

Report
on the results of the questionnaire
“Satisfaction of 1st year students with educational services”
for the 2022-2023 academic year

Department: “Mine Surveying and Geodesy”

Specialty: 6B07302 “Geodesy and cartography”

The Center for Quality Management and Accreditation conducted an annual survey in February 2023 on the satisfaction of 1st year students with the quality of services provided.

The purpose of the study: Improving the learning process, improving the quality of educational services and other activities of the university.

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

In the specialty 6B07302 “Geodesy and Cartography” 24 respondents took part in the survey, which amounted to 70.5% of the total number of students.

During the questionnaire process, the following data was obtained:

1. What factor played a decisive role in choosing your specialty?

| Criteria | Indicators (%) |
|--|----------------|
| Prestige of the specialty; | - |
| Personal inclination to a certain type of activity, assessment of one's own abilities; | 50 |
| Opinion and recommendations from parents/relatives; | - |
| Friends are being trained; | 12,5 |
| Low passing grade for the major; | 37,5 |
| Labor market requirements (employment opportunities); | - |
| I find it difficult to answer; | - |
| Other | - |

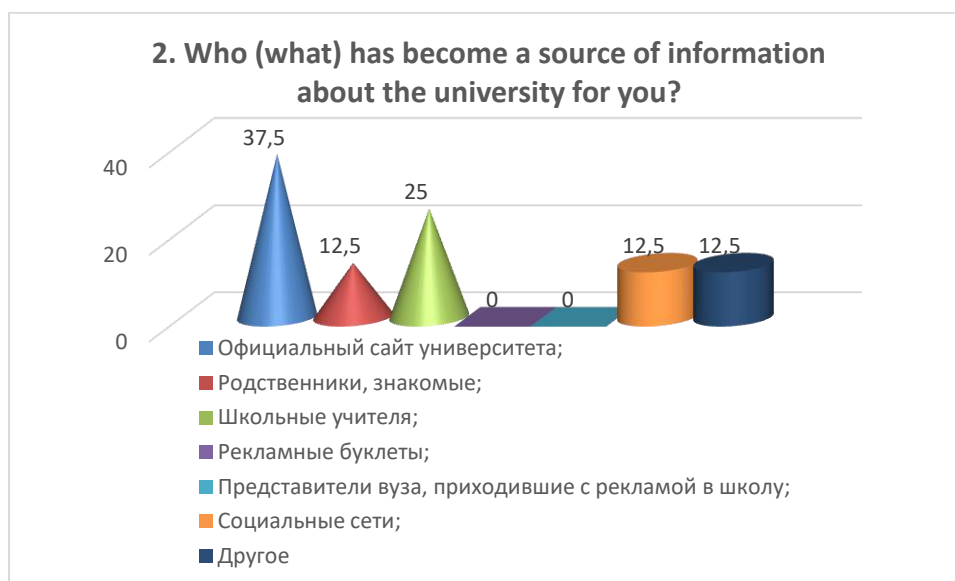


For the option “**Other**” the students indicated the following options *:

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

2. Who (what) has become a source of information about the university for you?

| Criteria | Indicators (%) |
|---|----------------|
| The official website of the university; | 37,5 |
| Relatives, acquaintances; | 12,5 |
| School teachers; | 25 |
| Advertising booklets; | - |
| Representatives of the university who came to the school with advertisements; | - |
| Social networks; | 12,5 |
| Other | 12,5 |



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

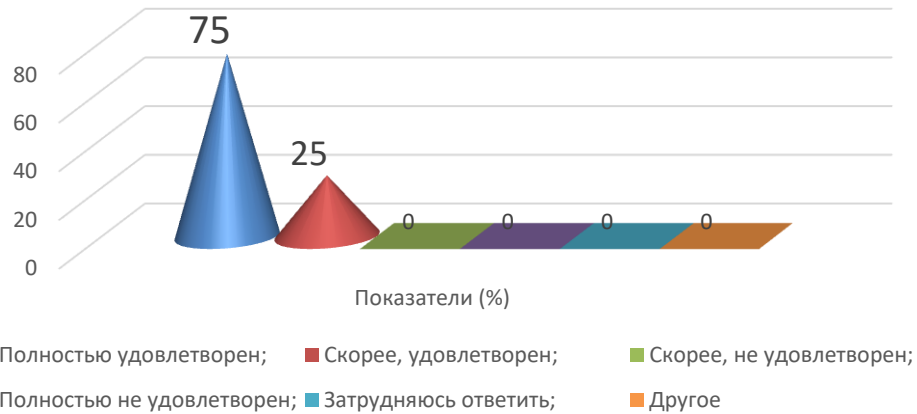
- I just knew it

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

| Criteria | Indicators (%) |
|--------------------------------|----------------|
| Completely satisfied; | 75 |
| Rather, satisfied; | 25 |
| Rather, not satisfied; | - |
| I am not completely satisfied; | - |
| I find it difficult to answer; | - |
| Other | - |

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

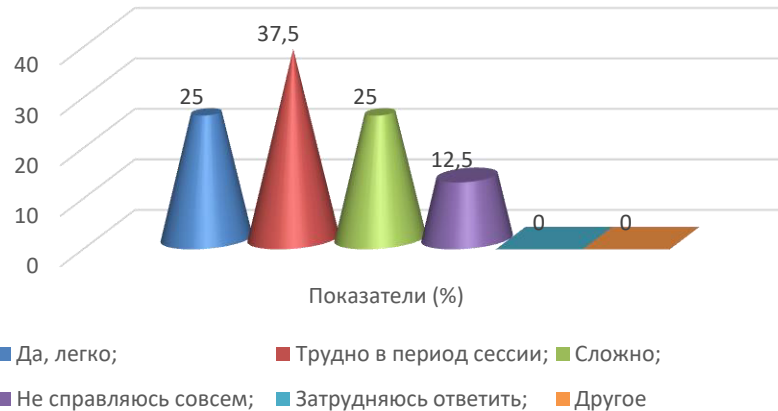
3. How satisfied are you with the choice of the educational program you are studying??



4. Do you find it easy to cope with the study load?

| Criteria | Indicators (%) |
|-------------------------------|----------------|
| Yeah, easy; | 25 |
| Difficult during the session; | 37,5 |
| Difficult; | 25 |
| I can't cope at all; | 12,5 |
| Difficult to answer; | - |
| Other | - |

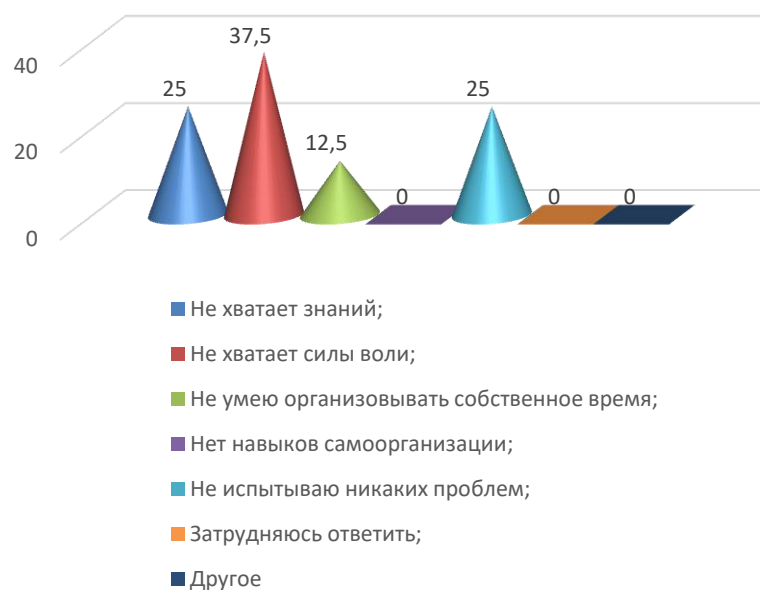
4. Do you find it easy to cope with the study load?



5. Problems experienced in the learning process

| Criteria | Indicators (%) |
|---|----------------|
| Lack of perseverance; | - |
| Not enough knowledge; | 25 |
| Lack of willpower; | 37,5 |
| I don't know how to organize my own time; | 12,5 |
| No self-organization skills; | - |
| I don't have any problems; | 25 |
| Difficult to answer; | - |
| Other | - |

5. Problems experienced in the learning process



6. Are you satisfied with the work?

| Criteria | Completely satisfied | Rather, satisfied | Rather, not satisfied | I am not completely satisfied | I find it difficult to answer |
|-------------|----------------------|-------------------|-----------------------|-------------------------------|-------------------------------|
| Deans | 100 | - | - | - | - |
| Departments | 100 | - | - | - | - |
| Teachers | 75 | 25 | - | - | - |
| Supervisors | 100 | - | - | - | - |

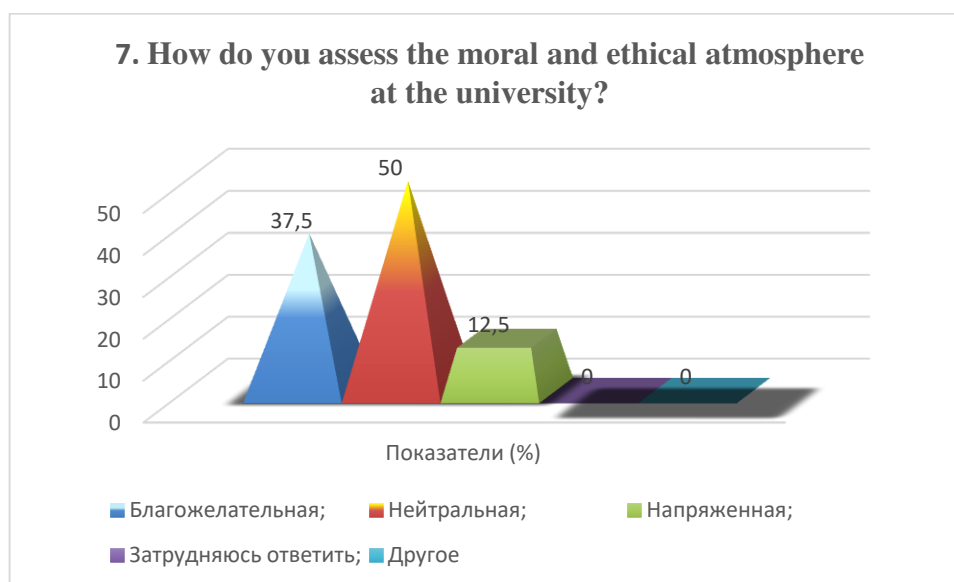


For the option “If you answered “rather, not satisfied or not completely satisfied” give recommendations for improvement” the students indicated the following options*:

- Eliminate to zero all teachers who do not work for the sake of knowledge for the betterment of the country, but purely for themselves

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

| Criteria | Indicators (%) |
|----------------------|----------------|
| Favorable; | 37,5 |
| Neutral; | 50 |
| Tense; | 12,5 |
| Difficult to answer; | - |
| Other | - |



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

- Neutral;
- Because if you were looking out for yourself, you'd notice.

8. What do you think the relationship is:

| Criteria | Benevolent | More likely to be benevolent than unfriendly | Rather not benevolent than benevolent | Negative | Difficult to answer |
|--|------------|--|---------------------------------------|----------|---------------------|
| Between students | 87,5 | 12,5 | | | |
| Between teachers and students (in the learning process) | 75 | 25 | | | |
| Between student and supervisor | 100 | - | | | |
| Between students and administration | 87,5 | 12,5 | | | |
| Between students and the staff of departments (library, student department, etc.). | 100 | | | | |
| Between students | 100 | | | | |

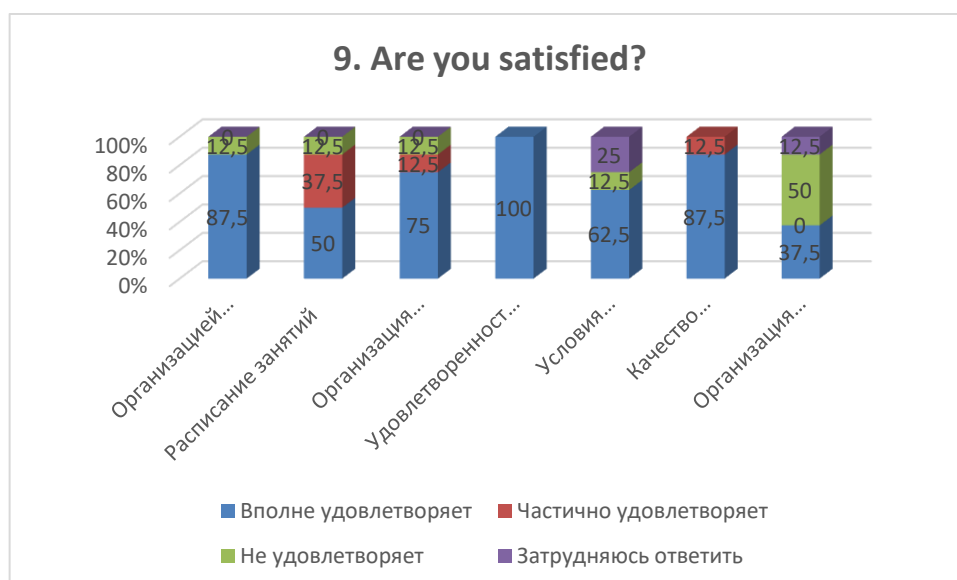


For the option “If you answered ‘Rather not benevolent than benevolent or negative’ to the previous question, write why,” students indicated the following options*:

- Kindly

9. Are you satisfied?

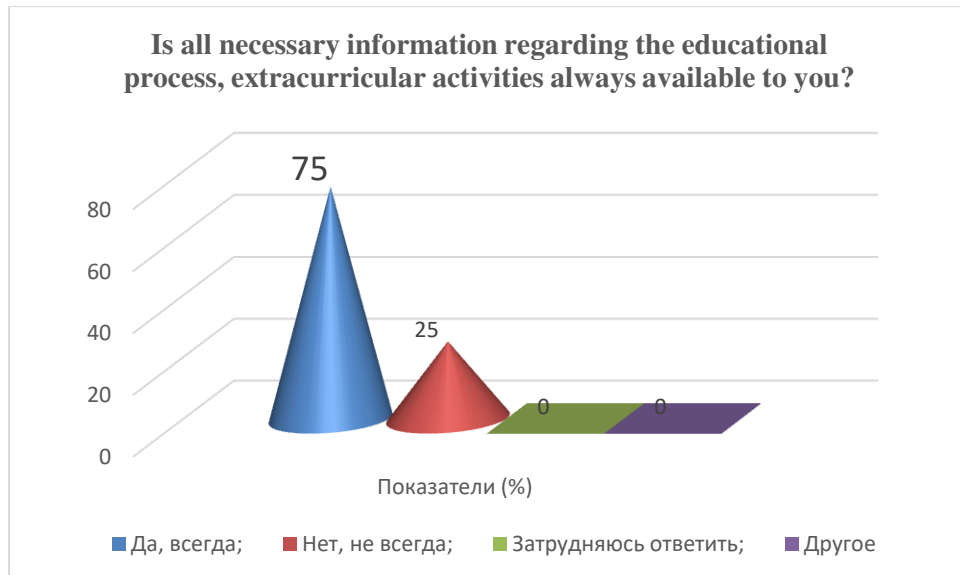
| Criteria | Completely satisfied | Partially satisfied | Not satisfied | I find it difficult to answer |
|---|----------------------|---------------------|---------------|-------------------------------|
| Organization of the educational process | 87,5 | | 12,5 | - |
| Class schedule | 50 | 37,5 | 12,5 | - |
| Organization of independent work | 75 | 12,5 | 12,5 | - |
| Satisfaction with the work of the library | 100 | | | |
| Living conditions in the dormitory | 62,5 | | 12,5 | 25 |
| Quality of medical service | 87,5 | 12,5 | | |
| Organization of catering at the university (prices, range of products, quality of prepared meals) | 37,5 | - | 50 | 12,5 |



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

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

| Criteria | Indicators (%) |
|----------------------|----------------|
| Yes, always; | 75 |
| No, not always; | 25 |
| Difficult to answer; | - |
| Other | - |



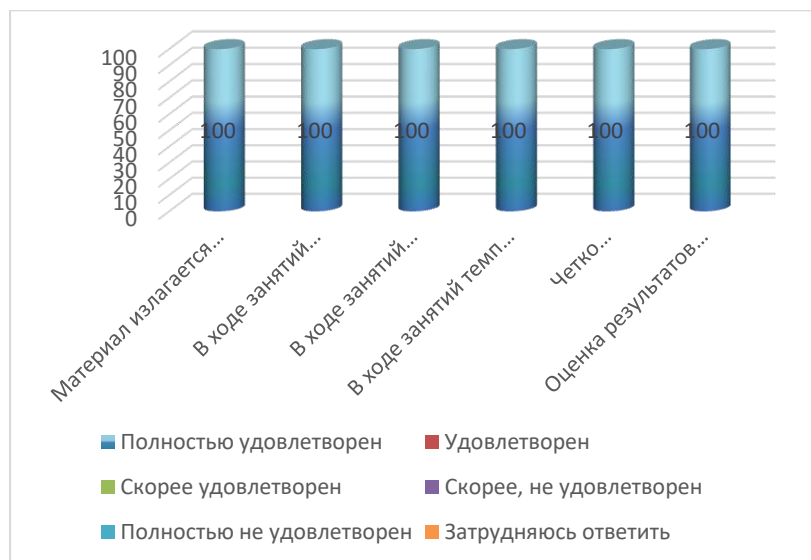
11. Which of the opportunities provided by the university do you utilize for personal development?

| Criteria | Indicators (%) |
|---|----------------|
| Sports sections; | 25 |
| Creative studios; | - |
| Participant of the Youth Policy Department; | - |
| I don't use anything; | 75 |
| Difficult to answer; | - |
| Other | - |



12. How would you rate the quality of class delivery?

| | Compl etely satisfie d | Satisfie d | Rathe r satisfi ed | Rather not satisfie d | I am not comple tely satisfie d | I find it difficul t to answer |
|---|---------------------------------|---------------|-----------------------------|--------------------------------|--|--|
| The material is presented in a clear, accessible and logical sequence | 100 | | | | | |
| During the lessons the main points are emphasized and reasonable conclusions are drawn | 100 | | | | | |
| During the lessons, a friendly atmosphere is maintained towards the students | 100 | | | | | |
| During the lessons, the pace of presentation of the material is convenient for perception and recording | 100 | | | | | |
| The tasks for independent work of students are clearly formulated, and support is provided for its fulfillment. | 100 | | | | | |
| Assessment of learning outcomes of the discipline is transparent and objective | 100 | | | | | |



Please, write your suggestions, wishes, as well as 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 other activities of the university. (Students' answers are presented in the original. The author's spelling and punctuation have been preserved).

- They're gone, you can't get better with your current mindset.

According to the results of the questionnaire, the following **conclusions** can be drawn:

The choice of specialty is a very important aspect in the life of young people. Some do it consciously, others unconsciously, by the coincidence of external circumstances.

The study showed that the main factor in choosing a specialty for 50% of surveyed students is personal inclination to a certain type of activity and assessment of their own abilities. Other relatively significant criteria were: "Low passing score for a specialty" - 37.5%, "Friends are studying" -12.5%,

The source of obtaining information about the university, faculties and specialties among the majority of first-year students is "Official website of the university"-37.5%, "school teachers"-25%.

Students report their satisfaction with the choice of educational program they are studying - 100%.

To the question "Do you cope with the study load easily?" only 25% of students answered that it is easy. The rest 37.5% answered "it is difficult during the session", 25% "it is difficult", 12.5% "I do not cope at all".

Relationships "between students", "between teachers and students (in the educational process)", "between student and supervisor", "between students and administration", "between students and employees of departments (library, student department, etc.)", "between students and security service" are assessed by respondents, mainly as "benevolent" and "rather benevolent than not benevolent" respectively, which fully corresponds to a high level of satisfaction with the moral and psychological climate in the student environment.

For the option "**If you answered "Rather not benevolent than benevolent" and "Negative" to the previous question, write down why**" the trainees indicated the following answer options:

61.7% of students noted that they always have access to the necessary information regarding the educational process and extracurricular activities. However, 31.6% of respondents chose the answer "no, not always".

The following information was received on the question "How satisfied are you with the material base of our university":

- Kindly.

- "The material is presented clearly, accessible, in a logical sequence" satisfaction of students amounted to 100%;

- "During the lessons the main thing is emphasized, reasonable conclusions are made" satisfaction of students amounted to 100%;

- "During the lessons a friendly atmosphere is maintained in relation to the students" satisfaction of students amounted to 100%;

- "During the lessons, the pace of presentation of the material is easy to understand and write down" learner satisfaction was 100%;

- "The tasks for independent work of students are clearly formulated, support is provided for its implementation" satisfaction of students amounted to 100%;

- "Assessment of learning outcomes in the discipline is transparent and objective" satisfaction of students amounted to 100%.

At the end of the questionnaire, students are asked to make questions that in their opinion should be added to this questionnaire to improve the training program, improve the quality of services provided and other areas of the university. Students suggested the following questions: There are none, you will not get better with the current mindset.

Recommendations:

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