

**Report**  
**on the results of the survey**  
**First year students' satisfaction with educational services**  
**in 2023-2024 academic year**

**Departments:** Information Computing Systems and Information Technology and Security  
**Specialty:** 6B06104 Computer Equipment and Software

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 specialty 6B06104 Computer Equipment and Software, 49 respondents took part in the survey, which amounted to 100% 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                                                             | 16,3           |
| Personal inclination to a certain type of activity, assessment of one's own abilities | 45             |
| Opinion and recommendations of parents/relatives                                      | 6,1            |
| Friends studying                                                                      | 2              |
| Low passing score for the specialty                                                   | 8,2            |
| Labor market requirements (employment opportunities)                                  | 10,2           |
| I find it difficult to answer                                                         | 10,2           |
| Other                                                                                 | 2              |

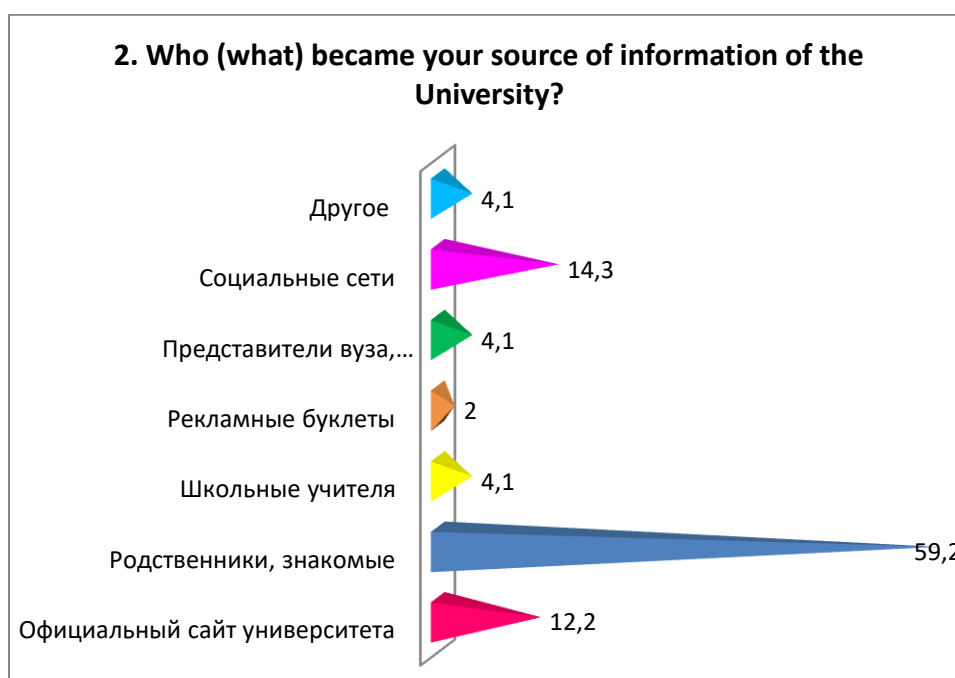


For the “Other” option, students indicated the following options\*:

- Personal desire.

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

| Criteria                                                           | Indicators (%) |
|--------------------------------------------------------------------|----------------|
| Official website of the university                                 | 12,2           |
| Relatives, acquaintances                                           | 59,2           |
| School teachers                                                    | 4,1            |
| Advertising brochures                                              | 2              |
| University representatives who came to the school with advertising | 4,1            |
| Social networks                                                    | 14,3           |
| Other                                                              | 4,1            |



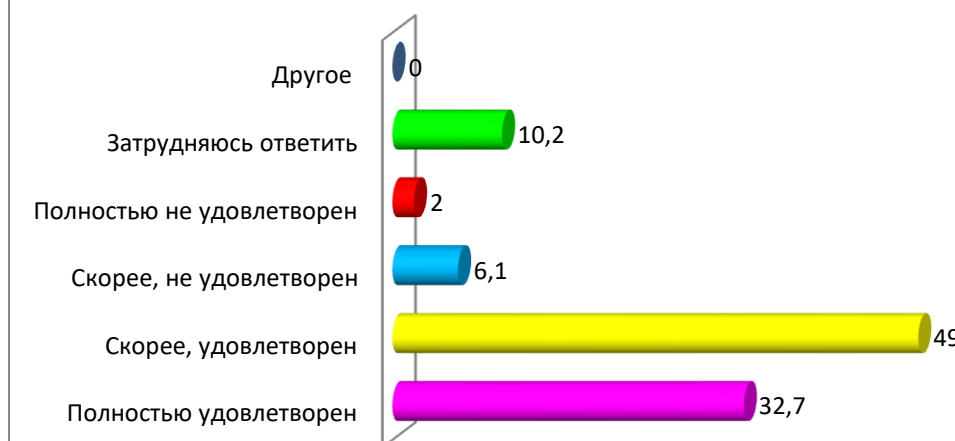
For the “Other” option, students indicated the following options\*:

- None
- I studied at college, and they told me about the Polytechnic University.

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

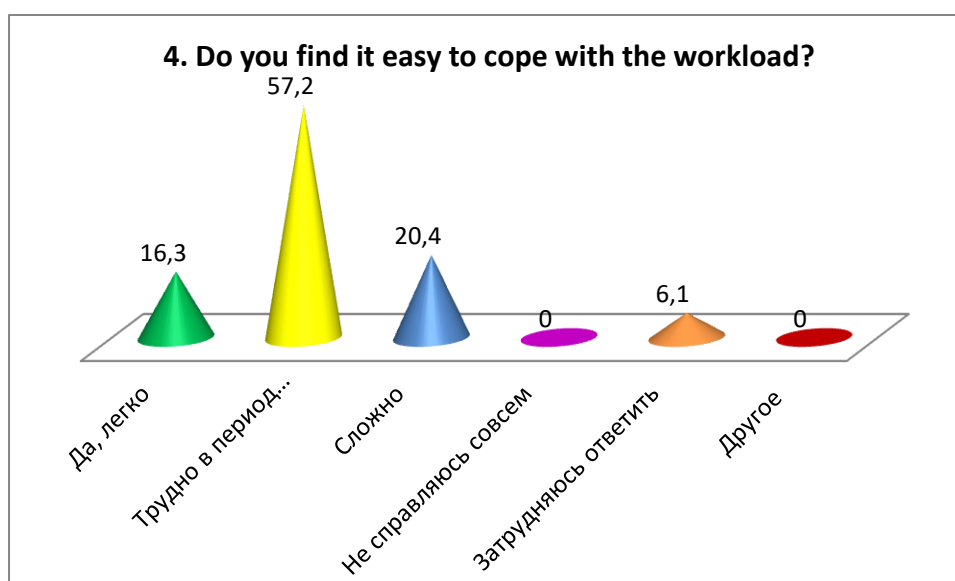
| Criteria                | Indicators (%) |
|-------------------------|----------------|
| Completely satisfied    | 32,7           |
| Rather satisfied        | 49             |
| Rather dissatisfied     | 6,1            |
| Completely dissatisfied | 2              |
| Difficult to answer     | 10,2           |
| 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

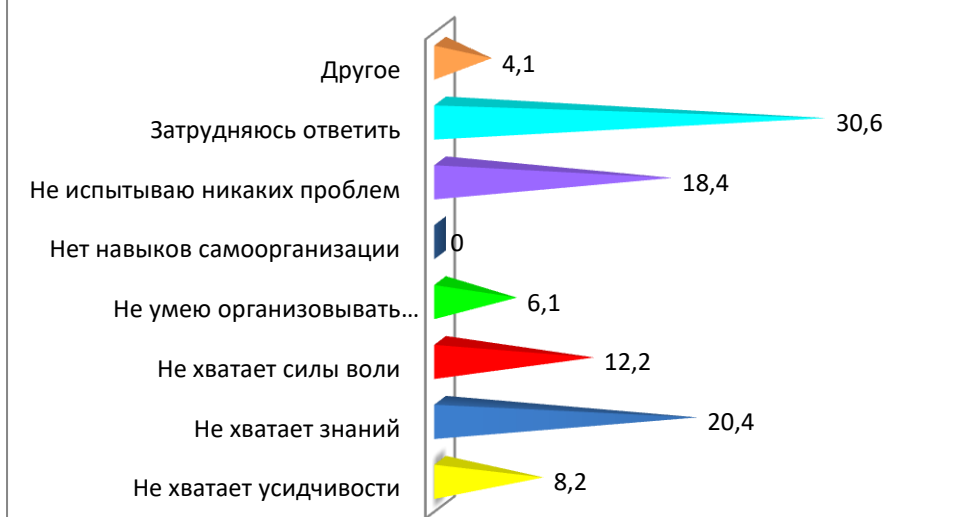
| Criteria                     | Indicators (%) |
|------------------------------|----------------|
| Yes, easy                    | 16,3           |
| Difficult during the session | 57,2           |
| Difficult                    | 20,4           |
| Can't cope at all            | -              |
| Difficult to answer          | 6,1            |
| Other                        | -              |



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

| Criteria                      | Indicators (%) |
|-------------------------------|----------------|
| Lack of perseverance          | 8,2            |
| Lack of knowledge             | 20,4           |
| Lack of willpower             | 12,2           |
| I can't organize my own time  | 6,1            |
| No self-organization skills   | -              |
| I don't have any problems     | 18,4           |
| I find it difficult to answer | 30,6           |
| Other                         | 4,1            |

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



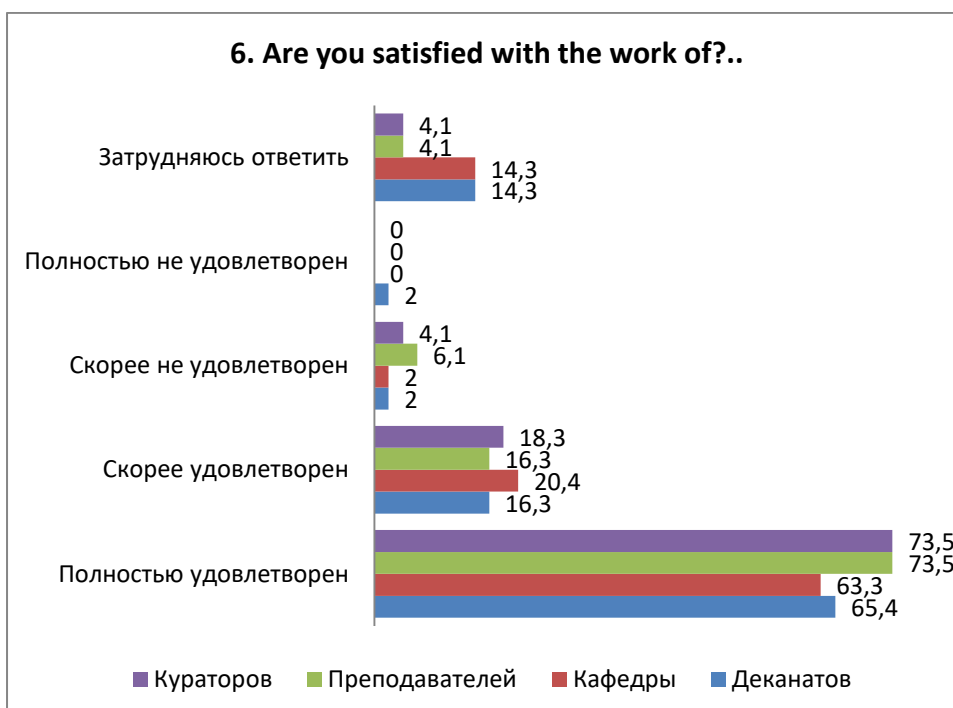
For the “Other” option, students indicated the following options:

- Few points, hard to get them
- tiredness.

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

| Criteria       | Completely satisfied | Rather satisfied | Rather dissatisfied | Completely dissatisfied | Difficult to answer |
|----------------|----------------------|------------------|---------------------|-------------------------|---------------------|
| Dean's Offices | 65,4                 | 16,3             | 2                   | 2                       | 14,3                |
| Departments    | 63,3                 | 20,4             | 2                   | -                       | 14,3                |
| Teachers       | 73,5                 | 16,3             | 6,1                 | -                       | 4,1                 |
| Curators       | 73,5                 | 18,3             | 4,1                 | -                       | 4,1                 |

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

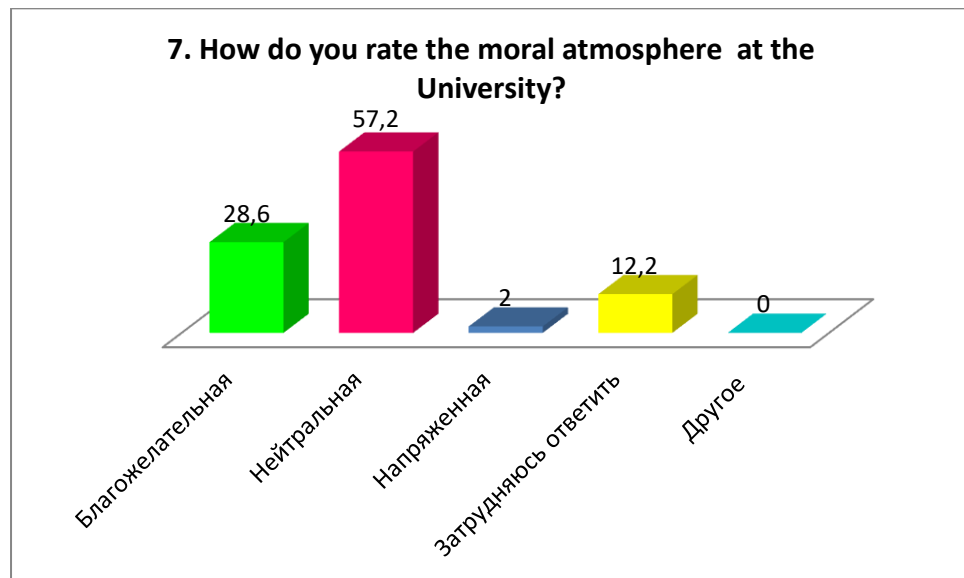


For the option “If you answered “rather dissatisfied or completely dissatisfied”, please provide recommendations for improvement”, students indicated the following options□:

- Please make an application “My University” so that it works on iPhones
- Not satisfied.

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

| Criteria            | Indicators (%) |
|---------------------|----------------|
| Benevolent          | 28,6           |
| Neutral             | 57,2           |
| Tense               | 2              |
| Difficult to answer | 12,2           |
| Other               | -              |

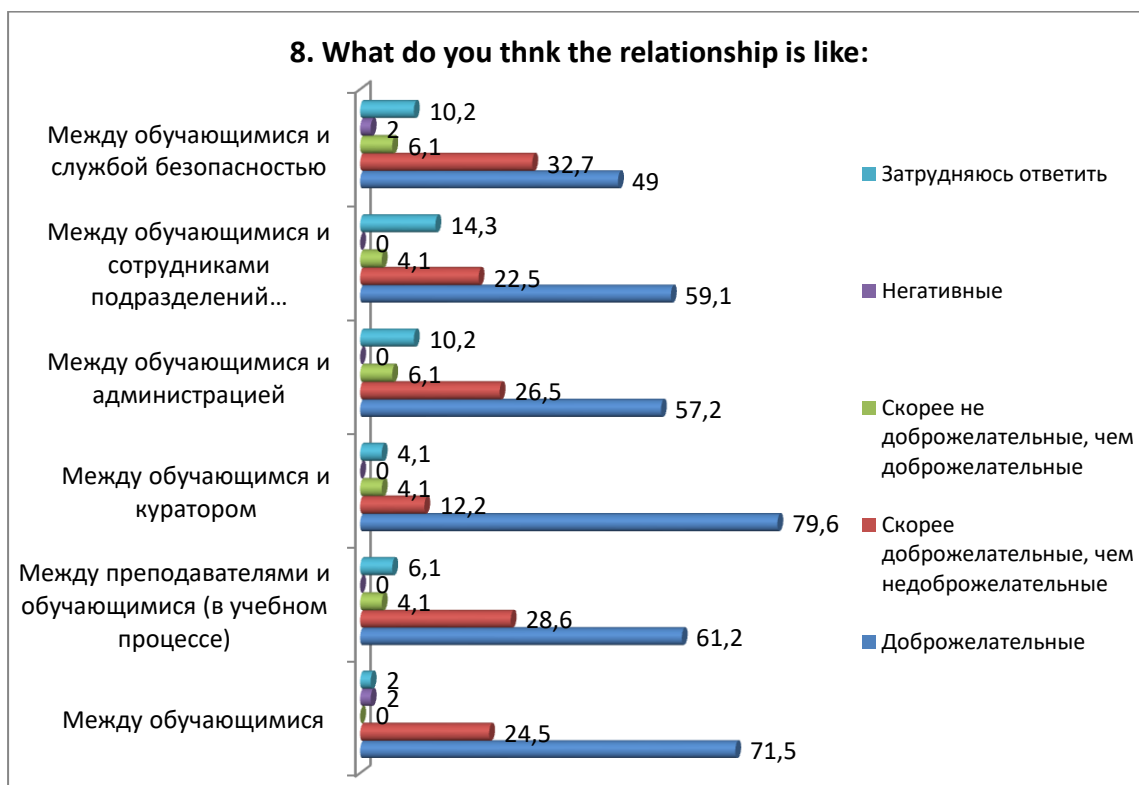


For the option “If you answered “Tense” to the previous question, write why,” the students indicated the following options\*:

- I don't know.

### 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                                                          | 71,5     | 24,5                            | -                               | 2        | 2                   |
| Between teachers and students (in the educational process)                | 61,2     | 28,6                            | 4,1                             | -        | 6,1                 |
| Between a student and a supervisor                                        | 79,6     | 12,2                            | 4,1                             | -        | 4,1                 |
| Between students and administration                                       | 57,2     | 26,5                            | 6,1                             | -        | 10,2                |
| Between students and department staff (library, student department, etc.) | 59,1     | 22,5                            | 4,1                             | -        | 14,3                |
| Between students and security service                                     | 49       | 32,7                            | 6,1                             | 2        | 10,2                |



For the option “If you answered “Rather unfriendly than friendly or negative” to the previous question, please write why” the students indicated the following options□:

- If a student has forgotten his pass, they do not want to let him in with a student ID
- Norm.

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

| Criteria                                                                                       | Completely satisfied | Partially satisfied | Not satisfied | Difficult to answer |
|------------------------------------------------------------------------------------------------|----------------------|---------------------|---------------|---------------------|
| Organization of the educational process                                                        | 71,5                 | 16,3                | 6,1           | 6,1                 |
| Class schedule                                                                                 | 65,3                 | 24,5                | 4,1           | 6,1                 |
| Organization of independent work                                                               | 67,4                 | 24,5                | 2             | 6,1                 |
| Satisfaction with the library work                                                             | 71,5                 | 16,3                | -             | 12,2                |
| Living conditions in the hostel                                                                | 44,9                 | 12,2                | -             | 42,9                |
| Quality of medical care                                                                        | 53,1                 | 14,3                | 2             | 30,6                |
| Organization of catering at the University (prices, product range, quality of prepared dishes) | 61,2                 | 14,3                | 4,1           | 20,4                |



To the option "If you answered "Not satisfied", give recommendations for improvement" the students indicated the following options:

- Due to the uselessness of some subjects.
- It is possible to add all the classes in one, two or three days so that there are days off for the student
- Expensive
- Completely satisfied.

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

| Criteria            | Indicators (%) |
|---------------------|----------------|
| Yes, always         | 67,3           |
| No, not always      | 22,5           |
| Difficult to answer | 8,2            |
| Other               | 2              |



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

- Please make the “My University” app work on iPhones.

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

| Criteria                                 | Indicators (%) |
|------------------------------------------|----------------|
| Sports sections                          | 10,2           |
| Creative studios                         | 2              |
| Member of the Department of Youth Policy | -              |
| I don't use anything                     | 81,7           |
| I find it difficult to answer            | 6,1            |
| Other                                    | -              |



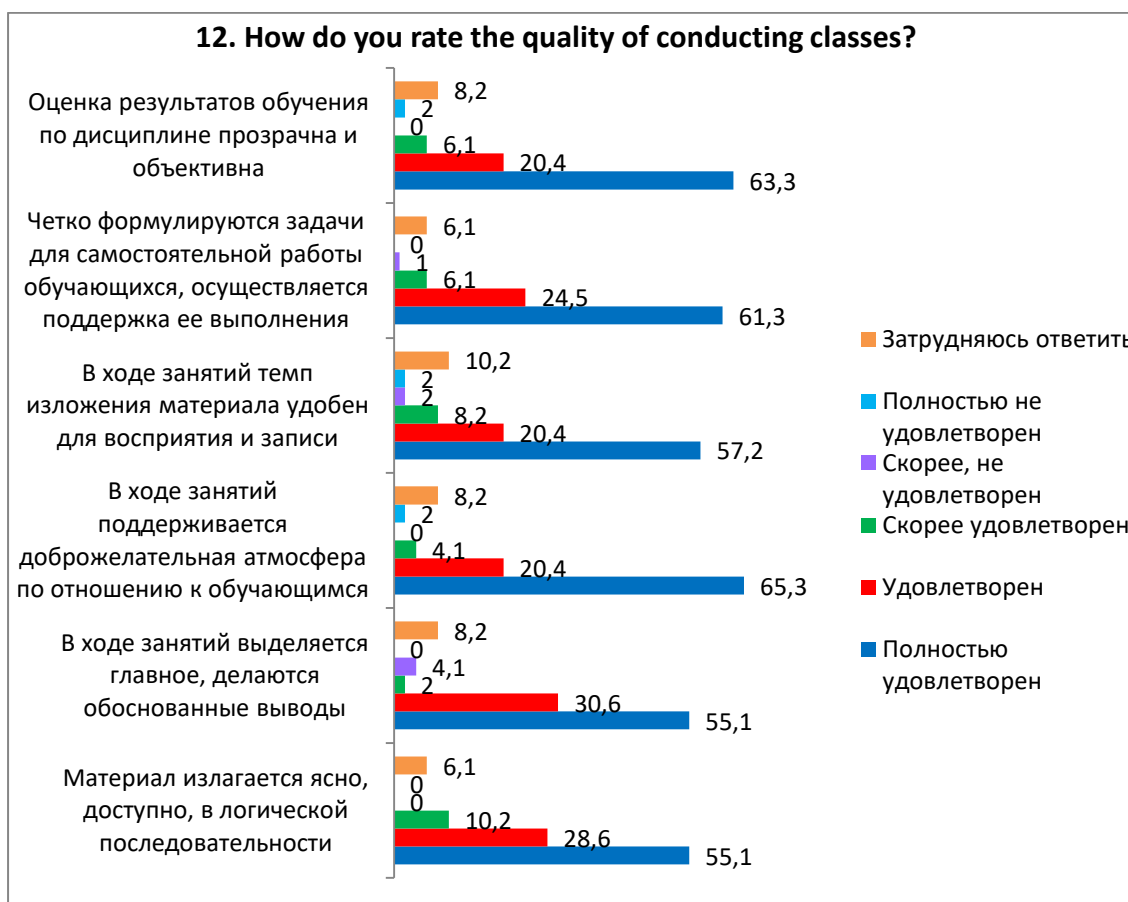
### 12. How do you rate the quality of conducting classes?

| Criteria                                                                                             | Completely satisfied | Satisfied | Rather satisfied | Rather dissatisfied | Completely dissatisfied | Difficult to answer |
|------------------------------------------------------------------------------------------------------|----------------------|-----------|------------------|---------------------|-------------------------|---------------------|
| The material is presented clearly, accessibly, in a logical sequence                                 | 55,1                 | 28,6      | 10,2             | -                   | -                       | 6,1                 |
| In classes, the main points are highlighted, and well-founded conclusions are made                   | 55,1                 | 30,6      | 2                | 4,1                 | -                       | 8,2                 |
| In classes, a friendly atmosphere is maintained towards the students                                 | 65,3                 | 20,4      | 4,1              | -                   | 2                       | 8,2                 |
| In classes, the pace of the presentation of the material is convenient for perception and recording  | 57,2                 | 20,4      | 8,2              | 2                   | 2                       | 10,2                |
| Tasks for independent work of students are clearly formulated, and support for its implementation is | 61,3                 | 24,5      | 6,1              | 1                   | -                       | 6,1                 |

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



|                                                                                    |      |      |     |   |   |     |
|------------------------------------------------------------------------------------|------|------|-----|---|---|-----|
| provided                                                                           |      |      |     |   |   |     |
| The assessment of learning outcomes in the discipline is transparent and objective | 63,3 | 20,4 | 6,1 | - | 2 | 8,2 |



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

- Please make the "My University" app so that it works on iPhones
- Normal.

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

- Normal
- It is difficult to score well on some subjects, because you get tired.

**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).**

- Students should determine the importance of the subject for their field themselves.

What do you want to change.

- The "My University" program is a very convenient thing, please fix it
- Do it offline or online with pictures so that the student is interested, in the middle of the survey I wanted to give up and accidentally put everything out because it's boring
- I don't know

- Need a scholarship
- How are things at the Polytechnic?

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 main ones were personal inclinations and assessment of one's own abilities, which played a decisive role for 45% of students. The prestige of the specialty had a significant influence on 16.3% of respondents. The opinion of parents/relatives, labor market requirements, and the influence of friends were taken into account when choosing a specialty.

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 bouquets, and visits of University representatives to schools also had an influence.

The overwhelming majority of students (81.7%) expressed satisfaction with the chosen educational program, which indicates that the program corresponds to their interests and expectations.

During the course of study, 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's structural divisions is quite high: the dean's office (81.7%), departments (83.7%), teachers (89.8%) and curators (91.8%). This indicates a positive assessment of the University environment and the support provided to them during their studies.

Relationships between students, teachers, curators 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.

Regarding the availability of necessary information related to the educational process and extracurricular activities, more than half of the students noted that the information is always available to them. This indicates a high level of organization and support for students by the education institution, providing them with easy access to important information necessary for successful learning and participation in various events.

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, high student satisfaction with the quality of classes emphasizes the success of pedagogical work and suggests maintaining this 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