

Report
on the results of the survey
First year students' satisfaction with educational services
in 2023-2024 academic year
Department: Chemistry and Chemical Technology
Specialty: 6B05101 Biotechnology

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.

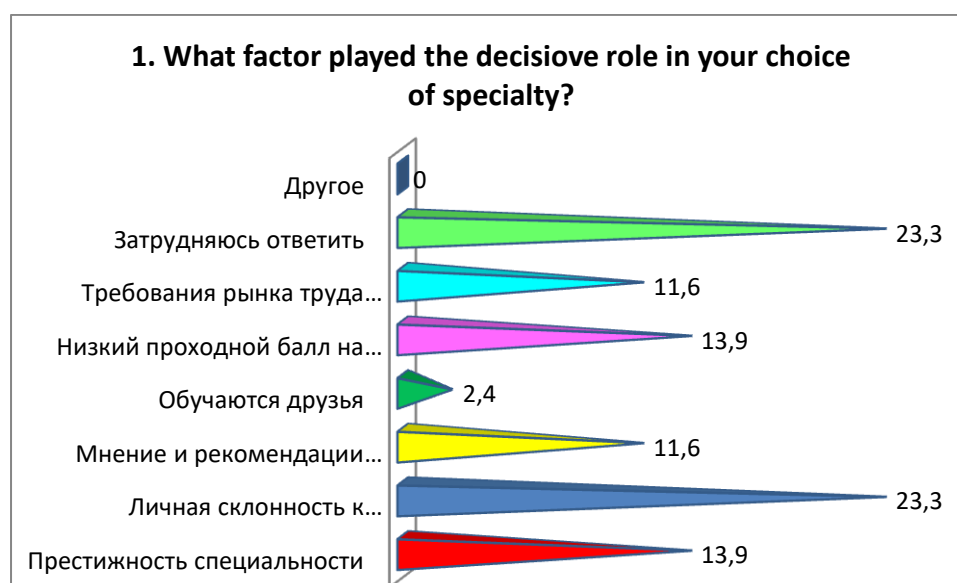
The results of the survey were processed and presented in a generalized form with a guarantee of confidentiality of students' personal opinions.

In the specialty 6B05101 Biotechnology, 43 respondents took part in the survey, which amounted to 93.59% of the total number of students.

The following data were obtained during the survey:

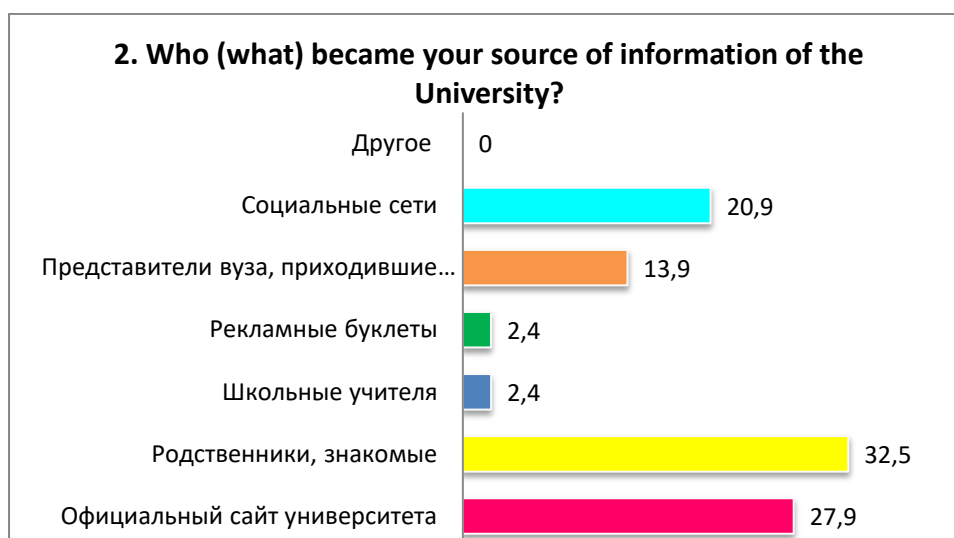
1. What factor played the decisive role in your choice of specialty?

Criteria	Indicators (%)
Prestige of the specialty	13,9
Personal inclination to a certain type of activity, assessment of one's own abilities	23,3
Opinion and recommendations of parents/relatives	11,6
Friends studying	2,4
Low passing score for the specialty	13,9
Labor market requirements (employment opportunities)	11,6
I find it difficult to answer	23,3
Other	-



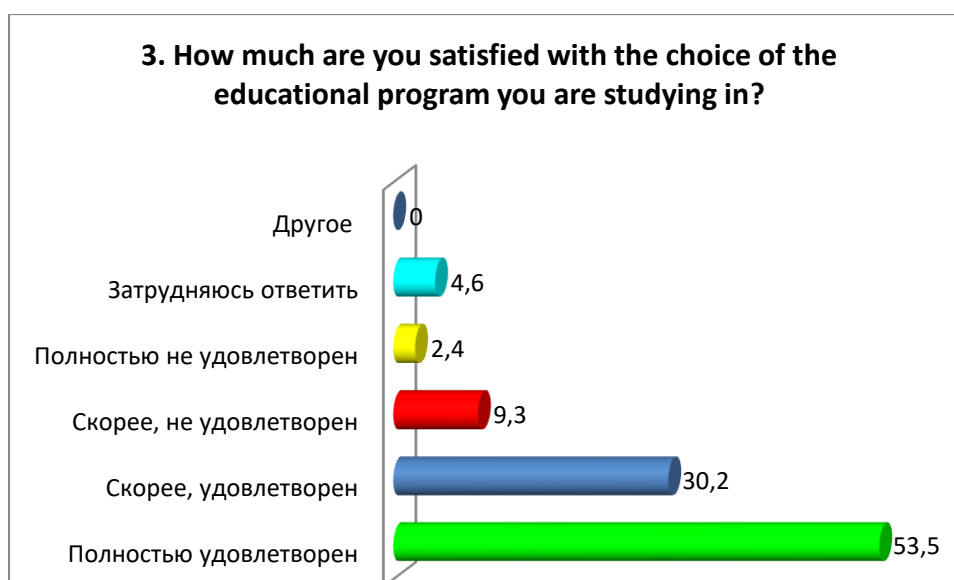
2. Who (what) became your source of information of the University??

Criteria	Indicators (%)
Official website of the university	27,9
Relatives, acquaintances	32,5
School teachers	2,4
Advertising brochures	2,4
University representatives who came to the school with advertising	13,9
Social networks	20,9
Other	-



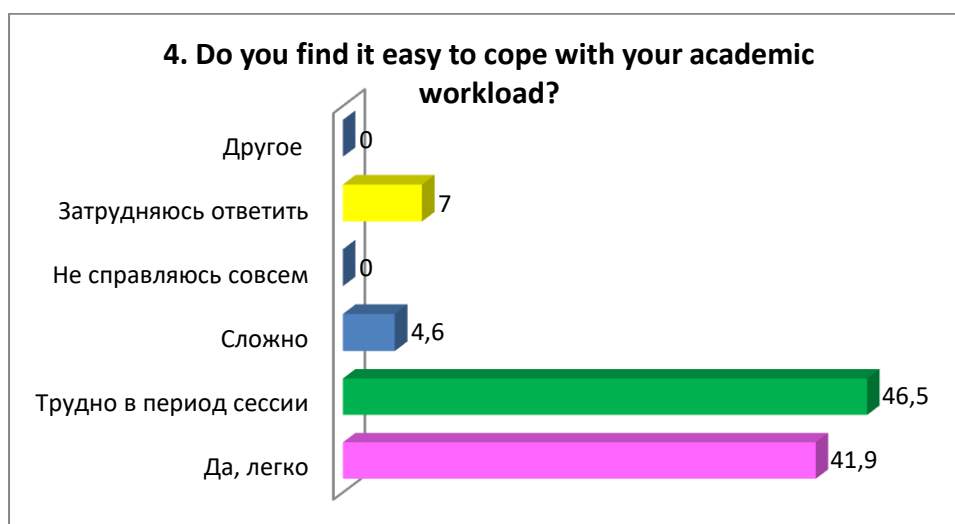
3. How much are you satisfied with the choice of the educational program you are studying in?

Criteria	Indicators (%)
Completely satisfied	53,5
Rather satisfied	30,2
Rather dissatisfied	9,3
Completely dissatisfied	2,4
Difficult to answer	4,6
Other	-



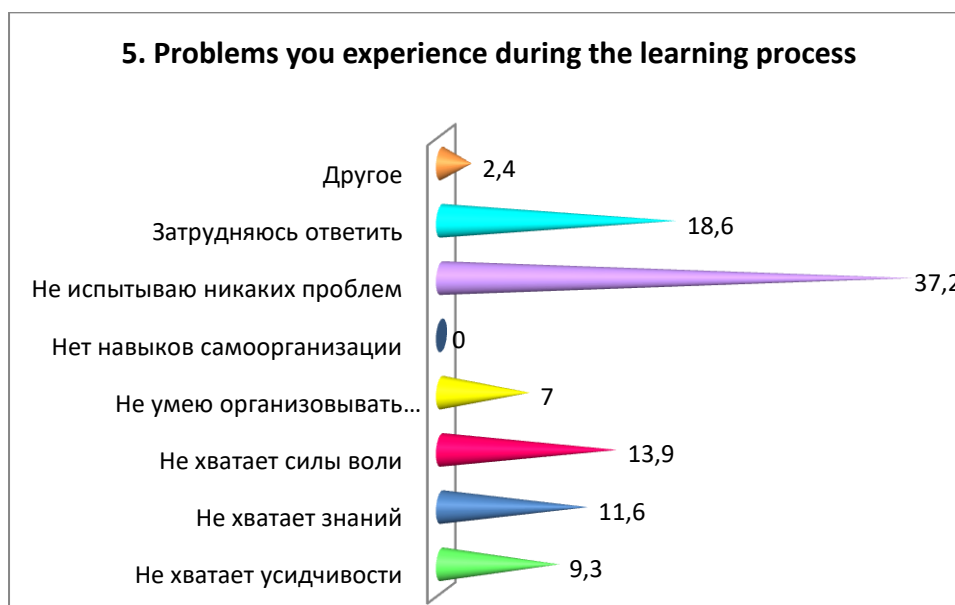
4. Do you find it easy to cope with your academic workload?

Criteria	Indicators (%)
Yes, easy	41,9
Difficult during the session	46,5
Difficult	4,6
Can't cope at all	-
Difficult to answer	7
Other	-



5. Problems you experience during the learning process

Criteria	Indicators (%)
Lack of perseverance	9,3
Lack of knowledge	11,6
Lack of willpower	13,9
I can't organize my own time	7
No self-organization skills	-
I don't have any problems	37,2
I find it difficult to answer	18,6
Other	2,4



For the option Other, students gave the following answer*:

- Everything is fine.

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

Criteria	Completely satisfied	Rather satisfied	Rather dissatisfied	Completely dissatisfied	Difficult to answer
Dean's Offices	67,5	20,9	4,6	-	7
Departments	65,1	25,5	2,4	-	7
Teachers	60,4	27,9	9,3	-	2,4
Curators	76,6	18,6	2,4	-	2,4



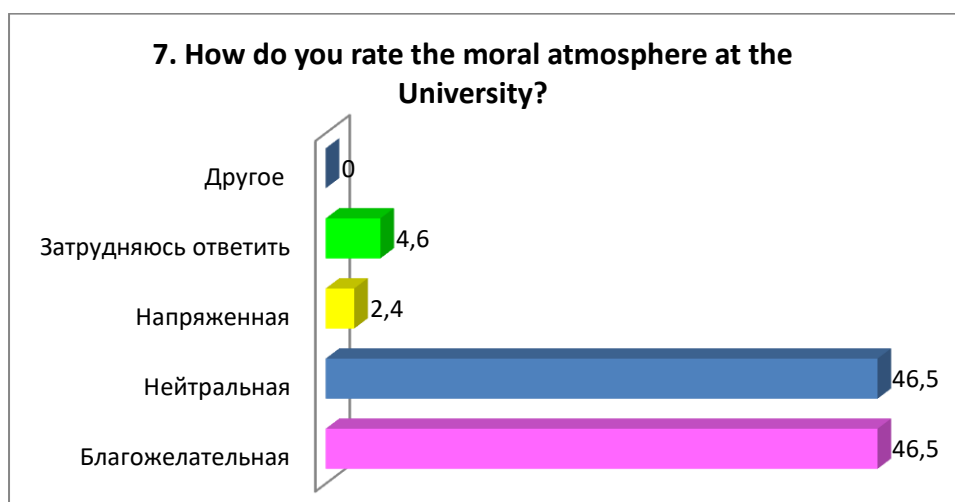
To the option “If you answered “rather dissatisfied or completely dissatisfied,” provide recommendations for improvement,” students indicated the following options*:

- No
- Completely satisfied
- Everything is good
- Many students are illiterate in their discipline, biased towards students, do not know Russian

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

Criteria	Indicators (%)
Benevolent	46,5
Neutral	46,5
Tense	2,4
Difficult to answer	4,6
Other	-

*The students' answers are presented in the original. The author's spelling and punctuation have been preserved.



To the option **“If you answered “Not satisfied”, please provide recommendations for improvement”**, students indicated the following options*:

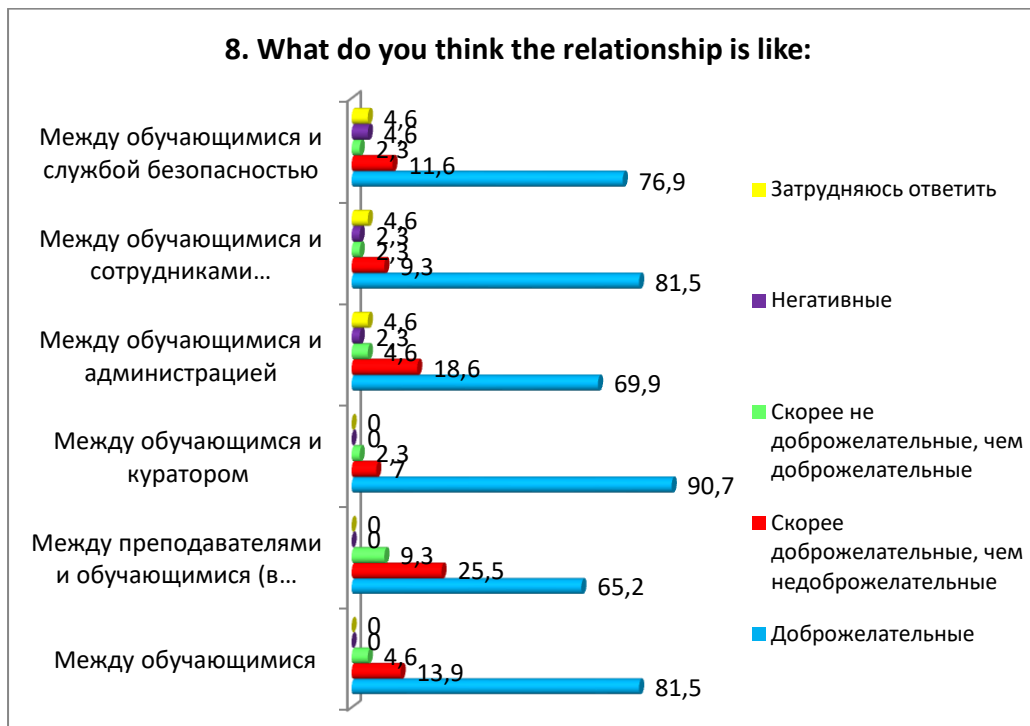
- No
- Everything depends on the classmates.
- Normal.

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	81,5	13,9	4,6	-	-
Between teachers and students (in the educational process)	65,2	25,5	9,3	-	-
Between a student and a supervisor	90,7	7	2,3	-	-
Between students and administration	69,9	18,6	4,6	2,3	4,6
Between students and department staff (library, student department, etc.)	81,5	9,3	2,3	2,3	4,6
Between students and the security service	76,9	11,6	2,3	4,6	4,6

To the option **"If you answered "Rather unfriendly than friendly or negative" to the previous question, write why"** the students indicated the following options*:

- Super unfriendly security service, allows itself to openly tease in case you forgot your pass, show up and treat it dismissively.
- No.
- Normal.



9. Are you satisfied with?..

Criteria	Completely satisfied	Partially satisfied	Not satisfied	Difficult to answer
Organization of the educational process	69,9	30,1	-	-
Class schedule	79	18,6	-	2,4
Organization of independent work	76,8	18,6	-	4,6
Satisfaction with the library work	79	11,6	2,4	7
Living conditions in the hostel	76,8	9,3	-	13,9
Quality of medical care	76,8	11,6	4,6	7
Organization of catering at the University (prices, product range, quality of prepared dishes)	67,5	18,6	9,3	4,6



To the option “If you answered “Not satisfied”, please provide recommendations for improvement”, students indicated the following options*:

- There's only baked goods in the canteen
- Everything's fine
- normal
- Not much choice.

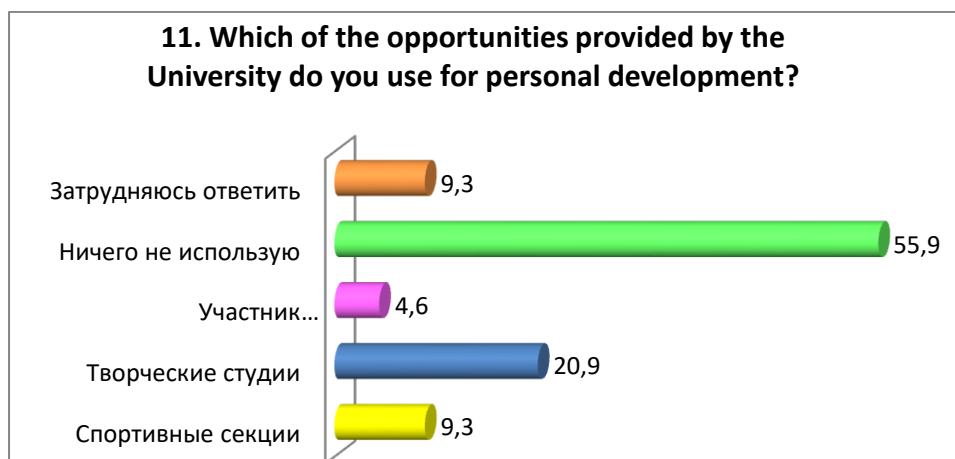
10. Is all the necessary information regarding the educational process and extracurricular activities always available to you?

Criteria	Indicators (%)
Yes, always	72,1
No, not always	23,3
Difficult to answer	4,6
Other	-



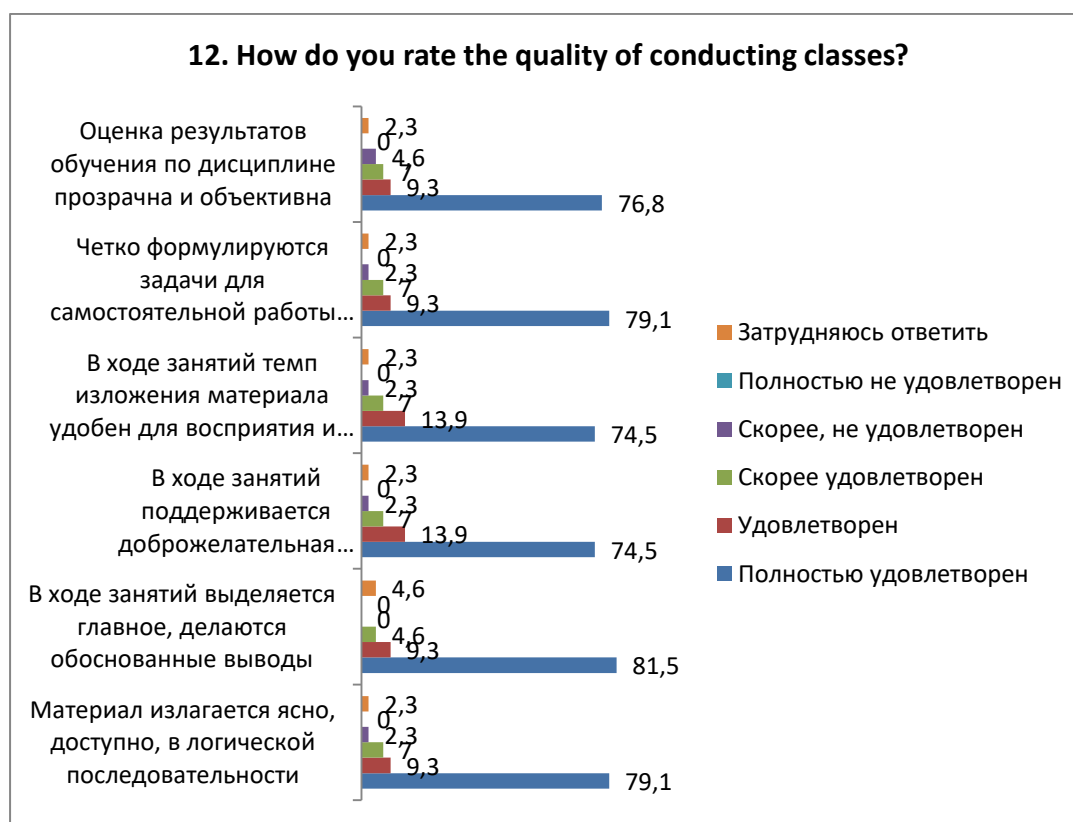
11. Which of the opportunities provided by the University do you use for personal development?

Criteria	Indicators (%)
Sports sections	9,3
Creative studios	20,9
Member of the Department of Youth Policy	4,6
I don't use anything	55,9
I find it difficult to answer	9,3
Other	-



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

Criteria	Completely satisfied	Satisfied	Rather satisfied	Rather dissatisfied	Completely dissatisfied	Difficult to answer
The material is presented clearly, accessibly, in a logical sequence	79,1	9,3	7	2,3	-	2,3
In classes, the main points are highlighted, and well-founded conclusions are made	81,5	9,3	4,6	-	-	4,6
In classes, a friendly atmosphere is maintained towards the students	74,5	13,9	7	2,3	-	2,3
In classes, the pace of the presentation of the material is convenient for perception and recording	74,5	13,9	7	2,3	-	2,3
Tasks for independent work of students are clearly formulated, and support for its implementation is provided	79,1	9,3	7	2,3	-	2,3
The assessment of learning outcomes in the discipline is transparent and objective	76,8	9,3	7	4,6	-	2,3



For the option "**Other**", the students indicated the following options*:

- None.
- Everything is good.

For the option **"If you answered "rather dissatisfied and completely dissatisfied"** to the previous question, provide recommendations for improvement", the students indicated the following options*:

- None.
- Everything is good.

.

Please write your suggestions, wishes, and what questions, in your opinion, should be added to this questionnaire to improve the training program, to improve the quality of services provided, to improve the quality of distance learning and the other areas of the University activities. (*The students' answers are presented in the original. The author's spelling and punctuation have been preserved.*)

- About corruption
- I don't know
- No answer
- None
- No question

Based on the results of the survey there were made the following **conclusions.**

1. Factors of choosing a specialty: Personal preferences and assessment of one's own abilities were the main factors in choosing a specialty for 23.3% of respondents. The prestige of the specialty and low passing score influenced the decision of 13.9% of students. The opinion of parents/relatives, labor market requirements and the influence of friends were also taken into account when choosing a specialty. However, for some (23%) the main factor of choice remained uncertain.

2. Sources of information of the University: most students received the information of the University from relatives and friends (32.5%), as well as through the official website of the university (27.9%). The other sources included advertising brochures, University representatives, social networks and school teachers.

3. Satisfaction with the chosen educational program: 83.7% of students are satisfied with the choice of their educational program, which indicates that the chosen program meets their expectations and goals.

4. Problems in the learning process: students face various problems, such as lack of knowledge, willpower, time management and study load management. Some students experience difficulties, especially during the exam period, while others do not experience problems in their studies.

5. Satisfaction with the work of the University's structural divisions:

- Dean's Office: 88.4% of students expressed satisfaction with the work of the Dean's Office, which indicates a good level of management and organization of the educational process.

- Departments: 90.6% of the surveyed students highly rated the work of the departments, emphasizing the effectiveness and professionalism of the teachers in their field.

- Teachers: 88.3% of students expressed satisfaction with the work of the teachers, noting a good level of knowledge and competence in teaching disciplines.

- Curators: 95.2% of the surveyed students rated the work of the curators as highly satisfactory, which indicates significant support and assistance provided to students in solving various issues and problems.

6. *The psychological climate at the University* is described as friendly relations between students, teachers and the University staff. This climate creates a supportive and inspiring environment for student learning and development.

7. *Student satisfaction with the quality of educational services*: 100% of respondents expressed satisfaction with the organization of the educational process, 95.4% with independent work, 97.6% with the class schedule, 90.6% with the library, 88.4% with the quality of medical care, 86.1% with the organization of catering and living conditions in the dormitory. These data indicate the high quality of services and support provided by the university to ensure successful learning and student comfort.

8. *Availability of the information related to the educational process and extracurricular activities*: 72.1% of students claim that it is always available, while 23.3% note that this is not always the case.

9. *Student participation in the social life of the University*: 9.3% of students are keen on sports sections, 20.9% prefer creative studios, and 4.6% participate in the youth policy department. However, 55.9% of respondents said that they do not use any of the opportunities provided. The reasons for this decision were not indicated by the students in the questionnaire.

10. *The quality of conducting classes* students rate it at a high level (on average 95%), emphasizing that the material is presented clearly and accessibly, with logical sequence and highlighting key points with substantiated conclusions. They also note the favorable atmosphere in the classroom, the comfortable pace of information delivery and the clear formulation of assignments for independent work with support for their implementation.

In general, the analysis of the results of students filling out the questionnaire "Satisfaction of the 1-year students with educational services" shows a positive attitude of students to the conditions created at the University for obtaining an education, the content, organization and quality of the educational process.

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 cqma_kstu@mail.ru.