

Report
on the results of the questionnaire
“Satisfaction of 1st year students with educational services”
for the 2022-2023 academic year

Department: “Information Computation Systems” and “Information Technologies and Security”

Specialty: 6B06104 “Computing technology and software”

The Center for Quality Management and Accreditation conducted an annual questionnaire 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 6B06104 “Computing technology and software” 52 respondents took part in the questionnaire, which amounted to 77.6% of the total number of students.

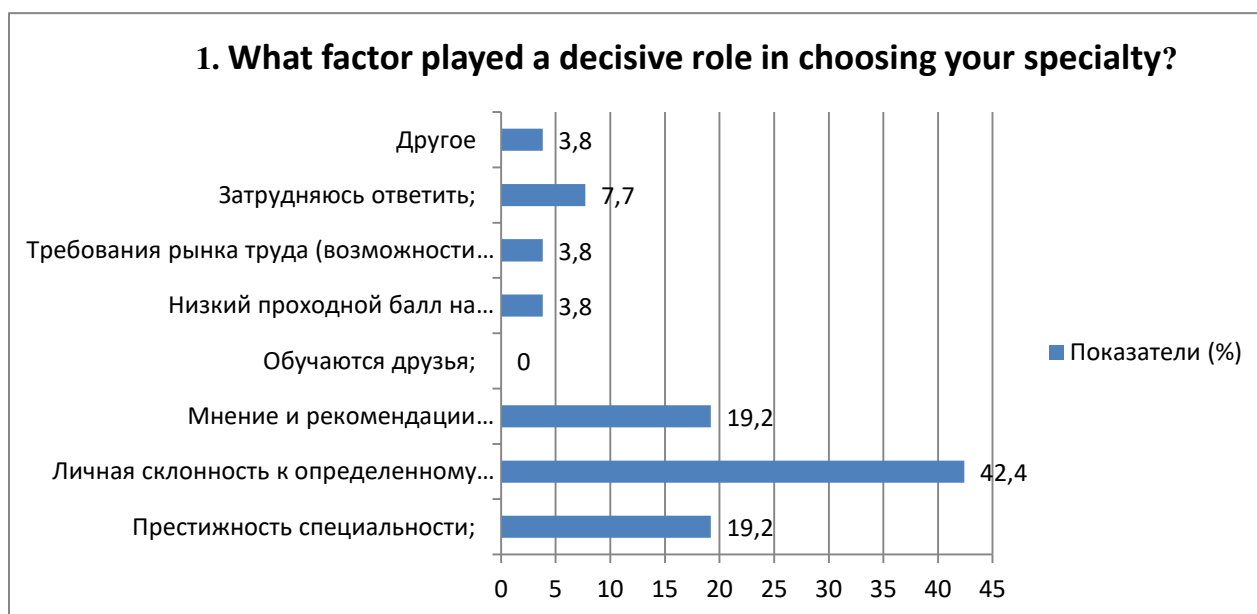
В процессе анкетирования получены следующие данные:

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

Criteria	Indicators (%)
Prestige of the specialty;	19,2
Personal inclination to a certain type of activity, assessment of one's own abilities;	42,4
Opinion and recommendations from parents/relatives;	19,2
Friends are being trained;	-
Low passing grade for the major;	3,8
Labor market requirements (employment opportunities);	3,8
I find it difficult to answer;	7,7
Other	3,8

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

- plan b.



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

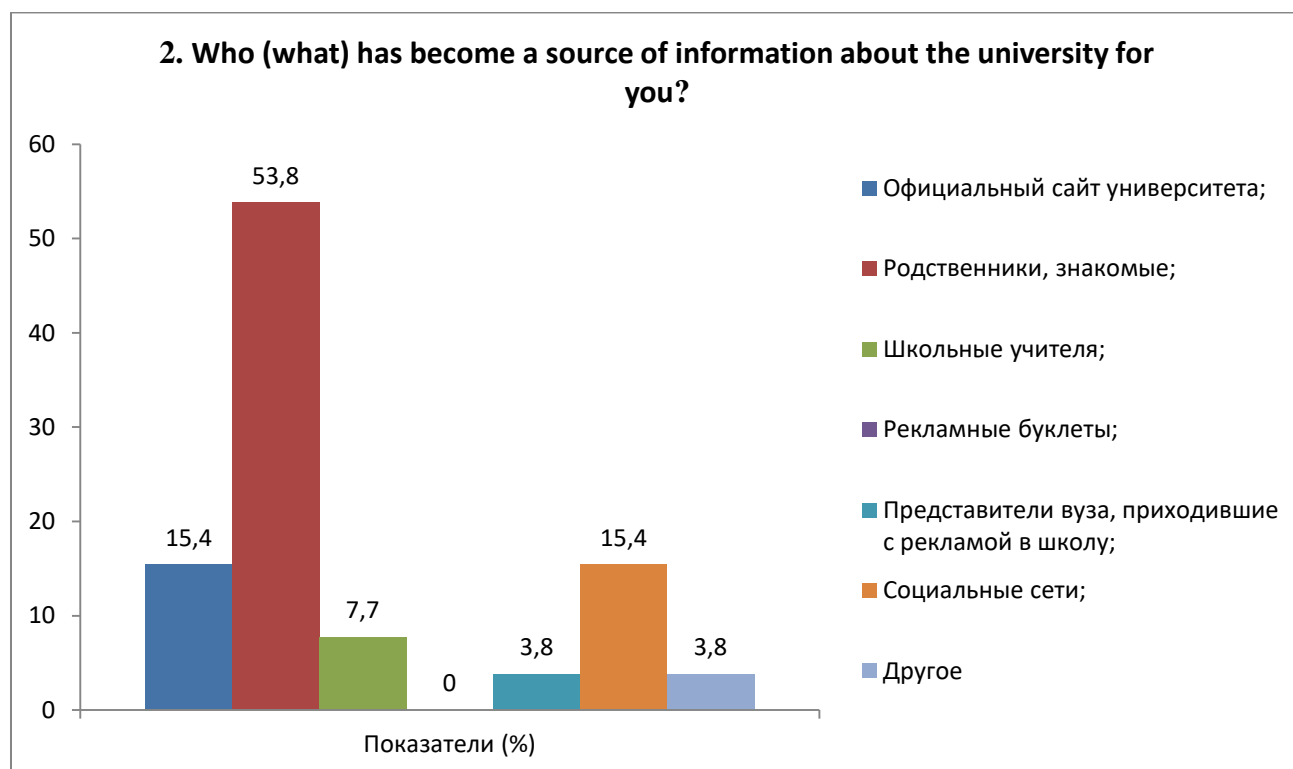
Criteria	Indicators (%)
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* Students' answers are presented in the original. The author's spelling and punctuation have been preserved.

Official website of the university;	15,4
Relatives, acquaintances;	53,8
School teachers;	7,7
Advertising booklets;	-
Representatives of the university who came to the school with advertisements;	3,8
Social networks;	15,4
Other	3,8

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

- The only technical university in the city.

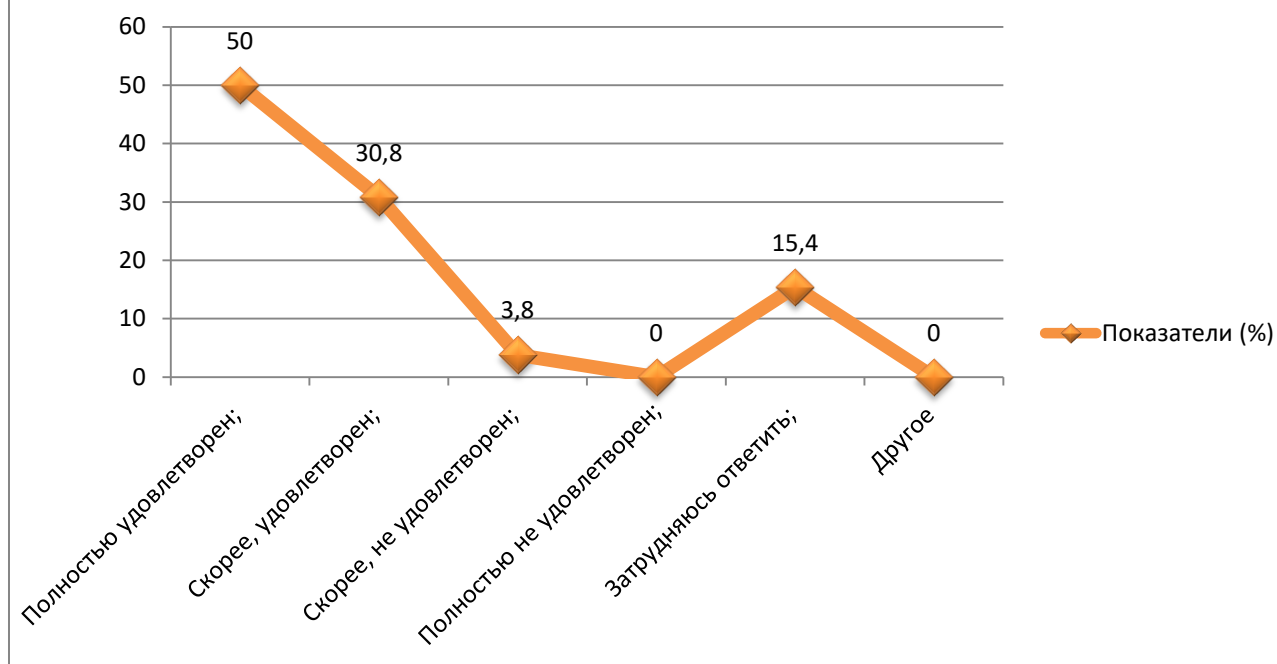


3. How satisfied are you with the choice of the educational program you are studying?

Criteria	Indicators (%)
Completely satisfied;	50
Rather, satisfied;	30,8
Rather, not satisfied;	3,8
I am not completely satisfied;	-
I find it difficult to answer;	15,4
Other	-

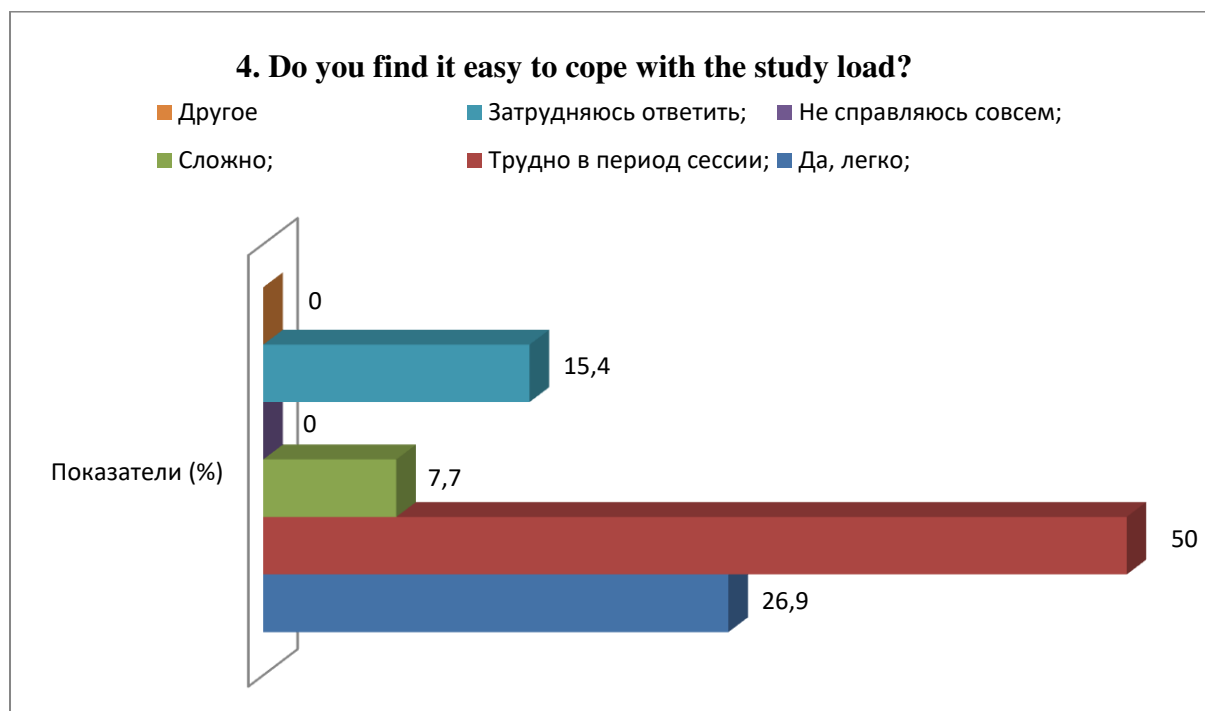
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3. How satisfied are you with the choice of the educational program you are studying?



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

Criteria	Indicators (%)
Yeah, easy;	26,9
Difficult during the session;	50
Difficult;	7,7
I can't cope at all;	-
Difficult to answer;	15,4
Other	-



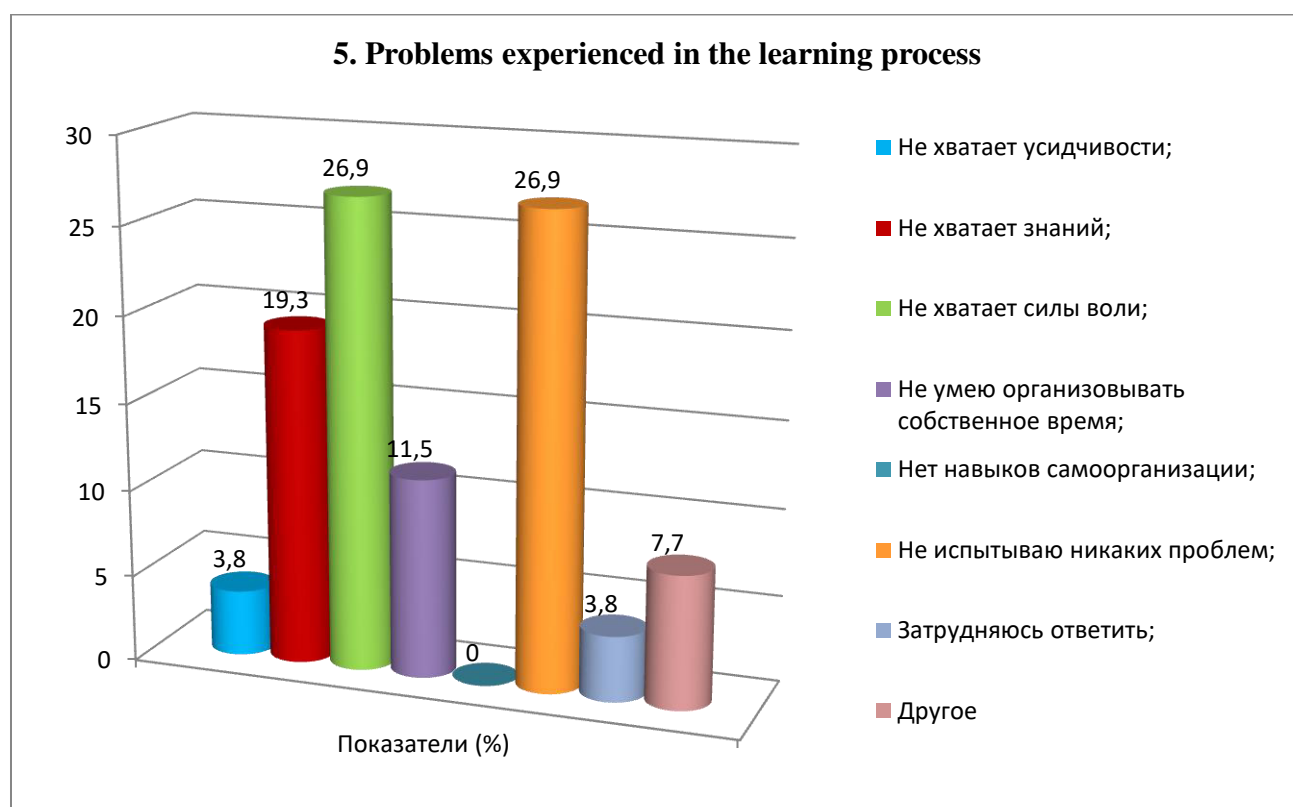
5. Problems experienced in the learning process

Criteria	Indicators (%)
Lack of perseverance;	3,8

Not enough knowledge;	19,3
Lack of willpower;	26,9
I don't know how to organize my own time;	11,5
No self-organization skills;	-
I don't have any problems;	26,9
Difficult to answer;	3,8
Other	7,7

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

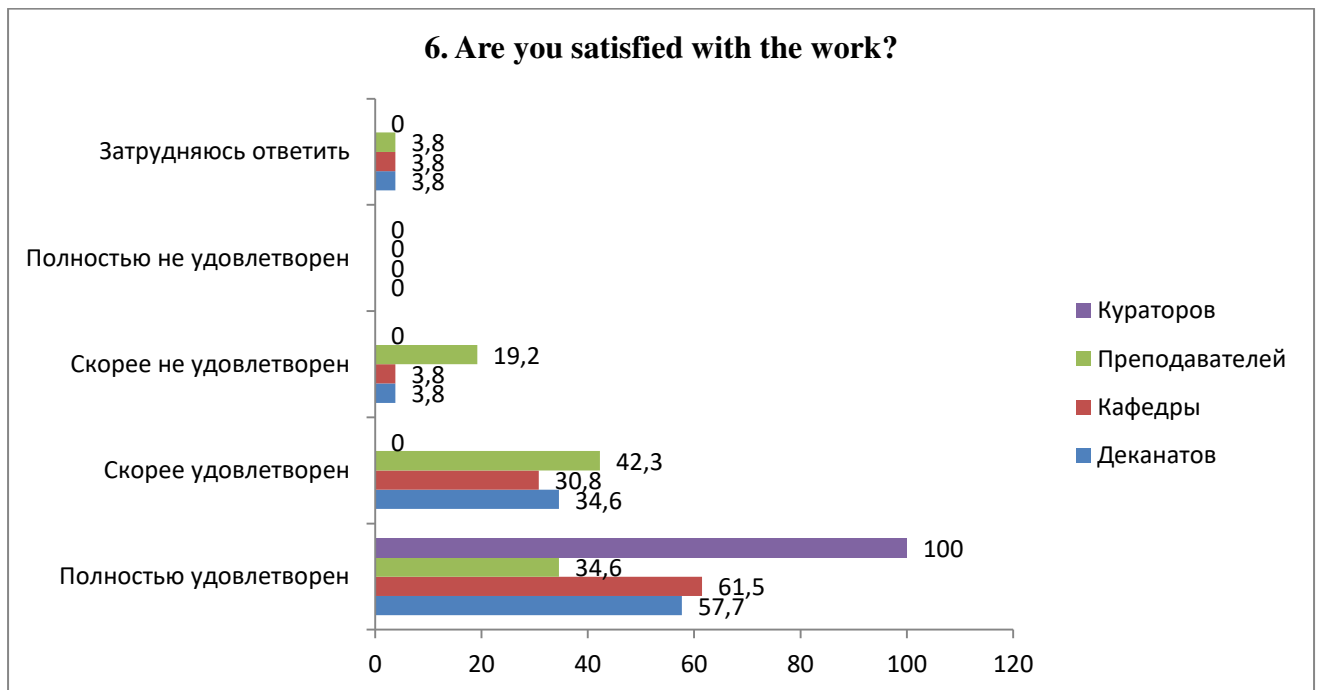
- No;
- Teachers do not teach well, especially in math, they don't explain anything to us in practice.



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	57,7	34,6	3,8	-	3,8
Departments	61,5	30,8	3,8	-	3,8
Teachers	34,6	42,3	19,2	-	3,8
Supervisors	100	-	-	-	-

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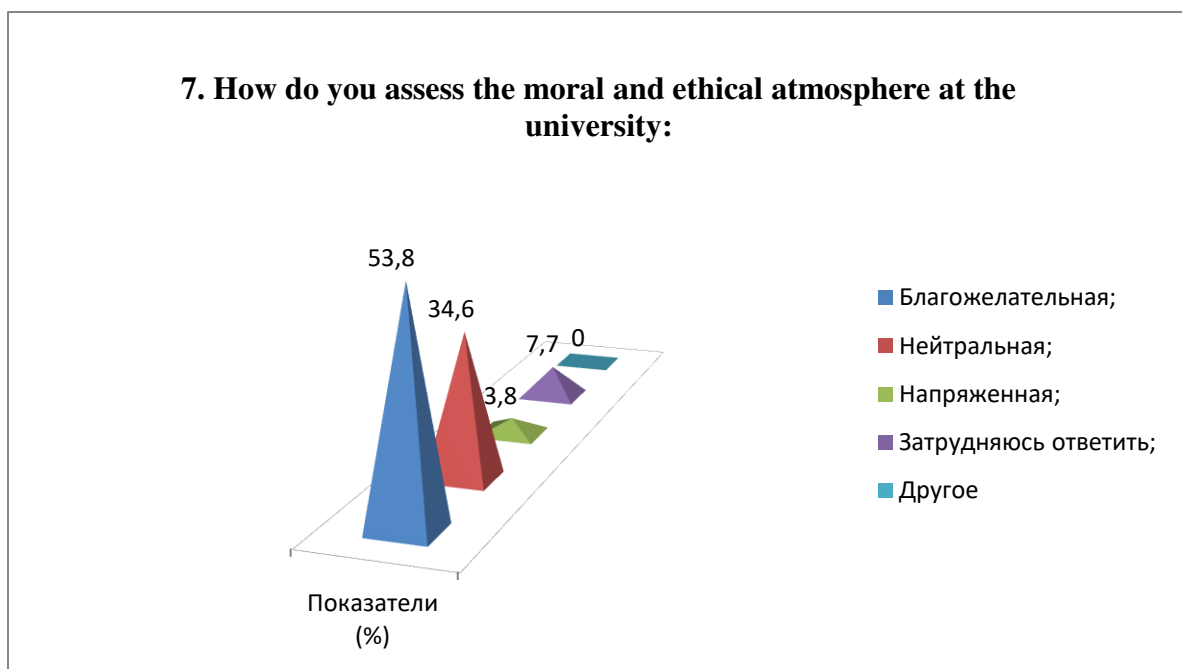


For the option “If you answered “rather not satisfied or not completely satisfied” give recommendations for improvement” the students indicated the following options*:

- More information.

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

Criteria	Indicators (%)
Favorable;	53,8
Neutral;	34,6
Tense;	3,8
Difficult to answer;	7,7
Other	-



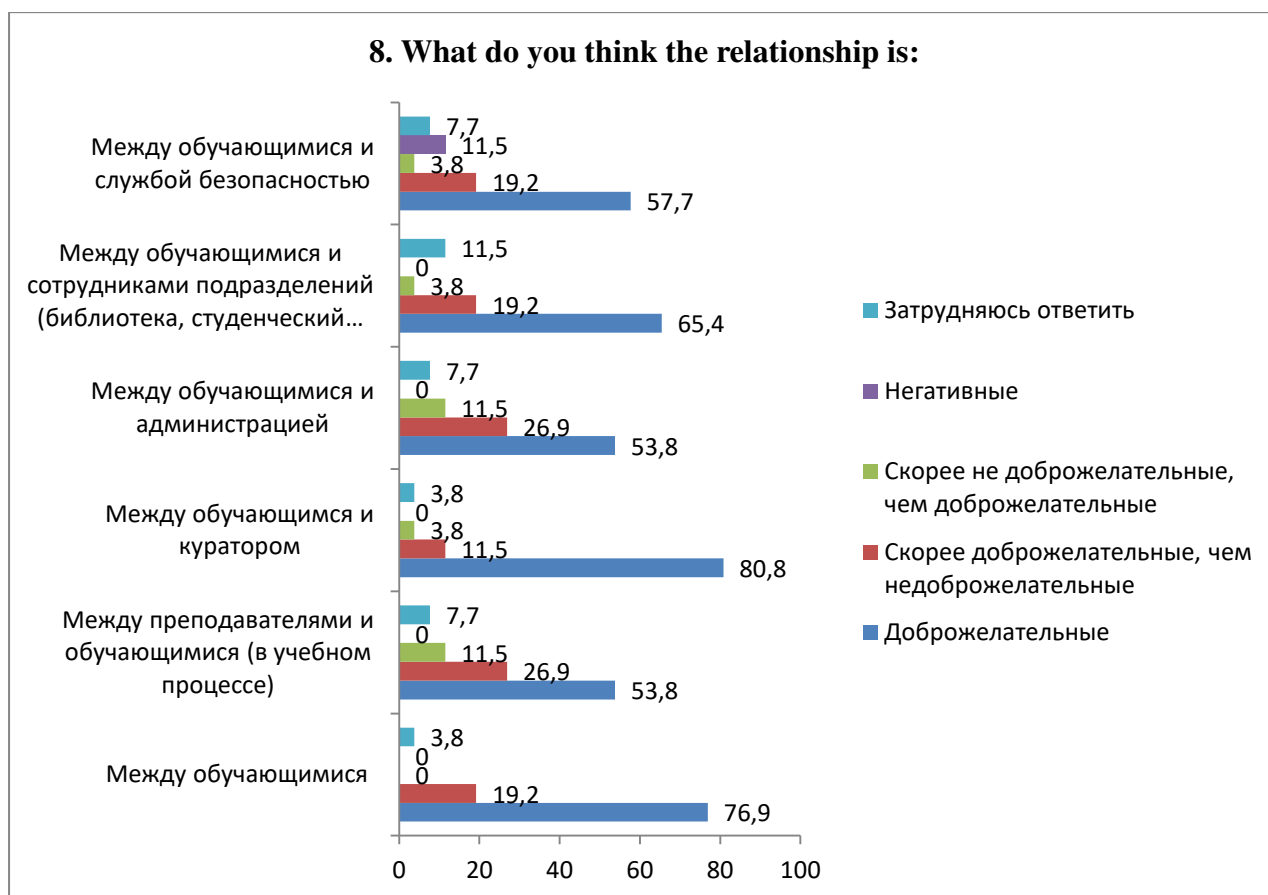
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For the option “If you answered “Tense” to the previous question, write why”, students indicated the following options*:

- neutral.

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	76,9	19,2	-	-	3,8
Between teachers and students (in the learning process)	53,8	26,9	11,5	-	7,7
Between student and supervisor	80,8	11,5	3,8	-	3,8
Between students and administration	53,8	26,9	11,5	-	7,7
Between students and the staff of departments (library, student department, etc.).	65,4	19,2	3,8	-	11,5
Between students	57,7	19,2	3,8	11,5	7,7



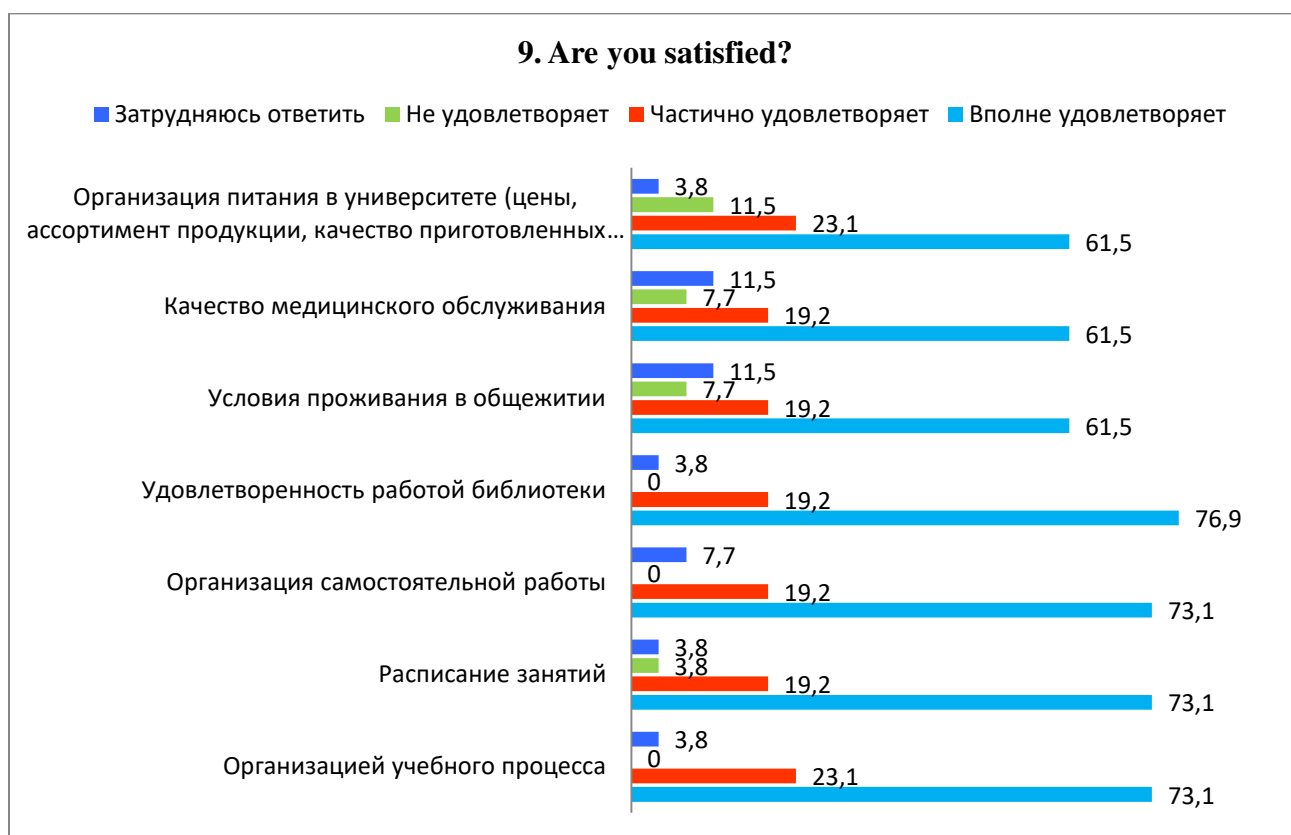
For the option “If you answered “Rather not benevolent than benevolent or negative” to the previous question, write why,” students indicated the following options*:

- Because it's not perfect;
- security guards.

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9. Are you satisfied?

Criteria	Completely satisfied	Partially satisfied	Not satisfied	I find it difficult to answer
Organization of the educational process	73,1	23,1	-	3,8
Class schedule	73,1	19,2	3,8	3,8
Organization of independent work	73,1	19,2	-	7,7
Satisfaction with the work of the library	76,9	19,2	-	3,8
Living conditions in the dormitory	61,5	19,2	7,7	11,5
Quality of medical service	61,5	19,2	7,7	11,5
Organization of catering at the university (prices, range of products, quality of prepared meals)	61,5	23,1	11,5	3,8

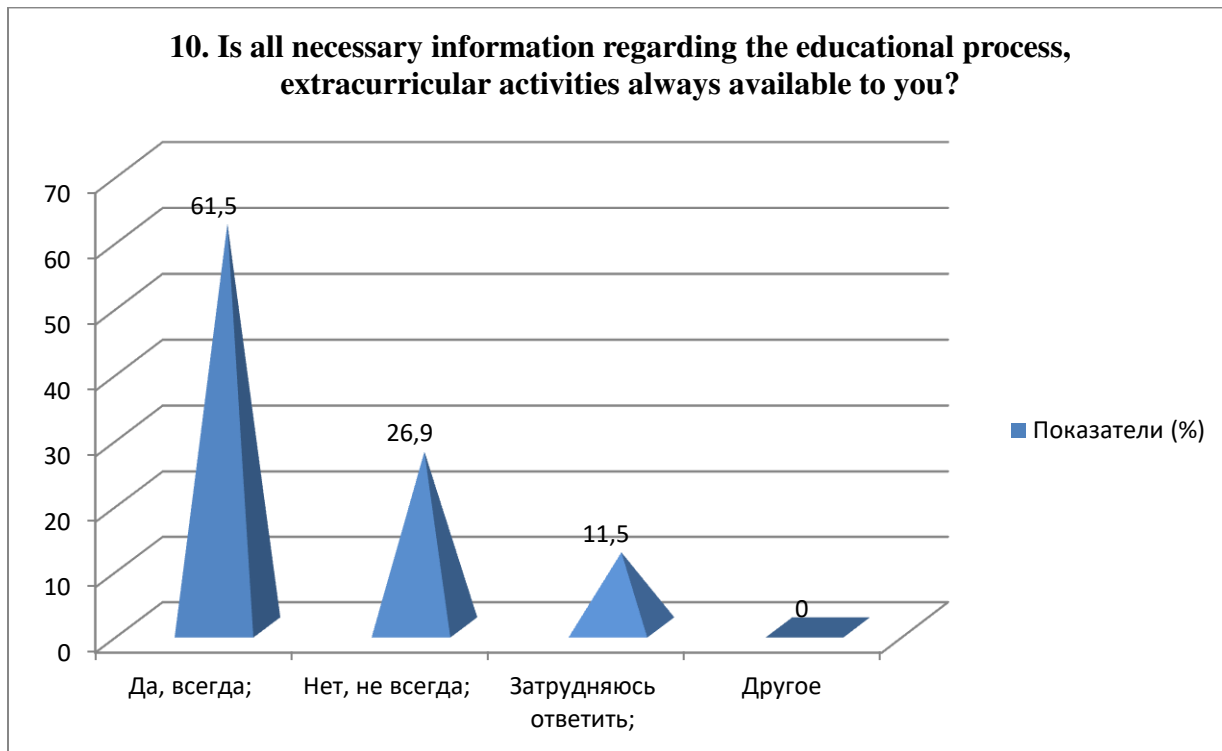


For the option “If you answered “Not satisfied” give recommendations for improvement” the students indicated the following options *:

- The canteens are like in ordinary schools, there is nothing and it is very expensive, students can not eat normally, because the prices do not allow them.

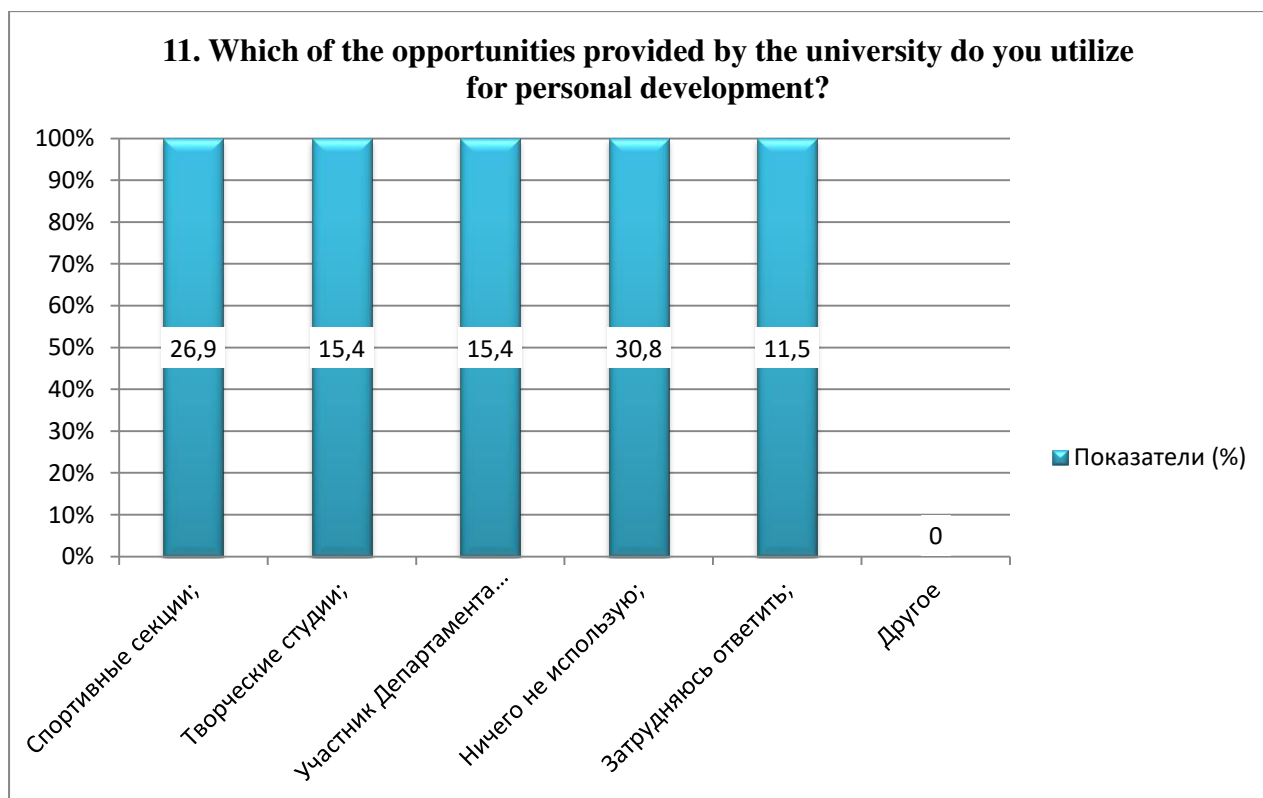
10. Is all necessary information regarding the educational process, extracurricular activities always available to you?

Criteria	Indicators (%)
Yes, always;	61,5
No, not always;	26,9
Difficult to answer;	11,5
Other	-



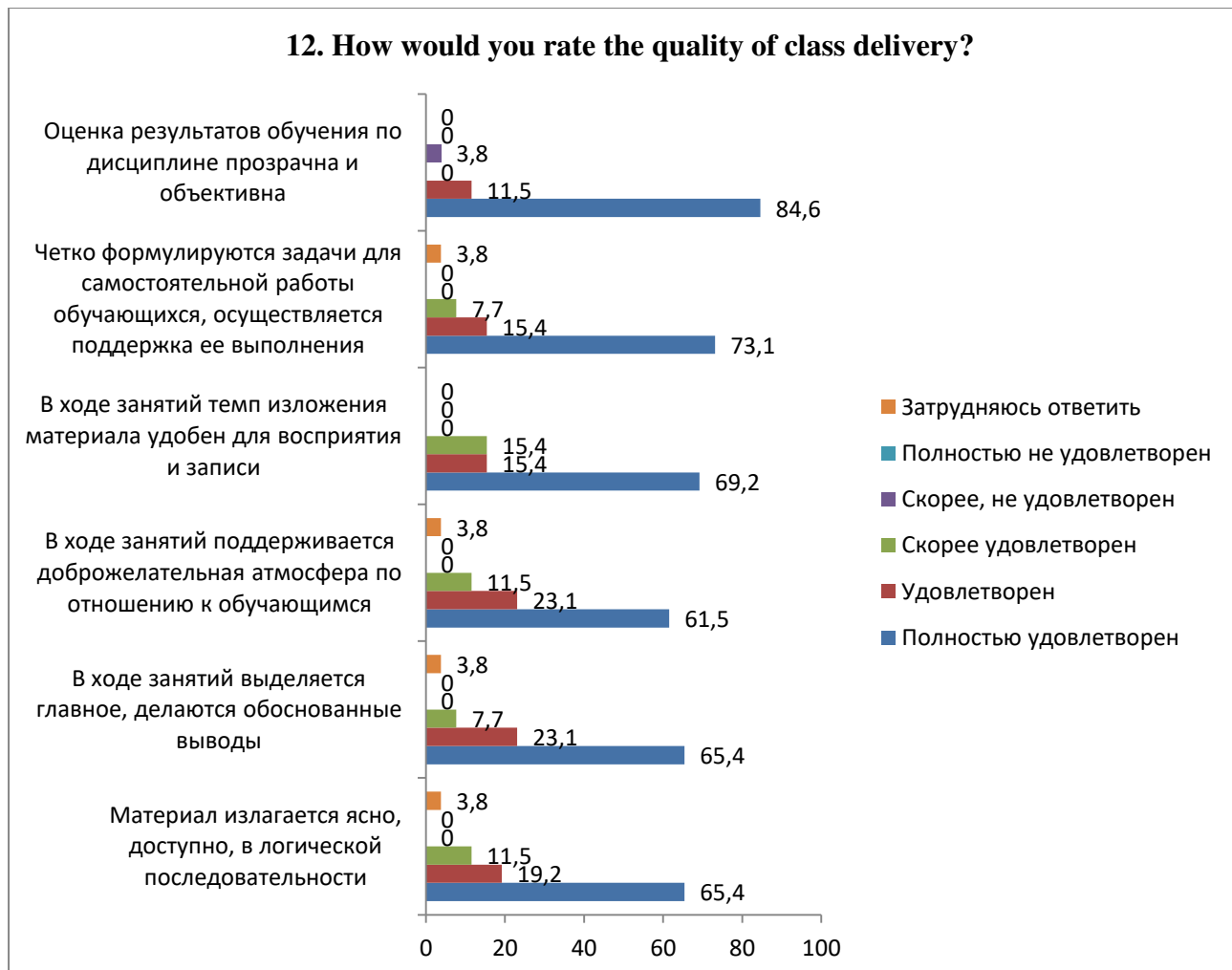
11. Which of the opportunities provided by the university do you utilize for personal development?

Criteria	Indicators (%)
Sports sections;	26,9
Creative studios;	15,4
Participant of the Youth Policy Department;	15,4
I don't use anything;	30,8
Difficult to answer;	11,5
Other	-



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

	Compl etely satisfie d	Satisfie d	Rathe r satisfi ed	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	65,4	19,2	11,5	-	-	3,8
During the lessons the main points are emphasized and reasonable conclusions are drawn	65,4	23,1	7,7	-	-	3,8
During the lessons, a friendly atmosphere is maintained towards the students	61,5	23,1	11,5	-	-	3,8
During the lessons, the pace of presentation of the material is convenient for perception and recording	69,2	15,4	15,4	-	-	-
The tasks for independent work of students are clearly formulated, and support is provided for its fulfillment.	73,1	15,4	7,7	-	-	3,8
Assessment of learning outcomes of the discipline is transparent and objective	84,6	11,5	-	3,8	-	-



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

- These questions are enough;
- None.

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 for 42.4% of surveyed students is personal inclination to a certain type of activity and assessment of their own abilities. Other relatively significant criteria were: "prestige of the specialty" and "opinion and recommendations of parents/relatives" - 19.2%.

The source of obtaining information about the university, faculties and specialties among the majority of first-year students are relatives, acquaintances (53.8%).

The majority of students report their satisfaction with the choice of educational program on which they study - 80.8%.

To the question "Do you easily cope with the study load?" only 26.9% of students answered that it is easy. The remaining 50% answered "difficult during the session", 7.7% "difficult" and 15.4% found it difficult to answer.

Relationships "between students", "between teachers and students (in the educational 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, mainly as "benevolent" and "rather benevolent than not benevolent".

61.5% of students noted that they always have access to the necessary information regarding the educational process and extracurricular activities. However, 26.9% of respondents chose the answer "no, not always".

The following information was received on the question "How satisfied are you with the material base of our university":

- "The material is presented clearly, accessible, in a logical sequence" satisfaction of students amounted to 96,1%;
- "During the lessons the main thing is emphasized, reasonable conclusions are made" satisfaction of students amounted to 96,2%;
- "During the lessons a friendly atmosphere is maintained in relation to the students" satisfaction of students amounted to 96,1%;
- "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 96,2%;
- "Assessment of learning outcomes in the discipline is transparent and objective" satisfaction of students amounted to 96,1%.

At the end of the questionnaire, students are asked to enter questions that in their opinion should be added to this questionnaire to improve the training program, improve the quality of services provided and other areas of the university. Students in this questionnaire prescribed only one answer.

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.

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