

**Report**  
**on the results of the survey**  
**First year students' satisfaction with educational services**  
**in 2023-2024 academic year**  
**Department:** Enterprise Economy and Management  
**Specialty:** 6B04108 Accounting and Auditing in Industry

In February 2024, the Quality Management and Accreditation Center conducted an annual survey on the satisfaction of first-year students with the quality of services provided.

The purpose of the survey: Improving the learning process, improving the quality of educational services provided and other areas of the University's activities.

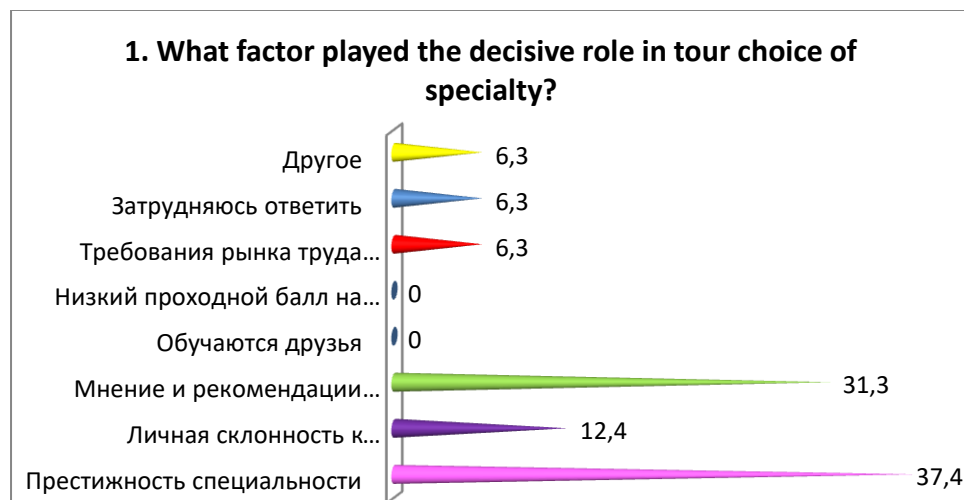
The results of the survey were processed and presented in a generalized form with a guarantee of confidentiality of students' personal opinions.

In the specialty 6B04108 Accounting and Auditing in Industry, 16 respondents took part in the survey, which amounted to 76.2% of the total number of students.

The following data were obtained during the survey:

**What factor played the decisive role in your choice of specialty?**

Criteria	Indicators (%)
Prestige of the specialty	37,4
Personal inclination to a certain type of activity, assessment of one's own abilities	12,4
Opinion and recommendations of parents/relatives	31,3
Friends studying	-
Low passing score for the specialty	-
Labor market requirements (employment opportunities)	6,3
I find it difficult to answer	6,3
Other	6,3

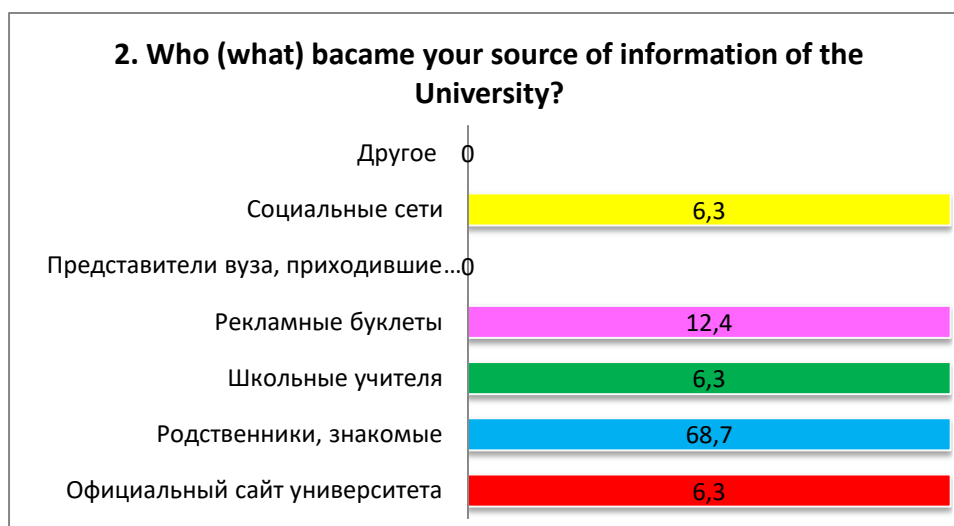


For the “Other” option, students indicated the following options\*:

- I have been working in this profession for a year now.

## 2. Who (what) became your source of information of the University

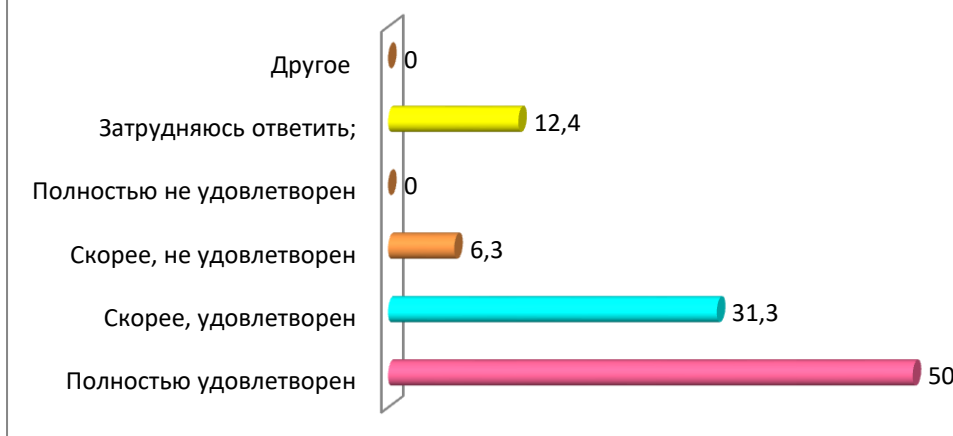
Criteria	Indicators (%)
Official website of the university	6,3
Relatives, acquaintances	68,7
School teachers	6,3
Advertising brochures	12,4
University representatives who came to the school with advertising	-
Social networks	6,3
Other	-



## 3. How much are you satisfied with the choice of the educational program you are studying in?

Criteria	Indicators (%)
Completely satisfied	50
Rather satisfied	31,3
Rather dissatisfied	6,3
Completely dissatisfied	-
Difficult to answer	12,4
Other	-

### 3. How much are you satisfied with the choice of the educational program you are studying in?



### 4. Do you find it easy to cope with the workload?

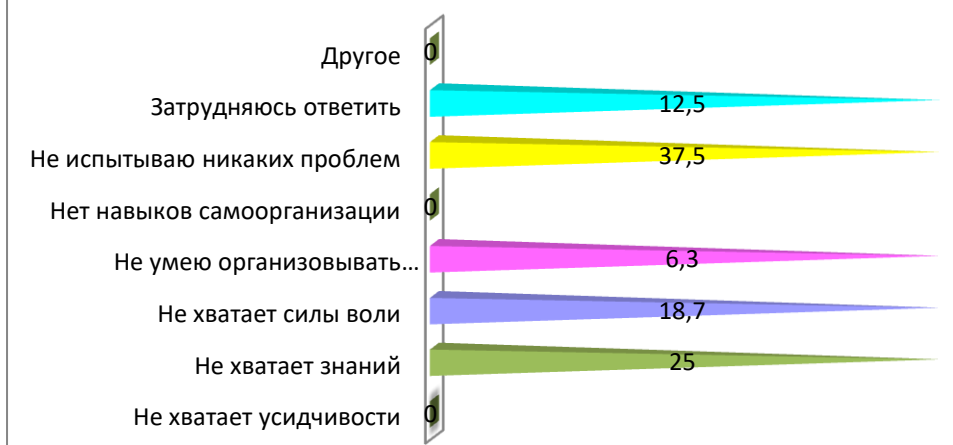
Criteria	Indicators (%)
Yes, easy	31,3
Difficult during the session	37,5
Difficult	12,5
Can't cope at all	-
Difficult to answer	18,7
Other	-



### 5. Problems you experience during the learning process

Criteria	Indicators (%)
Lack of perseverance	-
Lack of knowledge	25
Lack of willpower	18,7
I can't organize my own time	6,3
No self-organization skills	-
I don't have any problems	37,5
I find it difficult to answer	12,5
Other	-

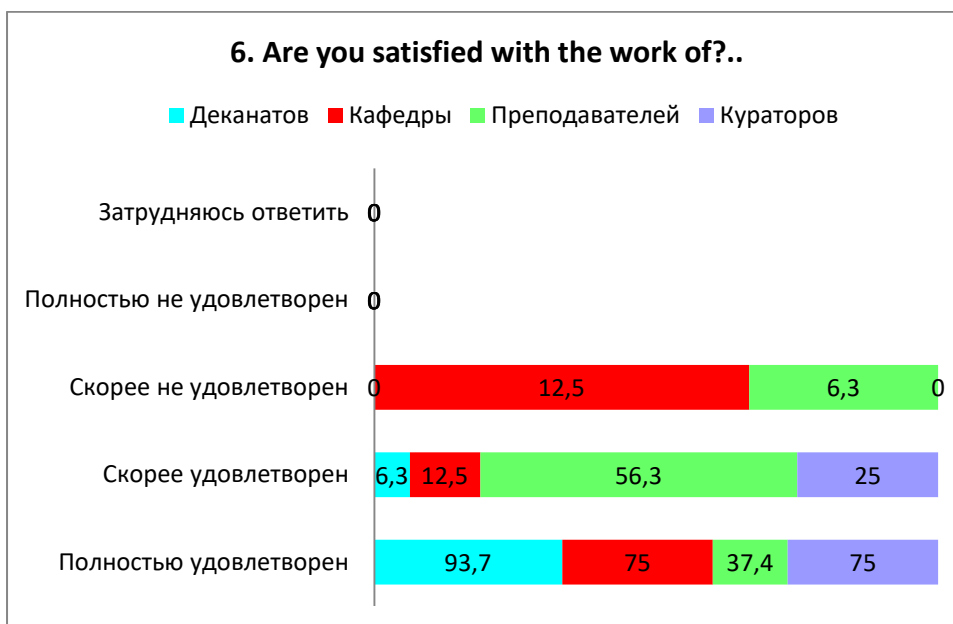
### 5. Problems you experience during the learning process



### 6. Are you satisfied with the work of?..

Criteria	Completely satisfied	Rather satisfied	Rather dissatisfied	Completely dissatisfied	Difficult to answer
Dean's Offices	93,7	6,3	-	-	-
Departments	75	12,5	12,5	-	-
Teachers	37,4	56,3	6,3	-	-
Curators	75	25	-	-	-

### 6. Are you satisfied with the work of?..

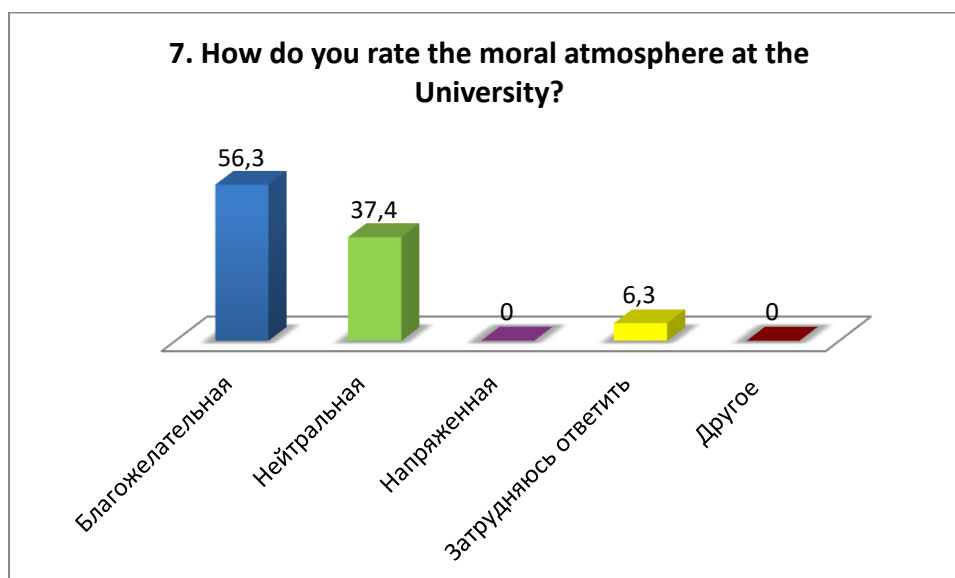


For the option “If you answered “rather dissatisfied or completely dissatisfied”, give recommendations for improvement”, students indicated the following options\*:

- Terrible behavior on the part of the teacher
- Explain and show how to do it.

## 7. How do you rate the moral atmosphere at the University?

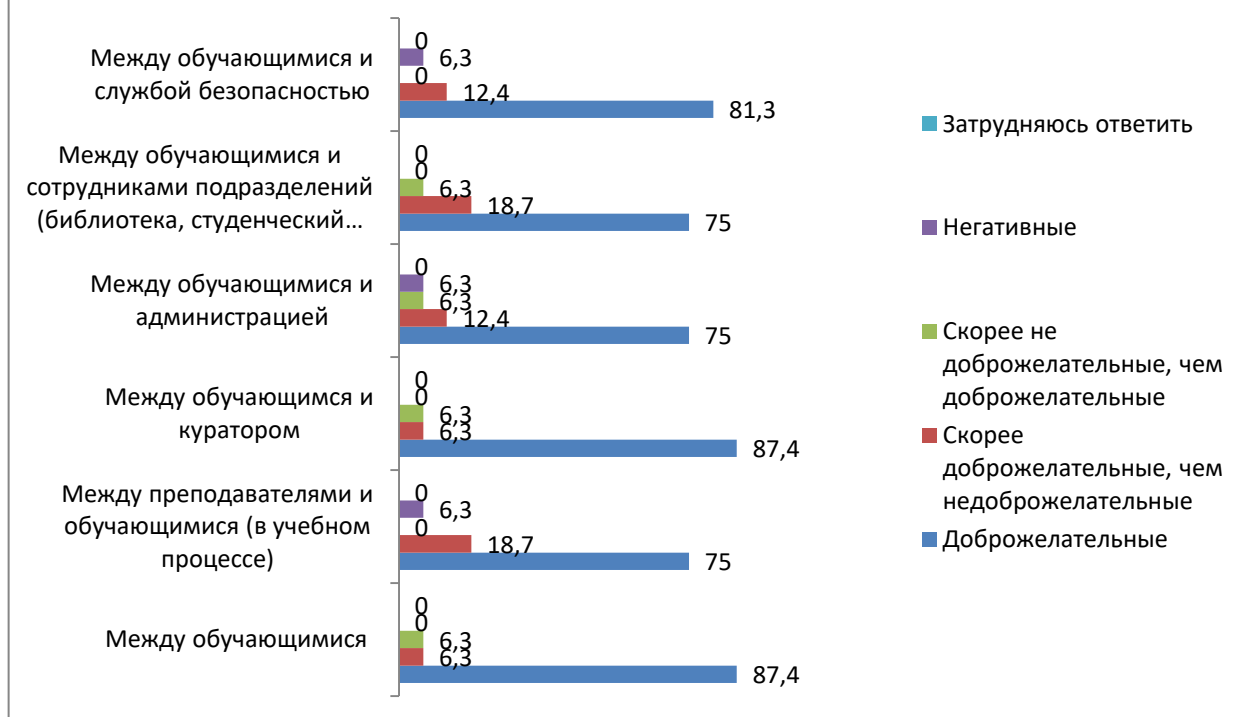
Criteria	Indicators (%)
Benevolent	56,3
Neutral	37,4
Tense	-
Difficult to answer	6,3
Other	-



## 8. What do you think the relationship is like:

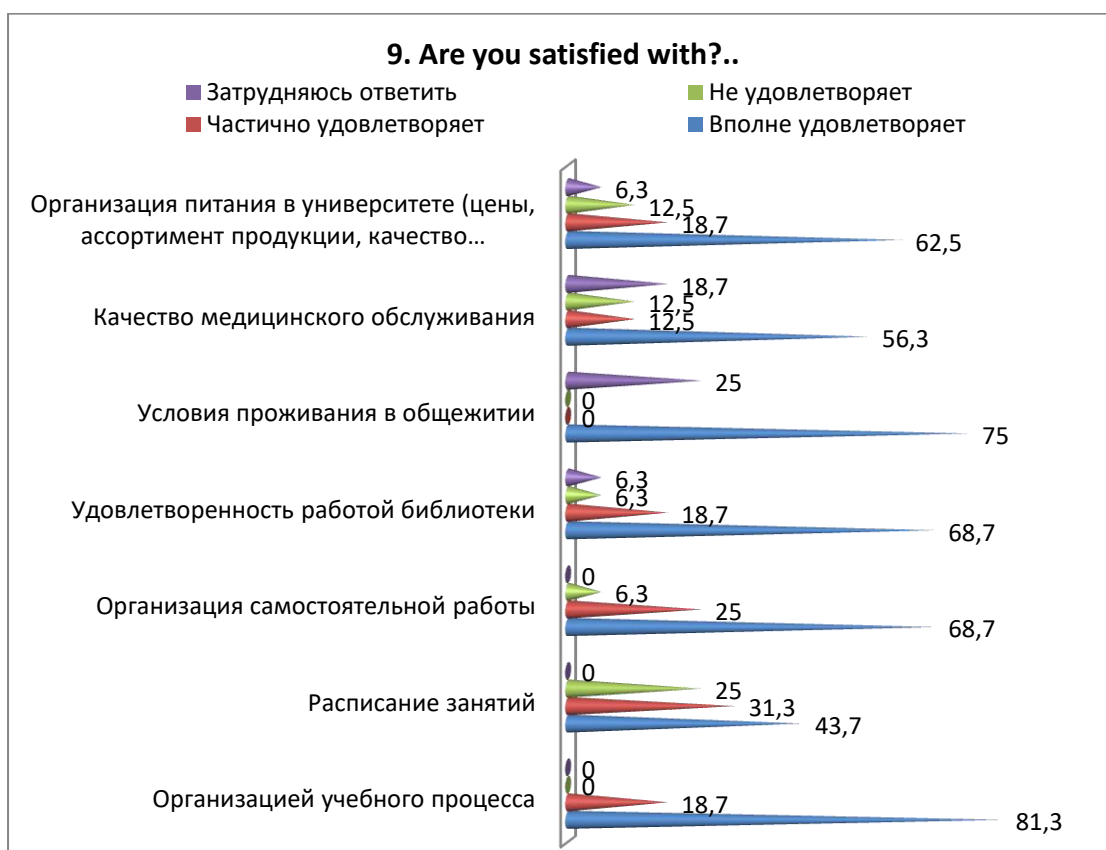
Criteria	Friendly	Rather friendly than unfriendly	Rather unfriendly than friendly	Negative	Difficult to answer
Between students	87,4	6,3	6,3	-	-
Between teachers and students (in the educational process)	75	18,7	-	6,3	-
Between a student and a supervisor	87,4	6,3	6,3	-	-
Between students and administration	75	12,4	6,3	6,3	-
Between students and department staff (library, student department, etc.)	75	18,7	6,3	-	-
Between students and security service	81,3	12,4	-	6,3	-

### 8. What do you think the relationship is like:



### 9. Are you satisfied with?..

Criteria	Completely satisfied	Partially satisfied	Not satisfied	Difficult to answer
Organization of the educational process	81,3	18,7	-	-
Class schedule	43,7	31,3	25	-
Organization of independent work	68,7	25	6,3	-
Satisfaction with the library work	68,7	18,7	6,3	6,3
Living conditions in the hostel	75	-	-	25
Quality of medical care	56,3	12,5	12,5	18,7
Organization of catering at the University (prices, product range, quality of prepared dishes)	62,5	18,7	12,5	6,3



For the option “If you answered “Not satisfied”, give recommendations for improvement”, students indicated the following options\*:

- I would like to study in the morning rather than at lunchtime.

### 10. Is all the necessary information regarding the educational process and extracurricular activities always available to you?

Criteria	Indicators (%)
Yes, always	75
No, not always	18,7
Difficult to answer	6,3
Other	-



## 11. . Which of the opportunities provided by the University do you use for personal development?

Criteria	Indicators (%)
Sports sections	18,8
Creative studios	-
Member of the Department of Youth Policy	18,8
I don't use anything	50
I find it difficult to answer	12,4
Other	-



## 12. How do you rate the quality of conducting classes?

Criteria	Compl etely satisfie d	Satisfie d	Rather satisfie d	Rather dissatis fied	Comple tely dissatisfi ed	Difficult to answer
The material is presented clearly, accessibly, in a logical sequence	68,7	25	6,3	-	-	-
In classes, the main points are highlighted, and well-founded conclusions are made	62,4	31,3	6,3	-	-	-
In classes, a friendly atmosphere is maintained towards the students	87,4	6,3	6,3			
In classes, the pace of the presentation of the material is convenient for perception and recording	68,7	25	6,3	-	-	-
Tasks for independent work of students are clearly formulated, and support for its implementation is provided	75	18,7	6,3	-	-	-
The assessment of learning outcomes in the discipline is transparent and objective	62,4	31,3	6,3	-	-	-





Based on the results of the survey, there can be made the following **conclusions**:

The choice of a specialty was determined by various factors. The prestige of the specialty had the greatest influence (37.4%), followed by the opinion and recommendations of parents/relatives (31.3%). Personal inclination and assessment of one's own abilities, and labor market requirements also influence the choice but to a lesser extent.

Students chose the University based on various sources of information. The main ones were recommendations from relatives and friends, as well as information from the official website of the university. Social networks, advertising brochures, and school teachers also had an influence.

The majority of students (81.3%) expressed satisfaction with the chosen educational program, which indicates that the program corresponds to their interests and expectations.

During the course of their studies, students face various problems, such as lack of knowledge, willpower, time management, and workload management. Some students experience difficulties, especially during the exam period, while others do not experience problems in their studies. Satisfaction with the work of the University structural divisions is high: the dean's office (100%), departments (87.5%), teachers (93.7%) and curators (100%). This indicates a positive assessment of the University environment and the support provided to them during their studies.

Relationships between students, teachers, supervisors and administration are assessed as friendly or rather friendly, which indicates a favorable moral and psychological atmosphere at the University.

The University successfully organizes the educational process, which is reflected in the high degree of student satisfaction with the class schedule, independent work, library work and catering.

It is important to note that not all students actively use the opportunities provided for personal development, which can reduce their overall educational experience. Understanding the reasons for this lack of involvement and developing activities to stimulate participation can improve the situation.

In addition, complete student satisfaction with the quality of classes emphasizes the success of pedagogical work and suggests maintaining this high level in the future.

### **Recommendations:**

Head of the department should familiarize the staff and students with the results of the survey and discuss them at the curatorial hours. This will allow all interested parties to obtain the information of the current state and opinions of students regarding the quality of the educational process and learning conditions; if needed, to develop an action plan to improve the quality of educational services.

Students can also request the results of the survey by e-mail from the Quality Management and Accreditation Center и [cqma\\_kstu@mail.ru](mailto:cqma_kstu@mail.ru).