

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

Department: «Economics and management of the enterprise»

Specialty: 6B04107 Industrial economics

Quality management and accreditation center in February 2024 conducted an annual satisfaction survey student 1 st 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 6B04107 Industrial economics, 26 respondents took part in the questionnaire, which amounted to 81.3% 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	11,5
Personal inclination towards a certain type of activity, self-assessment	34,6
Opinion and recommendations of parents/relatives	19,2
Friends are studying	11,5
Low passing score for the specialty	3,9
Labor market requirements (employment opportunities)	3,9
I find it difficult to answer	7,7
Other	7,7



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

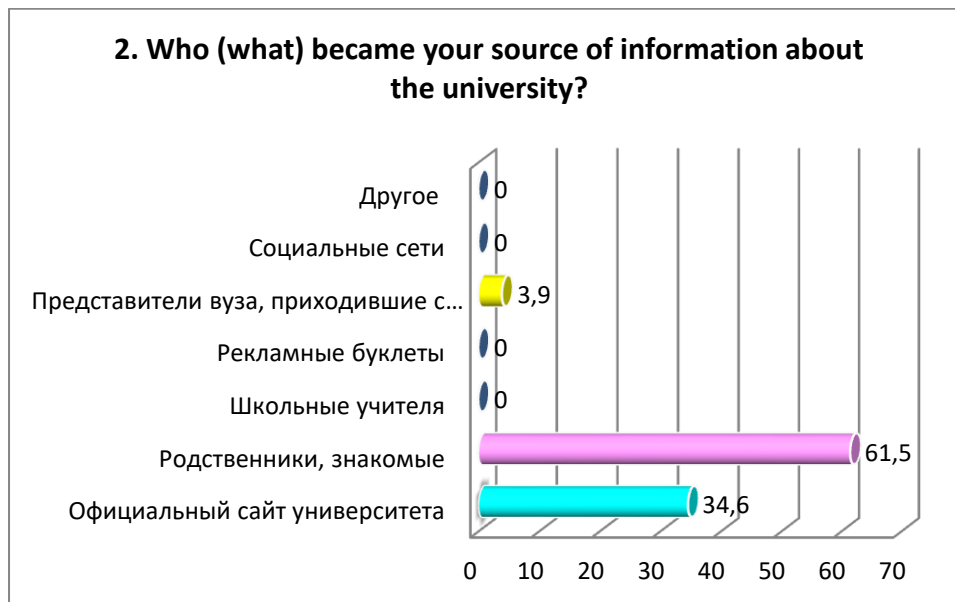
- related specialty
- Shortened form of education after college.

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

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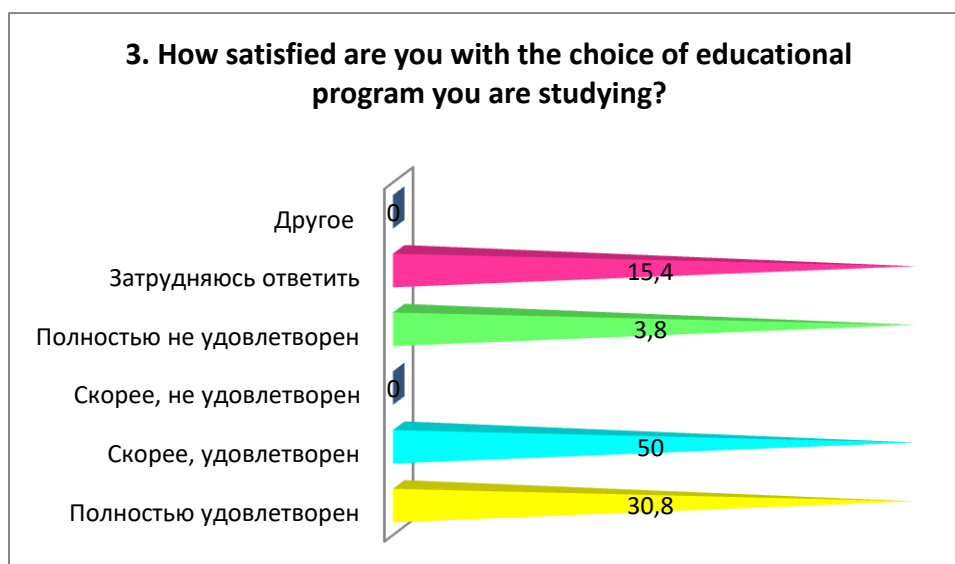
* The students' answers are presented in the original. The author's spelling and punctuation have been preserved.

Official website of the university	34,6
Relatives, acquaintances	61,5
School teachers	-
Advertising brochures	-
Representatives of the university, those who came to school with advertisements	3,9
Social media	-
Other	-



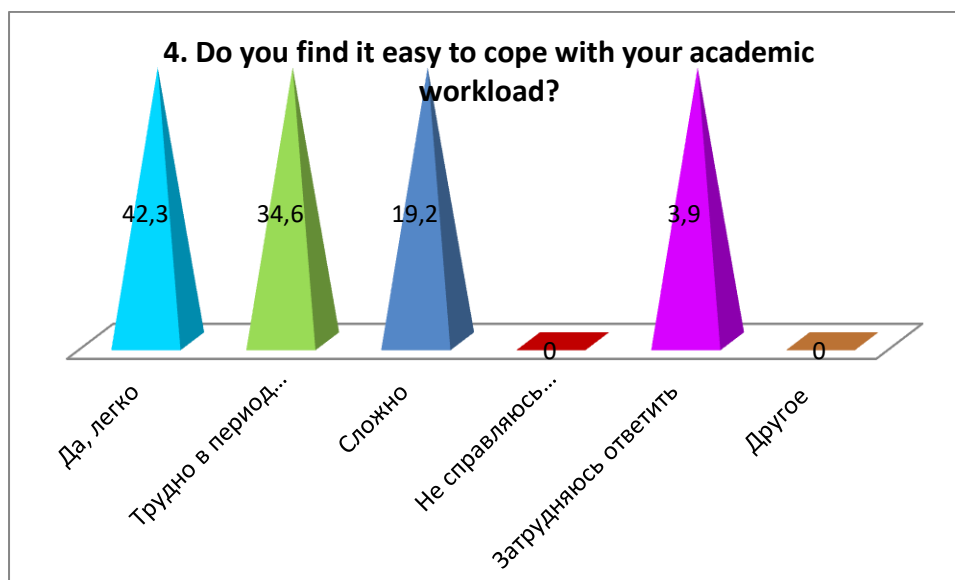
3. How satisfied are you with the choice of educational program you are studying?

Criteria	Indicators (%)
Completely satisfied	30,8
Rather satisfied	50
Rather, not satisfied	-
Not completely satisfied	3,8
I find it difficult to answer	15,4
Other	-



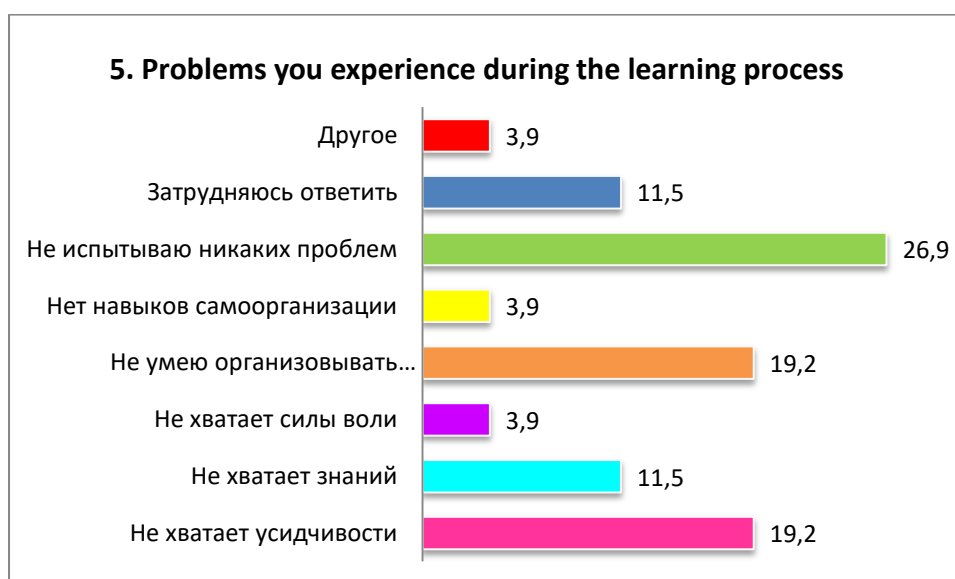
4. Do you find it easy to cope with your academic workload?

Criteria	Indicators (%)
Yes, it's easy.	42,3
It's difficult during the session period	34,6
Difficult	19,2
I can't cope at all	-
I find it difficult to answer	3,9
Other	-



5. Problems you experience during the learning process

Criteria	Indicators (%)
Lack of perseverance	19,2
Lack of knowledge	11,5
Lack of willpower	3,9
I can't speak organize your own time	19,2
No self-organization skills	3,9
I don't have any problems	26,9
I find it difficult to answer	11,5
Other	3,9



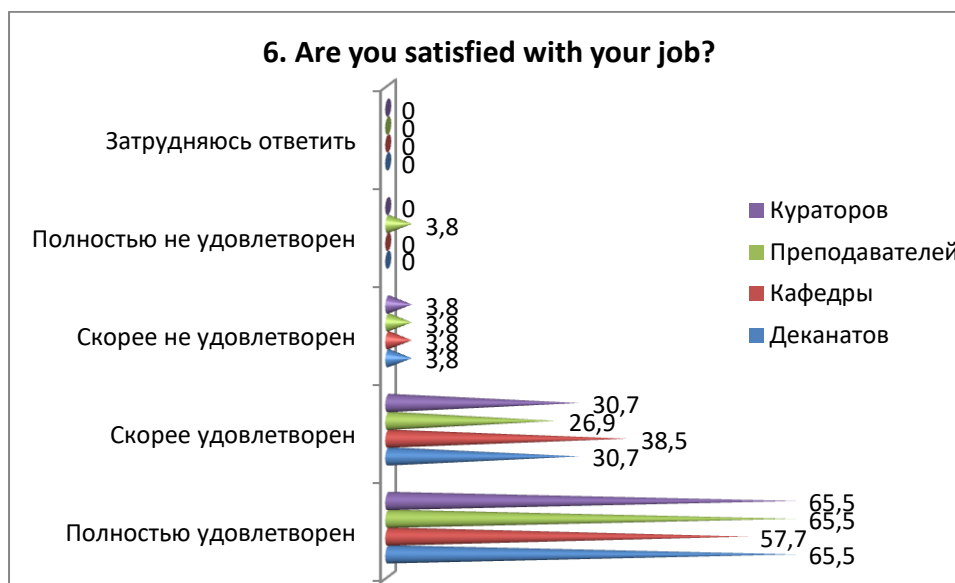
On a variant «Other» students indicated the following options*:

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- 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	65,5	30,7	3,8	-	-
Chairs	57,7	38,5	3,8	-	-
Teachers	65,5	26,9	3,8	3,8	-
Curators	65,5	30,7	3,8	-	-



On a variant «If you answered «rather dissatisfied or not completely satisfied» Please provide recommendations for improvement" students indicated the following options*:

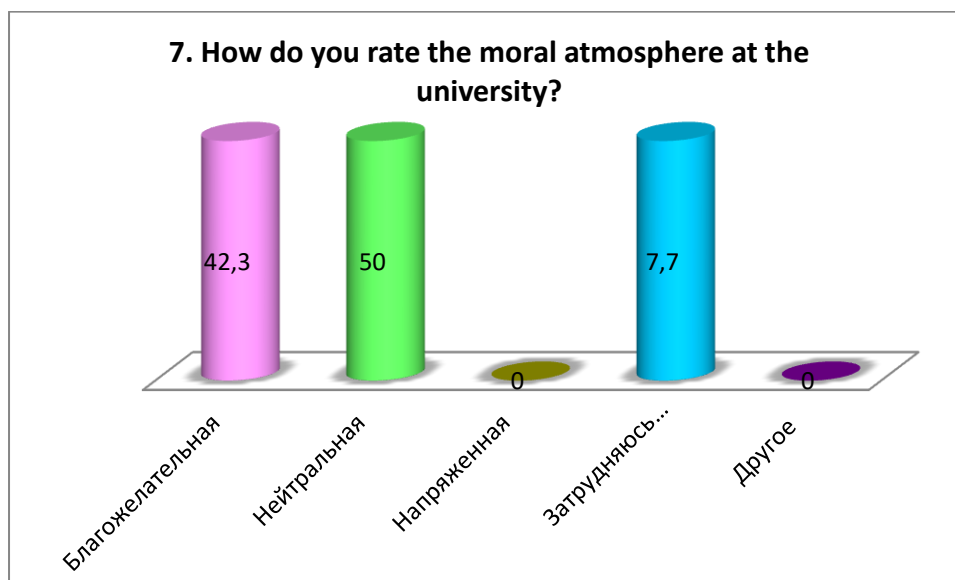
- There is not
- Everything is fine
- norm.

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

Criteria	Indicators (%)
Benevolent	42,3
Neutral	50
Tense	-
I find it difficult to answer	7,7
Other	-

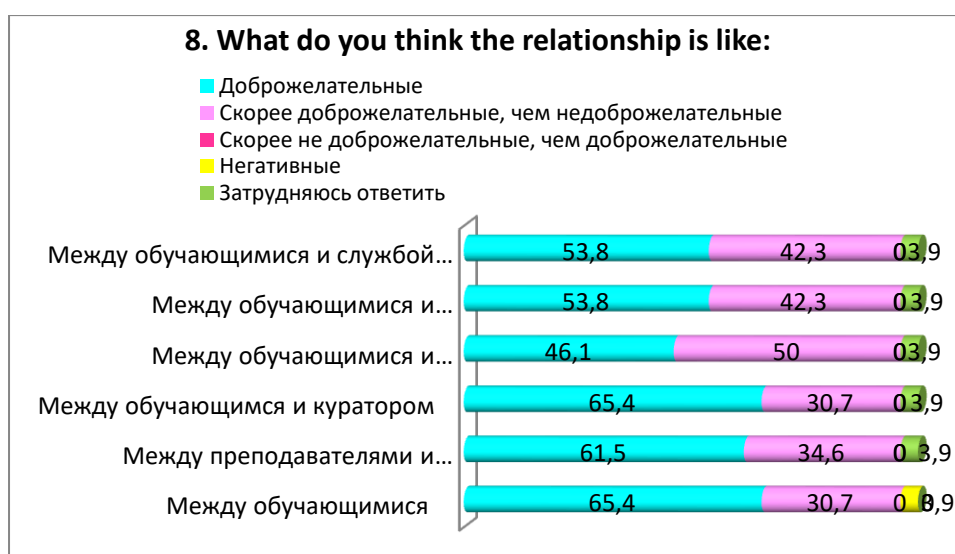
On a variant «If you answered «to the previous question tense», write why» students indicated the following options*:

- norm.



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	65,4	30,7	-	3,9	-
Between teachers and students (in the educational process)	61,5	34,6	-	-	3,9
Between the student and the supervisor	65,4	30,7	-	-	3,9
Between students and administration	46,1	50	-	-	3,9
Between students and department staff (library, student department, etc.)	53,8	42,3	-	-	3,9
Between students and security service	53,8	42,3	-	-	3,9



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

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- norm

9. Are you satisfied?

Criteria	Quite satisfactory	Partially satisfies	Not satisfying	I find it difficult to answer
Organization of the educational process	76,9	19,2	3,9	-
Class Schedule	46,2	30,7	23,1	-
Organizing independent work	80,8	15,4	3,9	-
Satisfaction with library work	76,9	19,2	-	3,9
Living conditions in the hostel	61,6	19,2	-	19,2
Quality of medical care	69,2	15,4	3,9	11,5
Organization of catering at the university (prices, product range, to (quality of prepared dishes)	61,6	26,9	11,5	-



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

- remove windows between pairs
- Remove windows between pairs
- Remove windows in the schedule
- norm.

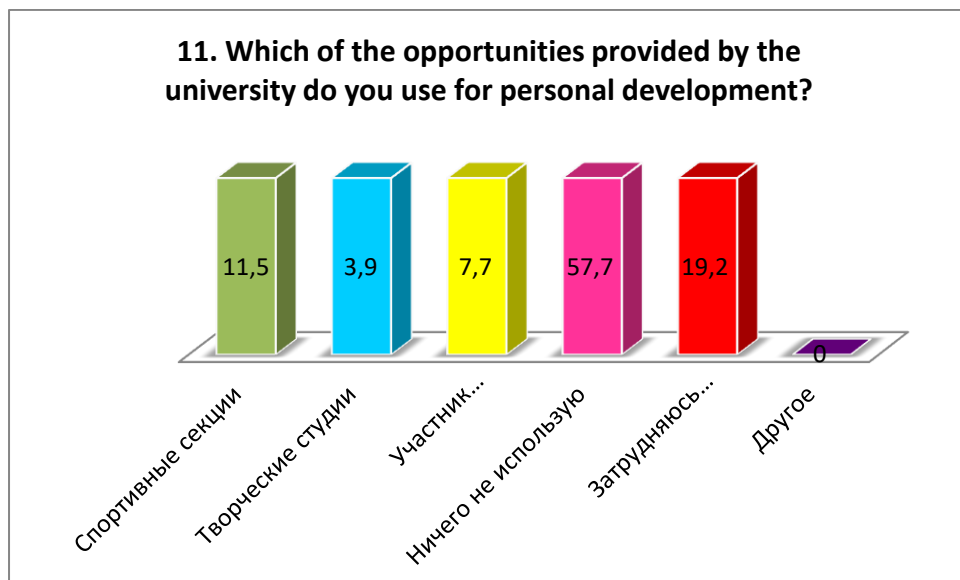
10. Is all the necessary information regarding the educational process and extracurricular activities always available to you?

Criteria	Indicators (%)
Yes, always.	77
No, not always.	11,5
I find it difficult to answer	11,5
Other	-



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

Criteria	Indicators (%)
Sports sections	11,5
Creative studios	3,9
Participant department of youth policy	7,7
I don't use anything	57,7
I find it difficult to answer	19,2
Other	-



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

Criteria	Compl etely satisfie d	Satisfie d	Rather satisfie d	Rather , not satisfie d	Not complet ely satisfied	I find it difficult to answer
The material is presented clearly, accessible, in logical sequence	65,4	19,2	11,5	3,9	-	-
During the classes, the main points are highlighted and well-founded	65,4	19,2	11,5	3,9	-	-

conclusions are made.						
During the classes, a friendly atmosphere is maintained towards students	73,1	11,5	15,4	-	-	-
During the classes, the pace of presentation of the material is convenient for perception and recording	69,2	15,4	11,5	3,9	-	-
Tasks for independent work are clearly formulated students, its implementation is supported	69,2	15,4	11,5	3,9	-	-
Evaluation of results training in the discipline transparent and objective	73,1	11,5	11,5	-	3,9	-



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

- norm

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*:

- norm

Please write your suggestions, wishes, also what questions do you think should be added to this questionnaire to improve the training program and enhance the quality of services provided? improving 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.).*

- Do you like it? design audiences

- Everything you need is there

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

- norm.

The survey results revealed the following: **conclusions:**

1. *Factors for choosing a specialty:* personal preferences and assessment of one's own abilities turned out to be the main factors in choosing a specialty for 34,6% of respondents. Parents/relatives (19,2%) and prestige of the specialty (11,5%) also influenced the decision of the students. However, for some (7,7%) the main factor of choice remained uncertain.

2. *Sources of information about the university:* more than half students (61,5%) received information about the university from relatives and friends. Other sources included official website of the university and representatives of the university.

3. *Satisfaction with the chosen educational program:* 80,8% students are satisfied with their choice of educational program, which indicates that the chosen program meets their expectations and goals.

4. *Problems in the learning process:* with students face various difficulties in the learning process. Lack of perseverance, lack of knowledge, lack of willpower, self-organization skills and time management are some of them.

5. *Satisfaction with the work of the university's structural divisions high:*

- Dean's Office: 96,2% 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: 96,2% of surveyed students rated the work of departments highly, emphasizing the effectiveness and professionalism of teachers in their field.

- Teachers: 92,4% of students expressed satisfaction with the work of teachers, noting high level of knowledge and competence in teaching disciplines.

- Curator: 96,2% of surveyed students rated the work of their supervisors as highly satisfactory, which indicates significant support and assistance provided to students in solving various issues and problems.

6. *Psychological climate at the university* is described as a positive relationship between students, faculty, and staff at the university. This climate creates a supportive and inspiring environment for student learning and development.

7. *Students' satisfaction with the quality of educational services:* 96,1% of respondents expressed satisfaction with the organization of the educational process, independent work and library work, 88,5% — organization of food, 84,6% - quality of medical care, 80,8% - living conditions in the hostel, and 76,9% - class schedule. These data indicate that we are good the 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:* 77% of students say it is always available. 11,5% of respondents were undecided on this issue.

9. *Student participation in the social life of the university:* 11,5% of students are interested in sports sections, 3,9% prefer creative studios, and 7,7% participate in the youth policy department. Nevertheless, 57,7% of respondents stated that they do not use any of the opportunities provided. The reasons for this decision were not indicated by the students in the questionnaire.

10. *Quality of classes* with students evaluate at a high level (on average 97,4%), emphasizing that the material is presented understandable and accessible, with logical

sequence and highlighting key points with justified conclusions. They also note the favorable environment in the classroom, the comfortable pace of information delivery and the clear formulation of assignments for independent work with support for their implementation.

In general, analysis of the results of students filling out the questionnaire "Student Satisfaction" courses with educational services" shows a positive attitude of students towards the conditions created at the university for obtaining an education, the content, organization and quality of the educational process.

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 the results of the survey by e-mail from the center for quality management and accreditation cqma_kstu@mail.ru.