

**Report**  
**on the results of the survey**  
**First year students' satisfaction with educational services**  
**in 2023-2024 academic year**  
**Department: Building Materials and Technology**  
**Specialty: 6B07304 Construction**

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.

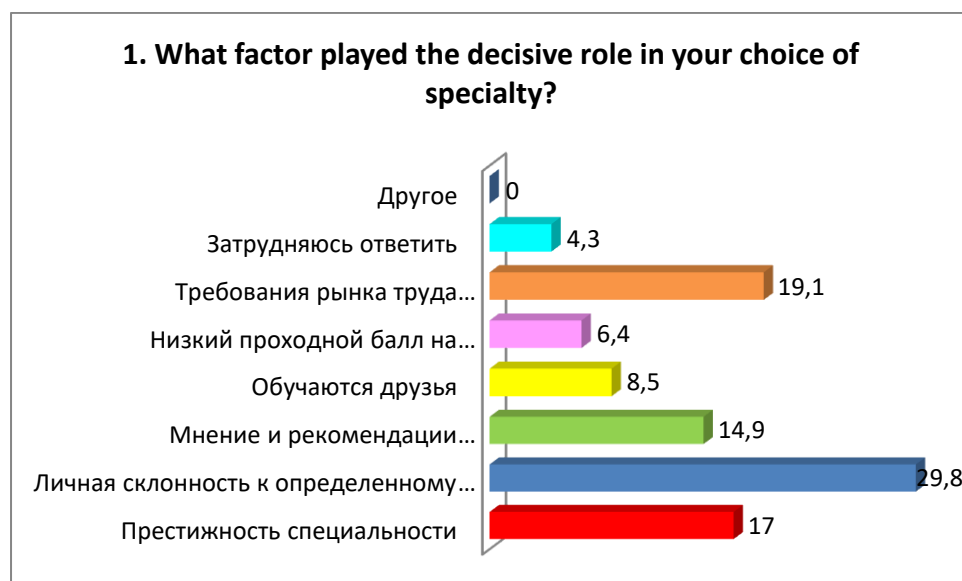
The results of the survey were processed and presented in a generalized form with a guarantee of confidentiality of students' personal opinions.

In the specialty 6B07304 Construction, 47 respondents took part in the survey, which amounted to 66.2% of the total number of students.

The following data were obtained during the survey:

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

Criteria	Indicatoirs (%)
Prestige of the specialty	17
Personal inclination to a certain type of activity, assessment of one's own abilities	29,8
Opinion and recommendations of parents/relatives	14,9
Friends studying	8,5
Low passing score for the specialty	6,4
Labor market requirements (employment opportunities)	19,1
I find it difficult to answer	4,3
Other	-



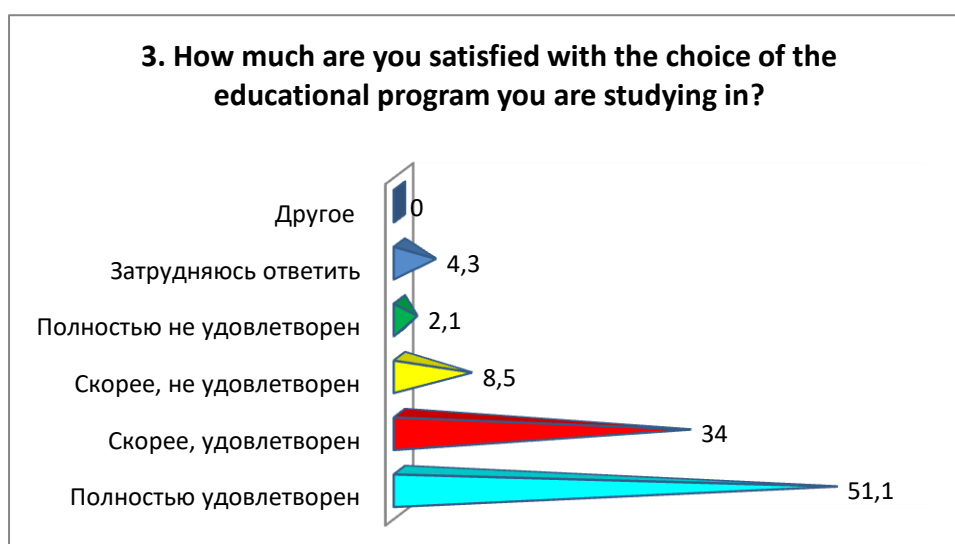
## 2. Who (what) became your source of information of the University

Criteria	Indicatoirs (%)
Official website of the university	21,3
Relatives, acquaintances	48,9
School teachers	6,4
Advertising brochures	-
University representatives who came to the school with advertising	17
Social networks	6,4
Other	-



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

Criteria	Indicatoirs (%)
Completely satisfied	51,1
Rather satisfied	34
Rather dissatisfied	8,5
Completely dissatisfied	2,1
Difficult to answer	4,3
Other	-



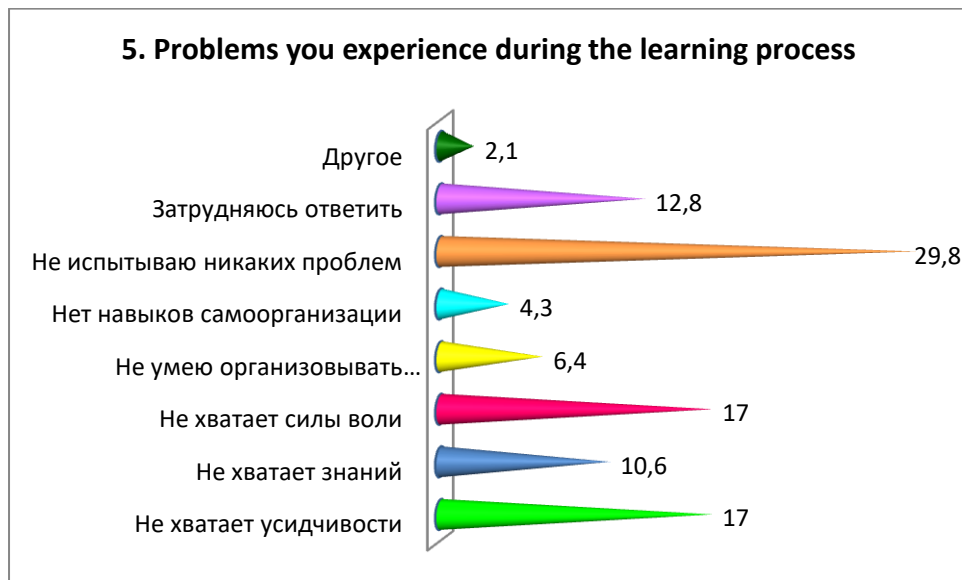
#### 4. Do you find it easy to cope with the workload?

Criteria	Indicateurs (%)
Yes, easy	40,4
Difficult during the session	36,3
Difficult	10,6
Can't cope at all	2,1
Difficult to answer	10,6
Other	-



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

Criteria	Indicateurs (%)
Lack of perseverance	17
Lack of knowledge	10,6
Lack of willpower	17
I can't organize my own time	6,4
No self-organization skills	4,3
I don't have any problems	29,8
I find it difficult to answer	12,8
Other	2,1



For the “Other” option, students indicated the following options\*:  
 - The material is taught poorly.

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

Criteria	Completely satisfied	Rather satisfied	Rather dissatisfied	Completely dissatisfied	Difficult to answer
Dean's Offices	72,3	14,9	2,1	6,4	4,3
Departments	66	21,3	2,1	2,1	8,5
Teachers	61,6	27,7	4,3	2,1	4,3
Curators	74,5	17	2,1	4,3	2,1



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

- I can't
- Have a line in conversation with students and at least a little respect for them

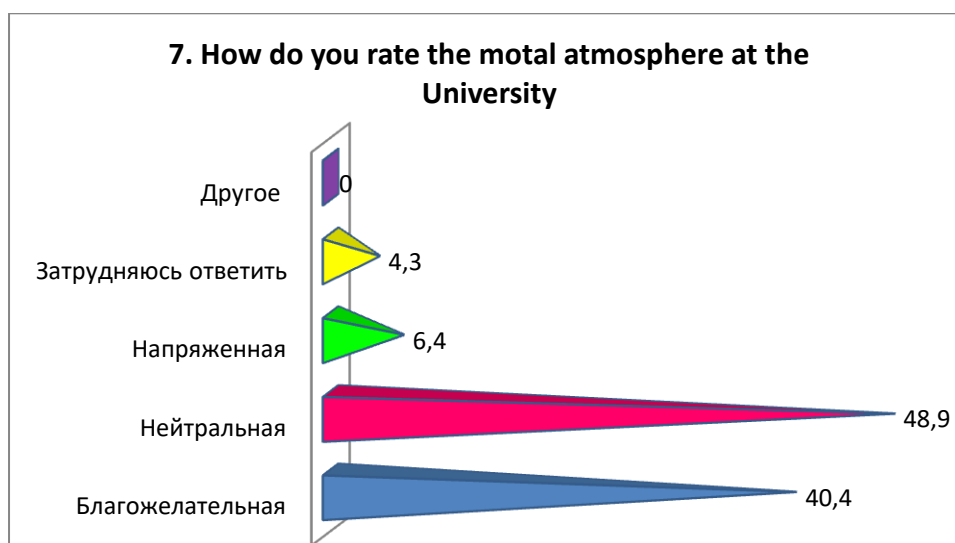
- We need to make teachers more modest, and direct the work of the university not for the benefit of teachers, but for the benefit of students.

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

Criteria	Indicatoirs (%)
Benevolent	40,4
Neutral	48,9
Tense	6,4
Difficult to answer	4,3
Other	-

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

- Teachers do not know how to admit their mistakes.

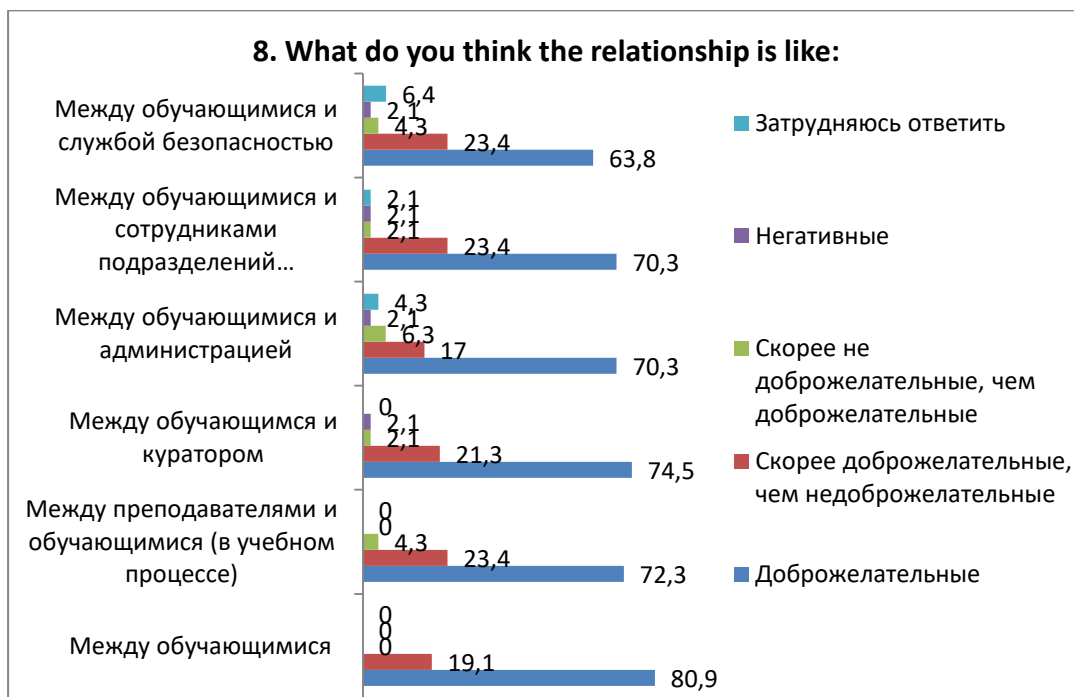


## 8. What do you think the relationship is like:

Criteria	Friendly	Rather friendly than unfriendly	Rather unfriendly than friendly	Negative	Difficult to answer
Between students	80,9	19,1	-	-	-
Between teachers and students (in the educational process)	72,3	23,4	4,3	-	-
Between a student and a supervisor	74,5	21,3	2,1	2,1	-
Between students and administration	70,3	17	6,3	2,1	4,3
Between students and department staff (library, student department, etc.)	70,3	23,4	2,1	2,1	2,1
Between students and security service	63,8	23,4	4,3	2,1	6,4

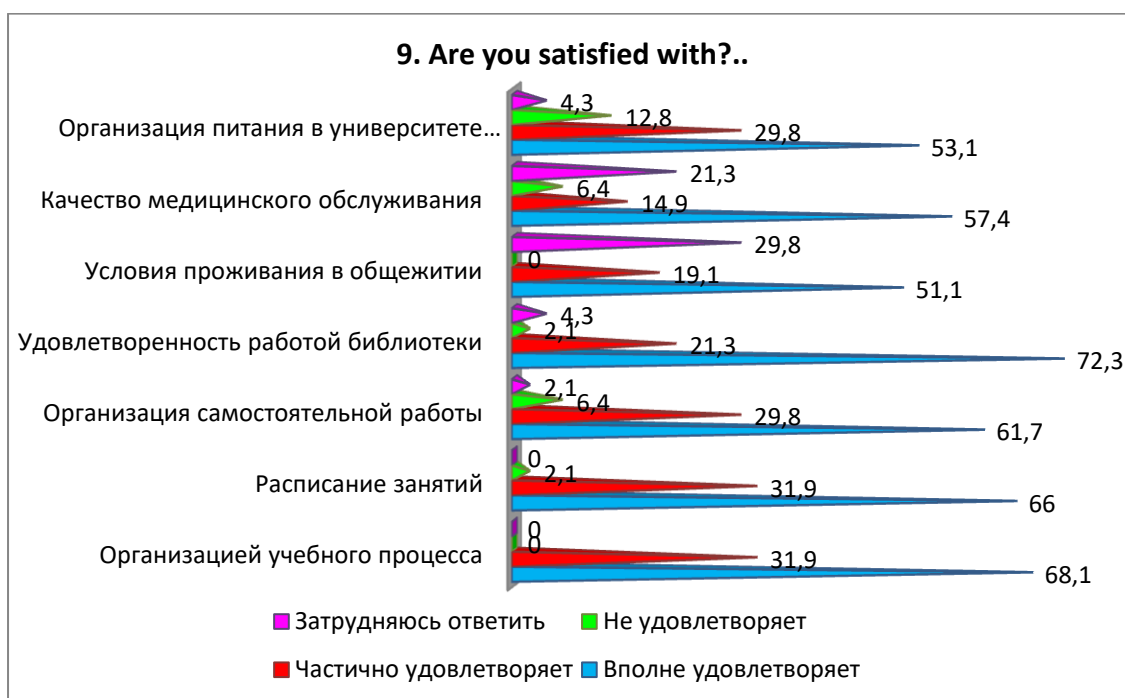
For the option “If you answered “Rather unfriendly than friendly or negative” to the previous question, please write why” the students indicated the following options\*:

- I find it difficult to answer
- Because (in my personal opinion) our university works for the benefit of the university staff, and not for the benefit of the students.



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

Criteria	Completely satisfied	Partially satisfied	Not satisfied	Difficult to answer
Organization of the educational process	68,1	31,9	-	-
Class schedule	66	31,9	2,1	-
Organization of independent work	61,7	29,8	6,4	2,1
Satisfaction with the library work	72,3	21,3	2,1	4,3
Living conditions in the hostel	51,1	19,1	-	29,8
Quality of medical care	57,4	14,9	6,4	21,3
Organization of catering at the University (prices, product range, quality of prepared dishes)	53,1	29,8	12,8	4,3

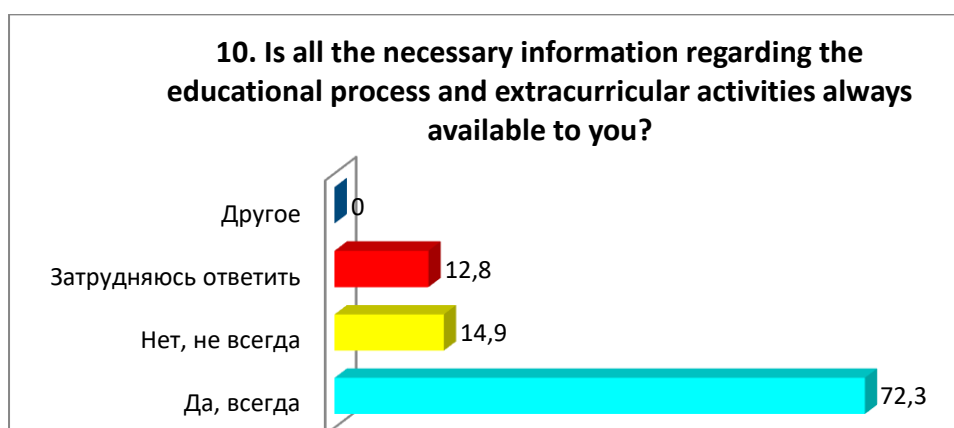


For the option “If you answered “Not satisfied”, please provide recommendations for improvement”, students indicated the following options\*:

- Classes are strictly in the morning
- Meals at the university are unreasonably expensive
- Improve the quality of food in the canteen.

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

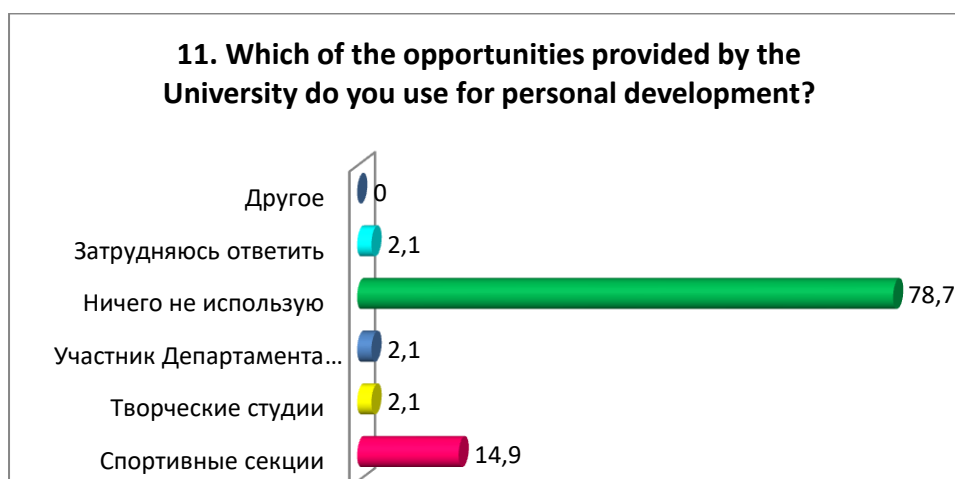
Criteria	Indicateurs (%)
Yes, always	72,3
No, not always	14,9
Difficult to answer	12,8
Other	-



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

Criteria	Indicateurs (%)
Sports sections	14,9
Creative studios	2,1

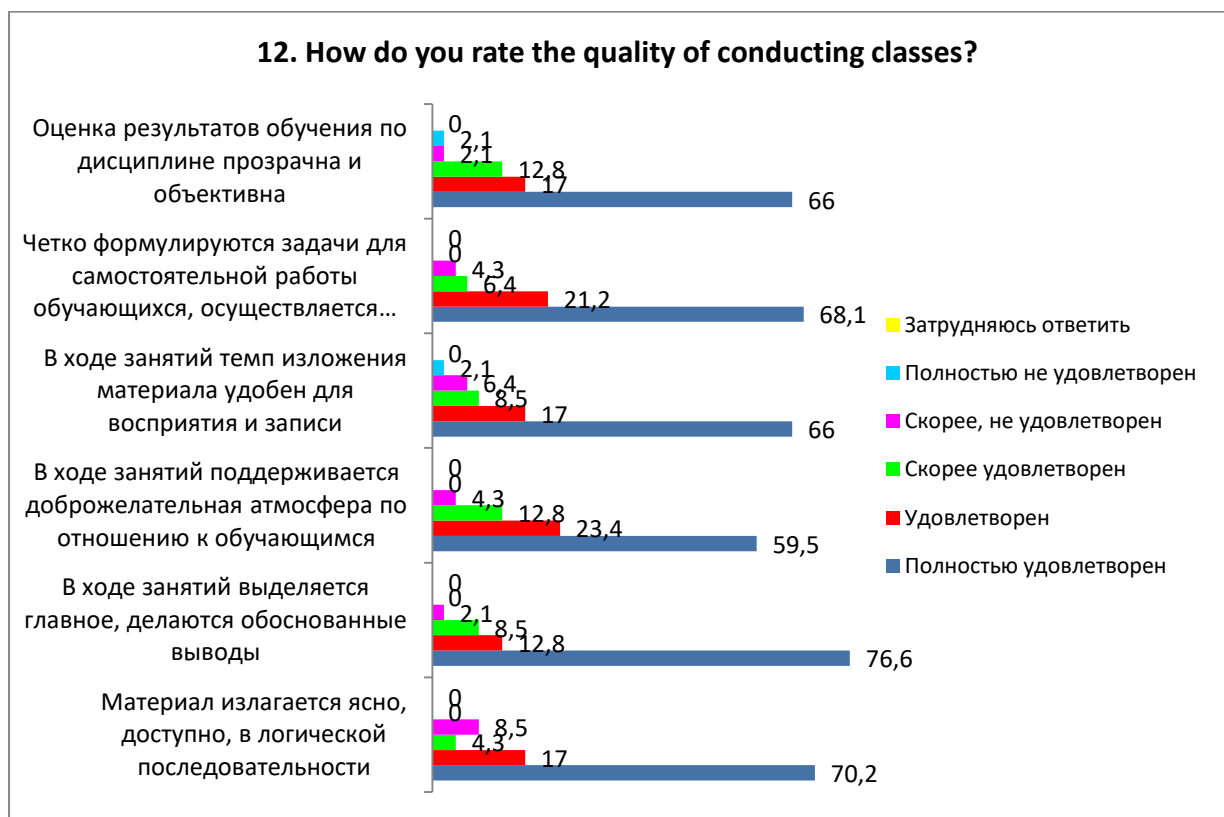
Member of the Department of Youth Policy	2,1
I don't use anything	78,7
I find it difficult to answer	2,1
Other	-



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

Criteria	Compl etely satisfie d	Satisfie d	Rather satisfie d	Rather dissatis fied	Comple tely dissatisfi ed	Difficult to answer
The material is presented clearly, accessibly, in a logical sequence	70,2	17	4,3	8,5	-	-
In classes, the main points are highlighted, and well-founded conclusions are made	76,6	12,8	8,5	2,1	-	-
In classes, a friendly atmosphere is maintained towards the students	59,5	23,4	12,8	4,3	-	-
In classes, the pace of the presentation of the material is convenient for perception and recording	66	17	8,5	6,4	2,1	-
Tasks for independent work of students are clearly formulated, and support for its implementation is provided	68,1	21,2	6,4	4,3	-	-
The assessment of learning outcomes in the discipline is transparent and objective	66	17	12,8	2,1	2,1	-





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

- I don't know.

**Please write your suggestions, wishes, and 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's activities.** (*The students' answers are presented in the original. The author's spelling and punctuation have been preserved*).

- Everything is as is

- I don't know

- Everything is fine.

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 29.8% of students. The demands of the labor market had a significant impact on 19.1% of respondents. The prestige of the specialty, the opinion of parents/relatives, and the influence of friends were taken into account when choosing a specialty.

Students chose a 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 and visits of university representatives to schools also had an impact.

The majority of students (85.1%) expressed satisfaction with the chosen educational program, which indicates that the program matches their interests and expectations.

During the course of their studies, 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 structural divisions is high: the dean's office (87.2%), departments (87.3%), teachers (89.3%) and curators (91.5%). This indicates a positive assessment of the university environment and the support provided to them during their studies.

Relations 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.

It is important to note that not all the students actively use the opportunities provided for personal development, which may reduce their overall educational experience. Understanding the reasons for this lack of engagement and developing activities to encourage participation can improve the situation. In addition, high student satisfaction with the quality of the classes highlights the success of the teaching work and suggests that this high level will be maintained 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 [cqma\\_kstu@mail.ru](mailto:cqma_kstu@mail.ru).