

**Report**  
**on the results of the questionnaire**  
**«Satisfaction of 1st year students with educational services»**  
**2023-2024 academic year**

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

**Speciality:** 6B07109 Electric power industry

Quality management and accreditation center in February 2024 conducted an annual satisfaction survey student 1 st year quality of services provided.

**Purpose of the survey:** Improving the learning process, increasing qualities provided educational services and other areas of the university's activities.

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

102 respondents took part in the survey in the specialty 6B07109 Electric power Engineering, which amounted to 77.9% of the total number of students.

The following data were obtained during the questionnaire:

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

Criteria	Indicators (%)
Prestige of the specialty	18,6
Personal inclination towards a certain type of activity, self-assessment	22,5
Opinion and recommendations of parents/relatives	21,6
Friends are studying	0,9
Low passing score for the specialty	5,9
Labor market requirements (employment opportunities)	21,6
I find it difficult to answer	6,9
Other	2



On a variant «**Other**» students indicated the following options\*:

- future salary
- Salary.

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

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

Official website of the university	24,5
Relatives, acquaintances	49
School teachers	5,9
Advertising brochures	2
Representatives of the university, those who came to school with advertisements	10,8
Social media	6,9
Other	0,9



On a variant «**Other**» students indicated the following options\*:  
- Myself.

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

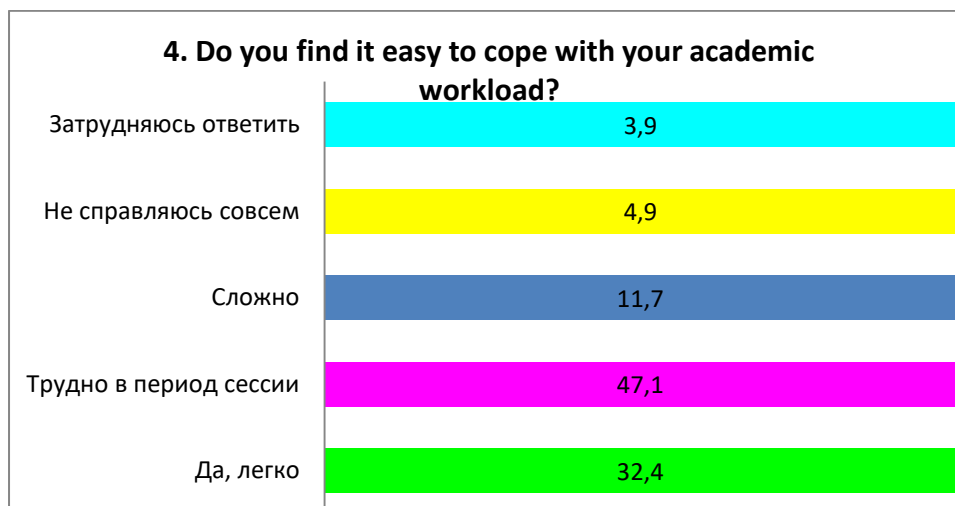
Criteria	Indicators (%)
Completely satisfied	48
Rather satisfied	37,3
Rather, not satisfied	6,9
Not completely satisfied	-
I find it difficult to answer	7,8
Other	-



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

Criteria	Indicators (%)
Yes, it's easy.	32,4
It's difficult during the session period	47,1
Difficult	11,7
I can't cope at all	4,9
I find it difficult to answer	3,9
Other	-



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

Criteria	Indicators (%)
Lack of perseverance	11,7
Lack of knowledge	7,8
Lack of willpower	7,8
I can't speak organize your own time	18,6
No self-organization skills	5
I don't have any problems	36,3
I find it difficult to answer	10,8
Other	2

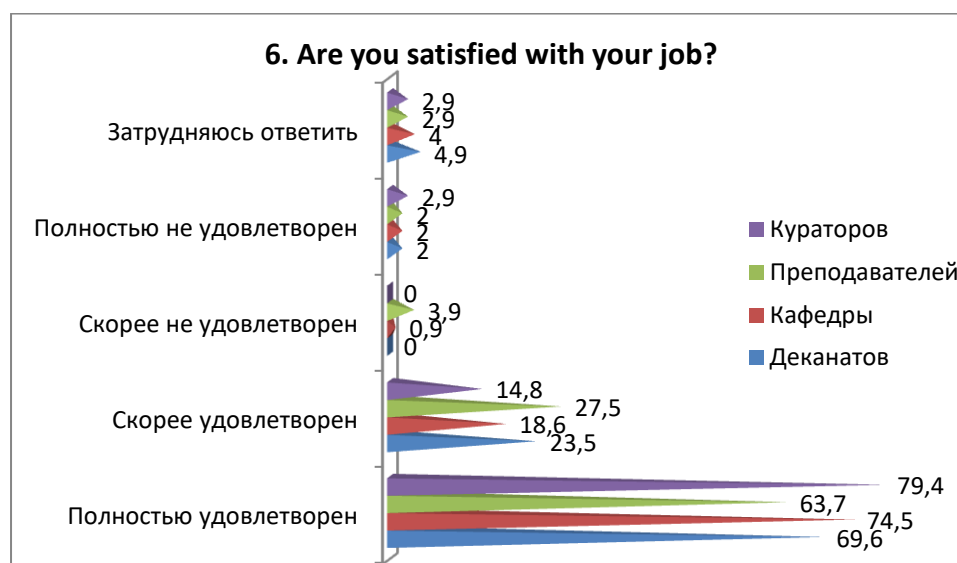


On a variant «**Other**» students indicated the following options\*:

- lack of practice, some lab stands don't work
- none.

## 6. Are you satisfied with your job?

Criteria	Completely satisfied	Rather satisfied	Rather dissatisfied	Not completely satisfied	I find it difficult to answer
Dean's offices	69,6	23,5	-	2	4,9
Chairs	74,5	18,6	0,9	2	4
Teachers	63,7	27,5	3,9	2	2,9
Curators	79,4	14,8	-	2,9	2,9



On a variant «**If you answered «rather dissatisfied or not completely satisfied» Please provide recommendations for improvement**» students indicated the following options\*:

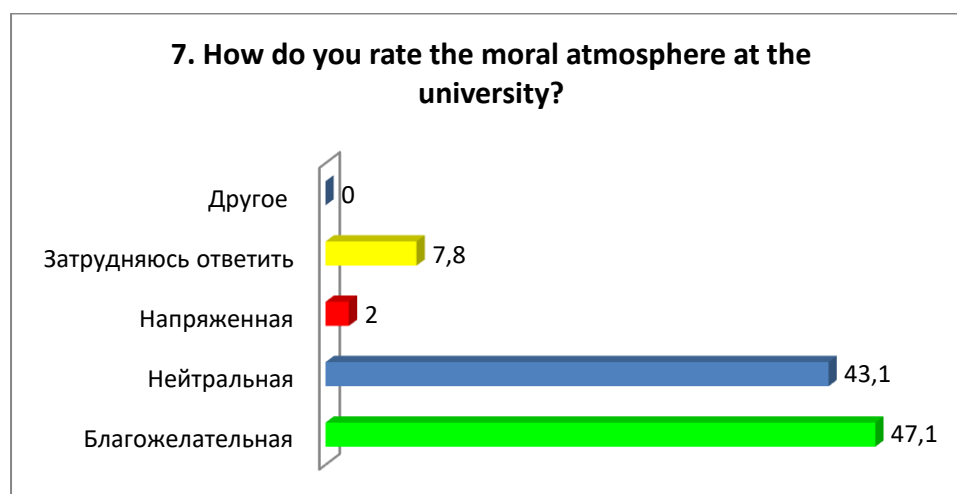
- Everything is fine
- I don't know.
- So that teachers would be more understanding of different situations
- Everything is fine
- Limit the rights of non-specialized subject teachers
- Improve the class schedule
- Good
- WinterIf you have less vacation time, increase it
- A lot
- Offerno
- Nope.

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

Criteria	Indicators (%)
Benevolent	47,1

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

Neutral	43,1
Tense	2
I find it difficult to answer	7,8
Other	-



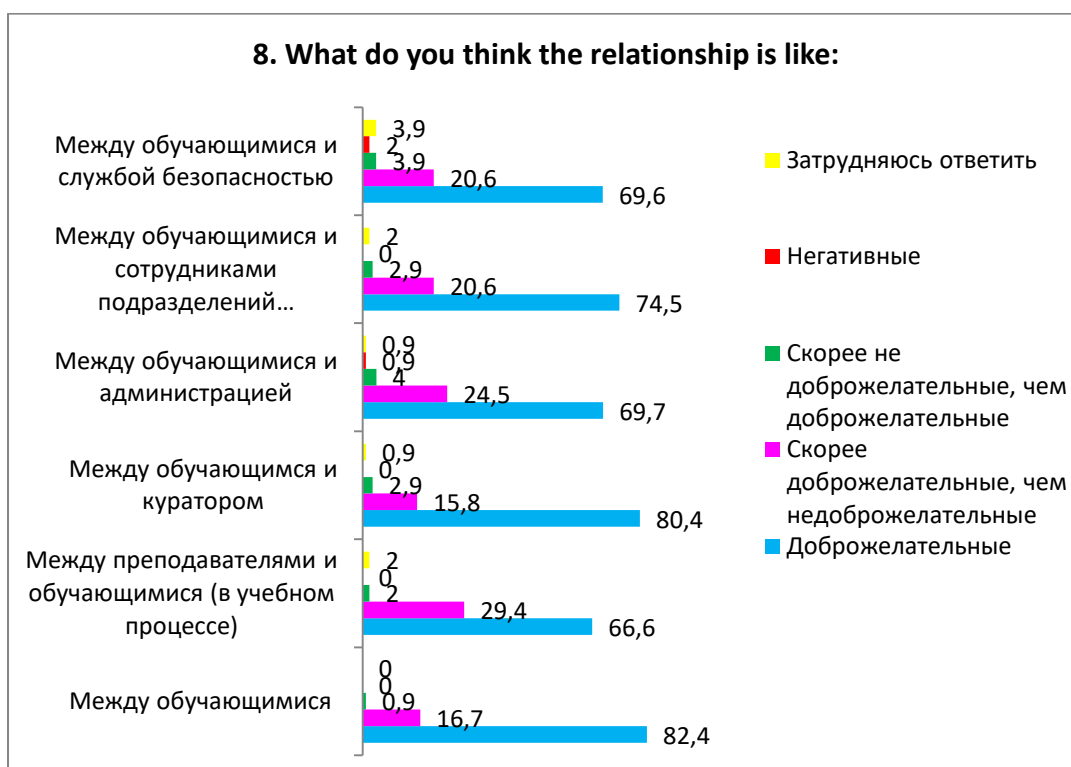
On a variant «If you answered «to the previous question tense», write why» students indicated the following options\*:

- The teachers are annoying
- I don't know
- Good
- Are not.

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

Criteria	Benevolent	More benevolent than malevolent	More unfriendly than friendly	Negative	I find it difficult to answer
Between students	82,4	16,7	0,9	-	-
Between teachers and students (in the educational process)	66,6	29,4	2	-	2
Between the student and the supervisor	80,4	15,8	2,9	-	0,9
Between students and administration	69,7	24,5	4	0,9	0,9
Between students and department staff (library, student department, etc.)	74,5	20,6	2,9	-	2
Between students and security service	69,6	20,6	3,9	2	3,9

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



On a variant «If you answered «Rather unfriendly than friendly or negative» to the previous question, please write why.» students indicated the following options\*:

- Everything is fine
- I don't know
- Security guards can be very mean.
- If you forget your card, they won't let you in even if you have a photo of your student ID.
- Good
- Are not.

### 9. Are you satisfied?

Criteria	Quite satisfactory	Partially satisfies	Not satisfying	I find it difficult to answer
Organization of the educational process	72,6	22,5	2,9	2
Class Schedule	68,6	21,6	9,8	-
Organizing independent work	71,5	24,5	2	2
Satisfaction with library work	76,5	18,6	-	4,9
Living conditions in the hostel	63,7	18,6	1	16,7
Quality of medical care	65,7	19,6	4,9	9,8
Organization of catering at the university (prices, product range, to(quality of prepared dishes)	63,7	27,5	3,9	4,9

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



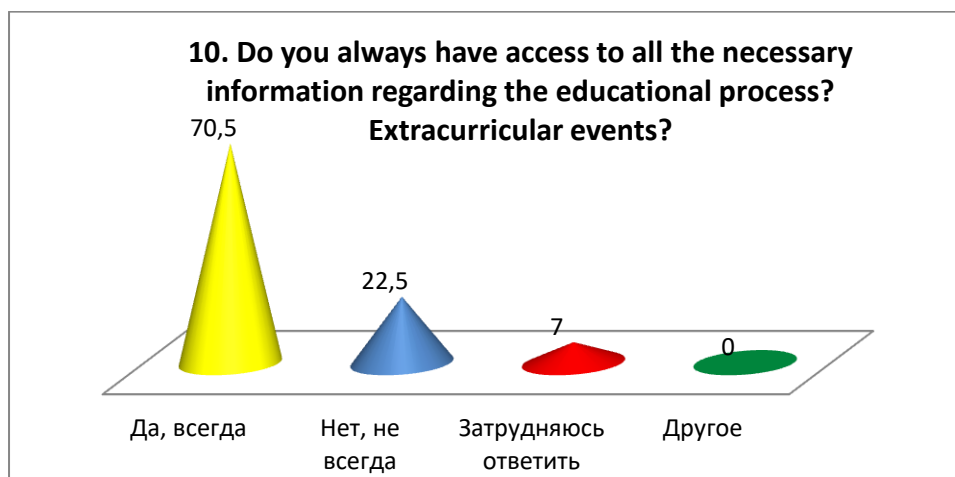
On a variant «If you answered «Not satisfying» Please provide recommendations for improvement» students indicated the following options\*:

- The first aid station is in the dormitory, by the time you get there it will get even worse
- I don't know.
- Everything is fine.
- Give the opportunity to choose the schedule yourselfsaniya add menu in the canteen
- It is inconvenient because the classrooms have changed, most of the classes are during the day and in the morningit would be better if it were an equal lesson
- Sabif he makes his schedule comfortable
- Nope.

**10. Do you always have access to all the necessary information regarding the educational process? Extracurricular events?**

Criteria	Indicators (%)
Yes, always.	70,5
No, not always.	22,5
I find it difficult to answer	7
Other	-

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

Criteria	Indicators (%)
Sports sections	20,6
Creative studios	7,8
Participant department of youth policy	3
I don't use anything	58,8
I find it difficult to answer	8,9
Other	0,9



On a variant «**Other**» students indicated the following options\*:  
- Chess club.

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

Criteria	Completely satisfied	Satisfied	Rather satisfied	Rather, not satisfied	Not completely satisfied	I find it difficult to answer
The material is presented clearly, accessibly, in a logical sequence.	79,4	10,8	6,9	0,9	-	2
During the classes, the main points	75,5	15,7	5,9	0,9	-	2

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



are highlighted and well-founded conclusions are made.						
During the classes, a friendly atmosphere towards students is maintained.	75,5	15,7	5,9	0,9	-	2
During the classes, the pace of presentation of the material is convenient for perception and recording	73,5	14,7	6,9	2,9	-	2
The tasks for independent work of students are clearly formulated, and support for its implementation	77,6	11,7	6,9	0,9	-	2,9
The assessment of learning outcomes in the discipline is transparent and objective	75,5	13,7	4,9	2	-	3,9



On a variant «**Other**» students indicated the following options\*:

- I don't know
- Everything is fine
- Good
- Are not.

On a variant«**If you answered «to the previous question rather, not satisfied and not completely satisfied», please provide recommendations for improvement»** students indicated the following options\*:

- I don't know
- Everything is fine
- Everything is fine
- Good

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

- Are not.

**Please write your suggestions, wishes, also what questions, in your opinion, should be added to this questionnaire to improve the training program, increase 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.)*

- Question about the lack of toilet paper in the restroom

- There are no such.

- I don't know

- Everything is fine

- Everything is fine

- Increase the number of points for the assessment of subjects, which is not enough for the passing level degrees

- None, everything is fine

- Good

- I didn't know

- It is necessary not

- Are not.

The survey results revealed the following: **conclusions:**

1. *Factors for choosing a specialty:* personal preferences and assessment of one's own abilities turned out to be the main factors in choosing a specialty for 22,5% of respondents. Labor market requirements and the opinion of parents/relatives (21,6%) also influenced the students' decisions. However, for some (6,9%) the main factor of choice remained undefined, while others mentioned salary as an important factor.

2. *Sources of information about the university:* Most students received information about the university from relatives and friends (49%), as well as through the official website of the university (24,5%). Other sources included advertising brochures, university representatives, social media, and school teachers.

3. *Satisfaction with the chosen educational program:* 85,3% students satisfied with their choice of educational program, which indicates that the chosen program meets their expectations and goals.

4. *Problems in the learning process:* with 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.

5. *Satisfaction with the work of the university's structural divisions:*

- Dean's Office: 93,1% of students expressed satisfaction with the work of the dean's office, which indicates a high level of management and organization of the educational process.

- Departments: 93.1% of surveyed students rated the work of departments highly, emphasizing the effectiveness and professionalism of teachers in their field.

- Teachers: 91.2% of students expressed satisfaction with the work of teachers, noting high level of knowledge and competence in teaching disciplines.

- Curator: 95.2% of surveyed students rated the work of their supervisors as highly satisfactory, which indicates significant support and assistance provided to students in solving various issues and problems.

6. *Psychological climate at the university* is described as a positive relationship between students, faculty, and staff at the university. This climate creates a supportive and inspiring environment for student learning and development.

7. *Students' satisfaction with the quality of educational services:* 96% - independent work, 95,1% of respondents expressed satisfaction with the organization of the educational process and library work, 91,2% — organization of food, 90,2% — class schedule, 85,3% - quality of medical care, and 82,3% — living conditions in the hostel. These data demonstrate the high 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:* 70,5% of students claim that it is all Always available, while 22.5% note that this is not always the case. 7% of respondents were undecided on this issue.

9. *Student participation in the social life of the university:* 20,6% of students are interested in sports sections, 7,8% prefer creative studios, and 3% participate in the youth policy department. Among other options celebrated chess club. Nevertheless, 58,8% of respondents stated that they do not use any of the opportunities provided. The reasons for this decision were not indicated by the students in the questionnaire.

10. *Quality of classes* with students evaluate at a high level (on average 96,1%), emphasizing that the material is presented understandable and accessible, with logical sequence and highlighting key points with justified 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.

In general, analysis of the results of students filling out the questionnaire "Student Satisfaction" courses with educational services" shows a positive attitude of students towards the conditions created at the university for obtaining an education, the content, organization and quality of the educational process.

### **Recommendations:**

The head of the department should familiarize the staff and students with the results of the survey and discuss them during curatorial 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 survey by e-mail from the center for quality management and accreditation [cqma\\_kstu@mail.ru](mailto:cqma_kstu@mail.ru).