

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

**Department:** «Building materials and technologies»

**Specialty:** «6B07307 Engineering systems of buildings and structures»

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.

**The purpose of the questionnaire:** Improving the learning process, improving the quality of educational services provided and other areas of the university's activities.

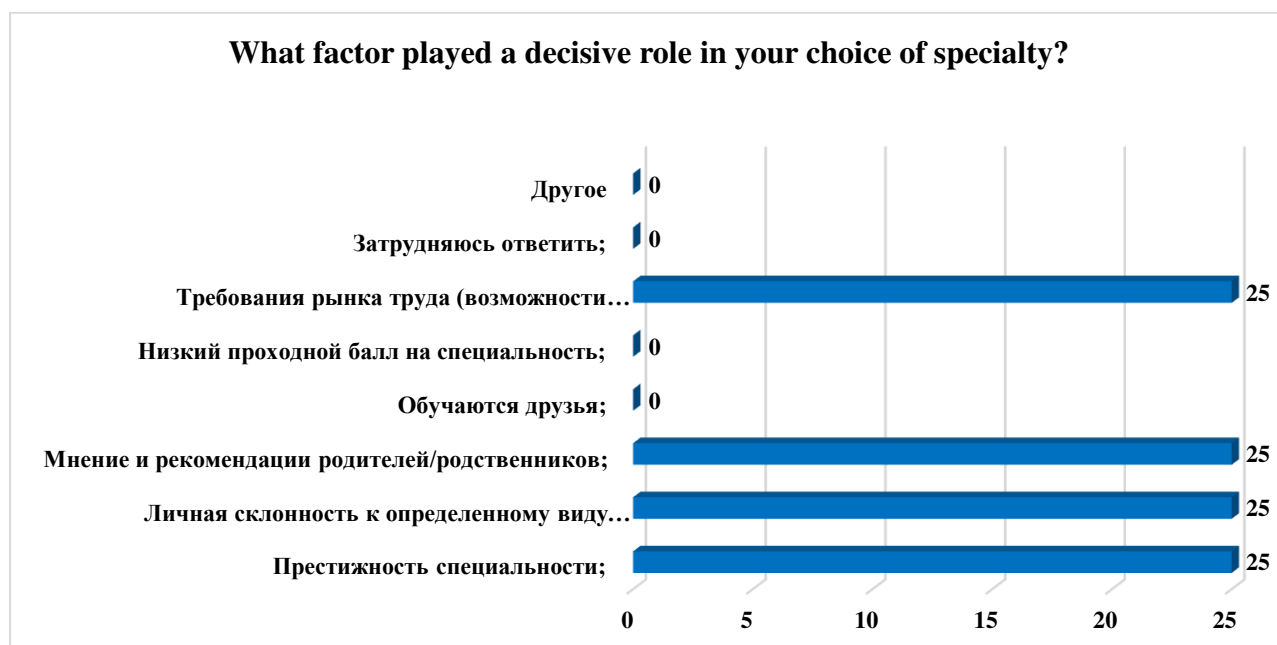
The results of the questionnaire were processed and presented in a summarized form, guaranteeing the confidentiality of students' personal opinions.

By specialty 6B07307 «Engineering systems of buildings and structures» 4 respondents took part in the questionnaire, which amounted to 100% 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?**

Criteria	Indicators (%)
Prestige of the specialty;	25
Personal inclination towards a certain type of activity, assessment of one's own abilities;	25
Opinions and recommendations of parents/relatives;	25
Friends are studying;	-
Low passing grade for the specialty;	-
Labor market requirements (employment opportunities);	25
I find it difficult to answer;	-
Other	-



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

Criteria	Indicators (%)
Official website of the university;	25
Relatives, acquaintances;	25
School teachers;	-
Advertising brochures;	-
Representatives of the university who came to the school with advertising;	25
Social media;	-
Other	25



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

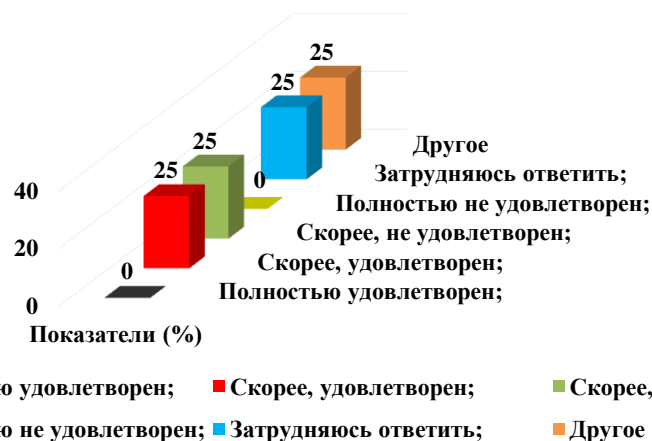
- All of the above.

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

Criteria	Indicators (%)
Completely satisfied;	-
Rather, satisfied;	25
Rather, not satisfied;	25
Completely unsatisfied;	-
I find it difficult to answer;	25
Other	25

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

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



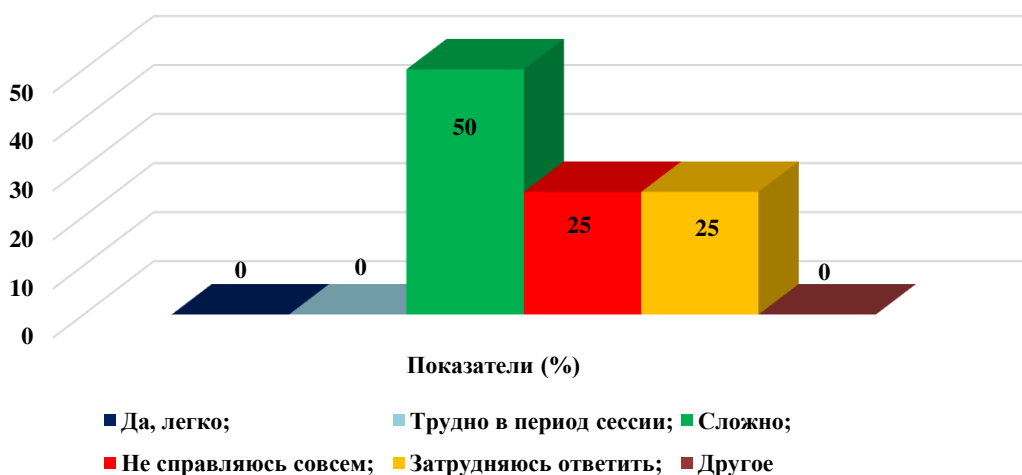
Students indicated the following options for the «Other» option:\*

- The downside is that there are no grants.

#### 4. Is it easy for you to cope with your academic workload?

Criteria	Indicators (%)
Yes Easy;	-
Difficult during the session;	-
Difficult;	50
I can't cope at all;	25
I find it difficult to answer;	25
Other	-

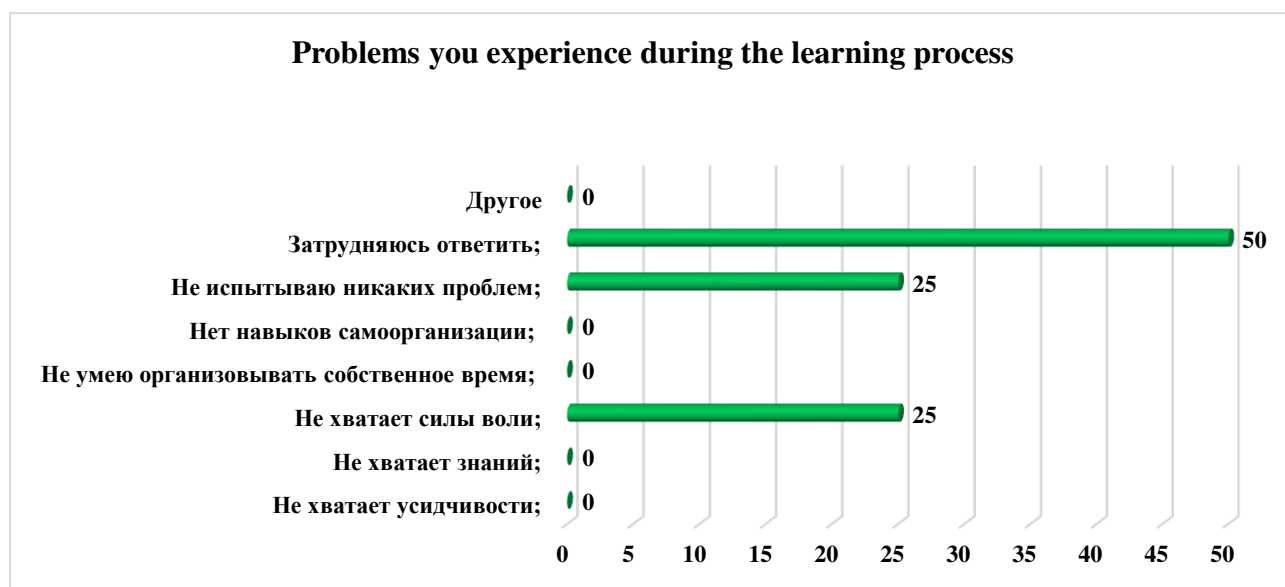
#### Is it easy for you to cope with your academic workload?



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

## 5. Problems you experience during the learning process

Criteria	Indicators (%)
Lacks perseverance;	-
Lack of knowledge;	-
Lack of willpower;	25
I don't know how to organize my own time;	-
No self - organization skills;	-
I don't have any problems;	25
I find it difficult to answer;	50
Other	-



## 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	75	25	-	-	-
Departments	50	50	-	-	-
Teachers	25	25	25	-	25
Curators	25	75	-	-	-

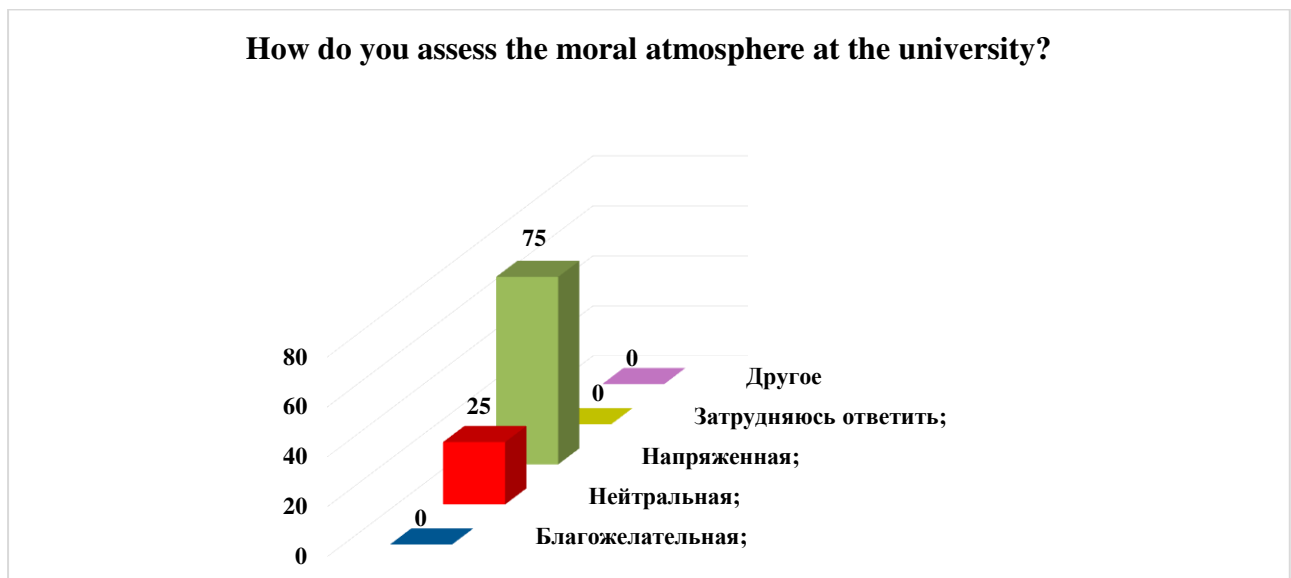


For the option «If you answered «rather dissatisfied or not completely satisfied» give recommendations for improvement» students indicated the following options\*:

- Some departments are too busy.

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

Criteria	Indicators (%)
Benevolent;	-
Neutral;	25
Tense;	75
I find it difficult to answer;	-
Other	-



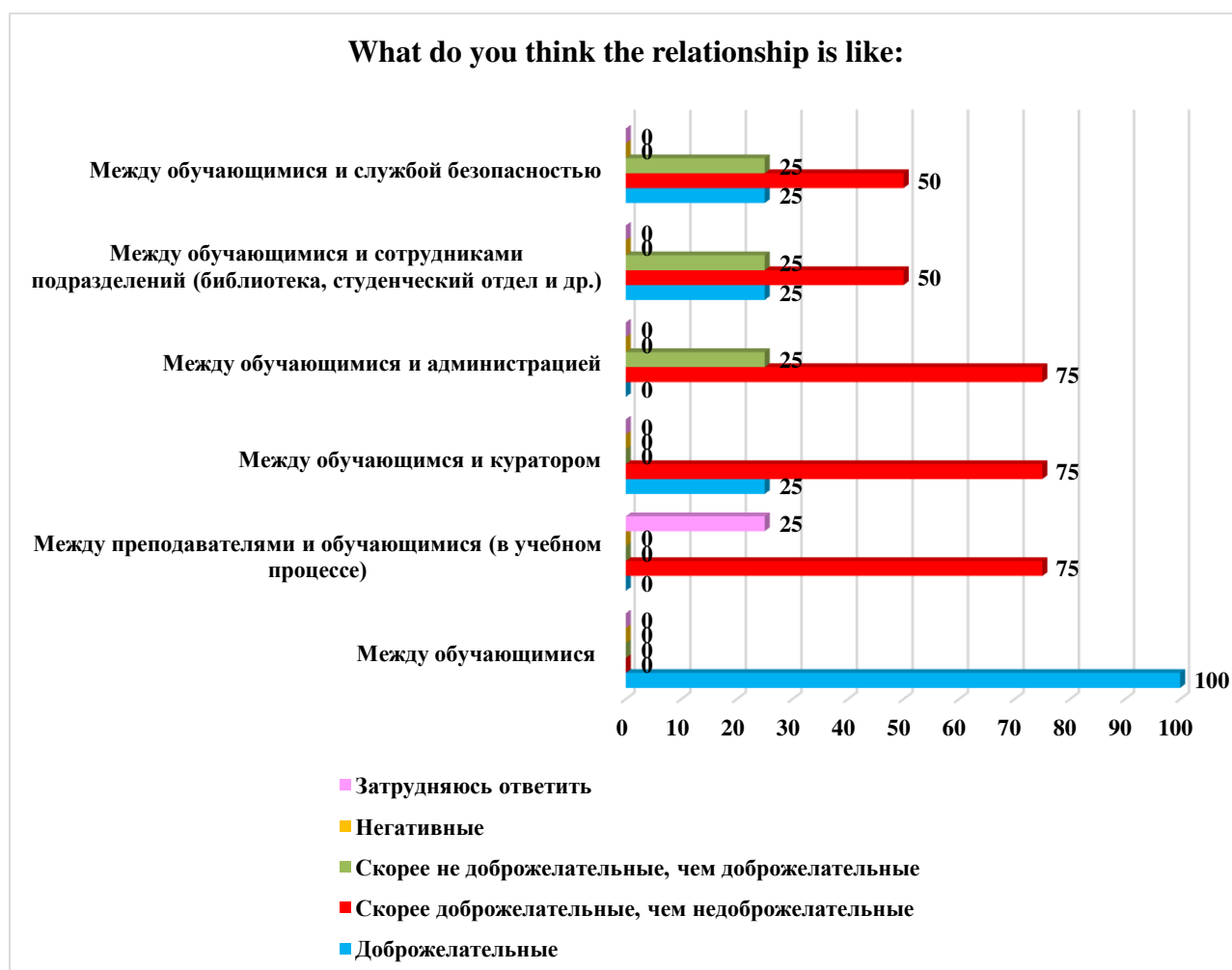
For the option «If you answered the previous question «Tense», write why» students indicated the following options\*:

- Many teachers are not respectful, security and;
- The teachers are strict.

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

## 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	100	-	-	-	-
Between teachers and students (in the educational process)	-	75	-	-	25
Between the student and the curator	25	75	-	-	-
Between students and administration	-	75	25	-	-
Between students and employees of departments (library, student department, etc.)	25	50	25	-	-
Between students and security service	25	50	25	-	-

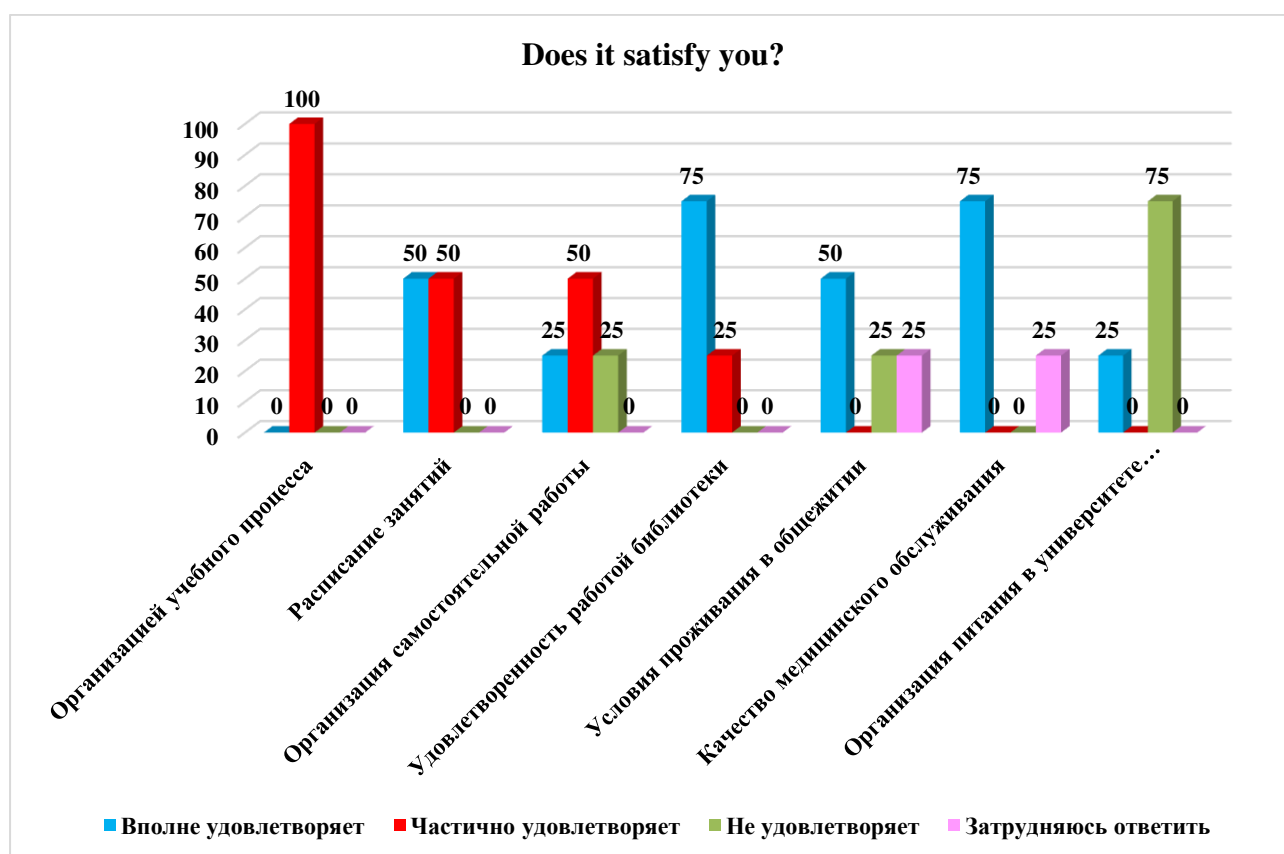


For the option «If you answered the previous question «Rather not friendly than friendly or negative» write why» students indicated the following options\*:

- The attitude is disrespectful.

## 9. Does it satisfy you?

Criteria	Quite satisfying	Partially satisfied	Doesn't satisfy	I find it difficult to answer
Organization of the educational process	-	100	-	-
Timetable of classes	50	50	-	-
Organization of independent work	25	50	25	-
Satisfaction with the library	75	25	-	-
Living conditions in the hostel	50	-	25	25
Quality of medical care	75	-	-	25
Catering at the university (prices, product range, quality of prepared dishes)	25	-	75	-



For the option «If you answered «Doesn't satisfy» give recommendations for improvement» students indicated the following options\*:

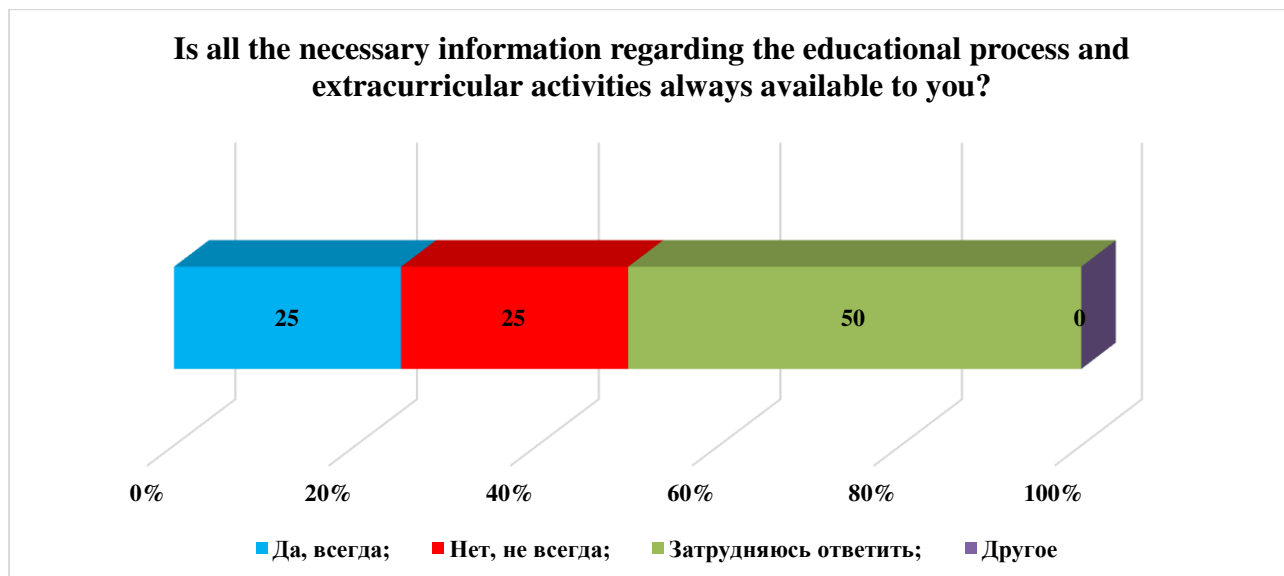
- The prices in the canteen are expensive, the food is impossible to eat, the conditions in the dormitory are incomprehensible, my sister was kicked out of the dormitory;
- Large amount of independent work;
- High prices in canteens, as well as the lack of other non-cash payment methods other than a bank card.

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

Criteria	Indicators (%)
Yes, always;	25

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

No not always;	25
I find it difficult to answer;	50
Other	-

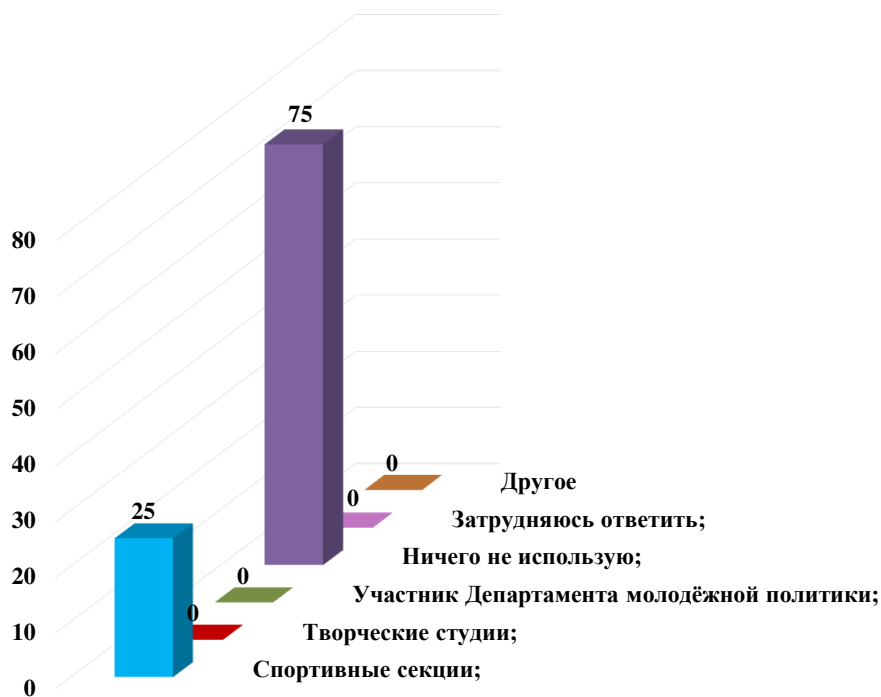


**11. Which of the opportunities provided by the university do you use for personal development?**

Criteria	Indicators (%)
Sport sections;	25
Creative studios;	-
Member of the Youth Policy Department;	-
I don't use anything;	75
I find it difficult to answer;	-
Other	-



### Which of the opportunities provided by the university do you use for personal development?



### 12. How do you evaluate the quality of the classes?

	Compl etely satisfie d	Satisfie d	Rathe r satisfie d	Rather , not satisfie d	Compl etely unsatis fied	I find it difficul t to answer
The material is presented clearly, accessibly, and in a logical sequence	25	50	25	-	-	-
During the classes, the main thing is highlighted and substantiated conclusions are drawn.	25	25	50	-	-	-
During classes, a friendly atmosphere towards students is maintained	25	25	50	-	-	-
During classes, the pace of presentation of the material is convenient for perception and recording	25	25	50	-	-	-
Tasks for students' independent work are clearly formulated and support is provided for its implementation.	25	25	50	-	-	-
Assessment of learning outcomes in the discipline is transparent and objective	25	50	25	-	-	-

## 12. How do you evaluate the quality of the classes?



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

- The high pace of presentation does not allow you to record and perceive information in full.

**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.*)

- It is necessary not to conduct a survey, but to come and find out opinions in person.

Based on the results of the survey, 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 factors for choosing a specialty among the surveyed students were the «prestige of the specialty» (25%), «personal inclination towards a certain type of activity, assessment of one's own abilities» (25%), «Opinions and recommendations of parents/relatives» (25%), «Labor market requirements (employment opportunities)» (25%).

The sources of information about the university, faculties and specialties among the majority of first-year students are «relatives, acquaintances» (25%), «official website of

the university» (25%), «representatives of the university who came to the school with advertising» (25%), «other»(25%).

Only 25% of respondents were satisfied with the choice of educational program in which they studied, 25% noted «rather dissatisfied», 25% found it difficult to answer.

To the question «Are you able to cope with your course load easily»? 50% answered «it's difficult», 25% «I can't cope at all», 25% 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 more benevolent than unfriendly» accordingly, which fully corresponds to the high level of satisfaction with the moral and psychological climate in the student environment.

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 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: «The attitude is disrespectful».

Only 25% of students noted that they always have access to the necessary information regarding the educational process and extracurricular activities. 25% of respondents chose the answer «no, not always» and 50% found it difficult to answer.

To the question «How do you evaluate the quality of the classes»? The following information was received:

- «The material is presented clearly, accessibly, in a logical sequence» student satisfaction was 100%;

- «During the classes, the main thing is highlighted, well-founded conclusions are made», student satisfaction was 100%;

- «During the classes, a friendly atmosphere towards students is maintained», student satisfaction was 100%;

- «During the classes, the pace of presentation of the material is convenient for perception and recording», student satisfaction was 100%;

- «Tasks for independent work of students are clearly formulated, support for its implementation is provided», student satisfaction was 100%;

- «Assessment of learning outcomes in the discipline is transparent and objective», student satisfaction was 100%.

At the end of the survey, 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. The students suggested the following: «It is necessary not to conduct a survey, but to come and find out opinions in person.»

### **Recommendations:**

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