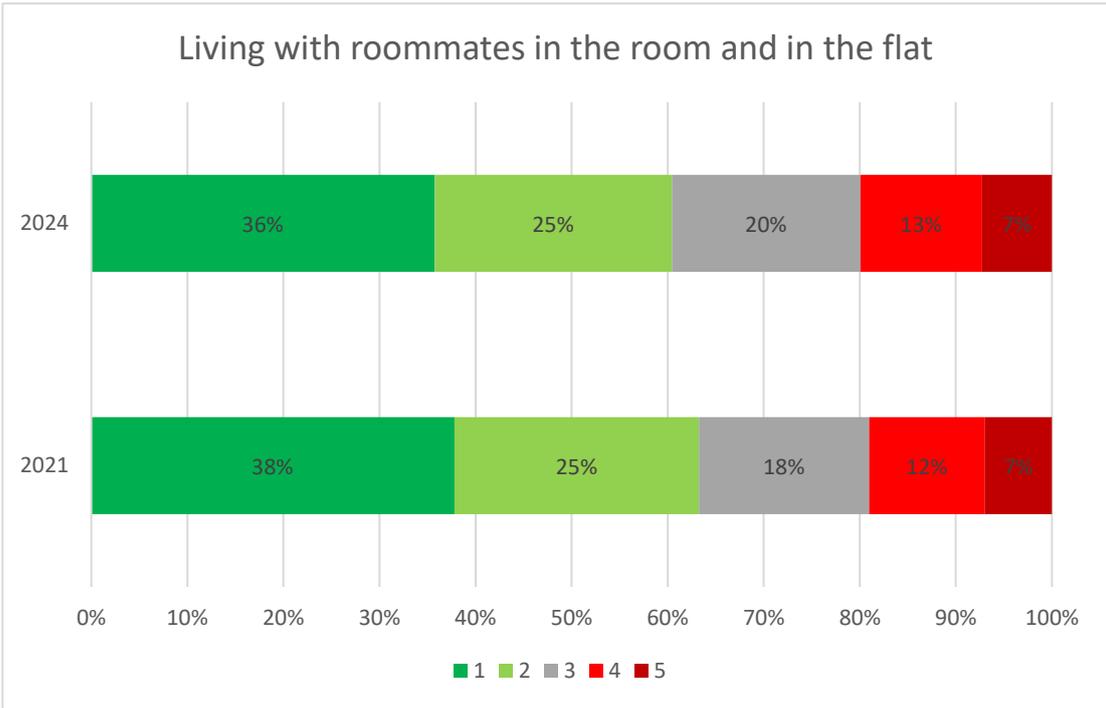
The average satisfaction rate increased the most for the Comprehensibility of orientation/signs around dormitories rating (0.29). However, this rating only appeared in the English version of the questionnaire. Comparing the statements included in the two language versions, the average satisfaction rate increased the most for the rating of cleanliness in common areas of the dormitories (by 0.25), for the rating of room and flat equipment (by 0.23) and for the rating of facilities at the dormitories (sport facilities, facilities for study, social facilities) (also by 0.23).





On the other hand, the average level of satisfaction decreased the most for the rating of English language skills of the dormitories staff (by 0.22). Again, this rating appeared only in the English version of the questionnaire. Comparing the statements in both language versions, the average satisfaction rate decreased the most for the evaluation of the speed and quality of the internet connection (by 0.21). In addition, the average satisfaction rate decreased for the assessment of living with roommates in the room and flat (by 0.06) and for the assessment of the keeping the night quiet in the dormitories (by 0.02).





## IV. Summary of measures

- Plans for the next period include the reconstruction of the outdoor areas in front of the dormitories, including the outdoor playground, and the construction of a new access system to the campus. The renovated spaces will provide students with additional leisure and social opportunities. After the completion of Phase III of the reconstruction, the common room and study room, located in the basement of the UHK halls of residence, are available to students again.
- The card access system for the residents to the individual blocks A-G will be put into operation, the key system for entering the block will no longer be used, it will only remain for entering the flats. The commissioning is planned for 2024.
- The renovation of the student flats in Block F will be implemented in July and August 2024, while Block A, which is used not only as student accommodation but also as short-term hotel accommodation, will remain in its original state (the renovation of this block will require new project documentation to take into account the short-term hotel accommodation).
- The need for larger fridges has been considered as part of the assessment of satisfaction with dormitory facilities and is planned for the refurbishment of Entrance F in the summer of 2024. In this block, the removal of the existing built-in pantry cupboard and the lining of the panel after removal has been calculated as part of the preparation of the design documentation. Dormitories management will consider the purchase/possibility of microwave ovens and kettles. Vacuum cleaners are offered for loan at the front desk of the residence halls. Music stands will be purchased for the newly refurbished piano rooms at the request of students.
- The application and accommodation process is continually being adjusted based on the experience of previous years. Consideration will be given to the requirement to be informed of the start time for bed bookings when applications are made for the 2024/2025 academic year.
- To improve the service in relation to the payment of halls of residence fees, it is planned to allow payments to be made via a payment gateway in 2024.
- In order to improve the language level at the front desk of the halls of residence, students who fully communicate in English are employed on an agreement to complete a job. Support measures are also being developed to enable existing staff to communicate better with international students.
- Measures are taken to ensure compliance with the night quiet in accordance with the current UHK Halls of Residence Rules and Accommodation Contract. Students are always made aware of the keeping of night quiet between 22:00-6:00 on arrival at their accommodation and this information is posted on the notice board of each block. Newly refurbished piano rooms are soundproofed with a noise wall.
- Internet connection: There is a wired connection with a cable connection point at each bed and a Wi-Fi connection with a Wi-Fi transmitter in each flat. The actual Internet connection is via the CESNET high-speed computer network. Access to the infrastructure is reserved exclusively for scientific, research, educational and innovative activities. The UHK is obliged to ensure that the infrastructure is only used in connection with these activities.

In 2023, a questionnaire survey on Internet access was conducted and the following conclusions are clear: 79% of students are not willing to pay extra for Internet services and only 21% of students would be willing to pay the amount of 300 CZK/month. Based on the results of this survey, it was decided not to implement a commercial Internet connection. If there is more interest, a commercial connection may be considered in the future.