

**Report**  
**on the results of the survey**  
**First year students' satisfaction with educational services**  
**in 2023-2024 academic year**  
**Department: Power Systems**  
**Specialty: 6B07108 Heat Power Engineering**

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.

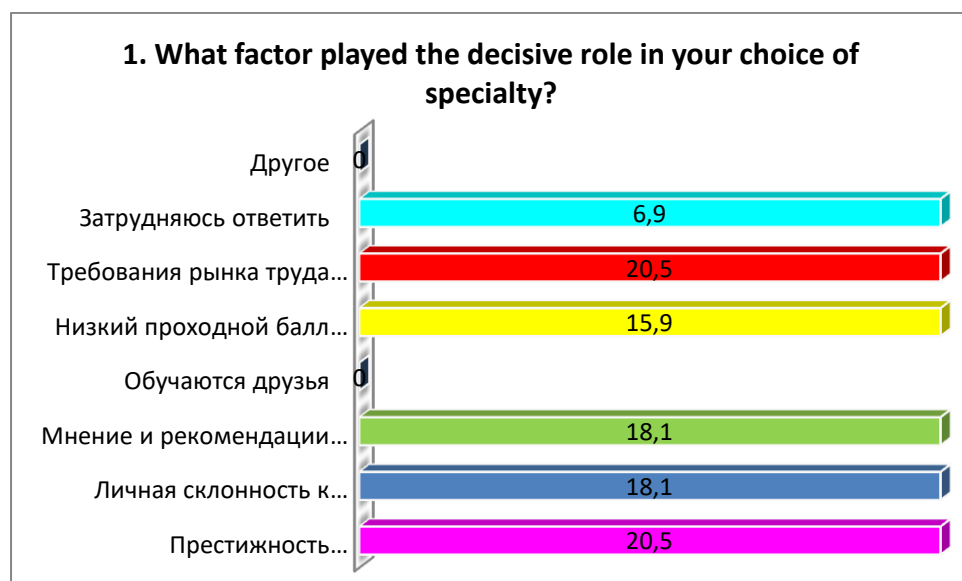
The results of the survey were processed and presented in a generalized form with a guarantee of confidentiality of students' personal opinions.

In the specialty 6B07108 Heat Power Engineering, 44 respondents took part in the survey, which amounted to 100% of the total number of students.

The following data were obtained during the survey:

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

Criteria	Indicators (%)
Prestige of the specialty	20,5
Personal inclination to a certain type of activity, assessment of one's own abilities	18,1
Opinion and recommendations of parents/relatives	18,1
Friends studying	-
Low passing score for the specialty	15,9
Labor market requirements (employment opportunities)	20,5
I find it difficult to answer	6,9
Other	-



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

Criteria	Indicators (%)
Official website of the university	20,5
Relatives, acquaintances	43,2
School teachers	9,1
Advertising brochures	4,5
University representatives who came to the school with advertising	11,4
Social networks	9,1
Other	2,2



For the option Other, students gave the following answer\*:

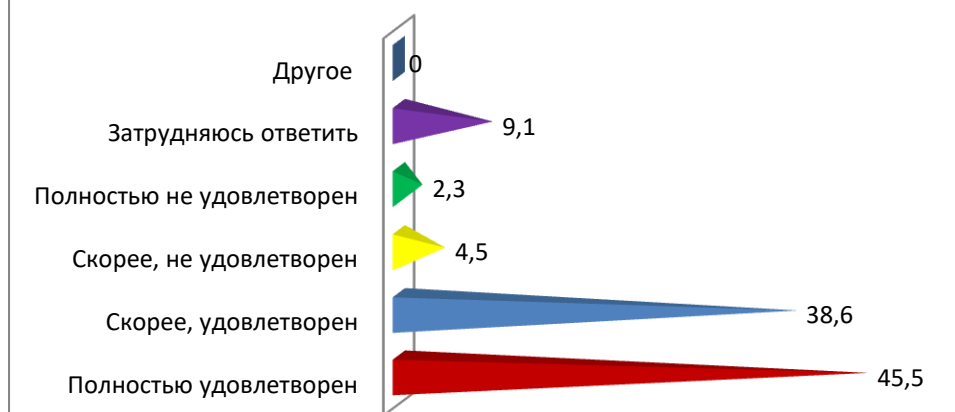
- I knew.

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

Criteria	Indicators (%)
Completely satisfied	45,5
Rather satisfied	38,6
Rather dissatisfied	4,5
Completely dissatisfied	2,3
Difficult to answer	9,1
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	25
Difficult during the session	56,8
Difficult	11,4
Can't cope at all	2,3
Difficult to answer	4,5
Other	-



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

Criteria	Indicators (%)
Lack of perseverance	6,8
Lack of knowledge	13,6
Lack of willpower	18,1
I can't organize my own time	9,1
No self-organization skills	-
I don't have any problems	31,8
I find it difficult to answer	15,9
Other	4,5



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

- The university is not organized
- There is not enough time to complete homework.

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

Criteria	Completely satisfied	Rather satisfied	Rather dissatisfied	Completely dissatisfied	Difficult to answer
Dean's Offices	77,3	15,9	2,3	-	4,5
Departments	75	20,4	2,3	-	2,3
Teachers	63,7	29,5	4,5	-	2,3
Curators	84,1	11,3	2,3	-	2,3



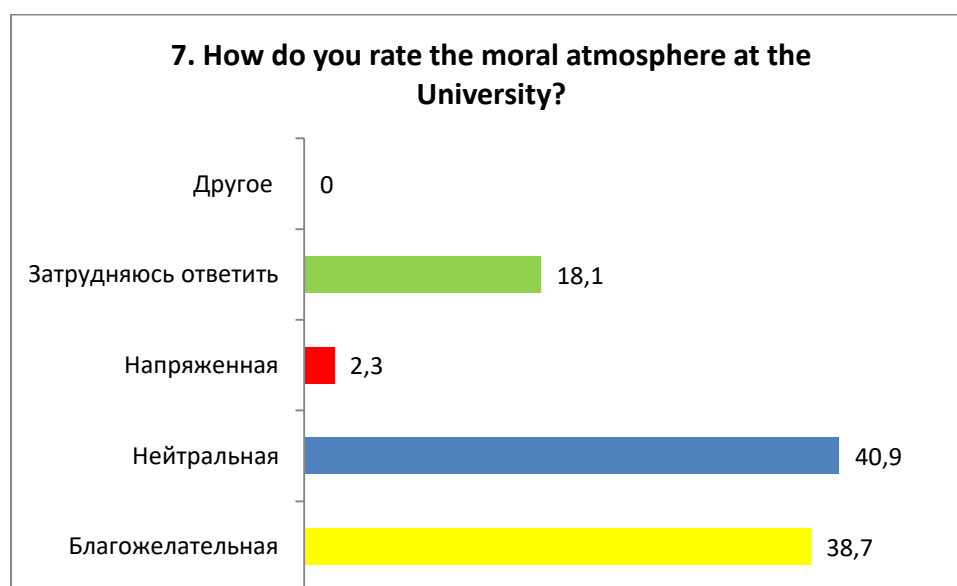
To the option “If you answered “rather dissatisfied or completely dissatisfied”, provide recommendations for improvement”, students indicated the following options\*:

- Completely satisfied

- Ability to communicate with a group without hysterics
- Satisfied.

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

Criteria	Indicators (%)
Benevolent	38,7
Neutral	40,9
Tense	2,3
Difficult to answer	18,1
Other	-



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

- 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	77,2	20,5	-	-	2,3
Between teachers and students (in the educational process)	66	29,5	-	-	4,5
Between a student and a supervisor	81,8	15,9	-	-	2,3
Between students and administration	75	22,7	-	-	2,3
Between students and department staff (library, student department, etc.)	79,6	15,9	-	-	4,5
Between students and security service	68,2	25	4,5	-	2,3

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

- That's how it should be.



### 9. Are you satisfied with?..

Criteria	Completely satisfied	Partially satisfied	Not satisfied	Difficult to answer
Organization of the educational process	75	18,2	2,3	4,5
Class schedule	61,5	29,5	4,5	4,5
Organization of independent work	70,5	25	-	4,5
Satisfaction with the library work	77,3	15,9	-	6,8
Living conditions in the hostel	59,1	15,9	-	25
Quality of medical care	68,2	13,6	2,3	15,9
Organization of catering at the University (prices, product range, quality of prepared dishes)	63,6	22,7	6,8	6,8

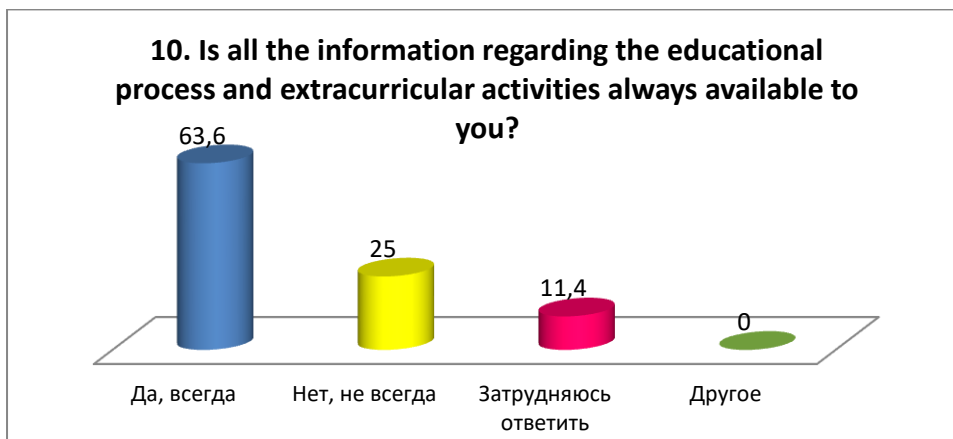


To the option “If you answered “Not satisfied”, give recommendations for improvement”, the students indicated the following options\*:

- How to say.

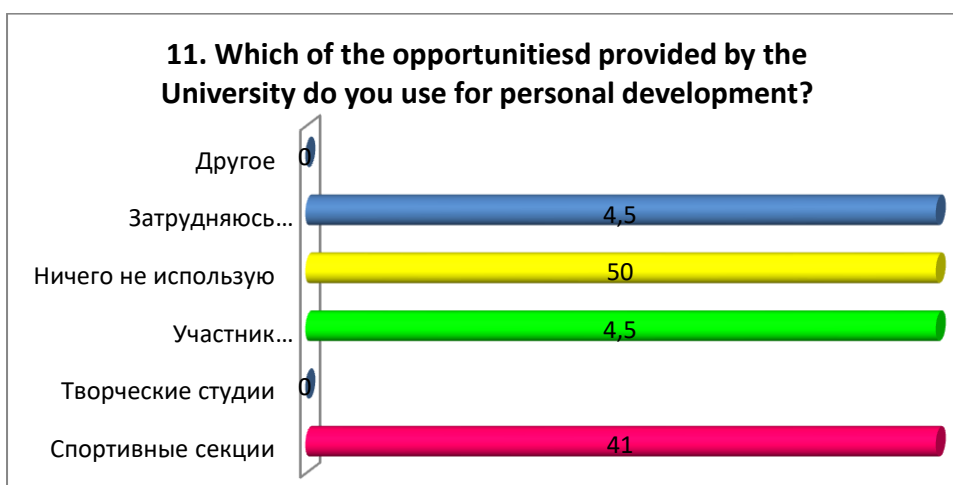
**10. Is all the necessary information regarding the educational process and extracurricular activities always available to you?**

Criteria	Indicators (%)
Yes, always	63,6
No, not always	25
Difficult to answer	11,4
Other	-



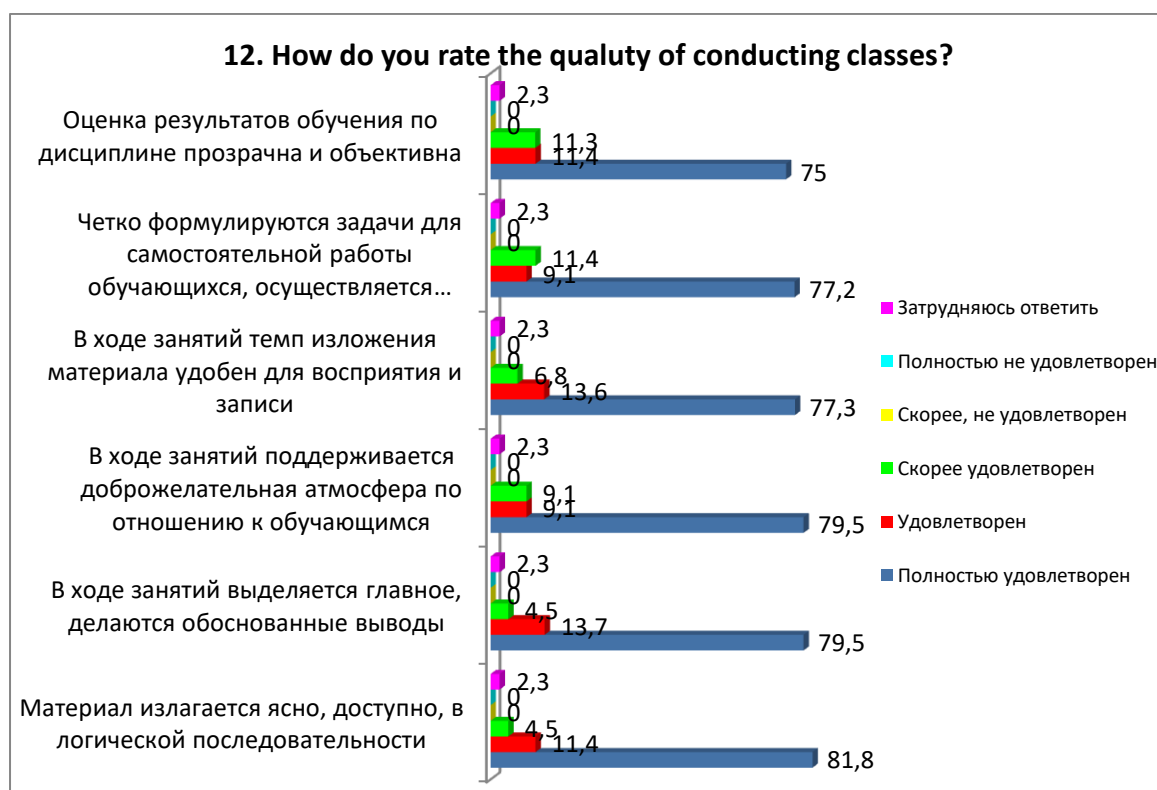
**11. Which of the opportunities provided by the University do you use for personal development?**

Criteria	Indicators (%)
Sports sections	41
Creative studios	-
Member of the Department of Youth Policy	4,5
I don't use anything	50
I find it difficult to answer	4,5
Other	-



## 12. How do you rate the quality of conducting classes?

Criteria	Completely satisfied	Satisfied	Rather satisfied	Rather dissatisfied	Completely dissatisfied	Difficult to answer
The material is presented clearly, accessibly, in a logical sequence	81,8	11,4	4,5	-	-	2,3
In classes, the main points are highlighted, and well-founded conclusions are made	79,5	13,7	4,5	-	-	2,3
In classes, a friendly atmosphere is maintained towards the students	79,5	9,1	9,1	-	-	2,3
In classes, the pace of the presentation of the material is convenient for perception and recording	77,3	13,6	6,8	-	-	2,3
Tasks for independent work of students are clearly formulated, and support for its implementation is provided	77,2	9,1	11,4	-	-	2,3
The assessment of learning outcomes in the discipline is transparent and objective	75	11,4	11,3	-	-	2,3



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

- I don't know.

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



- I don't know.

**Please write your suggestions, wishes, and what questions, in your opinion, should 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.** (*The students' answers are presented in the original. The author's spelling and punctuation have been preserved*).

- I don't know.

- There questions to the teachers.

- None.

Based on the results of the survey, there can be made the following **conclusions**:

The choice of a specialty was determined by various factors. The prestige of the specialty and the demands of the labor market played an important role (20.5% each) for the respondents. Personal inclination and assessment of one's own abilities, the opinion of parents/relatives, and a low passing score were also taken into account when choosing a specialty.

Students chose a university based on various sources of information. The main ones were recommendations from relatives and friends, as well as information from the official website of the University. Social networks, advertising brochures, and visits of university representatives to schools also had an influence.

The overwhelming majority of students (84.1%) expressed satisfaction with the chosen educational program, which indicates that the program meets their interests and expectations.

During the course of their studies, students face various problems, such as lack of knowledge, willpower, time management, and workload 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 divisions is high: the dean's office (93.2%), departments (95.4%), teachers (93.2%) and curators (95.4%). This indicates a positive assessment of the university environment and the support provided to them during their studies.

Relationships 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.

Regarding the availability of necessary information related to the educational process and extracurricular activities, more than half of the students noted that the information is always available to them. This indicates a high level of organization and support for students by the educational institution, providing them with easy access to important information necessary for successful learning and participation in various activities.

It is important to note that not all the 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 addition, high student satisfaction with the quality of classes emphasizes the success of pedagogical work and suggests maintaining this high level in the future.

**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](mailto:cqma_kstu@mail.ru).