

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

Department: “Development of Mineral Deposits”

Specialty: 6B07207 Construction of mining enterprises and underground structures

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.

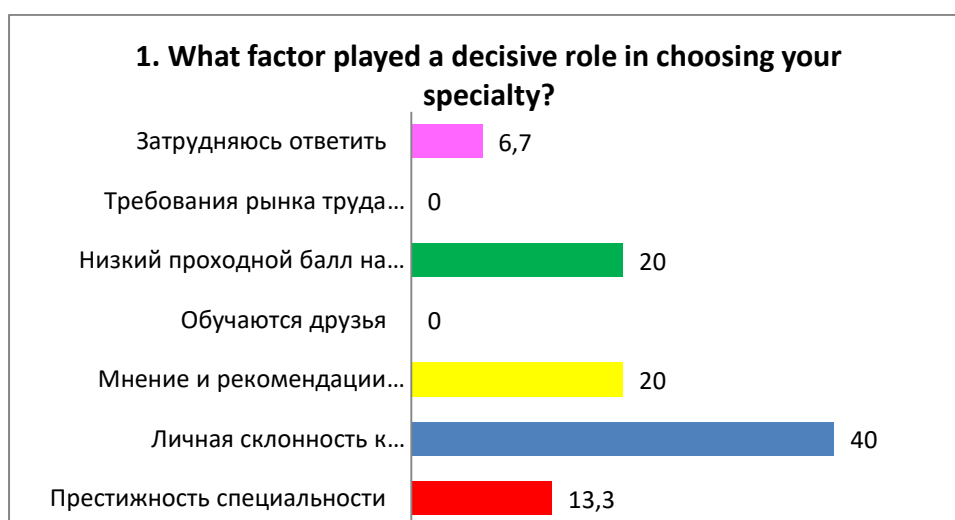
The results of the questionnaire were processed and presented in a summarized form with the guarantee of confidentiality of students' personal opinions.

In the speciality 6B07207 Construction of mining enterprises and underground structures 15 respondents took part in the questionnaire, which is 88,2% 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?

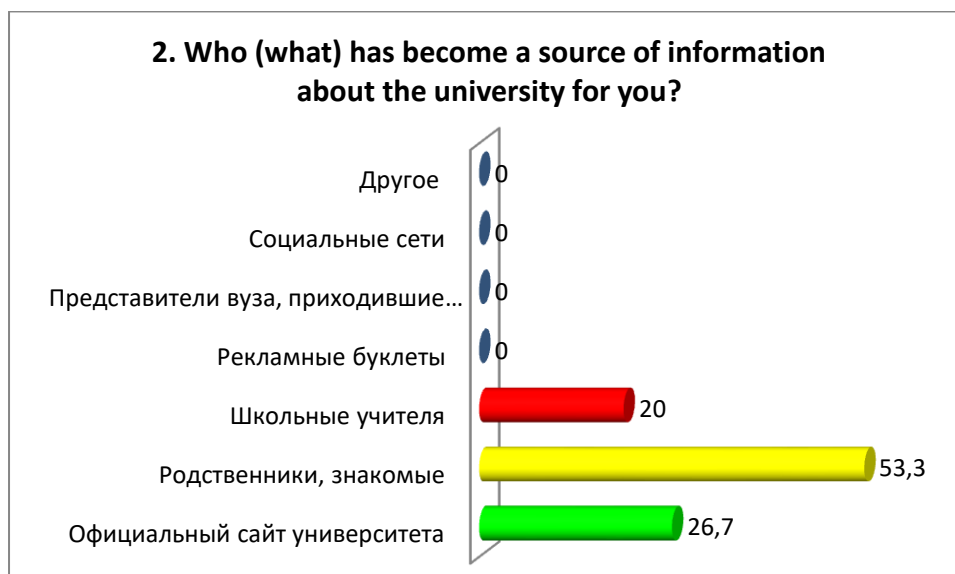
Criteria	Indicators (%)
Prestige of the specialty;	13,3
Personal inclination to a certain type of activity, assessment of one's own abilities;	40
Opinion and recommendations from parents/relatives;	20
Friends are being trained;	-
Low passing grade for the major;	20
Labor market requirements (employment opportunities);	-
I find it difficult to answer;	6,7
Other	-



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

Criteria	Indicators (%)
Official website of the university;	26,7
Relatives, acquaintances;	53,3

School teachers;	20
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;	73,3
Rather, satisfied;	26,7
Rather, not satisfied;	-
I am not completely satisfied;	-
I find it difficult to answer;	-
Other	-



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

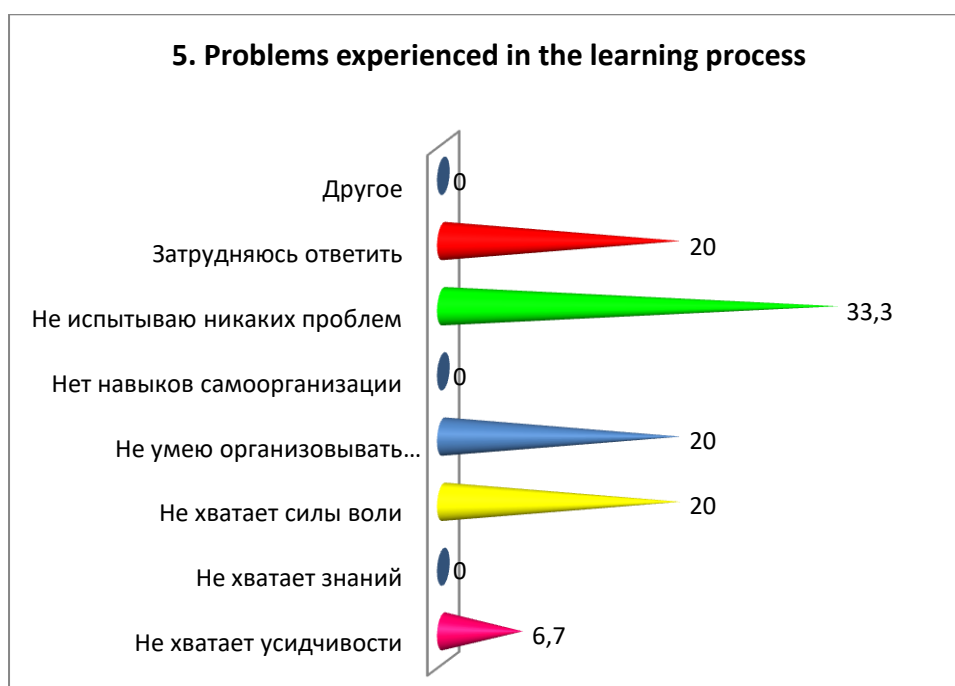
Criteria	Indicators (%)
Yeah, easy;	33,3

Difficult during the session;	40
Difficult;	20
I can't cope at all;	-
Difficult to answer;	6,7
Other	-



5. Problems experienced in the learning process

Criteria	Indicators (%)
Lack of perseverance;	6,7
Not enough knowledge;	-
Lack of willpower;	20
I don't know how to organize my own time;	20
No self-organization skills;	-
I don't have any problems;	33,3
Difficult to answer;	20
Other	-



6. Are you satisfied with the work?

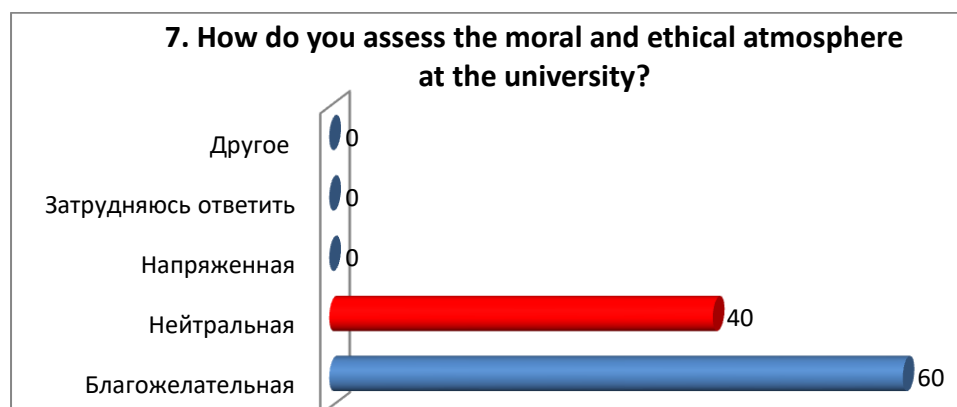
Criteria	Completely satisfied	Rather, satisfied	Rather, not satisfied	I am not completely satisfied	I find it difficult to answer
Deans	93,3	6,7	-	-	-
Departments	93,3	6,7	-	-	-
Teachers	66,7	20	13,3	-	-
Supervisors	100	-	-	-	-



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

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

Criteria	Indicators (%)
Favorable;	60
Neutral;	40
Tense;	-
Difficult to answer;	-
Other	-



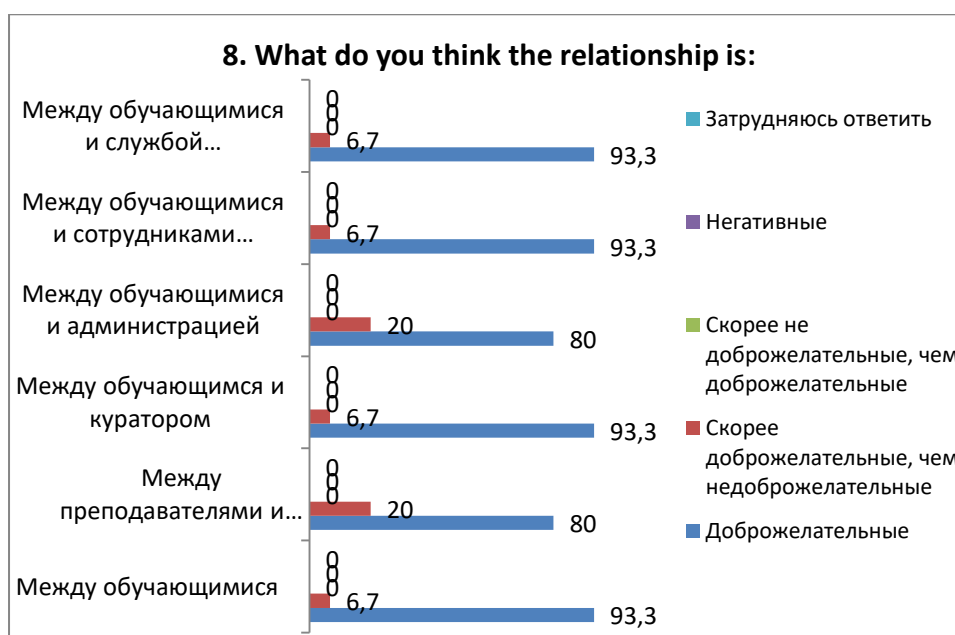
* Students' answers are presented in the original. The author's spelling and punctuation have been preserved.

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

- All right.
- No.

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	93,3	6,7	-	-	-
Between teachers and learners (in the learning process)	80	20	-	-	-
Between learner and supervisor	93,3	6,7	-	-	-
Between students and administration	80	20	-	-	-
Between students and the staff of the departments (library, student department, etc.).	93,3	6,7	-	-	-
Between students and security service	93,3	6,7	-	-	-



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

- All right.
- No.

9. Are you satisfied?

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Criteria	Completely satisfied	Partially satisfied	Not satisfied	I find it difficult to answer
Organization of the educational process	86,7	13,3	-	-
Class schedule	80	20	-	-
Organization of independent work	93,3	6,7	-	-
Satisfaction with the work of the library	93,3	6,7	-	-
Living conditions in the dormitory	93,3	6,7	-	-
Quality of medical service	93,3	6,7	-	-
Organization of catering at the university (prices, range of products, quality of prepared meals)	86,7	13,3	-	-



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

- All right.
- No.

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

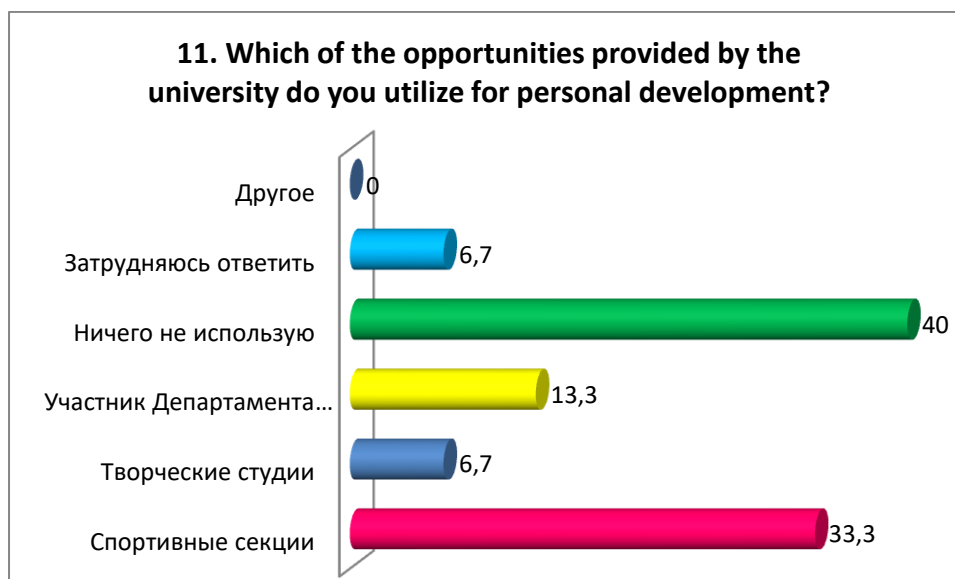
Criteria	Indicators (%)
Yes, always;	80
No, not always;	20
Difficult to answer;	-
Other	-

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

Criteria	Indicators (%)
Sports sections;	33,3
Creative studios;	6,7
Participant of the Youth Policy Department;	13,3
I don't use anything;	40
Difficult to answer;	6,7
Other	-



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

Criteria	Completely satisfied	Satisfied	Rather satisfied	Rather not satisfied	I am not completely satisfied	I find it difficult to answer
The material is presented in a clear, accessible and logical sequence	86,6	6,7	6,7	-	-	-
During the lessons the main points are emphasized and reasonable	86,6	6,7	6,7	-	-	-

conclusions are drawn						
During the lessons, a friendly atmosphere is maintained towards the students	86,6	6,7	6,7	-	-	-
During the lessons, the pace of presentation of the material is convenient for perception and recording	86,6	6,7	6,7	-	-	-
The tasks for independent work of students are clearly formulated, and support is provided for its fulfillment.	86,6	6,7	6,7	-	-	-
Assessment of learning outcomes of the discipline is transparent and objective	86,6	6,7	6,7	-	-	-



For the option ‘**Other**’, the students indicated the following options*:
- No.

For the option ‘**If you answered “rather, not satisfied and completely not satisfied” to the previous question, give recommendations for improvement**’, the students indicated the following options*:
- No.

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

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

- All the necessary questions are here.
- Difficult
- None.

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

The choice of speciality was determined by various factors. Personal inclinations and assessment of their own abilities had the greatest influence, becoming the main criterion for 40% of respondents. Opinion of parents/relatives and low passing score for a speciality (20% each) also played an important role for respondents. The prestige of the major was taken into account but was of less importance (13.3%).

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. School teachers also had an influence.

Students expressed 100% 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, organising time 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 university structural units is high: dean's office (100%), departments (100%), lecturers (86.7%) and supervisors (100%). This indicates a positive assessment of the university environment and the support provided to them during their studies.

Relations between students, lecturers, supervisors and administration are assessed as friendly or rather friendly, 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 note that not all students are actively utilising the personal development opportunities provided, 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, 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.