

**Report
on the results of the questionnaire
“Satisfaction of 1st year students with educational services”
for the 2023-2024 academic year**

Department: “Chemistry and Chemical Technologies”

Specialty: 6B07110 Chemical technology of organic substances

The Centre for Quality Management and Accreditation in February 2024 conducted the annual questionnaire on the satisfaction of 1st year students with the quality of services provided.

Purpose of the questionnaire: Improvement of the learning process, improvement of the quality of educational services and other activities of the university.

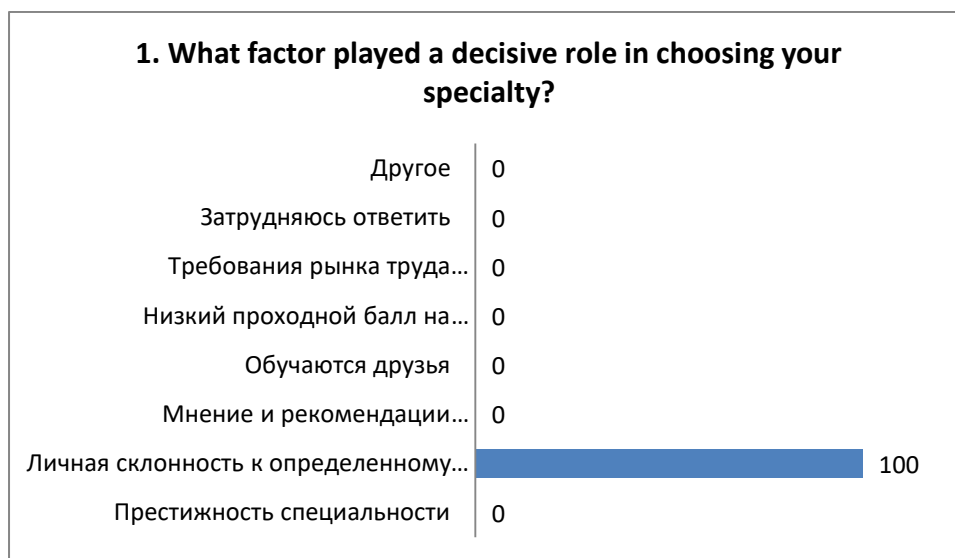
The results of the questionnaire were processed and presented in a summarized form with the guarantee of confidentiality of students' personal opinions.

In the speciality 6B07110 Chemical technology of organic substances 3 respondents took part in the questionnaire, which is 100% 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?

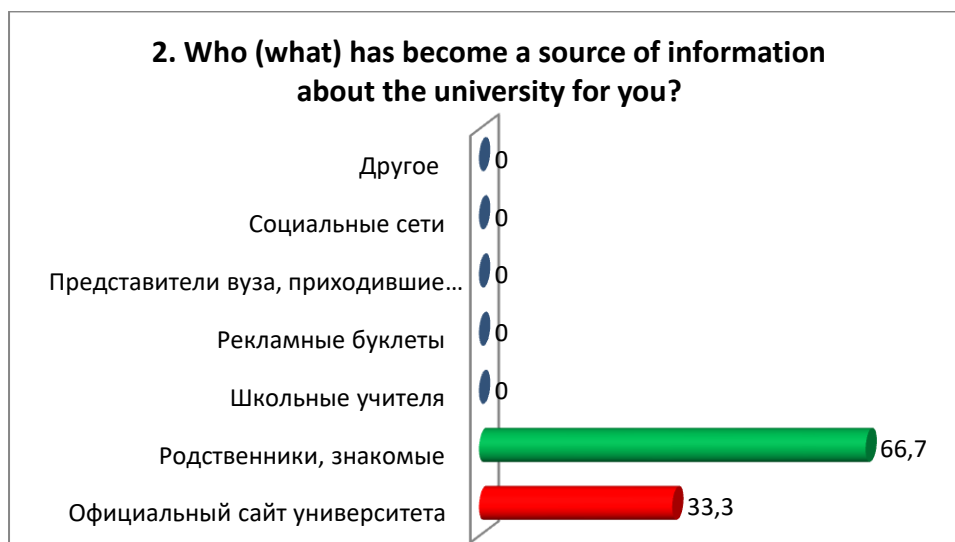
Criteria	Indicators (%)
Prestige of the specialty;	-
Personal inclination to a certain type of activity, assessment of one's own abilities;	100
Opinion and recommendations from parents/relatives;	-
Friends are being trained;	-
Low passing grade for the major;	-
Labor market requirements (employment opportunities);	-
I find it difficult to answer;	-
Other	-



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

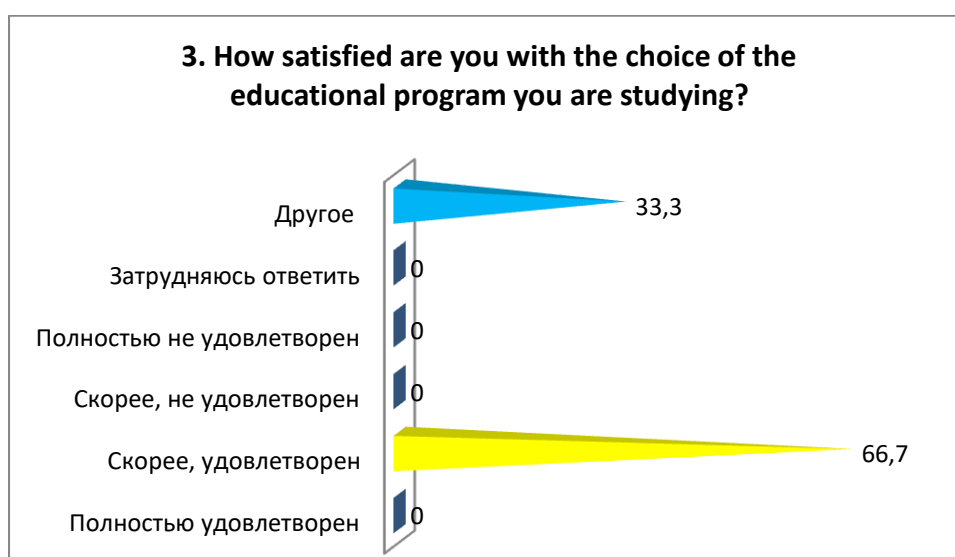
Criteria	Indicators (%)
Official website of the university;	33,3
Relatives, acquaintances;	66,7

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;	-
Rather, satisfied;	66,7
Rather, not satisfied;	-
I am not completely satisfied;	-
I find it difficult to answer;	-
Other	33,3



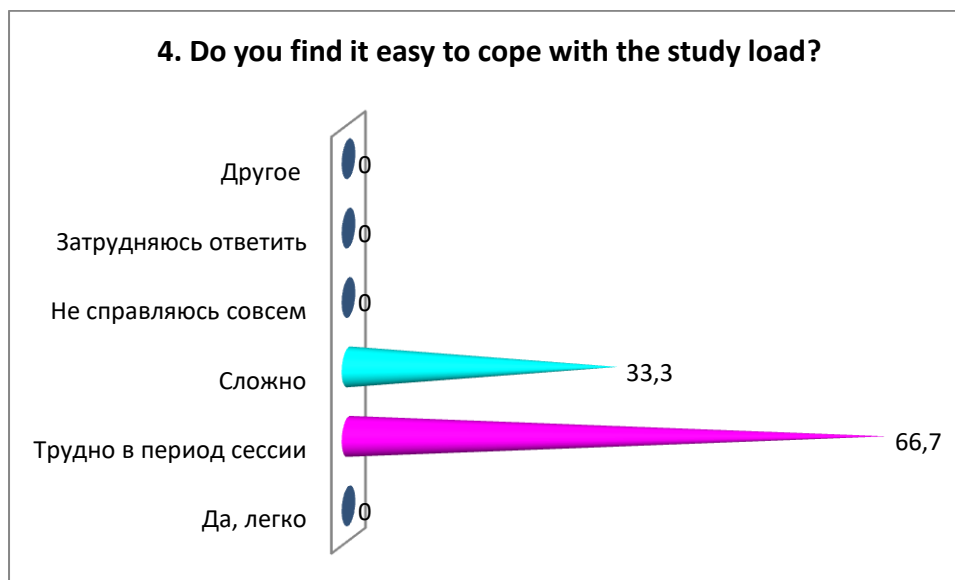
For the option ‘**Other**’, the students indicated the following options*:

- A lot of unnecessary subjects, and there are few profile subjects compared to other specialities.

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

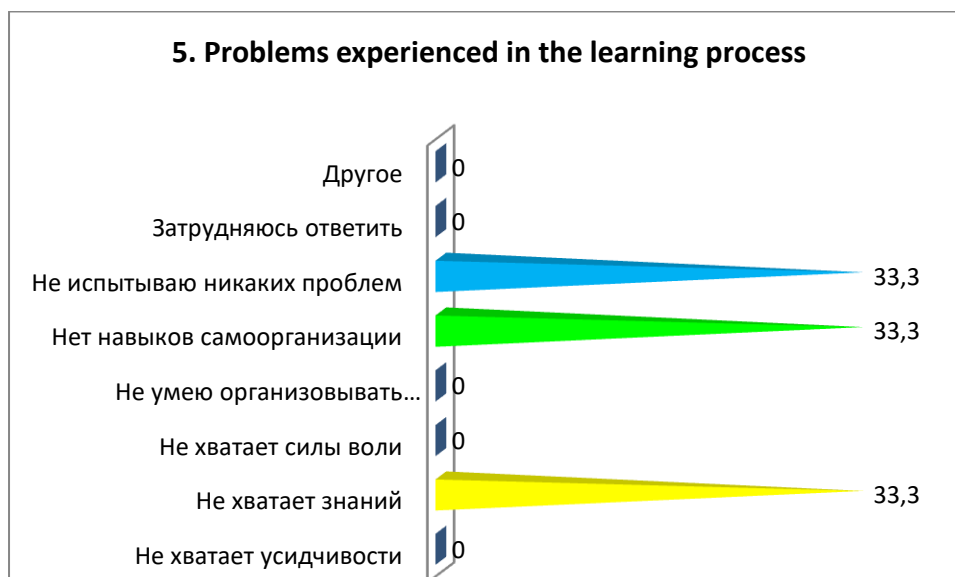
4. Do you find it easy to cope with the study load?

Criteria	Indicators (%)
Yeah, easy;	-
Difficult during the session;	66,7
Difficult;	33,3
I can't cope at all;	-
Difficult to answer;	-
Other	-



5. Problems experienced in the learning process

Criteria	Indicators (%)
Lack of perseverance;	-
Not enough knowledge;	33,3
Lack of willpower;	-
I don't know how to organize my own time;	-
No self-organization skills;	33,3
I don't have any problems;	33,3
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	66,7	-	33,3	-	-
Departments	66,7	33,3	-	-	-
Teachers	66,7	33,3	-	-	-
Supervisors	100	-	-	-	-



For the option ‘**If you answered “rather not satisfied or completely not satisfied” give recommendations for improvement**’, the students indicated the following options*:

- A more loyal attitude towards students, not as enemies.

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

Criteria	Indicators (%)
Favorable;	-
Neutral;	100
Tense;	-
Difficult to answer;	-
Other	-



8. What do you think the relationship is:

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

Criteria	Benevolent	More likely to be benevolent than unfriendly	Rather not benevolent than benevolent	Negative	Difficult to answer
Between students	66,7	33,3	-	-	-
Between teachers and learners (in the learning process)	66,7	33,3	-	-	-
Between learner and supervisor	100	-	-	-	-
Between students and administration	66,7	-	33,3	-	-
Between students and the staff of the departments (library, student department, etc.).	100	-	-	-	-
Between students and security service	66,7	-	-	33,3	-



For the option ‘If you answered “Rather not benevolent than benevolent or negative” to the previous question, write why’, students gave the following options*:

- Teach guards how to talk to people.

9. Are you satisfied?

Критерии	Вполне удовлетворяет	Частично удовлетворяет	Не удовлетворяет	Затрудняюсь ответить
Organization of the educational process	100	-	-	-
Class schedule	66,7	33,3	-	-
Organization of independent work	100	-	-	-
Satisfaction with the work of the library	66,7	33,3	-	-
Living conditions in the dormitory	33,3	33,3	33,3	-
Quality of medical service	66,7	33,3	-	-

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

Organization of catering at the university (prices, range of products, quality of prepared meals)	66,7	-	33,3	-
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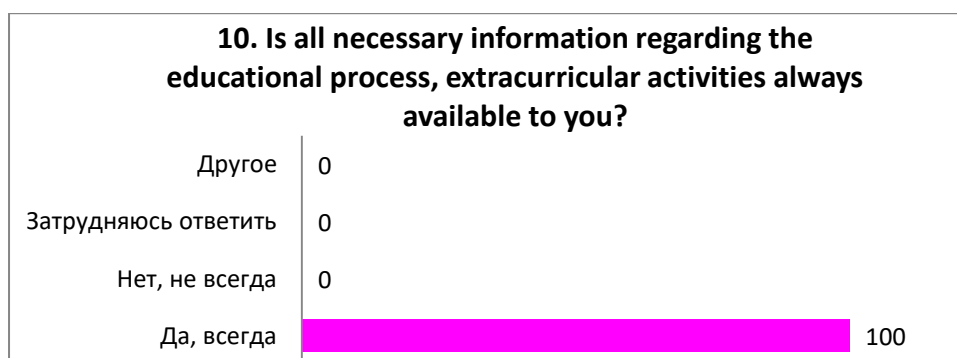


For the option ‘If you answered “Not satisfied” give recommendations for improvement’, the students indicated the following options*:

- In the dormitory the heating works very poorly, the shower is terrible you are either under boiling water or under ice water, the guards allow themselves too much (enter without permission as an example).

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	-

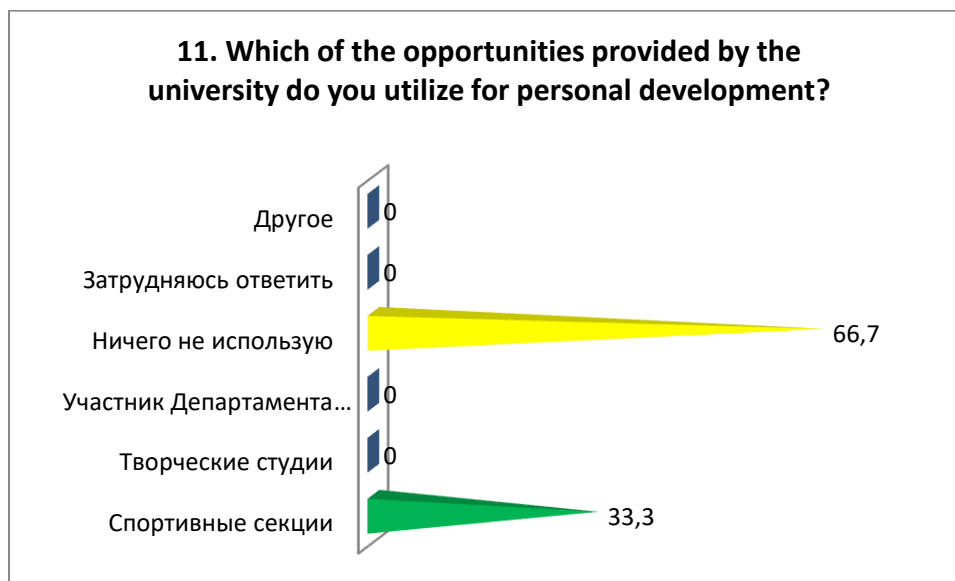


11. Which of the opportunities provided by the university do you utilize for personal development?

Criteria	Indicators (%)
Sports sections;	33,3

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

Creative studios;	-
Participant of the Youth Policy Department;	-
I don't use anything;	66,7
Difficult to answer;	-
Other	-



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

Criteria	Compl etely satisfie d	Satisfie d	Rather satisfie d	Rather not satisfie d	I am not complet ely satisfied	I find it difficult 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	66,7	33,3	-	-	-	-
The tasks for independent work of students are clearly formulated, and support is provided for its fulfillment.	100	-	-	-	-	-
Assessment of learning outcomes of the discipline is transparent and objective	66,7	33,3	-	-	-	-

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



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

When choosing a speciality for all students, the main factor that played a decisive role turned out to be personal inclination to a certain type of activity and assessment of their own abilities. This factor turns out to be the most significant, as it is based on a deep understanding of one's interests, hobbies and potential.

Students chose a university based on different sources of information. The main ones were recommendations from relatives and friends, as well as information from the university's official website.

More than half of the students (66.7%) expressed satisfaction with the chosen educational programme, which indicates that the programme meets their interests and expectations.

In the process of studying, students face various problems such as lack of knowledge, willpower, time organisation and managing the study load. Some students experience difficulties, especially during the session period, while others have no problems in their studies.

Satisfaction with the work of structural units of the university:

- Dean's office: 66.7% of students expressed satisfaction with the work of the dean's office, which indicates a good level of management and organisation of the educational process.

- Departments: 100% of surveyed students highly appreciated the work of the departments, emphasising the efficiency and professionalism of teachers in their field.

- Teachers: 100% of students expressed satisfaction with the work of teachers, noting a high level of knowledge and competence in teaching disciplines.

- Supervisors: 100% of surveyed students evaluated the work of curators as highly satisfactory, indicating significant support and assistance provided to students in solving various issues and problems.

Relations between students, teachers, supervisors and administration are assessed as benevolent or rather benevolent, which indicates a favourable moral and psychological atmosphere at the university.

The university successfully organises the educational process, which is reflected in the high degree of student satisfaction with the schedule of classes, independent work, library work and catering.

It is important to pay attention to the fact that not all students actively use the provided opportunities for personal development, which can reduce their overall educational experience. Understanding the reasons for this non-involvement and developing activities to encourage participation can improve the situation.

In addition, full student satisfaction with the quality of the sessions emphasises the success of the pedagogy and suggests that this high level will be maintained in the future.

Recommendations:

The Head of Department should familiarise staff and students with the results of the questionnaire and discuss them at supervisory hours. This will allow all interested parties to obtain information about the current state and opinions of students regarding the quality of the educational process and learning conditions.

If necessary, develop an action plan to improve the quality of educational services.

Students can also request the results of the questionnaire by e-mail of the Centre for Quality Management and Accreditation cqma_kstu@mail.ru.