

Report
on the results of the survey
First year students' satisfaction with educational services
in 2023-2024 academic year
Department: Geology and Exploration of Mineral Deposits
Specialty: 6B07201 Geology and Exploration of Mineral Deposits

In February 2024, the Quality Management and Accreditation Center conducted an annual survey on the satisfaction of first-year students with the quality of services provided.

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

In the specialty 6B07201 Geology and Exploration of Mineral Deposits, 43 respondents took part in the survey, which amounted to 81.1% of the total number of students.

The following data were obtained during the survey:

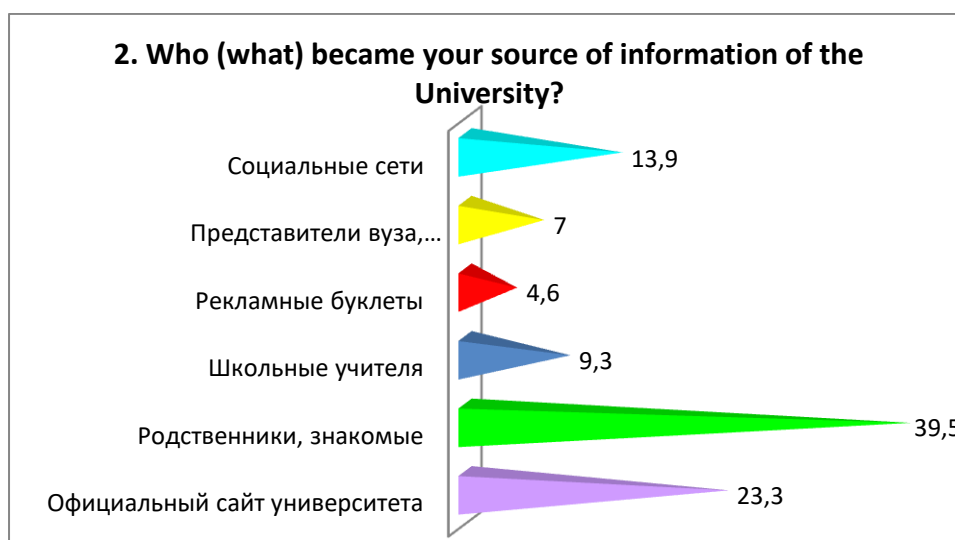
1. What factor played the decisive role in your choice of specialty?

Criteria	Indicators (%)
Prestige of the specialty	23,3
Personal inclination to a certain type of activity, assessment of one's own abilities	32,6
Opinion and recommendations of parents/relatives	4
Friends studying	-
Low passing score for the specialty	4,6
Labor market requirements (employment opportunities)	13,9
I find it difficult to answer	11,6
Other	-



2. Who (what) became your source of information of the University?

Criteria	Indicators (%)
Official website of the university	23,3
Relatives, acquaintances	39,5
School teachers	9,3
Advertising brochures	4,6
University representatives who came to the school with advertising	7
Social networks	13,9
Other	2,4



For the option Other, students gave the answer* :
 - Closer to the native town.

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

Criteria	Indicators (%)
Completely satisfied	44,2
Rather satisfied	37,2
Rather dissatisfied	4,6
Completely dissatisfied	2,4
Difficult to answer	11,6
Other	-

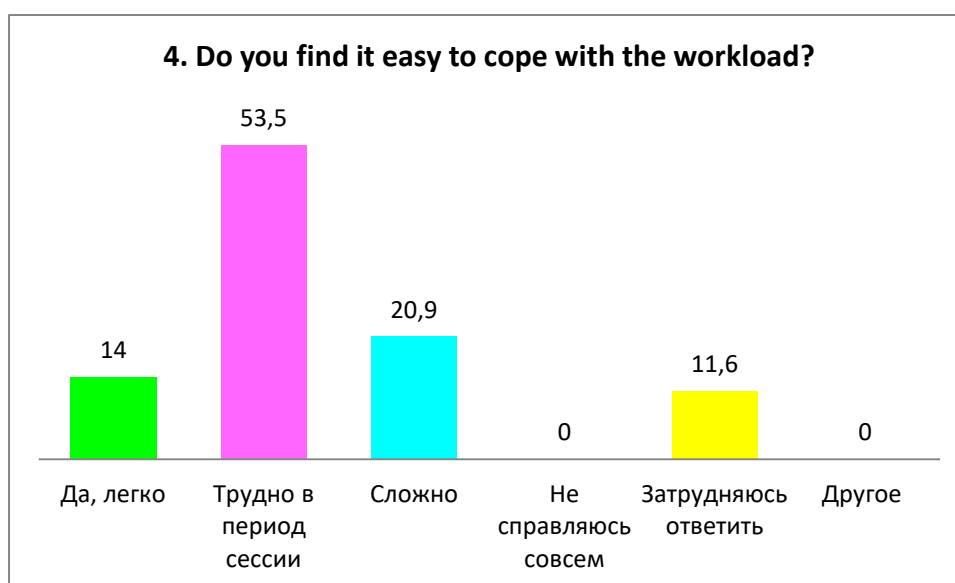
*The students' answers are presented in the original. The author's spelling and punctuation have been preserved.

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



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

Criteria	Indicators (%)
Yes, easy	14
Difficult during the session	53,5
Difficult	20,9
Can't cope at all	-
Difficult to answer	11,6
Other	-



5. Problems you experience during the learning process

Criteria	Indicators (%)
Lack of perseverance	7
Lack of knowledge	14
Lack of willpower	7
I can't organize my own time	7
No self-organization skills	-
I don't have any problems	32,5
I find it difficult to answer	32,5
Other	-



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

Criteria	Completely satisfied	Rather satisfied	Rather dissatisfied	Completely dissatisfied	Difficult to answer
Dean's Offices	79,1	13,9	-	-	7
Departments	76,8	18,6	-	-	4,6
Teachers	53,4	37,2	4,6	2,4	2,4
Curators	90,7	9,3	-	-	-



To the option “If you answered “rather dissatisfied or completely dissatisfied,” provide recommendations for improvement,” students indicated the following options*:

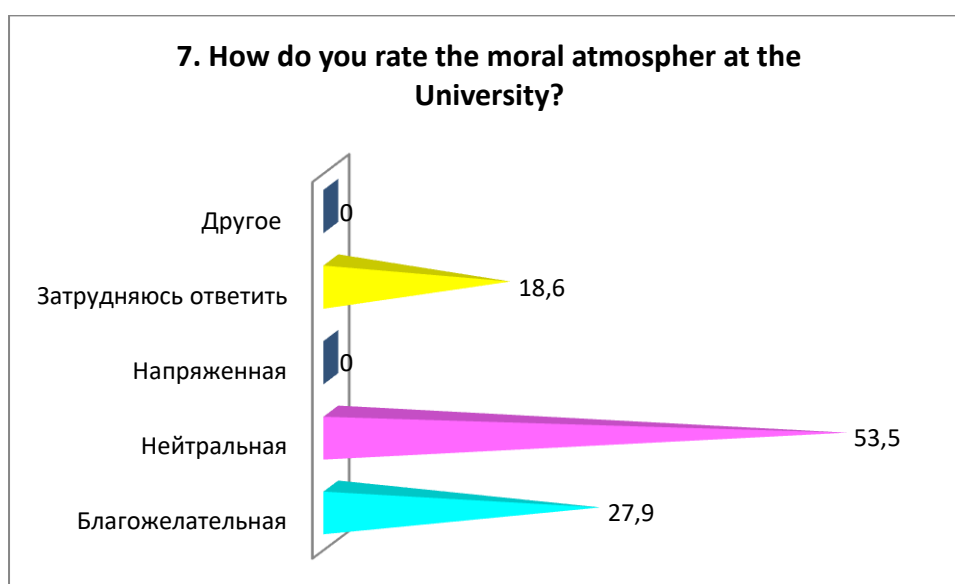
- Most likely
- Less homework and more and more interesting classes so that it is more interesting for students
- Everything is great
- Yes

- You need to be a little kinder and show respect to the student. And also maintain subordination

- No ideas

7. How do you rate the moral atmosphere at the University?

Criteria	Indicators (%)
Benevolent	27,9
Neutral	53,5
Tense	-
Difficult to answer	18,6
Other	-



To the option “If you answered “Not satisfied”, please provide recommendations for improvement”, students indicated the following options*:

- Everything OK.

- I don't know.

8. What do you think the relationship is like:

Criteria	Friendly	Rather friendly than unfriendly	Rather unfriendly than friendly	Negative	Difficult to answer
Between students	86	11,6	2,4	-	-
Between teachers and students (in the educational process)	76,7	16,3	4,6	-	2,4
Between a student and a supervisor	90,7	9,3	-	-	-
Between students and administration	83,7	9,3	4,6	-	2,4
Between students and department staff (library, student department, etc.)	83,7	13,9	-	-	2,4
Между обучающимися и службой безопасности	86	11,6	-	-	2,4



To the option "If you answered "Rather unfriendly than friendly or negative" to the previous question, write why" the students indicated the following options*:

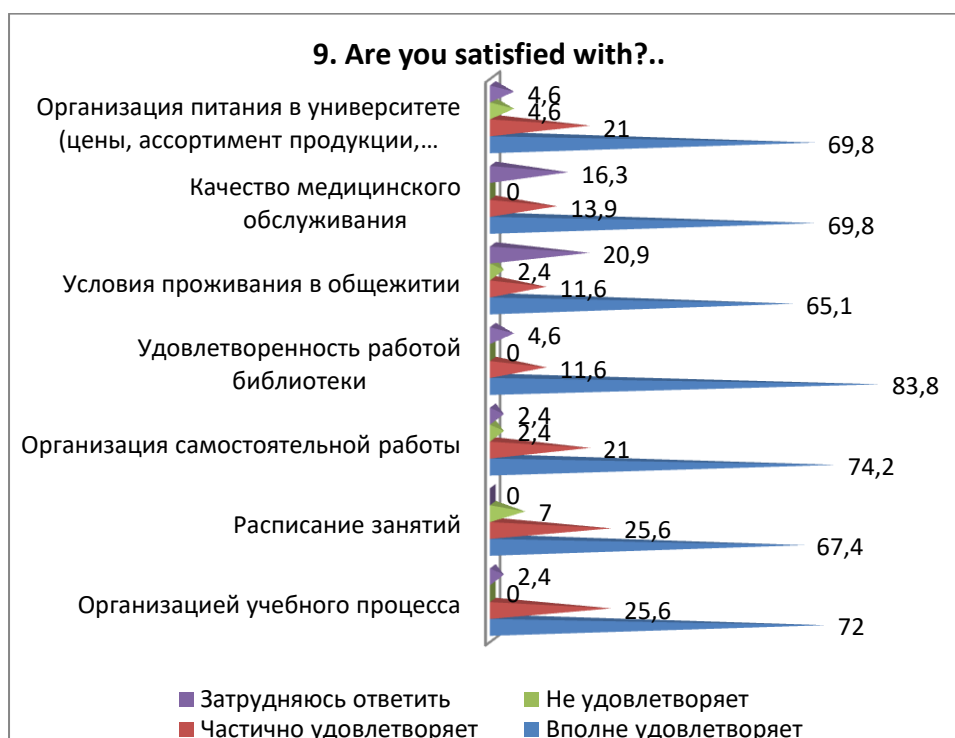
- Some teachers are not honest when assessing the student knowledge
- Everything is OK.

9. Are you satisfied with?..

Criteria	Completely satisfied	Partially satisfied	Not satisfied	Difficult to answer
Organization of the educational process	72	25,6	-	2,4
Class schedule	67,4	25,6	7	-
Organization of independent work	74,2	21	2,4	2,4
Satisfaction with the library work	83,8	11,6	-	4,6
Living conditions in the hostel	65,1	11,6	2,4	20,9
Quality of medical care	69,8	13,9	-	16,3
Organization of catering at the University (prices, product range, quality of prepared dishes)	69,8	21	4,6	4,6

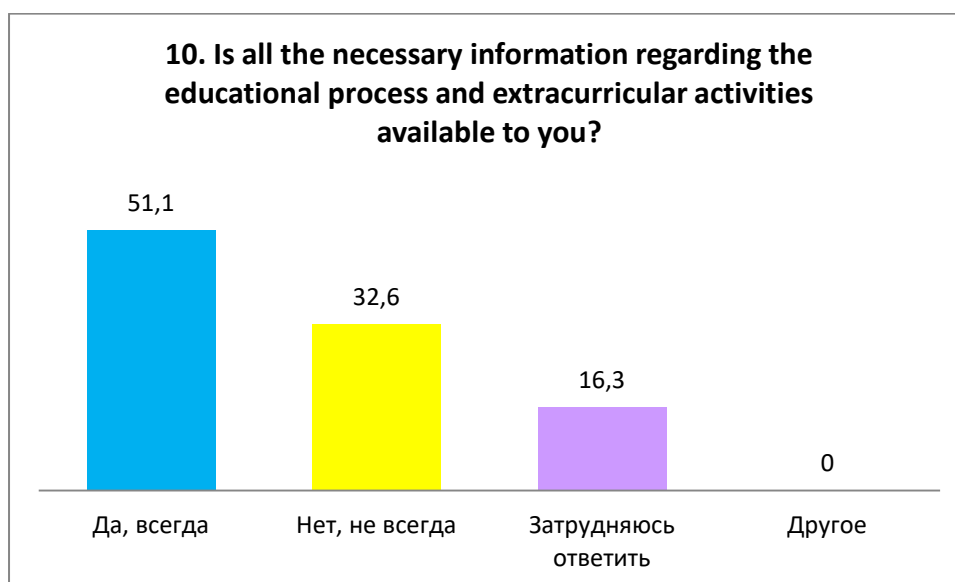
To the option "If you answered "Not satisfied", please provide recommendations for improvement", students indicated the following options*:

- The canteen is bad, products are not fresh.
- Everything is OK.



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

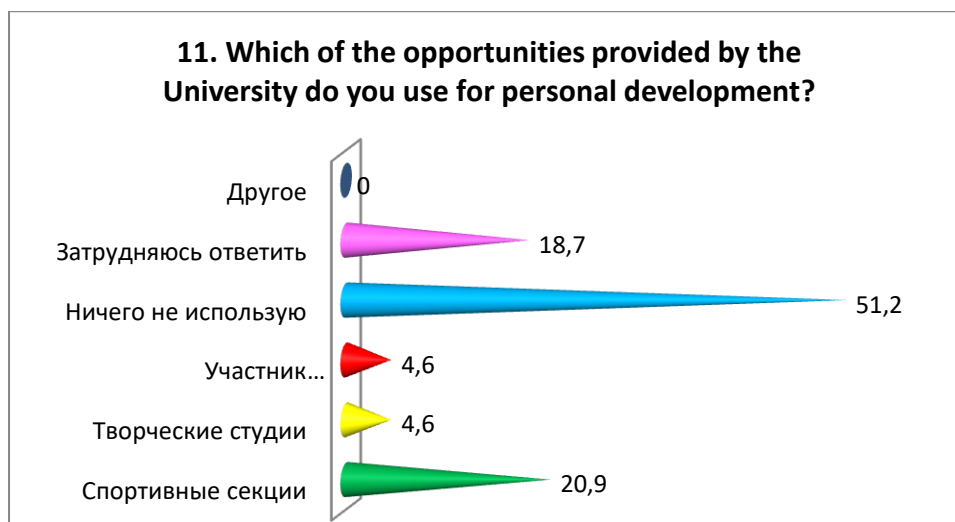
Criteria	Indicators (%)
Yes, always	51,1
No, not always	32,6
Difficult to answer	16,3
Other	-



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

Criteria	Indicators (%)
Sports sections	20,9
Creative studios	4,6
Member of the Department of Youth Policy	4,6
I don't use anything	51,2

I find it difficult to answer	18,7
Other	-



12 How do you rate the quality of conducting classes?

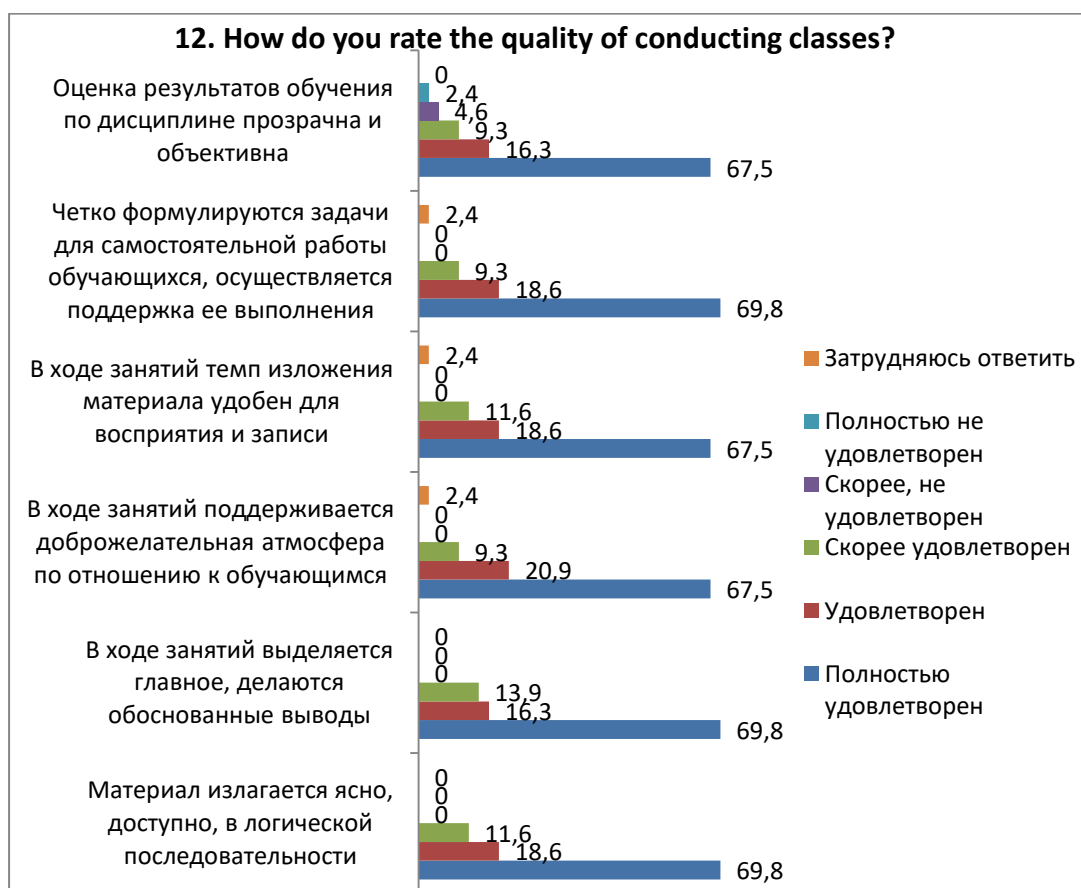
Criteria	Полностью удовлетворен	Удовлетворен	Скорее удовлетворен	Скорее, не удовлетворен	Полностью не удовлетворен	Затрудняюсь ответить
The material is presented clearly, accessibly, in a logical sequence	69,8	18,6	11,6	-	-	-
In classes, the main points are highlighted, and well-founded conclusions are made	69,8	16,3	13,9	-	-	-
In classes, a friendly atmosphere is maintained towards the students	67,5	20,9	9,3	-	-	2,4
In classes, the pace of the presentation of the material is convenient for perception and recording	67,5	18,6	11,6	-	-	2,4
Tasks for independent work of students are clearly formulated, and support for its implementation is provided	69,8	18,6	9,3	-	-	2,4
The assessment of learning outcomes in the discipline is transparent and objective	67,5	16,3	9,3	4,6	2,4	-

For the option "**Other**", the students indicated the following options*:

- Everything is good.
- Scholarship.

For the option "**If you answered "rather dissatisfied and completely dissatisfied" to the previous question, provide recommendations for improvement**", the students indicated the following options*:

- I just want them to give us points according to fair rules
- Everything is great
- Normal.



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

- I want to add questions about teachers and how or whether they correctly assign points for training)

- None
- None, everything is great
- Well, some teachers do not evaluate objectively
- I don't know
- Everything is OK
- I haven't seen enough disadvantages of the university yet- Түседі.

Based on the results of the survey there were made the following **conclusions**.

1. Factors of choosing a specialty: Personal preferences and assessment of one's own abilities were the main factors in choosing a specialty for 32.6% of respondents. The prestige of the specialty (23.3%) and labor market demands (13.9%) also influenced the students' decision. However, for some (11.6%), the main factor in choosing remained uncertain.

2. Sources of information about the university: Most students received information about the University from relatives and friends (39.5%), as well as through the official website of the University (23.3%). The other sources included advertising brochures,

university representatives, social networks, and school teachers. Some students also indicated individual ways of receiving information.

3. *Satisfaction with the chosen educational program*: 81.4% of students are satisfied with the choice of their educational program, which indicates that the chosen program meets their expectations and goals.

4. *Problems in the learning process*: Students face various difficulties in the learning process. Absence of perseverance, lack of knowledge, absence of willpower, self-organization skills, and time management are some of them. Some students also pointed out the other problems, such as a large amount of homework, lack of time, etc.

5. *Satisfaction with the work of the University structural divisions*:

- Dean's Office: 93% 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: 95.4% of the surveyed students highly rated the work of the departments, emphasizing the effectiveness and professionalism of the teachers in their field.

- Teachers: 90.6% of students expressed satisfaction with the work of the teachers, noting the high level of knowledge and competence in teaching disciplines.

- Curators: 100% of the surveyed students rated the work of the curators as highly satisfactory, which indicates significant support and assistance provided to students in solving various issues and problems.

6. *The psychological climate at the University* is described as friendly relations between students, teachers and university staff. This climate creates a supportive and inspiring environment for student learning and development.

7. *Student satisfaction with the quality of educational services*: 97.6% of respondents expressed satisfaction with organization of the educational process, 95.4% with the work of the library, 95.2% with independent work, 93% with the class schedule, 90.8% with organization of catering, 83.7% with the quality of medical care, and 76.7% with the living conditions in the hostel. These data indicate 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*:

51.1% of students claim that it is always available, while 32.6% note that this is not always the case. 16.3% of respondents were undecided on this issue.

9. *Students rate the quality of classes at a high level* (on average 97.6%), emphasizing that the material is presented clearly and accessibly, with logical sequence and highlighting key points with substantiated conclusions. They also note the favorable environment in the classes, a comfortable pace of information delivery and clear formulation of assignments for independent work with support for their implementation.

At the end of the survey, students wrote their suggestions to improve the training program and enhance the quality of services provided and other areas of the University activities*: "I want to add questions about teachers and whether they assign points for training correctly)", "I just want them to assign points according to fair rules", "Less homework and more interesting classes so that it is more interesting for students", etc. It is important to note that not all students actively use the opportunities provided for personal development, which can reduce their overall educational experience. Understanding the reasons for this lack of involvement and developing activities to stimulate participation can improve the situation. In general, the analysis of the results of students filling out the

questionnaire "Satisfaction of 1st-year students with educational services" shows a positive attitude of students to the conditions created at the University for obtaining an education, the content, organization and quality of the educational process.

Recommendations

Head of the department should familiarize the staff and students with the results of the survey and discuss them at the curatorial hours. This will allow all interested parties to obtain the information of the current state and opinions of students regarding the quality of the educational process and learning conditions; if needed, to 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 Quality Management and Accreditation Center cqma_kstu@mail.ru.