

**Report**  
**on the results of the survey**  
**First year students' satisfaction with educational services**  
**in 2023-2024 academic year**  
**Department:** Mine Surveying and Geodesy  
**Specialty:** 6B07303 Digital Aero Surveying

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.

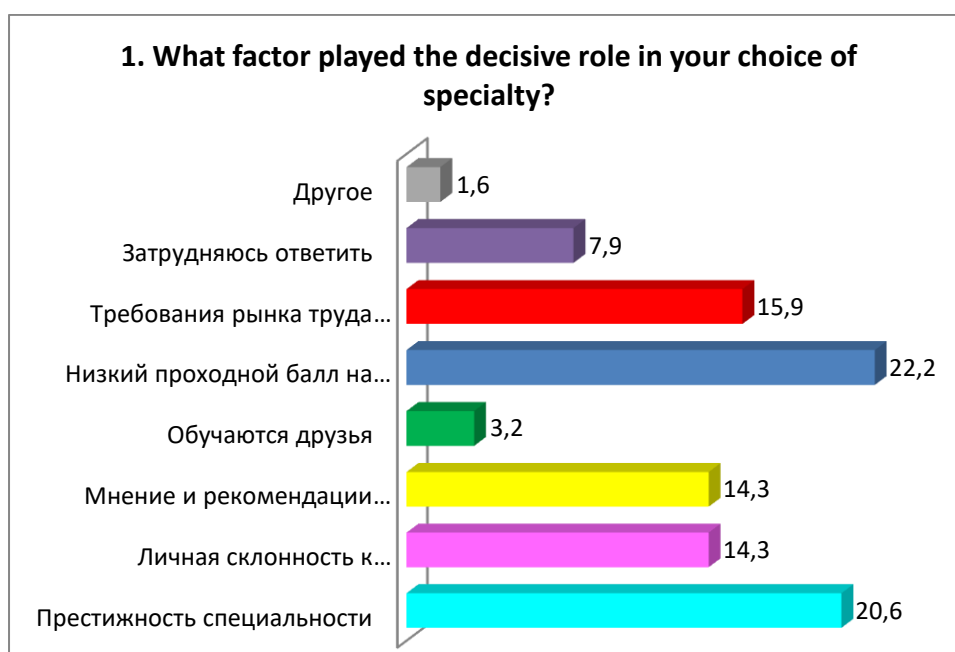
The results of the survey were processed and presented in a generalized form with a guarantee of confidentiality of students' personal opinions.

In the specialty 6B07303 Digital Aero Surveying, 63 respondents took part in the survey, which amounted to 100% 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	Indicators (%)
Prestige of the specialty	20,6
Personal inclination to a certain type of activity, assessment of one's own abilities	14,3
Opinion and recommendations of parents/relatives	14,3
Friends studying	3,2
Low passing score for the specialty	22,2
Labor market requirements (employment opportunities)	15,9
I find it difficult to answer	7,9
Other	1,6



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

- Money.

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

Criteria	Indicators (%)
Official website of the university	19
Relatives, acquaintances	50,8
School teachers	-
Advertising brochures	6,4
University representatives who came to the school with advertising	12,7
Social networks	9,5
Other	1,6

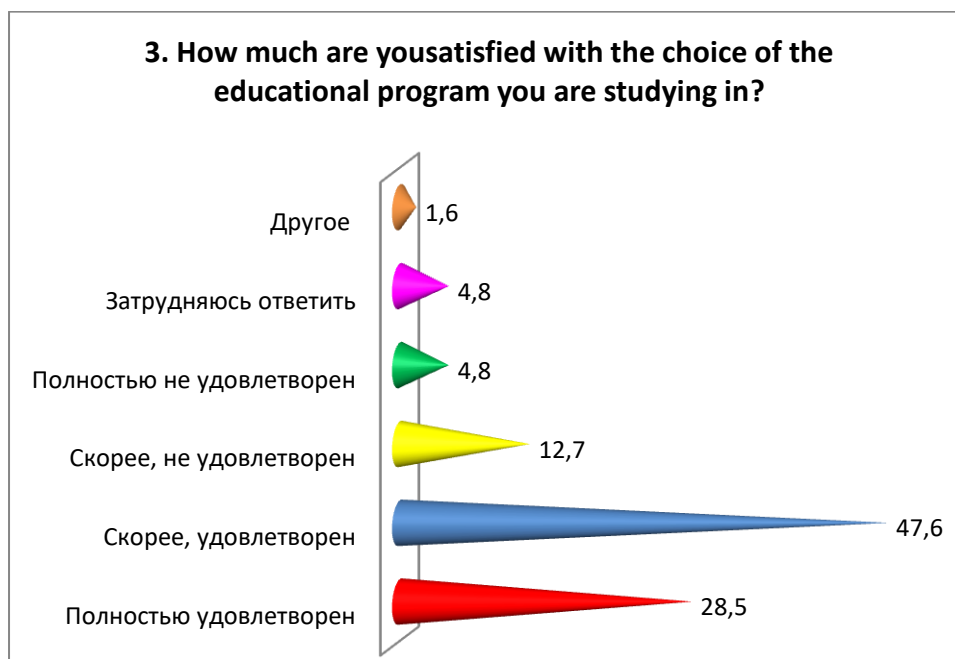


For the “Other” option, students indicated the following options\*:

- Close to home.

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

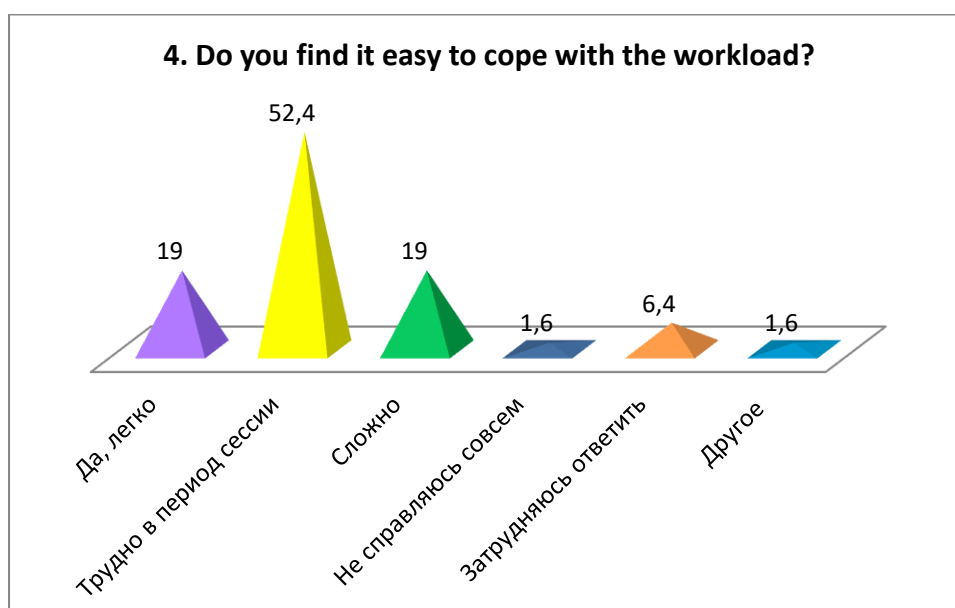
Criteria	Indicators (%)
Completely satisfied	28,5
Rather satisfied	47,6
Rather dissatisfied	12,7
Completely dissatisfied	4,8
Difficult to answer	4,8
Other	1,6



For the “Other” option, students indicated the following options\*:  
- 50/50.

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

Criteria	Indicators (%)
Yes, easy	19
Difficult during the session	52,4
Difficult	19
Can't cope at all	1,6
Difficult to answer	6,4
Other	1,6



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

- It's very difficult, the teachers assign a huge workload as if it were the last time, especially general education subjects.

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

Criteria	Indicators (%)
Lack of perseverance	6,4
Lack of knowledge	15,9
Lack of willpower	12,7
I can't organize my own time	17,4
No self-organization skills	3,2
I don't have any problems	23,8
I find it difficult to answer	19
Other	1,6



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

- There is not enough time.

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

Criteria	Completely satisfied	Rather satisfied	Rather dissatisfied	Completely dissatisfied	Difficult to answer
Dean's Offices	65	17,5	6,4	1,6	9,5
Departments	66,6	19,1	3,2	-	11,1
Teachers	42,8	34,9	17,5	-	4,8
Curators	68,3	19	3,2	1,6	7,9

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

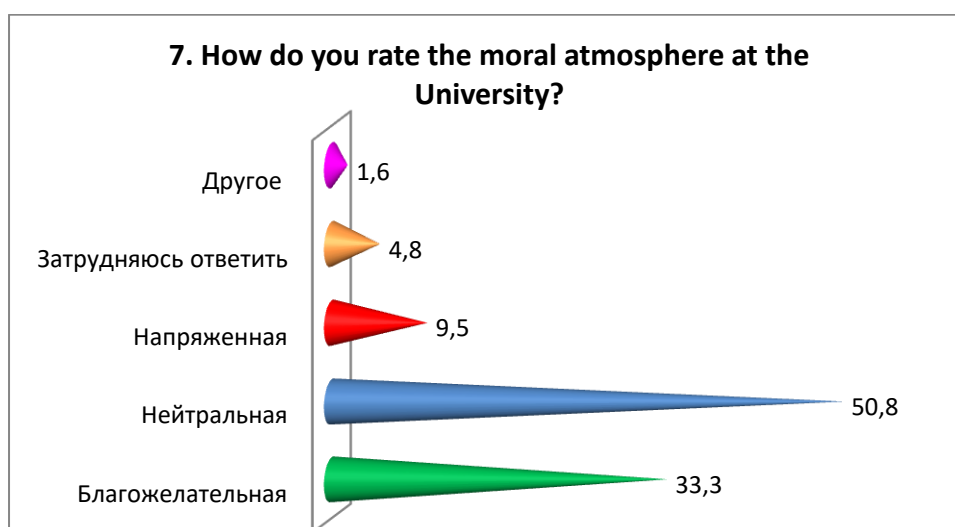
- Everything was fine during the first semester, starting from the second, the teachers followed some of their own principles
  - Less homework, the workload is huge
  - Reduce the importance of non-core subjects
  - Some teachers deliberately do not give points, do not give the opportunity to earn them
- Everything is ok

- Well, I will say completely satisfied
- I do not have time for the program
- Rather dissatisfied
- Reduce the requirements from teachers
- I do not know
- Rather dissatisfied
- Ok.



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

Criteria	Indicators (%)
Benevolent	33,3
Neutral	50,8
Tense	9,5
Difficult to answer	4,8
Other	1,6



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

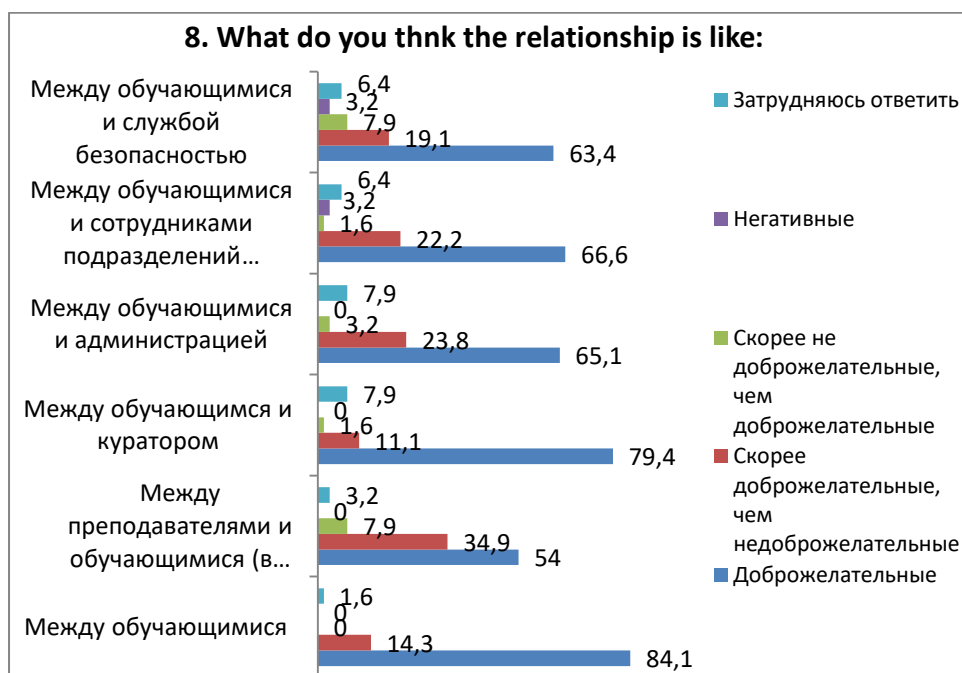
- Strong aggression is shown in places.

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

- No
- Everything is too serious
- I don’t know
- Ok.

### 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	84,1	14,3	-	-	1,6
Between teachers and students (in the educational process)	54	34,9	7,9	-	3,2
Between a student and a supervisor	79,4	11,1	1,6	-	7,9
Between students and administration	65,1	23,8	3,2	-	7,9
Between students and department staff (library, student department, etc.)	66,6	22,2	1,6	3,2	6,4
Between students and security service	63,4	19,1	7,9	3,2	6,4

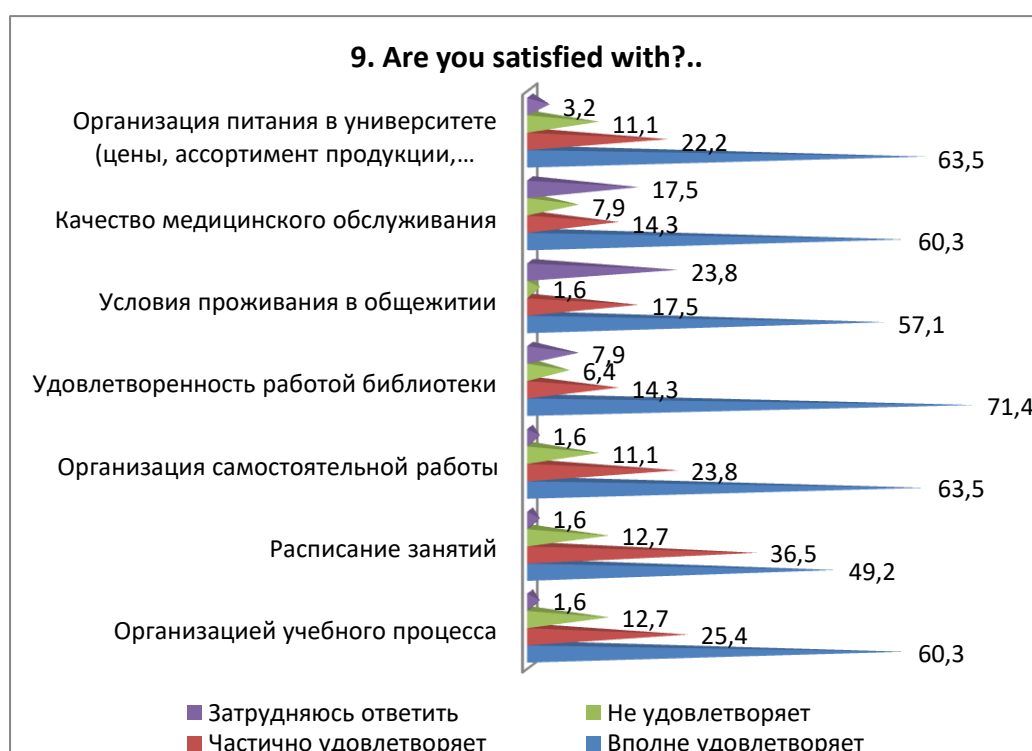


To the option “If you answered “Rather unfriendly than friendly or negative” to the previous question, write why” the students indicated the following options\*:

- Prejudiced attitude of security guards
- I don’t know
- Ok.

## 9. Are you satisfied with?..

Criteria	Completely satisfied	Partially satisfied	Not satisfied	Difficult to answer
Organization of the educational process	60,3	25,4	12,7	1,6
Class schedule	49,2	36,5	12,7	1,6
Organization of independent work	63,5	23,8	11,1	1,6
Satisfaction with the library work	71,4	14,3	6,4	7,9
Living conditions in the hostel	57,1	17,5	1,6	23,8
Quality of medical care	60,3	14,3	7,9	17,5
Organization of catering at the University (prices, product range, quality of prepared dishes)	63,5	22,2	11,1	3,2



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

- At KTU medical center they can never say anything correctly, they send you to another doctor just to get rid of
- there are no specialized subjects in the 2nd semester(
- No, I am satisfied
- The prices are too high and there is no politeness
- The quality of medical care does not satisfy me. Because at the university, if you get sick, then you have to go to the Armandastar dormitory. Last week my classmate felt very bad. When we approached the nurse there was written "doctor to the Armandastar dormitory ordasy". But she can't even go there herself. Because she might faint. Fortunately, there was a nurse there and she helped. We all want there to BE a nurse or male nurse in the building
- I don't know
- Ок

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

Criteria	Indicators (%)
Yes, always	61,9
No, not always	31,7
Difficult to answer	6,4
Other	-



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

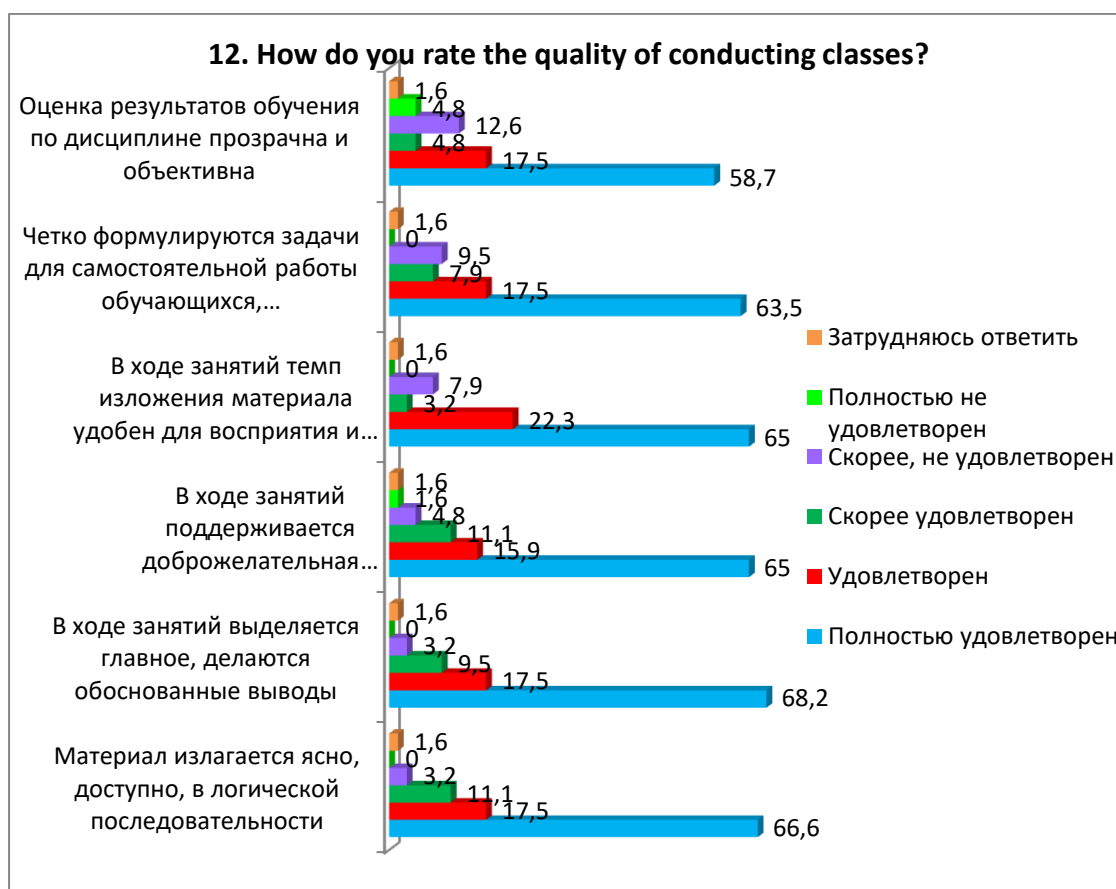
Criteria	Indicators (%)
Sports sections	25,3
Creative studios	4,8
Member of the Department of Youth Policy	6,4
I don't use anything	58,7
I find it difficult to answer	4,8
Other	-





## 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	66,6	17,5	11,1	3,2	-	1,6
In classes, the main points are highlighted, and well-founded conclusions are made	68,2	17,5	9,5	3,2	-	1,6
In classes, a friendly atmosphere is maintained towards the students	65	15,9	11,1	4,8	1,6	1,6
In classes, the pace of the presentation of the material is convenient for perception and recording	65	22,3	3,2	7,9	-	1,6
Tasks for independent work of students are clearly formulated, and support for its implementation is provided	63,5	17,5	7,9	9,5	-	1,6
The assessment of learning outcomes in the discipline is transparent and objective	58,7	17,5	4,8	12,6	4,8	1,6



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

- No answer
- I don't know

- OK.

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

- Grades are not always objective
- Completely satisfied
- Good grades are received by those who have connections (this does not apply to all teachers)
- I don't know
- OK.

**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.*)

- Teacher rating
- Can't answer
- Questions about scores
- Don't know
- Don't know

Based on the results of the Survey, there can be made the following **conclusions**:

1. *Factors of choosing a specialty*: A low passing score for a major was the determining factor for 22.2% of students. The prestige of the major influenced 20.6% of respondents. The demands of the labor market, personal inclination and assessment of one's own abilities, as well as the opinion of parents/relatives were taken into account when choosing a major. However, for some (7.9%), the main factor in choosing remained uncertain.

2. *Sources of information of the University*: most students received information of the University from relatives and friends (50.8%), as well as through the official website of the university (19%). Other sources included advertising brochures, University representatives, and social networks. Some students also indicated individual ways of obtaining information.

3. *Satisfaction with the chosen educational program*: 76.1% of students are satisfied with the choice of their educational program, which indicates that the chosen program meets their expectations and goals.

4. *Problems in the learning process*: students face various difficulties in the learning process. Lack of perseverance, lack of knowledge, lack of willpower, self-organization skills and time management are some of them. Some students also pointed out other problems such as a large amount of homework, lack of time, etc.

5. *Satisfaction with the work of the University departments*:

- Dean's Office: 82.5% of students expressed satisfaction with the work of the Dean's Office, which indicates a good level of management and organization of the educational process.

- Departments: 85.7% of the surveyed students highly rated the work of the departments, emphasizing the effectiveness and professionalism of the teachers in their field.

- Teachers: 77.7% of students expressed satisfaction with the work of the teachers, noting a good level of knowledge and competence in teaching disciplines.

- Curators: 87.3% of the surveyed students rated the work of the curators at a level above average, which indicates significant support and assistance provided to students in solving various issues and problems.

6. *The psychological climate at the University* is described as friendly relations between students, teachers and university staff. This climate creates a supportive and inspiring environment for student learning and development.

7. *Student satisfaction with the quality of educational services*: 87.3% - independent work, 85.7% of respondents expressed satisfaction with the organization of the educational process, class schedule, library work and catering, 74.6% - the quality of medical care, and 74.6% - living conditions in the dormitory. These data indicate the good quality of services and support provided by the university to ensure successful learning and student comfort.

8. *Availability of information related to the educational process and extracurricular activities*: 61.9% of students claim that it is always available, while 31.7% note that this is not always the case.

9. *The quality of conducting classes* students rate it at a high level (on average 90.5%), emphasizing that the material is presented clearly and accessibly, with logical sequence and highlighting key points with substantiated conclusions. They also note the favorable environment in the classroom, the comfortable pace of information delivery and the clear formulation of assignments for independent work with support for their implementation.

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.

Overall, the analysis of the results of students filling out the questionnaire "Satisfaction of 1st-year students with educational services" shows a positive attitude of students to the conditions created at the university for obtaining an education, the content, organization and quality of the educational process.

### **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).