

**Report**  
**based on questionnaire results**  
**«Satisfaction of 1st year students with educational services»**  
**2022-2023 academic year**

**Departments:** «Automation of production processes» and «Energy systems»

**Speciality:** 6B07109 «Electric power»

In February 2023, the center for quality management and accreditation conducted an annual questionnaire on the satisfaction of 1st year students with the quality of services provided.

**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 questionnaire were processed and presented in a summarized form, guaranteeing the confidentiality of students' personal opinions.

By specialty 6B07109 «Electric power» 99 respondents took part in the survey, which amounted to 83.9% of the total number of students.

During the questionnaire process, the following data was obtained:

**1. What factor played a decisive role in your choice of specialty?**

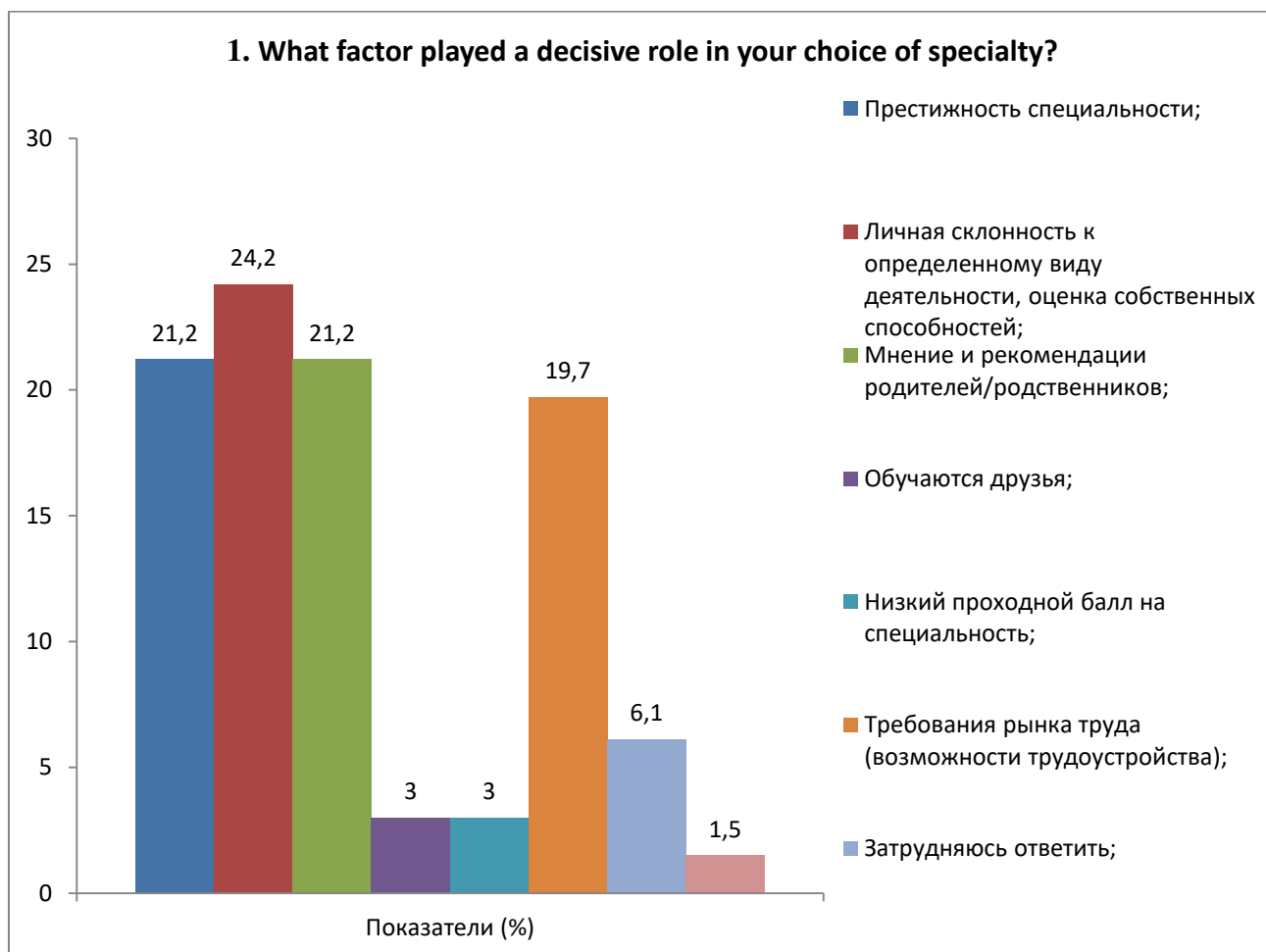
<b>Criteria</b>	<b>Indicators (%)</b>
Prestige of the specialty;	21.2
Personal inclination towards a certain type of activity, assessment of one's own abilities;	24.2
Opinions and recommendations of parents/relatives;	21.2
Friends are studying;	3
Low passing grade for the specialty;	3
Labor market requirements (employment opportunities);	19.7
I find it difficult to answer;	6.1
Other	1.5

Students indicated the following options for the «Other» option\*:

- by pure chance.

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



**2. Who (what) became your source of information about the university?**

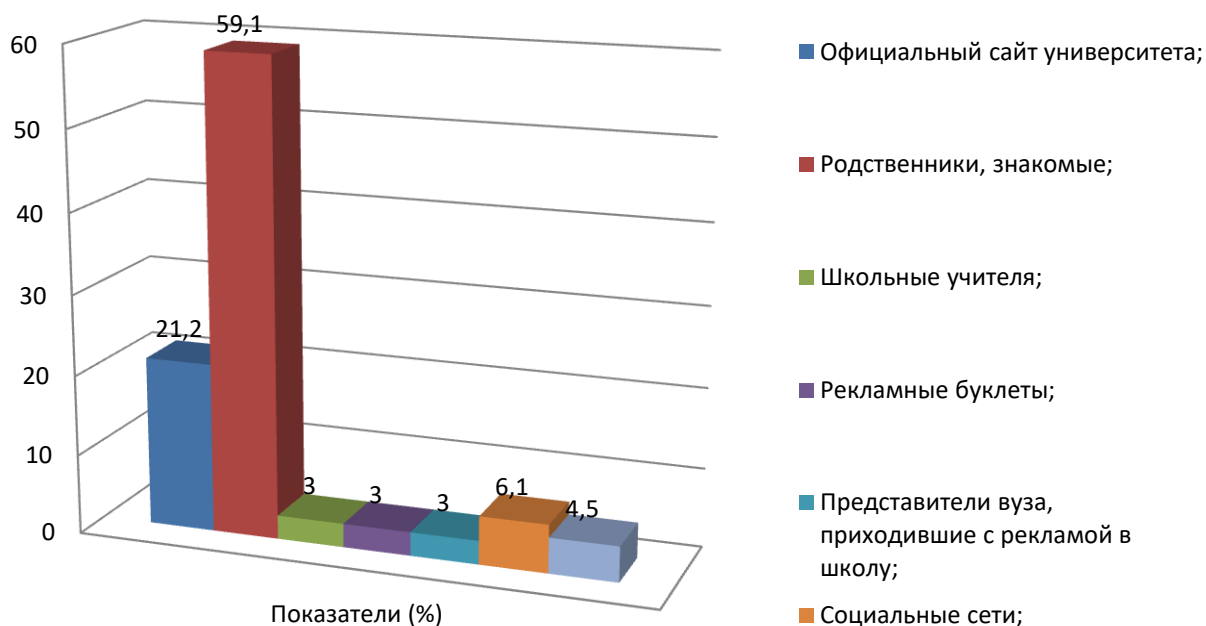
Criteria	Indicators (%)
Official website of the university;	21.2
Relatives, acquaintances;	59.1
School teachers;	3
Advertising brochures;	3
Representatives of the university who came to the school with advertising;	3
Social media;	6.1
Other	4.5

Students indicated the following options for the «Other» option\*:

- Nobody;
- Advertising;
- I initially knew about KSTU.

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

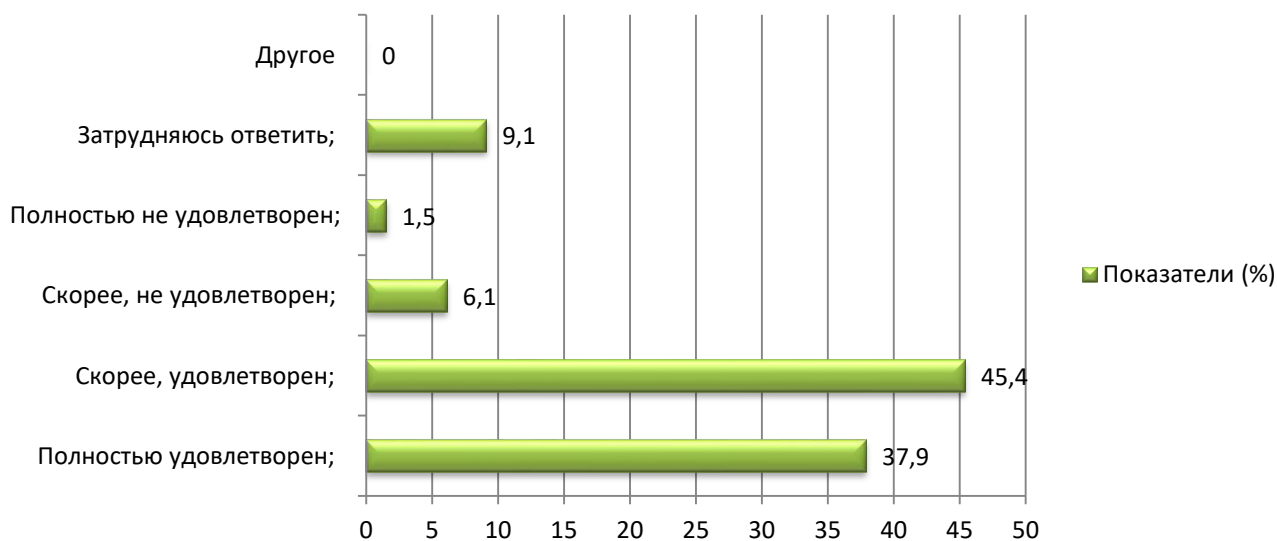
## 2. Who (what) became your source of information about the university?



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

Criteria	Indicators (%)
Completely satisfied;	37.9
Rather, satisfied;	45.4
Rather, not satisfied;	6.1
Completely unsatisfied;	1.5
I find it difficult to answer;	9.1
Other	-

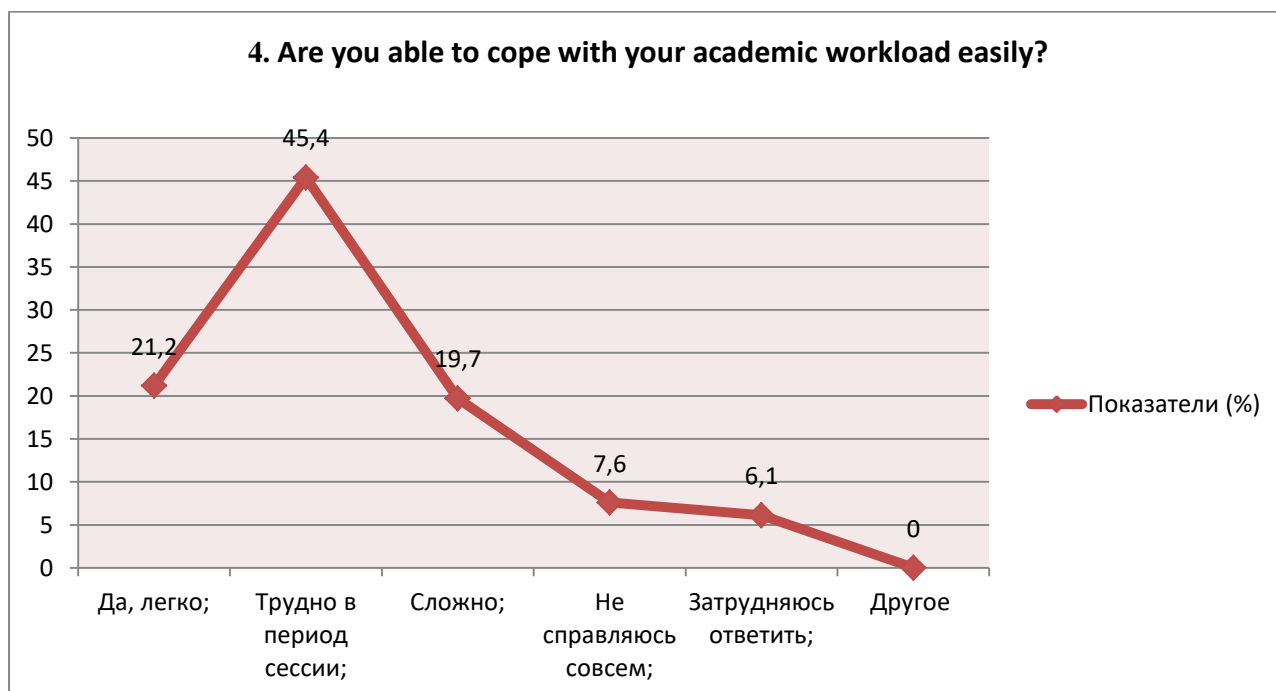
## 3. How satisfied are you with the choice of educational program in which you are studying?



## 4. Are you able to cope with your academic workload easily?

Criteria	Indicators (%)
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Yes Easy;	21.2
Difficult during the session;	45.4
Difficult;	19.7
I can't cope at all;	7.6
I find it difficult to answer;	6.1
Other	-



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

Criteria	Indicators (%)
Lacks perseverance;	9.1
Lack of knowledge;	18.2
Lack of willpower;	3
I don't know how to organize my own time;	10.6
No self-organization skills;	4.5
I don't have any problems;	28.8
I find it difficult to answer;	24.2
Other	1.5

Students indicated the following options for the «Other» option:\*

- Most problems do not come from me.

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

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

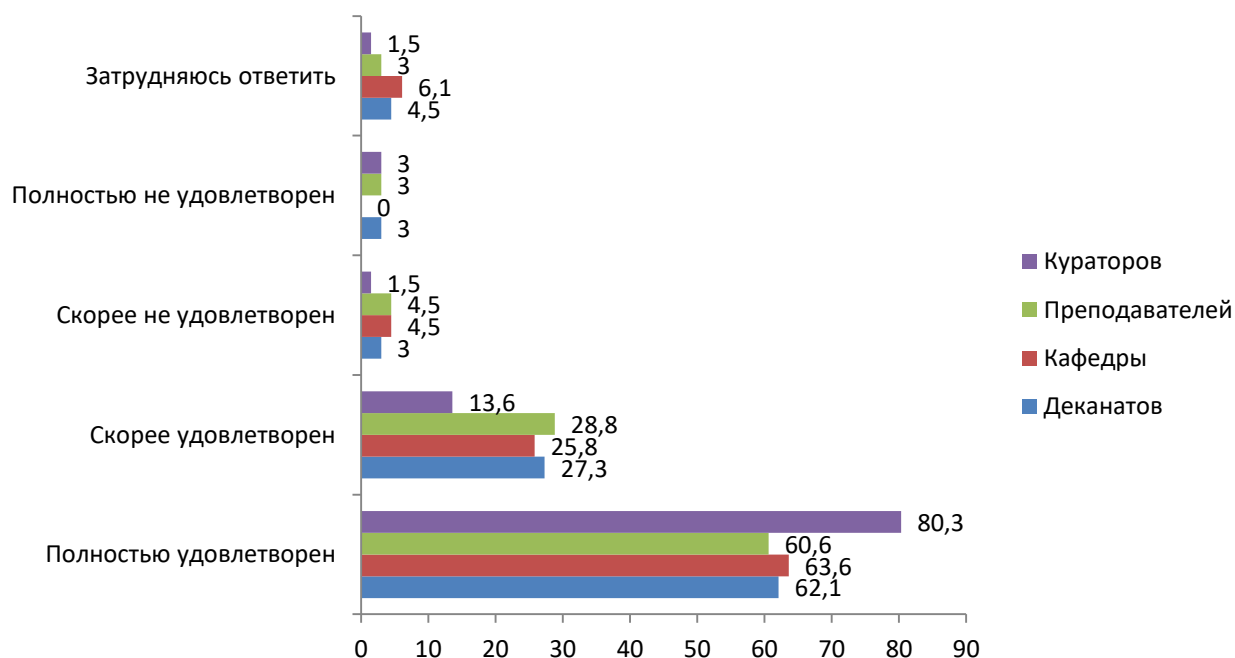


### 6. Are you satisfied with the work?

Criteria	Completely satisfied	Rather satisfied	Rather dissatisfied	Completely unsatisfied	I find it difficult to answer
Dean's offices	62.1	27.3	3	3	4.5
Departments	63.6	25.8	4.5	-	6.1
Teachers	60.6	28.8	4.5	3	3
Curators	80.3	13.6	1.5	3	1.5

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

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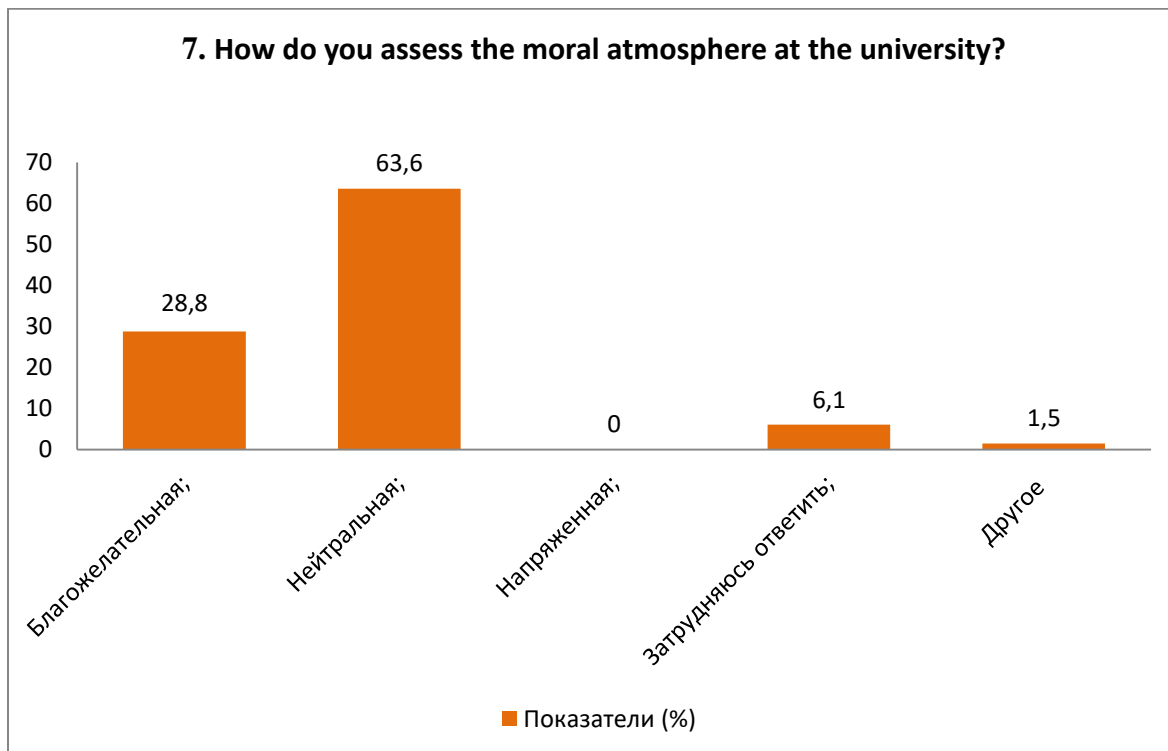


For the option «If you answered «rather dissatisfied or not completely satisfied» give recommendations for improvement» students indicated the following options\*:

- Convey the material more clearly;
- Some teachers lack interest in teaching students or are unable to do so.

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

Criteria	Indicators (%)
Benevolent;	28.8
Neutral;	63.6
Tense;	-
I find it difficult to answer;	6.1
Other	1.5



For the option «If you answered the previous question «Tense», write why» students indicated the following options\*:

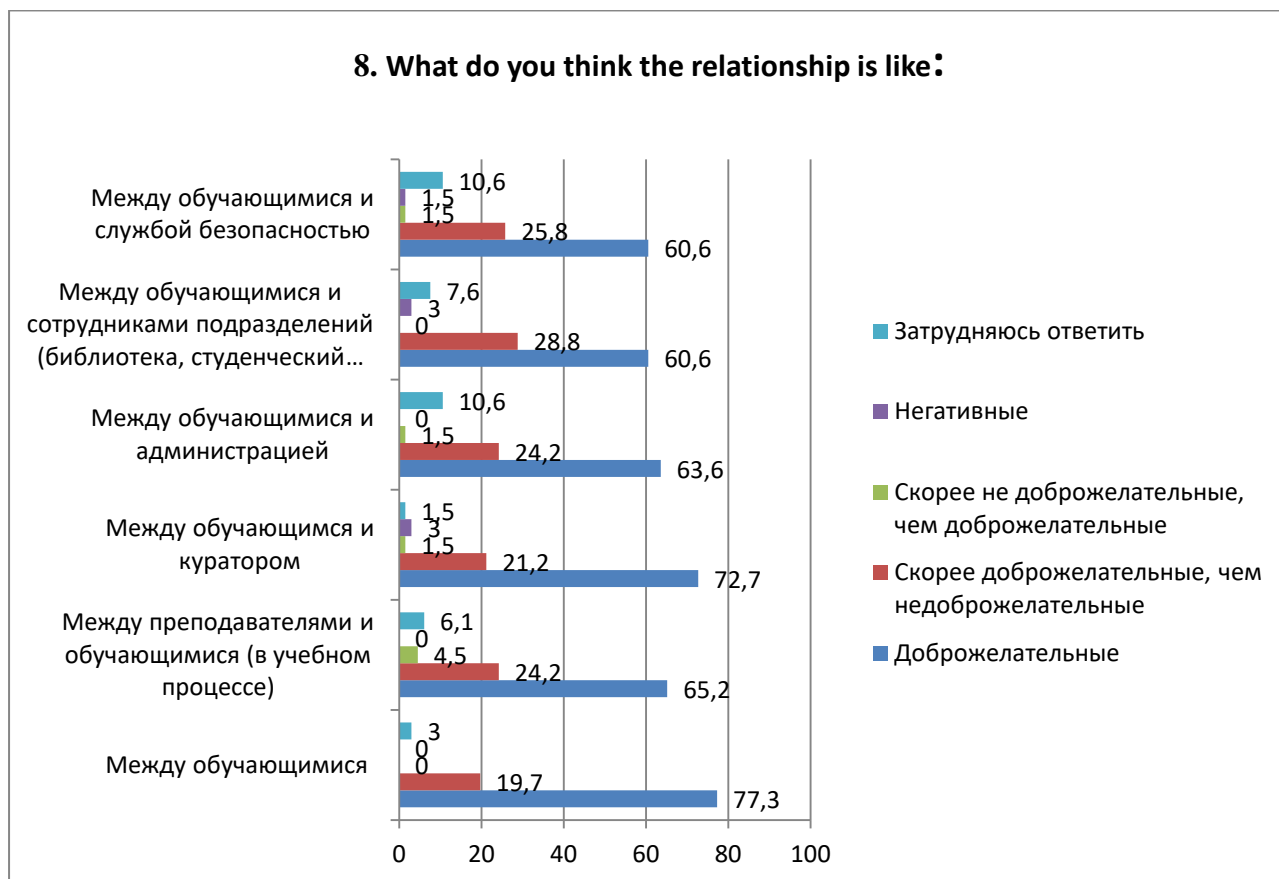
- All good;
- That's ok.

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

Criteria	Friendly	More friendly than unfriendly	More unfriendly than friendly	Negative	I find it difficult to answer
Between students	77.3	19.7	-	-	3
Between teachers and students (in the educational process)	65.2	24.2	4.5	-	6.1
Between the student and the curator	72.7	21.2	1.5	3	1.5
Between students and	63.6	24.2	1.5	-	10.6

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

administration					
Between students and employees of departments (library, student department, etc.)	60.6	28.8	-	3	7.6
Between students and security service	60.6	25.8	1.5	1.5	10.6



For the option «If you answered the previous question «Rather not friendly than friendly or negative,» write why» students indicated the following options\*:

- The guards think too highly of themselves. I believe that not only the student, but also people in general, need to be treated with respect. It is enough to answer the student in the same way: «Hello,» so that both your and our day will be a little embellished. I'm not saying that all guards are so unfriendly, but at least 20 percent of them;
- The answer was given above;
- Boorish attitude of the security service.

### 9. Does it satisfy you?

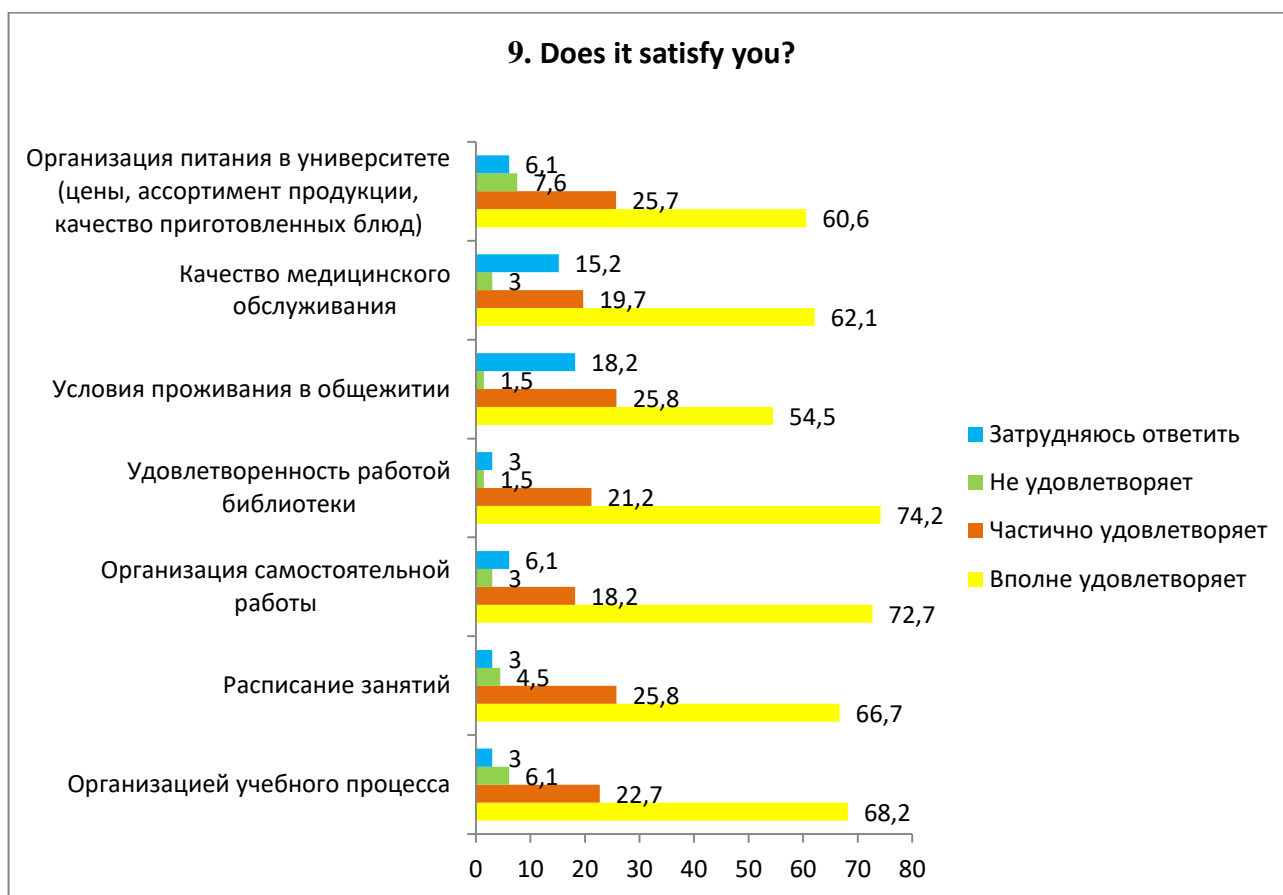
Criteria	Quite satisfying	Partially satisfied	Doesn't satisfy	I find it difficult to answer
Organization of the educational process	68.2	22.7	6.1	3
Timetable of classes	66.7	25.8	4.5	3
Organization of independent work	72.7	18.2	3	6.1
Satisfaction with the library	74.2	21.2	1.5	3
Living conditions in the hostel	54.5	25.8	1.5	18.2
Quality of medical care	62.1	19.7	3	15.2
Catering at the university (prices, product	60.6	25.7	7.6	6.1

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

range, quality of prepared dishes)				
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For the option «If you answered «Doesn't satisfy» give recommendations for improvement» students indicated the following options\*:

- recently increased prices in the dining room;
- I don't live in a dormitory.



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

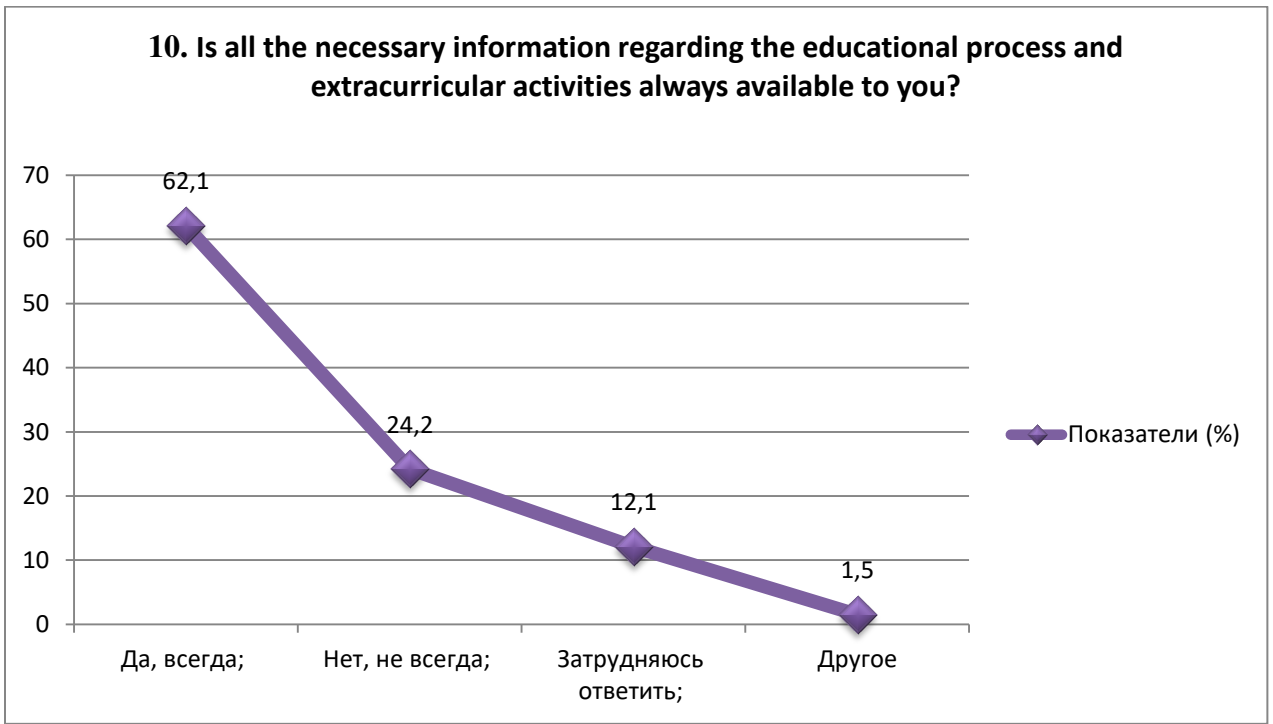
Criteria	Indicators (%)
Yes, always;	62.1
No not always;	24.2
I find it difficult to answer;	12.1
Other	1.5

Students indicated the following options for the «Other» option\*:

- Yes, but sometimes there is not.

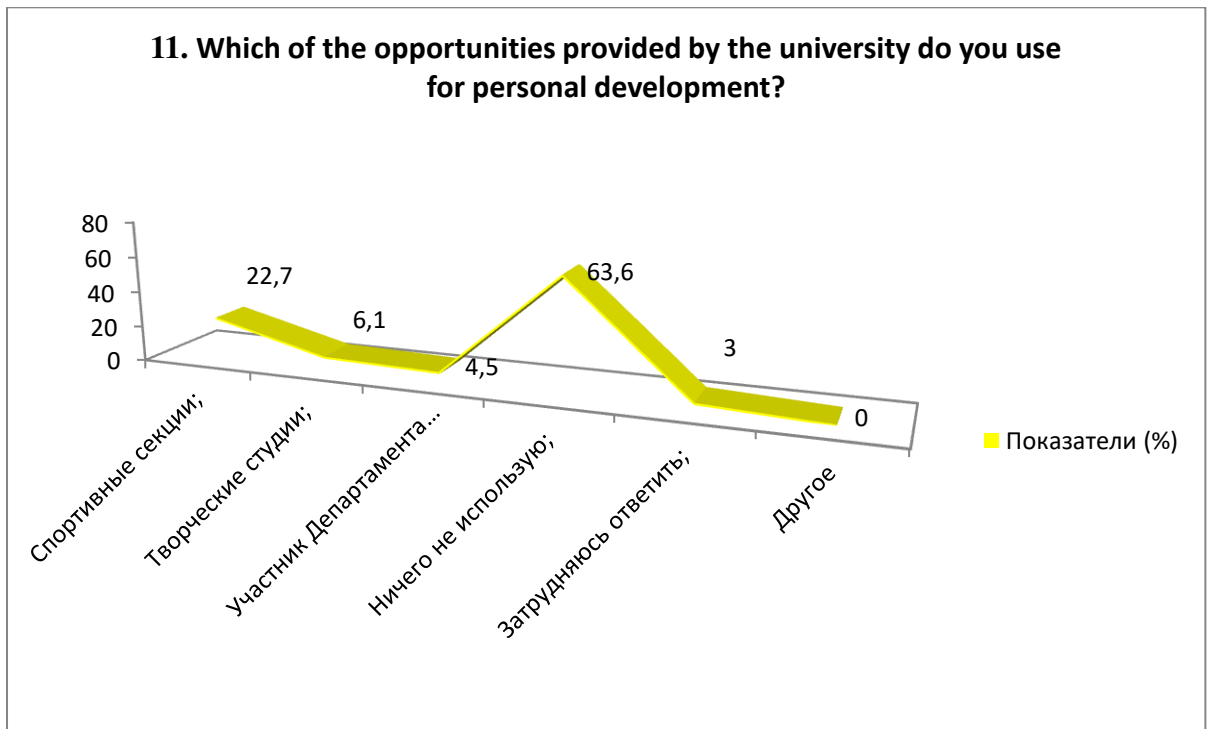
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**11. Which of the opportunities provided by the university do you use for personal development?**

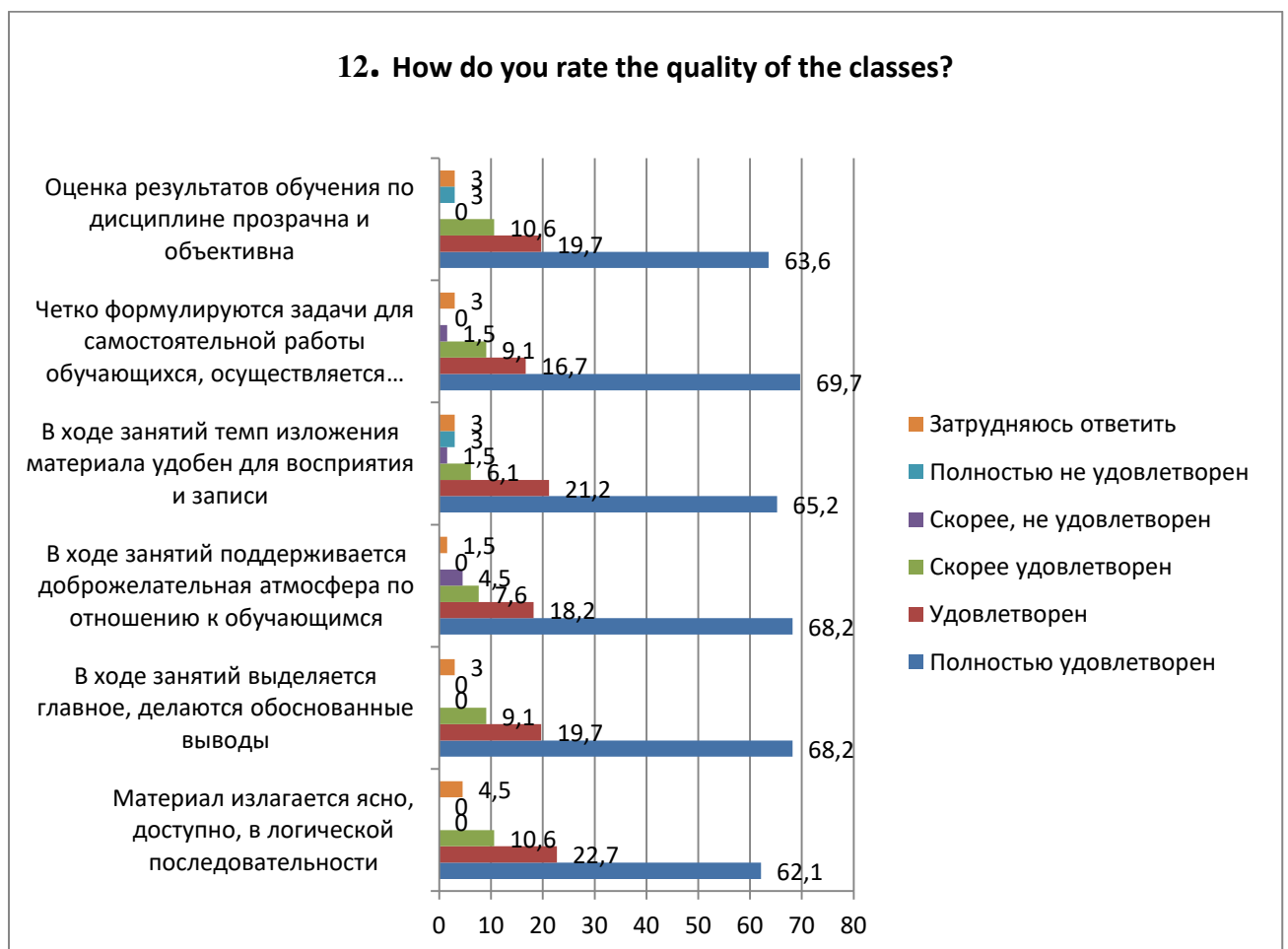
Criteria	Indicators (%)
Sport sections;	22.7
Creative studios;	6.1
Member of the Youth Policy Department;	4.5
I don't use anything;	63.6
I find it difficult to answer;	3
Other	-



**12. How do you rate the quality of the classes?**

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	etely satisfie d	d	r satisfi ed	, not satisfie d	etely unsatis fied	it difficul t to answer
The material is presented clearly, accessibly, and in a logical sequence	62.1	22.7	10.6	-	-	4.5
During the classes, the main thing is highlighted and substantiated conclusions are drawn.	68.2	19.7	9.1	-	-	3
During classes, a friendly atmosphere towards students is maintained	68.2	18.2	7.6	4.5	-	1.5
During classes, the pace of presentation of the material is convenient for perception and recording	65.2	21.2	6.1	1.5	3	3
Tasks for students' independent work are clearly formulated and support is provided for its implementation.	69.7	16.7	9.1	1.5	-	3
Assessment of learning outcomes in the discipline is transparent and objective	63.6	19.7	10.6	-	3	3



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

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

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- This does not apply to all teachers, but there is a small group of people who do not understand that with such a speed of information delivery it is impossible to understand it.

**Please write your suggestions, wishes, as well as what questions in your opinion need to 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.***(Students' answers are presented in the original. The author's spelling and punctuation have been preserved.)*

- Why that test, about my opinion about university, in English, when major part of students don't understand language;

- I don't know;

- It is necessary to carry out some tasks on the covered topics, somewhere to simplify the training program, etc.;

- I find it difficult to answer;

- I think we need to ask students what they don't like;

- Are you satisfied with the wardrobe service?

Based on the results of the questionnaire, the following conclusions can be drawn:

Choosing a specialty is a very important aspect in the life of young people. Some people do this consciously, while others do it unconsciously, due to a coincidence of external circumstances.

The study showed that the main factor in choosing a specialty among the surveyed students was 24.2% stands out personal inclination towards a certain type of activity, assessment of one's own abilities. Other relatively significant criteria were: «prestige of the specialty» And «opinions and recommendations of parents/relatives» - 21.2%.

The source of information about the university, faculties and specialties among the majority of first-year students are relatives and acquaintances (59.1%).

The majority of students report their satisfaction with the choice of the educational program in which they are studying - 83.3%.

To the question «Are you able to cope with your course load easily? » only 21.2% of students answered that it was easy. The remaining 45.4% answered «difficult during the session», 19.7% «difficult», 7.6% «can't cope at all» and 6.1% found it difficult to answer.

Relations «between students», «between teachers and students (in the educational process)», «between students and curators», «between students and administration», «between students and employees of departments (library, student department, etc.)», «between students and the security service» are being assessed by respondents, mainly as «friendly» and «with rather benevolent than unkind.»

However, it should be noted that a small proportion of respondents noted such answer options as «**rather unfriendly than benevolent**» and «**negative**» in a relationship «**between teachers and students (in the educational process)**», «**between students and curators**», «**between students and administration**», «**between students and employees of departments (library, student department, etc.)**», «between students and the security service.»

For the option «**If you answered the previous question «More unfriendly than friendly» and «Negative», write why**» The students indicated the following answer options: «The security guards have too high an opinion of themselves. I believe that not only the student, but also people in general, need to be treated with respect. It is enough to answer the student in the same way: «Hello,» so that both your and our day will be a little embellished. I'm not saying that all security guards are so unfriendly, but at least 20 percent of them,» «Boorish attitude of the security service,» etc.

62.1% of students noted that they always have access to the necessary information regarding the educational process and extracurricular activities. However, 24.2% of respondents chose the answer «no, not always. »

To the question «How satisfied are you with the material resources of our university? » the following information was received:

- «The material is presented clearly, accessibly, in a logical sequence» student satisfaction was 95.4%;

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- «During the classes, the main thing is highlighted, substantiated conclusions are made» student satisfaction was 97%;
- «During the classes, a friendly atmosphere towards students is maintained» student satisfaction was 94%;
- «During the classes, the pace of presentation of the material is convenient for perception and recording», student satisfaction was 92.5%;
- «Tasks for independent work of students are clearly formulated, support for its implementation is provided», student satisfaction was 95.5%;
- «Assessment of learning outcomes in the discipline is transparent and objective, » student satisfaction was 93.9%.

At the end of the questionnaire, students are asked to add questions that, in their opinion, should be added to this questionnaire to improve the training program, improve the quality of services provided and other activities university. Students suggested the following questions: «Are you satisfied with the service of the wardrobe? », «I think we should ask the students what they should not like», etc.

### **Recommendations:**

The head of the department should familiarize staff and students with the results of the questionnaire and, if necessary, develop an action plan to improve the quality of educational services.

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