

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

**Department:** «Mine surveying and geodesy»

**Speciality:** 6B07302 Geodesy and cartography

Quality management and accreditation center in February 2024 conducted an annual satisfaction questionnaire students 1<sup>st</sup> 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 survey were processed and presented in a generalized form with a guarantee of confidentiality of the students' personal opinions.

In the specialty 6B07302 Geodesy and cartography, 39 respondents took part in the questionnaire, which is 100% of the total number of students. The following data were obtained during the questionnaire:

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

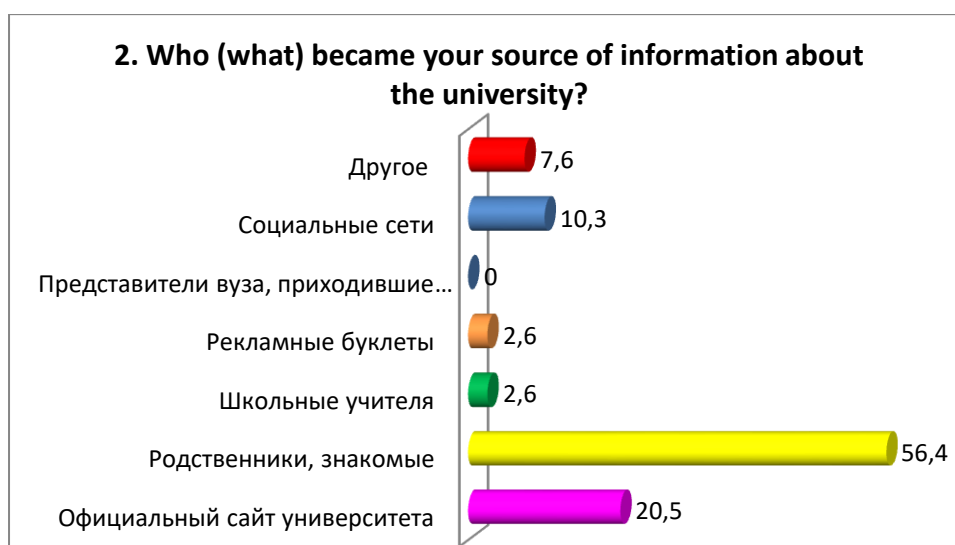
Criteria	Indicators (%)
Prestige of the specialty	30,8
Personal inclination towards a certain type of activity, self-assessment	25,6
Opinion and recommendations of parents/relatives	10,3
Friends are studying	-
Low pass rate for the specialty	5,1
Labor market requirements (employment opportunities)	7,7
I find it difficult to answer	20,5
Other	-



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

Criteria	Indicators (%)
Official website of the university	20,5
Relatives, acquaintances	56,4
School teachers	2,6
Advertising brochures	2,6

Representatives of the university, those who came to school with advertisements	-
Social media	10,3
Other	7,6

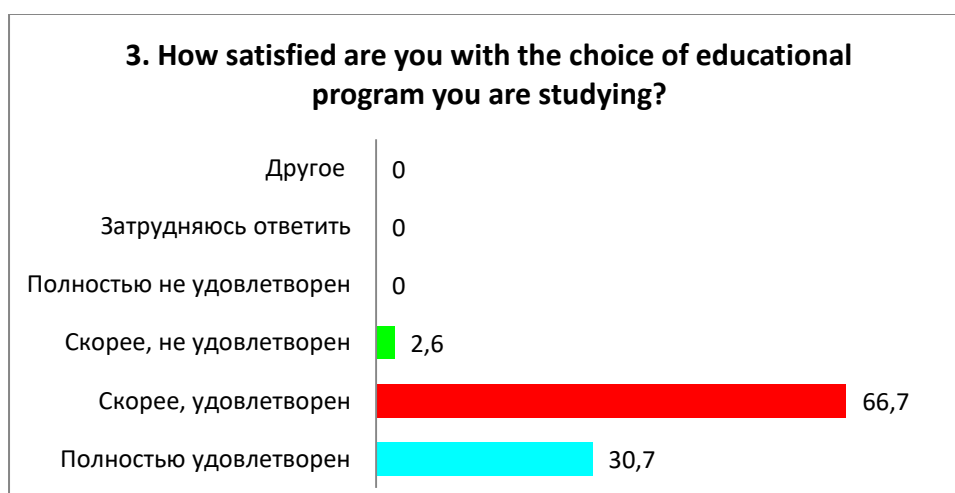


On a variant «**Other**» students indicated the following options\*:

- Parents
- all of the above
- Alone.

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

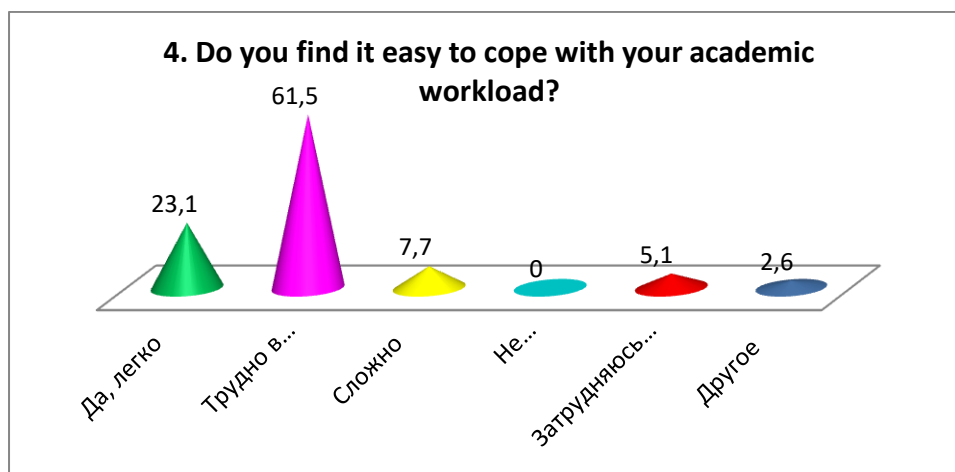
Criteria	Indicators (%)
Completely satisfied	30,7
Rather satisfied	66,7
Rather, not satisfied	2,6
Not completely satisfied	-
I find it difficult to answer	-
Other	-



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

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

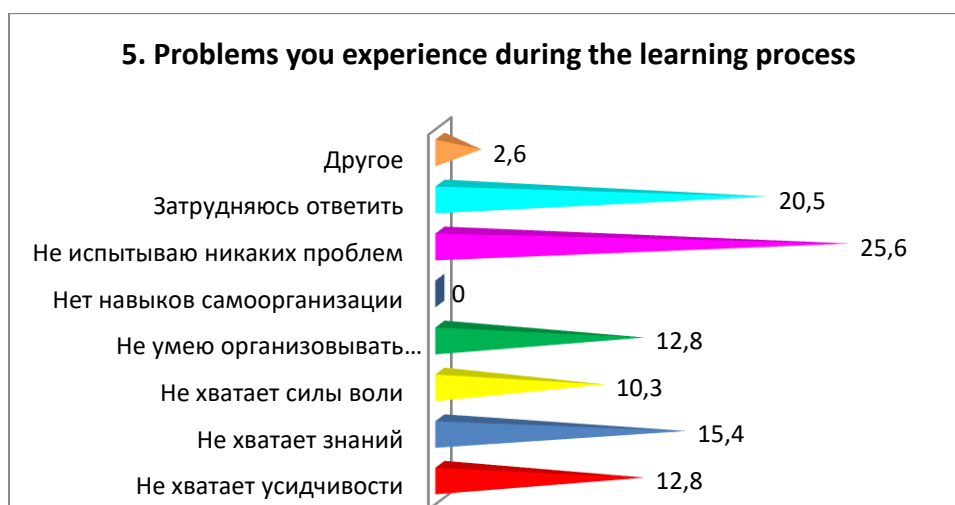
Criteria	Indicators (%)
Yes, it's easy.	23,1
It's difficult during the session period	61,5
Difficult	7,7
I can't cope at all	-
I find it difficult to answer	5,1
Other	2,6



On a variant «**Other**» students indicated the following options\*:  
 - Sometimes it's easy, sometimes it's difficult.

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

Criteria	Indicators (%)
Lack of perseverance	12,8
Lack of knowledge	15,4
Lack of willpower	10,3
I can't speak organize your own time	12,8
No self-organization skills	-
I don't have any problems	25,6
I find it difficult to answer	20,5
Other	2,6



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

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

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

- Lack of time

## 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	69,2	25,6	2,6	-	2,6
Chairs	69,2	28,2	-	-	2,6
Teachers	46,1	51,3	2,6	-	-
Curators	87,2	12,8	-	-	-



For the option «If you answered «rather dissatisfied or completely dissatisfied» give recommendations for improvement' learners gave the following options\*:

- Don't know
- Completely satisfied
- No.

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

Criteria	Indicators (%)
Benevolent	43,6
Neutral	56,4
Tense	-
I find it difficult to answer	-
Other	-



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

- Don't know.

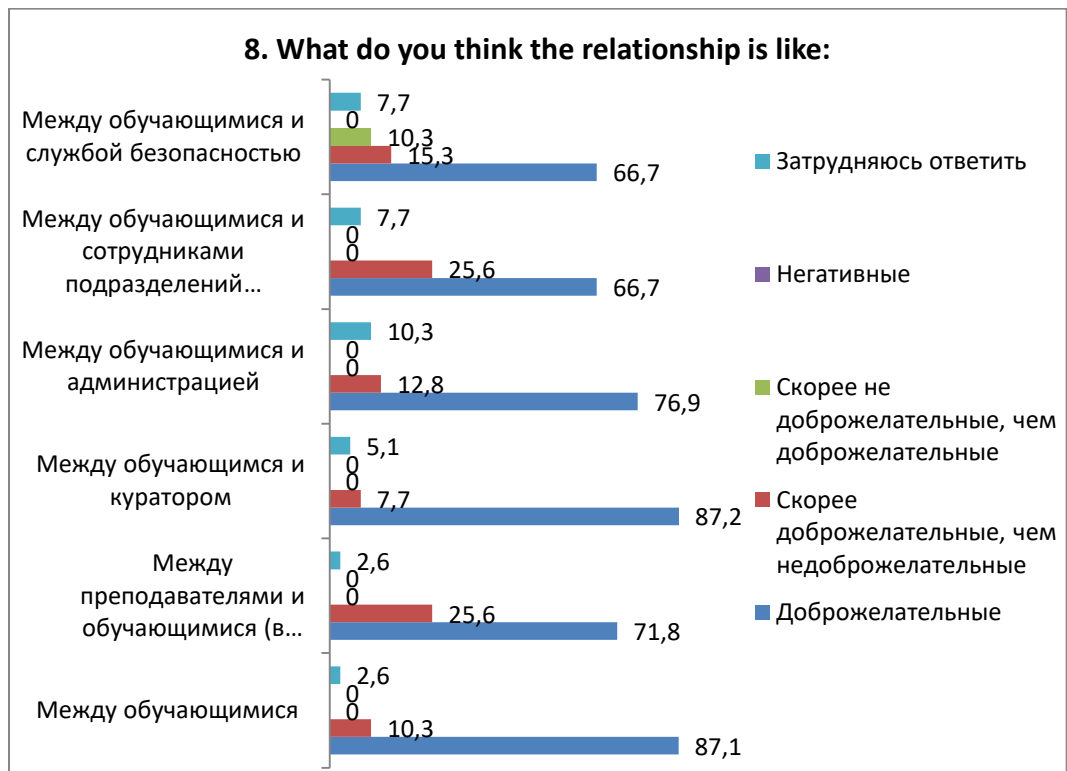
### 8. What do you think the relationship is like:

Criteria	Benevolent	Quickerfriendly, than ill-disposed	Probably notfriendly, than benevolent	Negative	I find it difficult to answer
Between students	87,1	10,3	-	-	2,6
Between teachers and students (in the educational process)	71,8	25,6	-	-	2,6
Between the student and the supervisor	87,2	7,7	-	-	5,1
Between students and administration	76,9	12,8	-	-	10,3
Between students and department staff (library, student department, etc.)	66,7	25,6	-	-	7,7
Between students and security service	66,7	15,3	10,3	-	7,7

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

- I can't
- Evil and rude
- Sometimes they are angry for no reason
- Rough.

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



### 9. Are you satisfied?

Criteria	Quite satisfactory	Partially satisfies	Not satisfying	I find it difficult to answer
Organization of the educational process	66,7	30,7	-	2,6
Class Schedule	53,9	46,1	-	-
Organizing independent work	71,8	28,2	-	-
Satisfaction with library work	79,5	20,5	-	-
Living conditions in the hostel	59	15,4	-	25,6
Quality of medical care	66,7	20,5	-	12,8
Organization of catering at the university (prices, product range, to (quality of prepared dishes)	48,7	38,5	5,1	7,7



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

- Don't want.

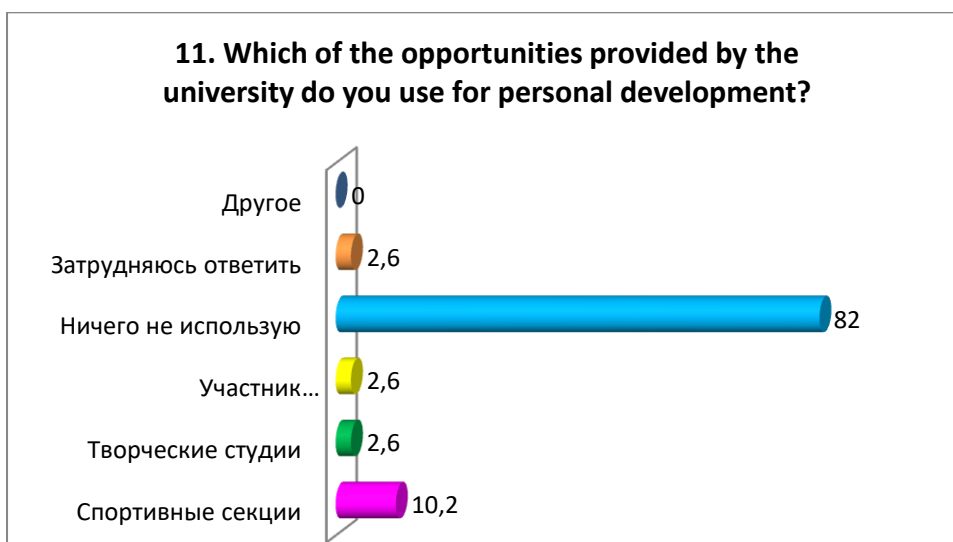
**10. Is all the necessary information regarding the educational process and extracurricular activities always available to you?**

Criteria	Indicators (%)
Yes, always.	53,9
No, not always.	33,3
I find it difficult to answer	12,8
Other	-



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

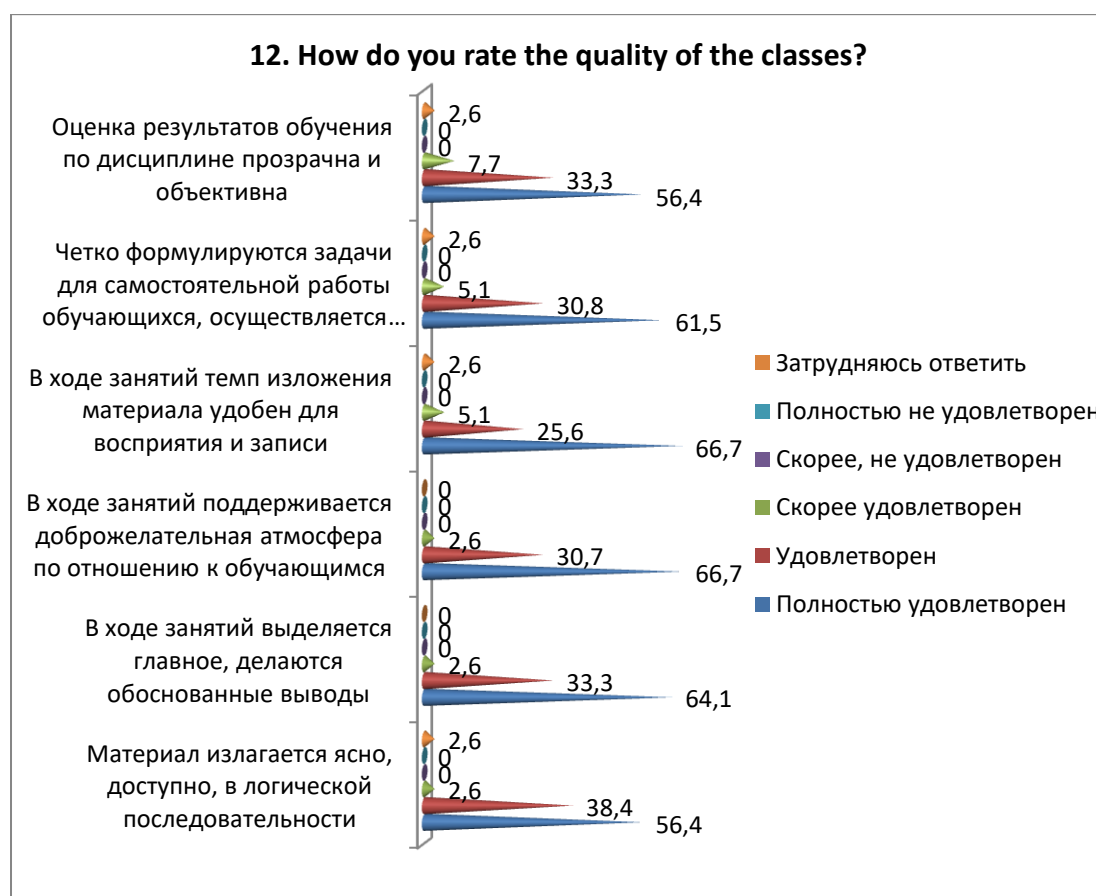
Criteria	Indicators (%)
Sports sections	10,2
Creative studios	2,6
Participant department of youth policy	2,6
I don't use anything	82
I find it difficult to answer	2,6
Other	-



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

## 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.	56,4	38,4	2,6	-	-	2,6
During the classes, the main points are highlighted and well-founded conclusions are made.	64,1	33,3	2,6	-	-	-
A welcoming atmosphere towards the students is maintained during the classes	66,7	30,7	2,6	-	-	-
During the classes, the pace of presentation of the material is convenient for perception and recording	66,7	25,6	5,1	-	-	2,6
Tasks for independent work are clearly formulated students, its implementation is supported	61,5	30,8	5,1	-	-	2,6
Evaluation of results training in the discipline transparent and objective	56,4	33,3	7,7	-	-	2,6



On a variant «Other» students indicated the following options\*:  
 - Don't want.

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



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\*:

- Nothing.

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

- Nothing

- Have you ever had unfair situations with teachers?.

---

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

Based on the results of the student survey, the following can be concluded:  
**Conclusions:**

The choice of specialty was determined by various factors. The prestige of the specialty had the greatest influence (30.8%), followed by personal inclination to a certain type of activity and assessment of one's own abilities (25.6%). Opinion and recommendations of parents/relatives, low passing score for a specialty and labour market requirements also influence the choice, but to a lesser extent. At the same time, 20.5% of respondents found it difficult to identify the main factor in choosing a specialty.

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 official website of the university. Advertising brochures, with social networks and school teachers also had an impact.

Majority students (97,4%) expressed satisfaction with the chosen educational program, which indicates that the program corresponds to their interests and expectations.

In the learning process with students face various problems, such as a lack of knowledge, willpower, time management and study load management. Some students experience difficulties, especially during the exam period, while others do not experience problems in their studies.

Satisfaction with the work of the university's structural division high: deanery (94,8%), departments (97,4%), teachers (97,4%) and curators (100%). This indicates a positive assessment of the university environment and the support provided to them during their studies.

Relations between students, teachers, curators and administration are assessed as friendly or rather friendly, which indicates a favorable moral and psychological atmosphere at the university.

The university successfully organizes the educational process, which is reflected in the high degree of student satisfaction with the class schedule, independent work, library work and catering.

It is important to note that not all students actively use the opportunities provided for personal development, which may decrease their common educational experience. Understanding the reasons for this lack of engagement and developing interventions to encourage participation can improve the situation.

Besides, high students' satisfaction with the quality of classes underlines the success of teaching work and suggests maintaining this high level in the future.

### **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 survey results via email from the quality management center studies and accreditations [cqma\\_kstu@mail.ru](mailto:cqma_kstu@mail.ru).