

**Report**  
**on the results of the questionnaire**  
**“Satisfaction of 1st year students with educational services”**  
**for the 2022-2023 academic year**  
**Department: “Architecture and Design”**  
**Specialty: 6B07306 Transport construction**

The Center for Quality Management and Accreditation conducted an annual survey in February 2023 on the satisfaction of 1st year students with the quality of services provided.

**The purpose of the study:** Improving the learning process, improving the quality of educational services and other activities of the university.

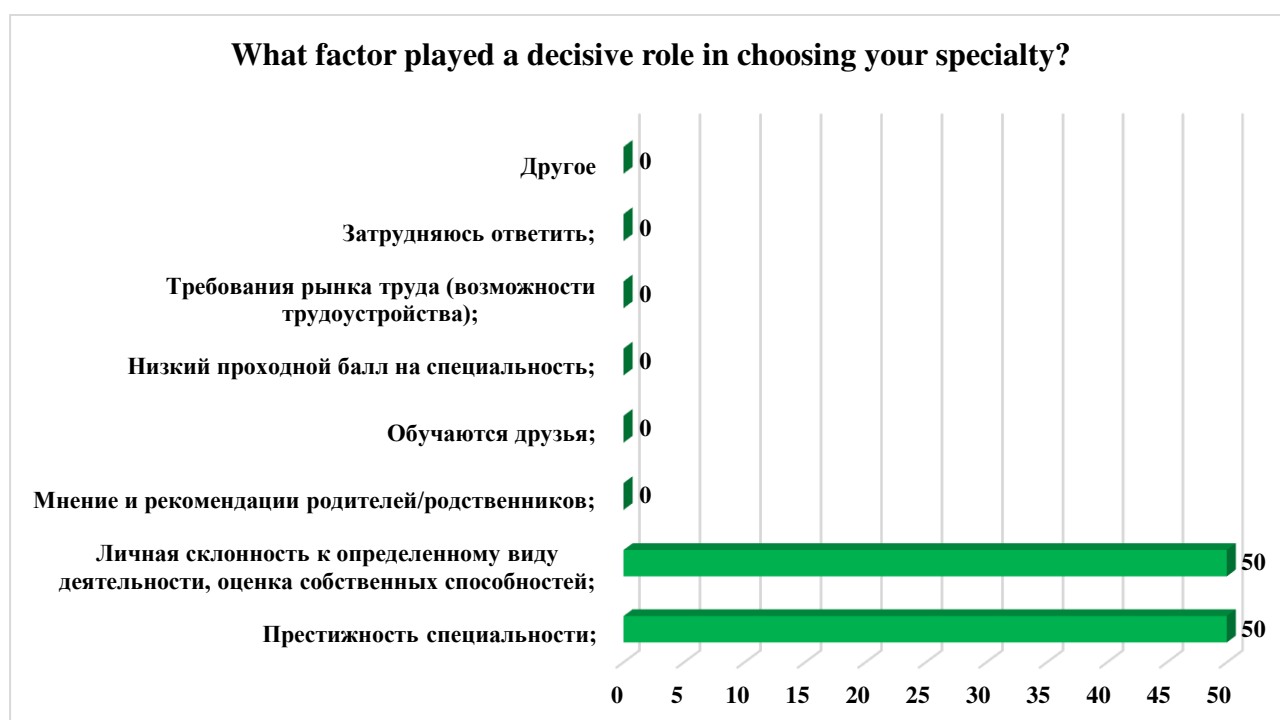
The results of the questionnaire were processed and presented in a summarized form with the guarantee of confidentiality of students' personal opinions.

In the specialty 6B07306 Transport construction 12 respondents took part in the questionnaire, which amounted to 70.6% of the total number of students.

During the questionnaire process, the following data was obtained:

**1. What factor played a decisive role in choosing your specialty?**

Criteria	Indicators (%)
Prestige of the specialty;	50
Personal inclination to a certain type of activity, assessment of one's own abilities;	50
Opinion and recommendations from parents/relatives;	-
Friends are being trained;	-
Low passing grade for the major;	-
Labor market requirements (employment opportunities);	-
I find it difficult to answer;	-
Other	-



## 2. Who (what) has become a source of information about the university for you?

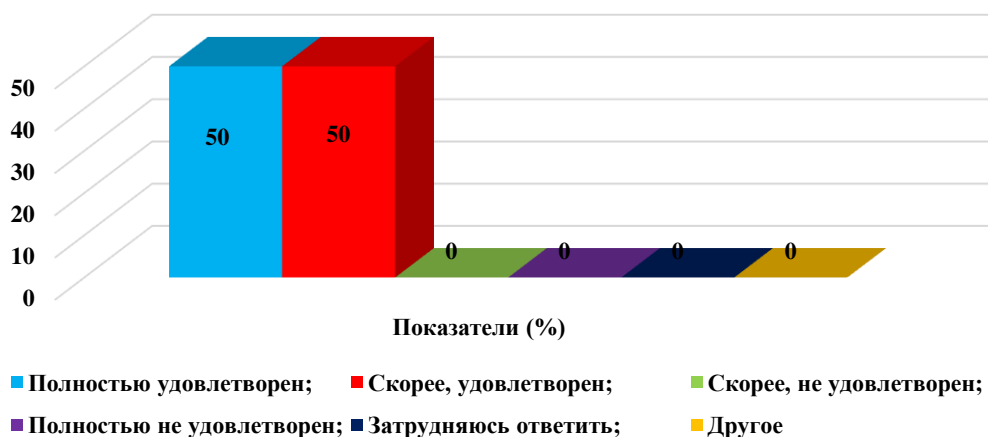
Criteria	Indicators (%)
The official website of the university;	50
Relatives, acquaintances;	50
School teachers;	-
Advertising booklets;	-
Representatives of the university who came to the school with advertisements;	-
Social networks;	-
Other	-



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

Criteria	Indicators (%)
Completely satisfied;	50
Rather, satisfied;	50
Rather, not satisfied;	-
I am not completely satisfied;	-
I find it difficult to answer;	-
Other	-

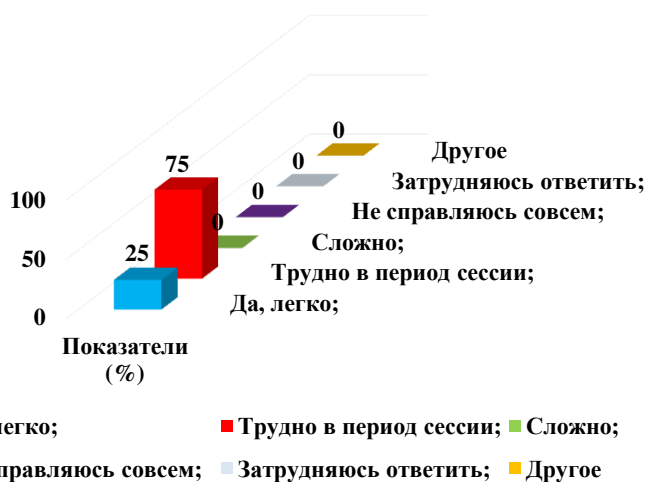
### How satisfied are you with the choice of the educational program you are studying?



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

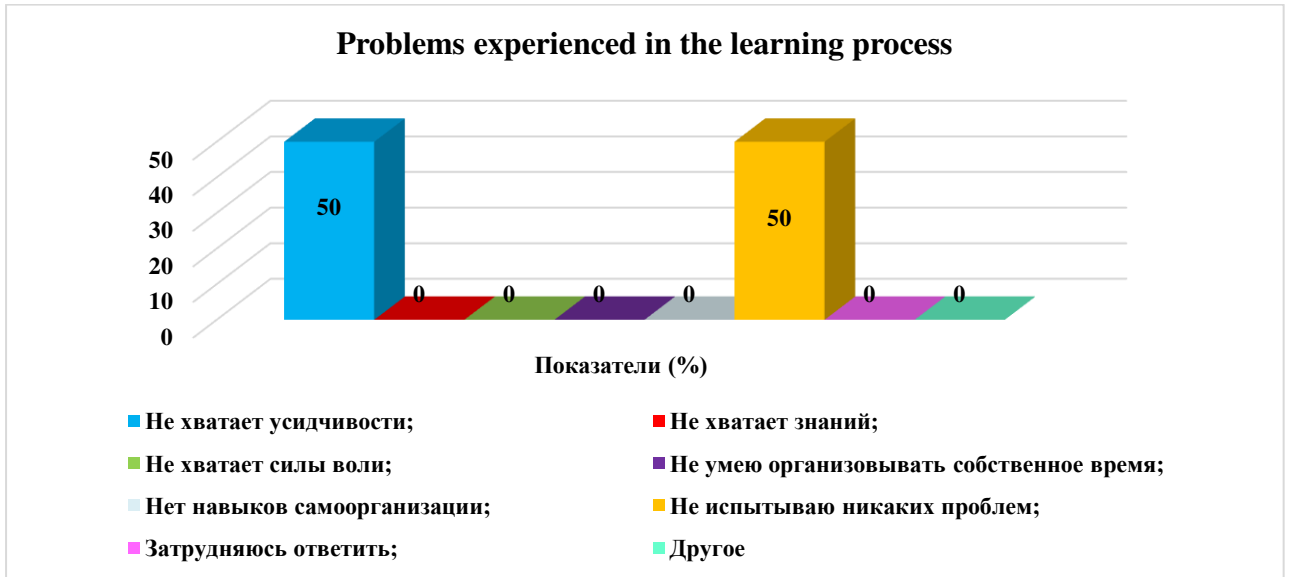
Criteria	Indicators (%)
Yeah, easy;	25
Difficult during the session;	75
Difficult;	-
I can't cope at all;	-
Difficult to answer;	-
Other	-

### Do you find it easy to cope with the study load?



### 5. Problems experienced in the learning process

Criteria	Indicators (%)
Lack of perseverance;	50
Not enough knowledge;	-
Lack of willpower;	-
I don't know how to organize my own time;	-
No self-organization skills;	-
I don't have any problems;	50
Difficult to answer;	-
Other	-



## 6. Are you satisfied with the work?

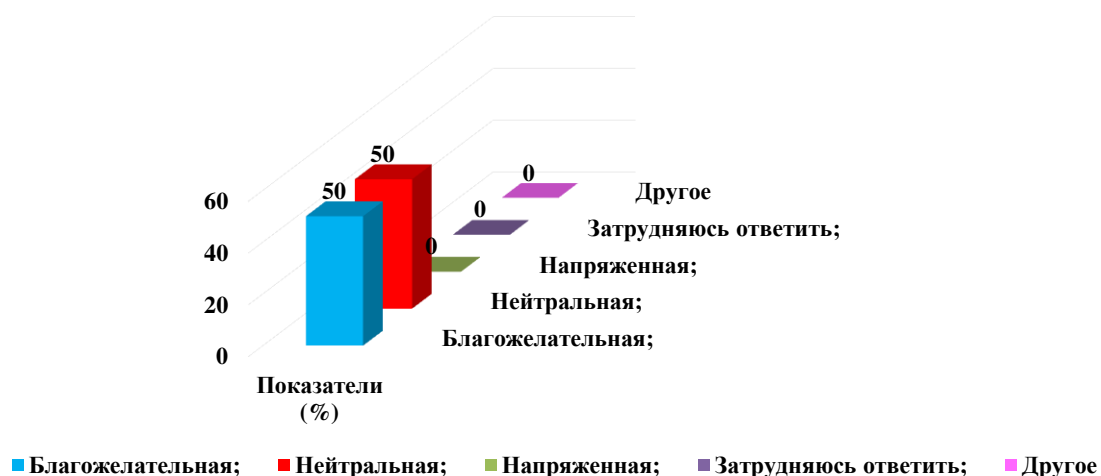
Criteria	Completely satisfied	Rather, satisfied	Rather, not satisfied	I am not completely satisfied	I find it difficult to answer
Deans	75	25	-	-	-
Departments	75	25	-	-	-
Teachers	100	-	-	-	-
Supervisors	75	-	25	-	-



## 7. How do you assess the moral and ethical atmosphere at the university?

Criteria	Indicators (%)
Favorable;	50
Neutral;	50
Tense;	-
Difficult to answer;	-
Other	-

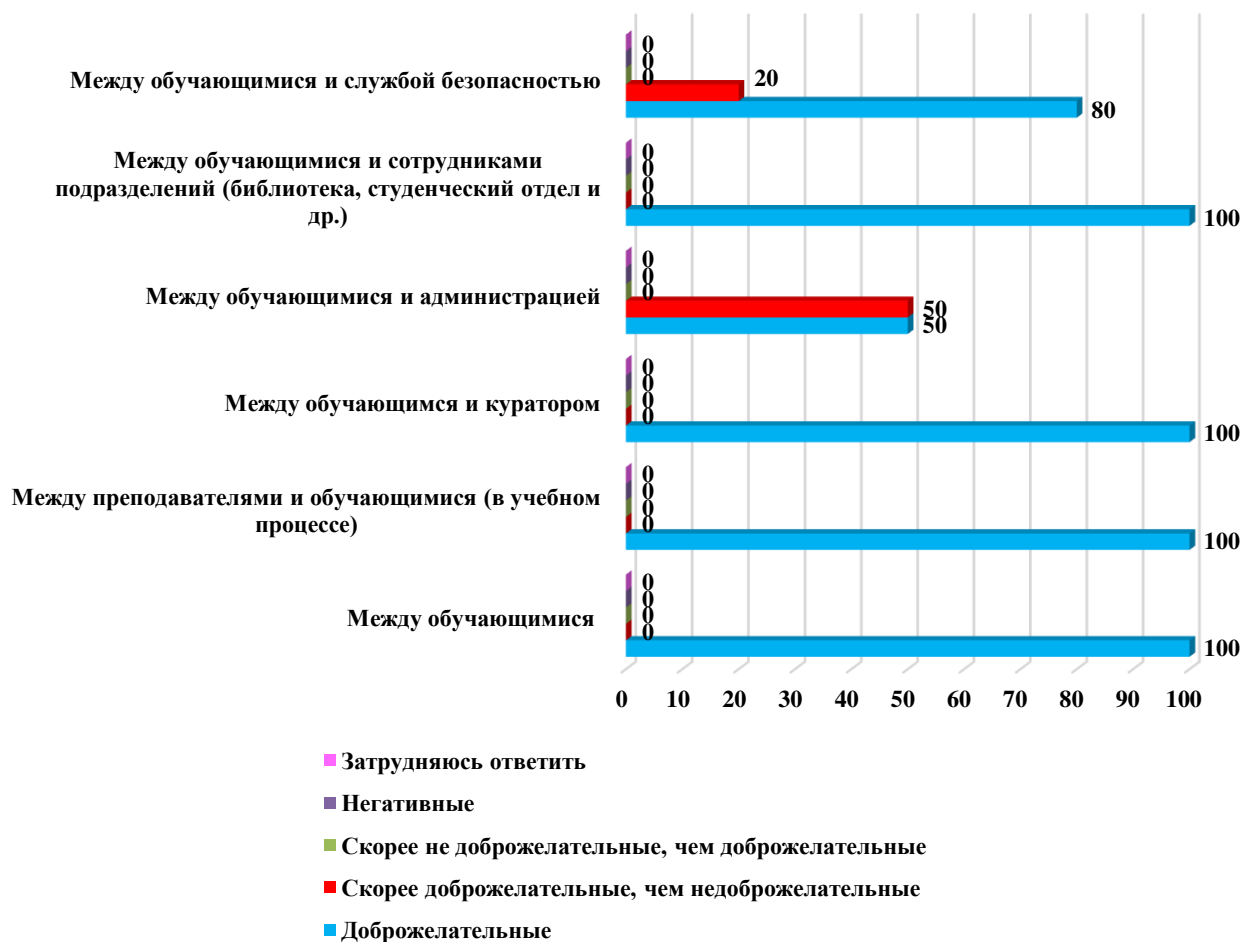
## How do you assess the moral and ethical atmosphere at the university?



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

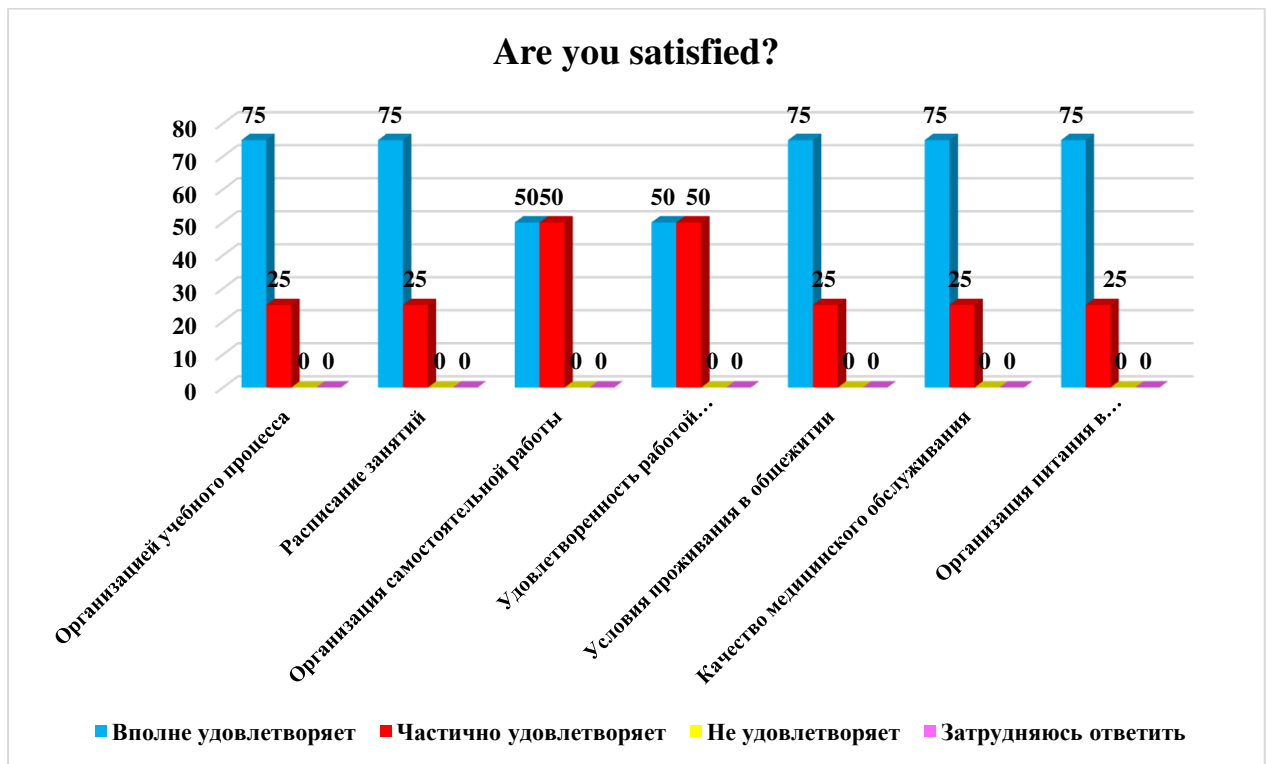
Criteria	Benevolent	More likely to be benevolent than unfriendly	Rather not benevolent than benevolent	Negative	Difficult to answer
Between students	100	-	-	-	-
Between teachers and students (in the learning process)	100	-	-	-	-
Between student and supervisor	100	-	-	-	-
Between students and administration	50	50	-	-	-
Between students and the staff of departments (library, student department, etc.).	100	-	-	-	-
Between students	80	20	-	-	-

### What do you think the relationship is:



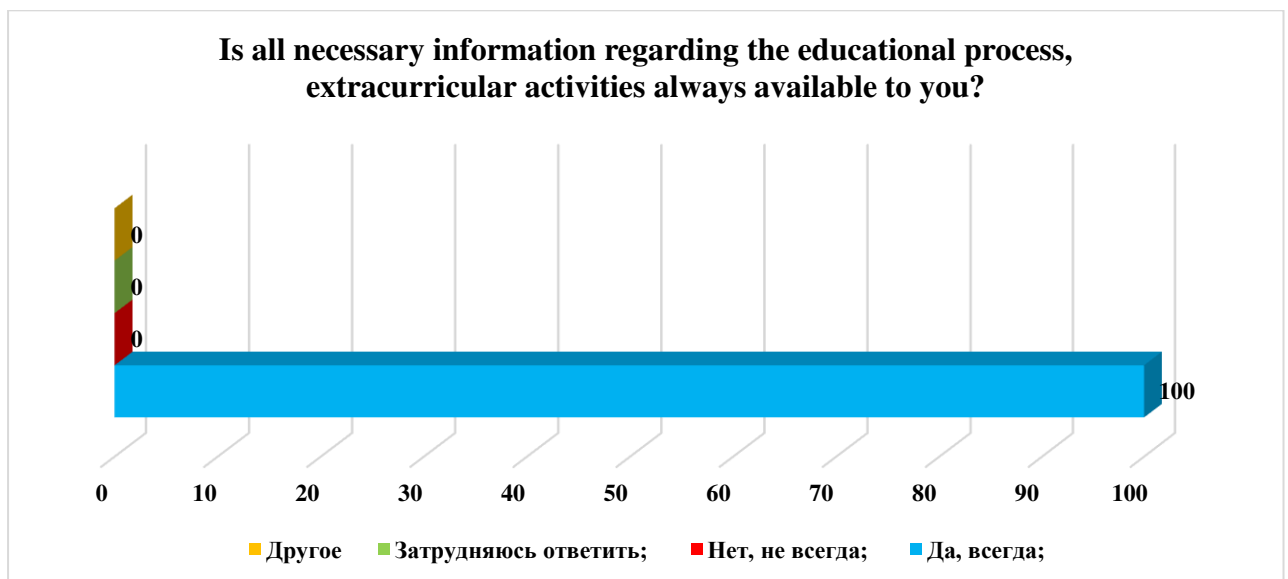
### 9. Are you satisfied?

Criteria	Completely satisfied	Partially satisfied	Not satisfied	I find it difficult to answer
Organization of the educational process	75	25	-	-
Class schedule	75	25	-	-
Organization of independent work	50	50	-	-
Satisfaction with the work of the library	50	50	-	-
Living conditions in the dormitory	75	25	-	-
Quality of medical service	75	25	-	-
Organization of catering at the university (prices, range of products, quality of prepared meals)	75	25	-	-



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

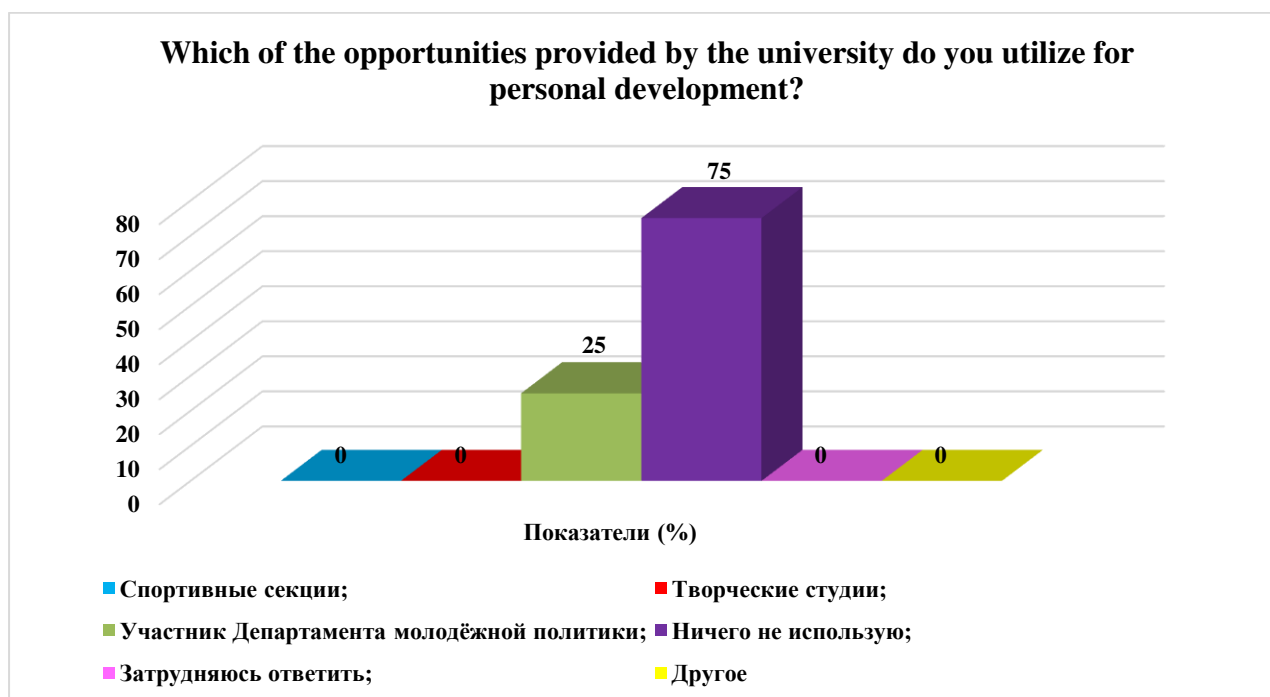
Criteria	Indicators (%)
Yes, always;	100
No, not always;	-
Difficult to answer;	-
Other	-



**11. Which of the opportunities provided by the university do you utilize for personal development?**

Criteria	Indicators (%)
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Sports sections;	-
Creative studios;	-
Participant of the Youth Policy Department;	25
I don't use anything;	75
Difficult to answer;	-
Other	-

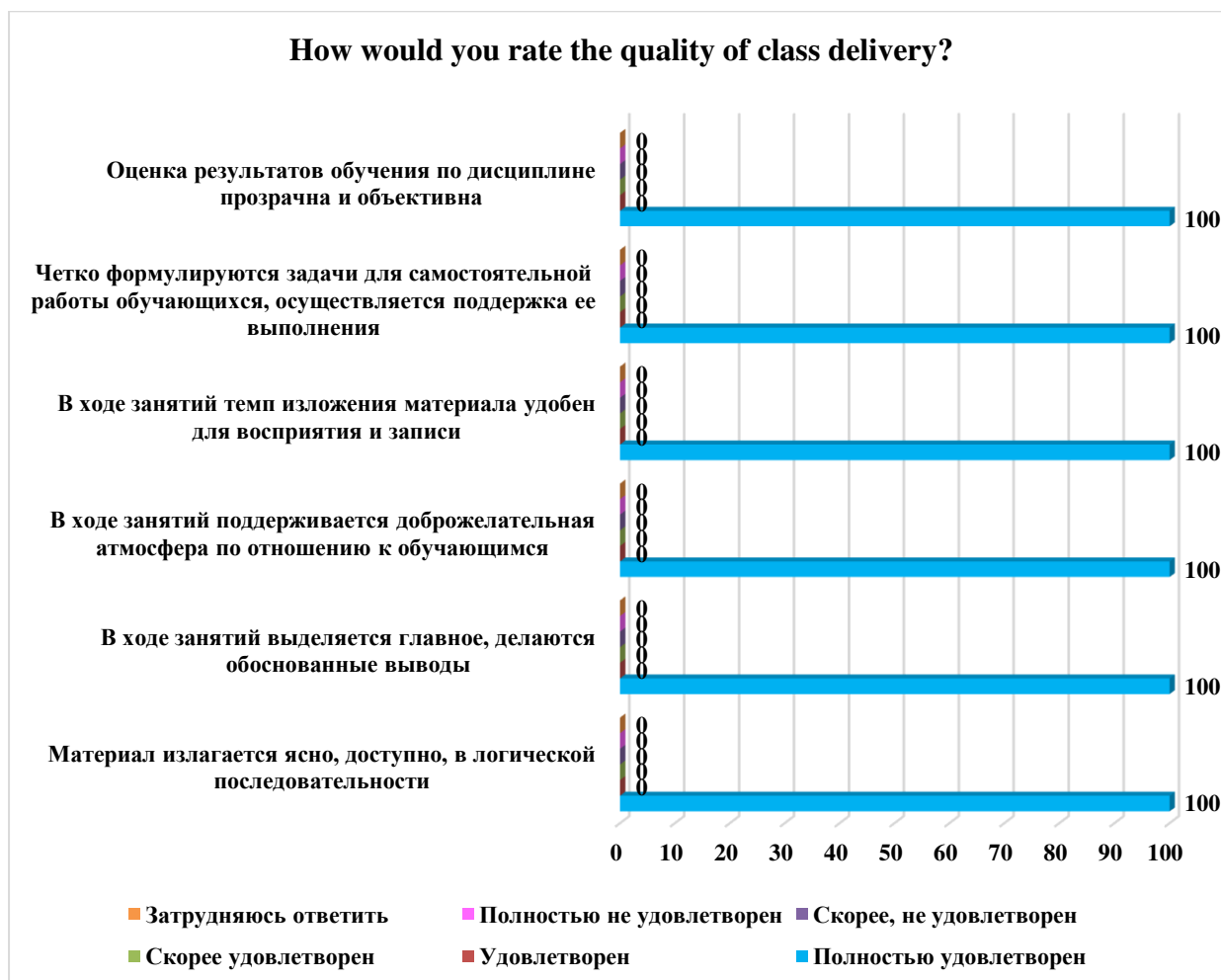


## 12. How would you rate the quality of class delivery?

	Compl etely satisfie d	Satisfie d	Rathe r satisfie d	Rather not satisfie d	I am not comple tely satisfie d	I find it difficul t to answer
The material is presented in a clear, accessible and logical sequence	100	-	-	-	-	-
During the lessons the main points are emphasized and reasonable conclusions are drawn	100	-	-	-	-	-
During the lessons, a friendly atmosphere is maintained towards the students	100	-	-	-	-	-
During the lessons, the pace of presentation of the material is convenient for perception and recording	100	-	-	-	-	-
The tasks for independent work of students are clearly formulated, and	100	-	-	-	-	-



support is provided for its fulfillment.						
Assessment of learning outcomes of the discipline is transparent and objective	100	-	-	-	-	-



According to the results of the questionnaire, the following **conclusions** can be drawn:

The choice of specialty is a very important aspect in the life of young people. Some do it consciously, others unconsciously, by the coincidence of external circumstances.

The study has shown that the main factor in choosing a specialty among the surveyed students is “personal inclination to a certain type of activity, assessment of their own abilities” (50%) and “prestige of the specialty” (50%).

The source of obtaining information about the university, faculties and specialties among first-year students are relatives, acquaintances (50%) and the official website of the university (50%).

100% of students report their satisfaction with the choice of educational program on which they study.

On the question “Do you easily cope with the study load?” only 25% of students answered that it is easy. The remaining 75% answered “it is difficult during the session”.

Relationships “between students”, “between teachers and students (in the learning process)”, “between student and supervisor”, “between students and administration”, “between students and employees of departments (library, student department, etc.)”, “between students and security service” are assessed by respondents as “benevolent” and

“rather benevolent than unfriendly” respectively, which fully corresponds to a high level of satisfaction with the moral and psychological climate in the student environment.

100% of students noted that they always have access to the necessary information regarding the educational process and extracurricular activities.

In response to the question “How would you rate the quality of class delivery?” the following information was obtained:

- “The material is presented clearly, accessible, in a logical sequence” satisfaction of students amounted to 100%;

- “During the lessons the main thing is emphasized, reasonable conclusions are made” satisfaction of students amounted to 100%;

- “During the lessons a friendly atmosphere is maintained in relation to the students” satisfaction of students amounted to 100%;

- “During the lessons, the pace of presentation of the material is easy to understand and write down” learner satisfaction was 100%;

- “The tasks for independent work of students are clearly formulated, support is provided for its implementation” satisfaction of students amounted to 100%;

- “Assessment of learning outcomes in the discipline is transparent and objective” satisfaction of students amounted to 100%.

### **Recommendations:**

Head of the department to familiarize the staff and students with the results of the questionnaire, if necessary, to develop an action plan to improve the quality of educational services.