

Report
based on questionnaire results
«Satisfaction of 1st year students with educational services»
2022-2023 academic year

Department: «Information technology and security»

Specialty: 6B06301 «Information security systems»

In February 2023, the center for quality management and accreditation conducted an annual questionnaire on the satisfaction of 1st year students with the quality of services provided.

Purpose of the survey: Improving the learning process, improving the quality of educational services provided and other areas of the university's activities.

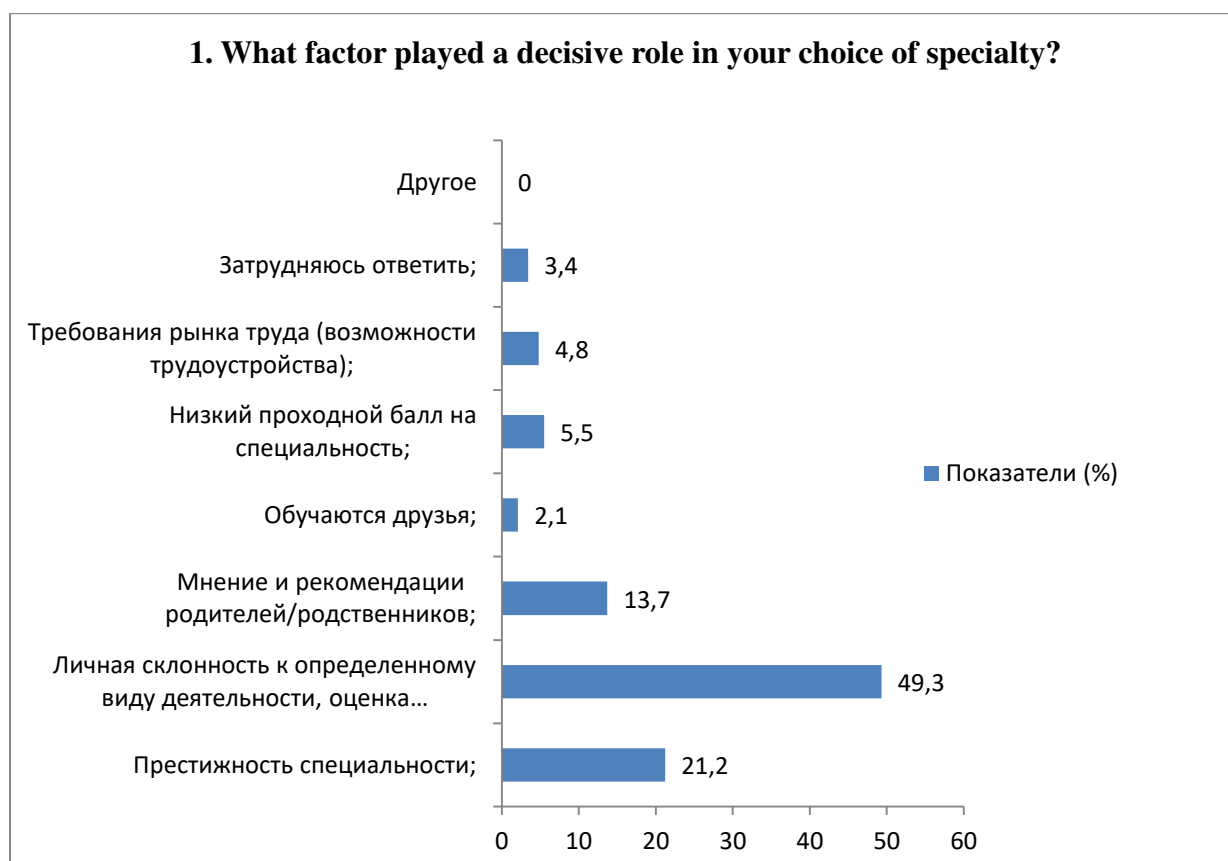
The results of the questionnaire were processed and presented in a summarized form, guaranteeing the confidentiality of students' personal opinions.

In specialty 6B06301 «Information security systems» 146 respondents took part in the questionnaire, which amounted to 84.4% of the total number of students.

During the questionnaire process, the following data was obtained:

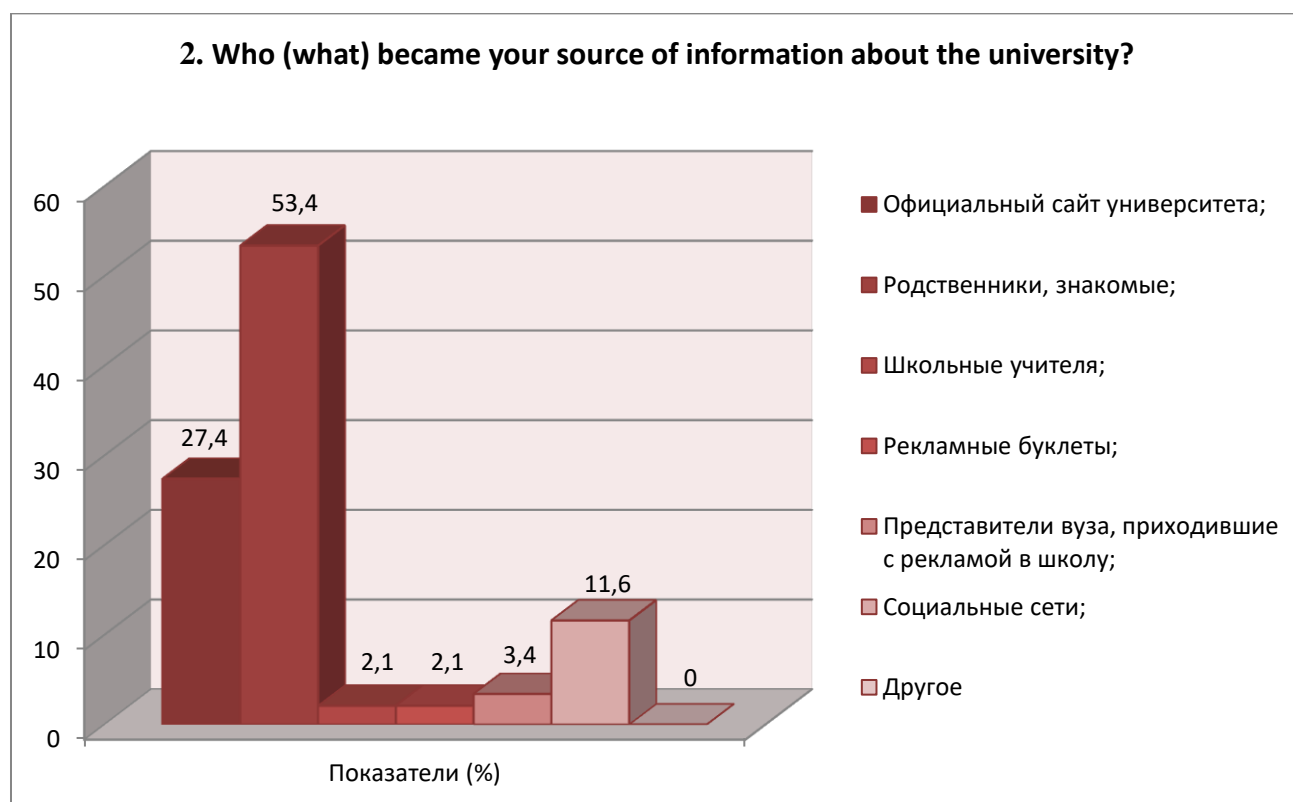
1. What factor played a decisive role in your choice of specialty?

Criteria	Indicators (%)
Prestige of the specialty;	21.2
Personal inclination towards a certain type of activity, assessment of one's own abilities;	49.3
Opinions and recommendations of parents/relatives;	13.7
Friends are studying;	2.1
Low passing grade for the specialty;	5.5
Labor market requirements (employment opportunities);	4.8
I find it difficult to answer;	3.4
Other	-



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

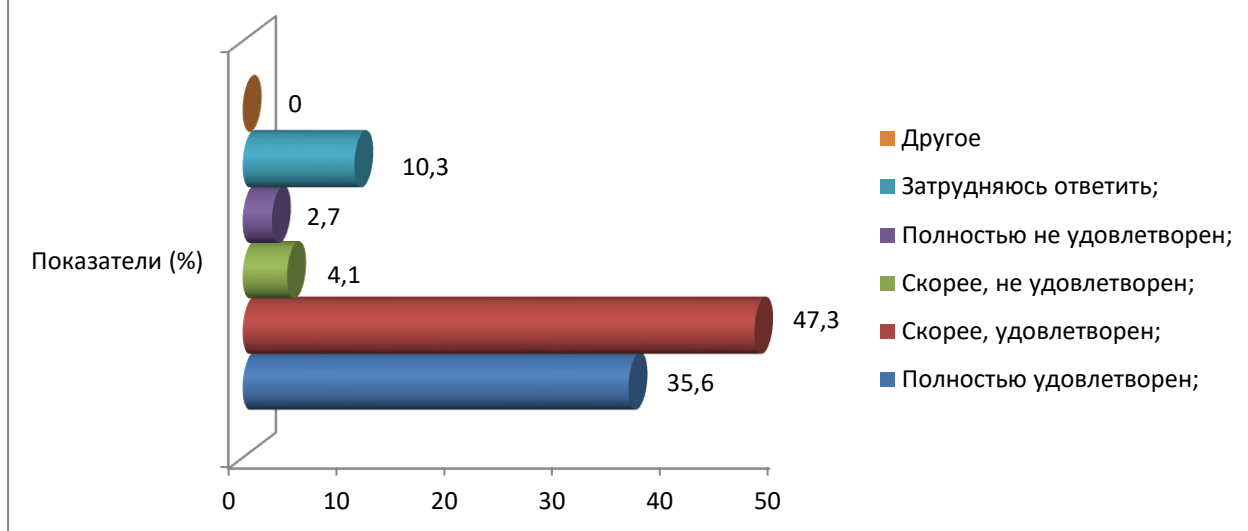
Criteria	Indicators (%)
Official website of the university;	27.4
Relatives, acquaintances;	53.4
School teachers;	2.1
Advertising brochures;	2.1
Representatives of the university who came to the school with advertising;	3.4
Social media;	11.6
Other	-



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

Criteria	Indicators (%)
Completely satisfied;	35.6
Rather, satisfied;	47.3
Rather, not satisfied;	4.1
Completely unsatisfied;	2.7
I find it difficult to answer;	10.3
Other	-

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

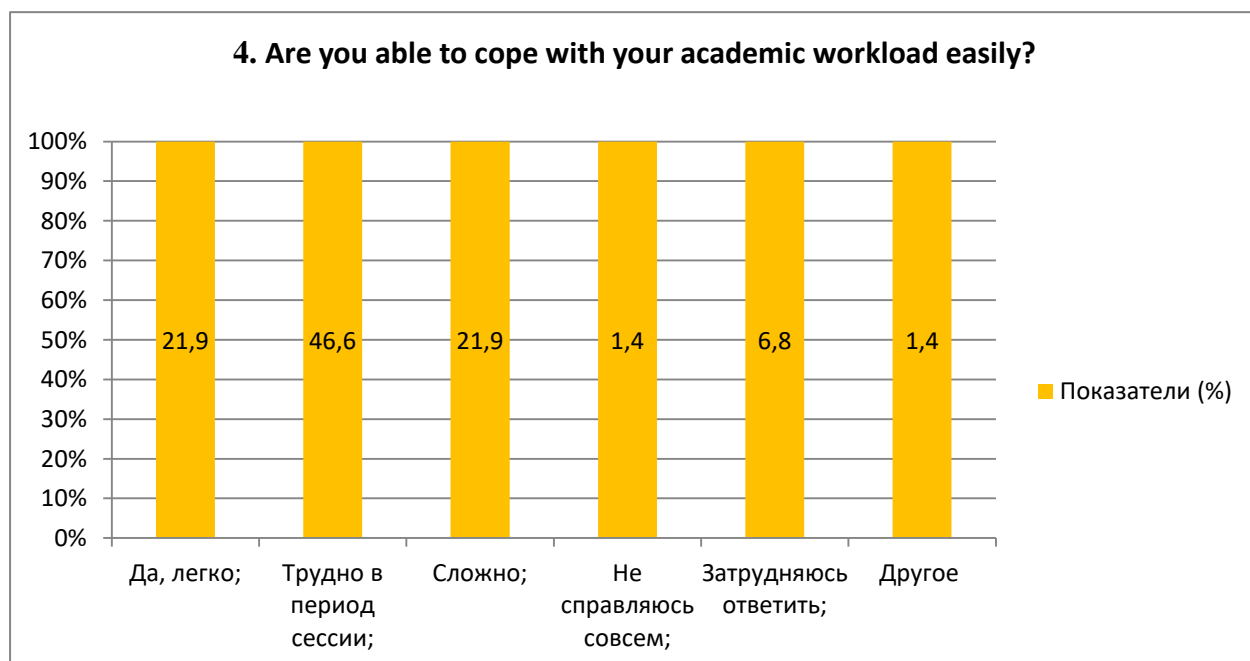


4. Are you able to cope with your academic workload easily?

Criteria	Indicators (%)
Yes Easy;	21.9
Difficult during the session;	46.6
Difficult;	21.9
I can't cope at all;	1.4
I find it difficult to answer;	6.8
Other	1.4

Students indicated the following options for the «Other» option:*

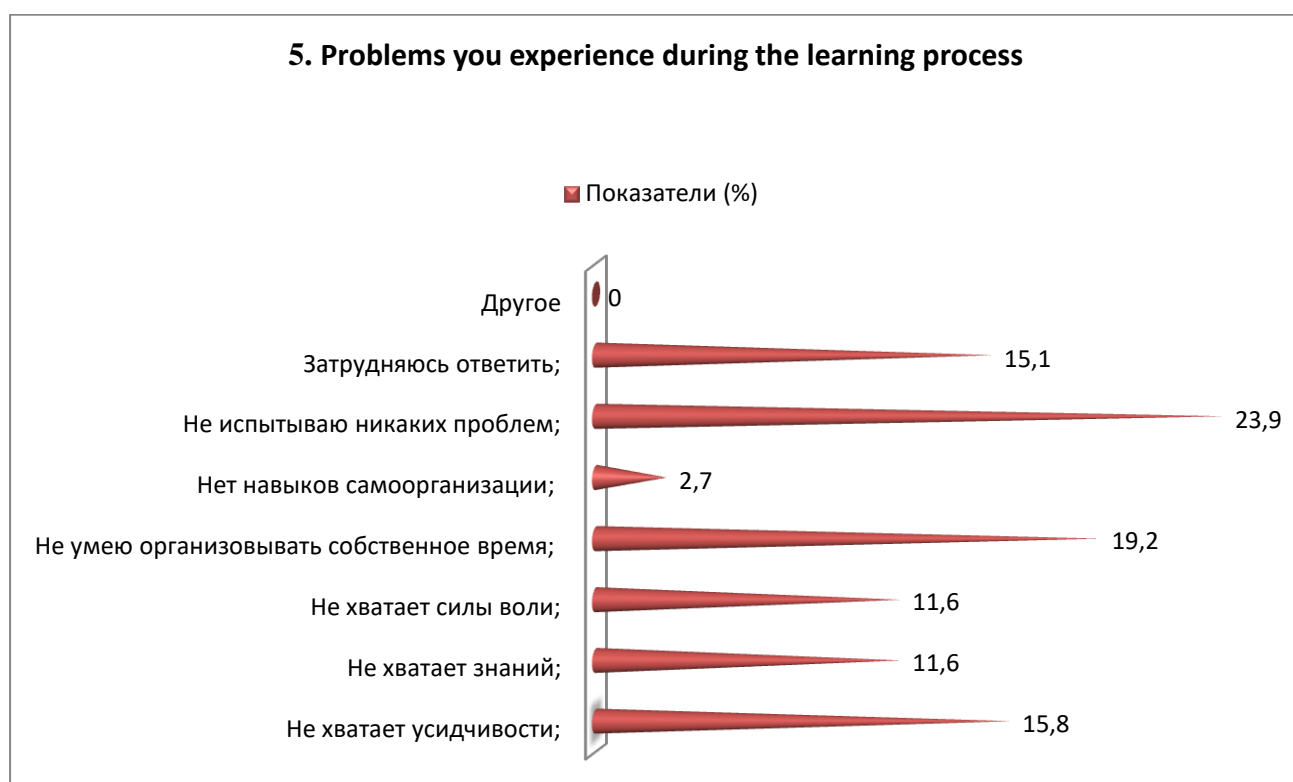
- 50/50;
- so far it's ok, but there's more to come).



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

5. Problems you experience during the learning process

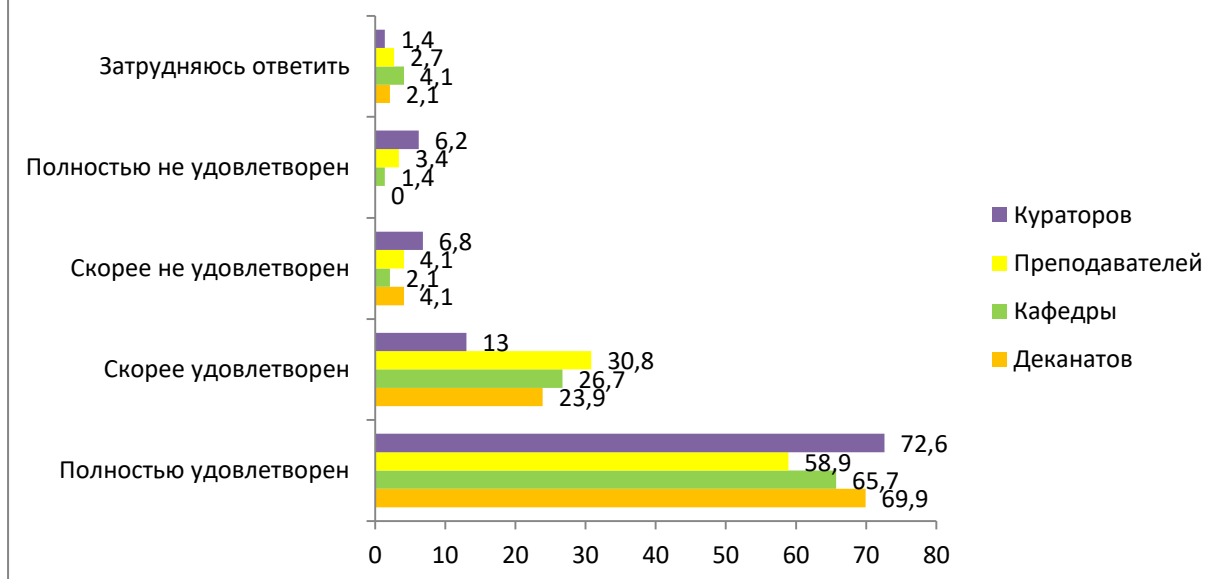
Criteria	Indicators (%)
Lacks perseverance;	15.8
Lack of knowledge;	11.6
Lack of willpower;	11.6
I don't know how to organize my own time;	19.2
No self-organization skills;	2.7
I don't have any problems;	23.9
I find it difficult to answer;	15.1
Other	-



6. Is information available to you about academic mobility opportunities?

Criteria	Completely satisfied	Rather satisfied	Rather dissatisfied	Completely unsatisfied	I find it difficult to answer
Dean's offices	69.9	23.9	4.1	-	2.1
Departments	65.7	26.7	2.1	1.4	4.1
Teachers	58.9	30.8	4.1	3.4	2.7
Curators	72.6	13	6.8	6.2	1.4

6. Is information available to you about academic mobility opportunities?

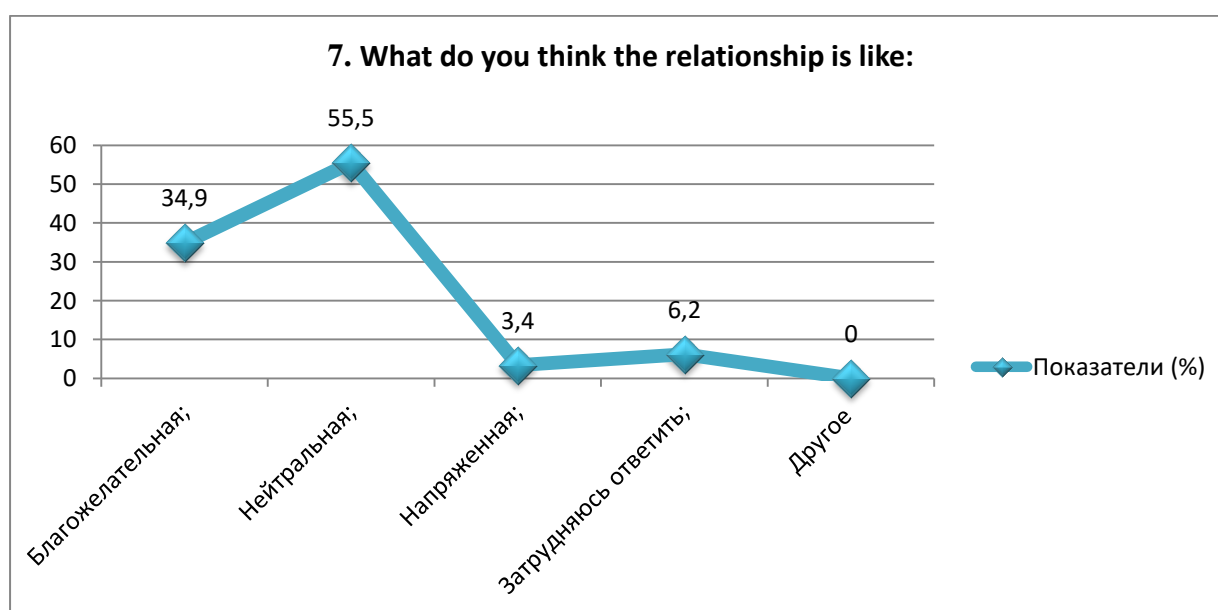


For the option «If you answered «rather dissatisfied or not completely satisfied» give recommendations for improvement" students indicated the following options*:

- everything all right;
- normal.

7. What do you think the relationship is like:

Criteria	Indicators (%)
Benevolent;	34.9
Neutral;	55.5
Tense;	3.4
I find it difficult to answer;	6.2
Other	-



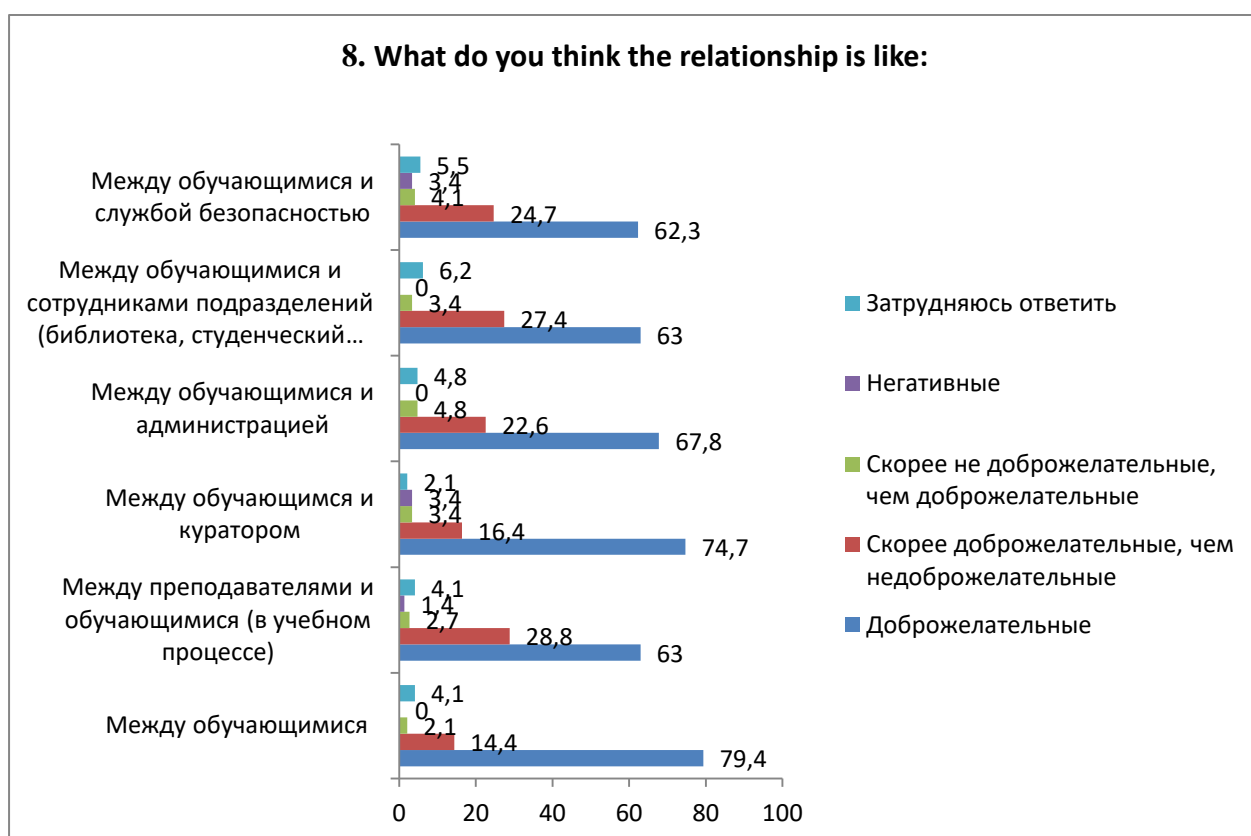
*Students' answers are presented in the original. The author's spelling and punctuation have been preserved.

For the option «If you answered the previous question «Tense», write why» students indicated the following options*:

- There's more charity and aid work than creative work at the university, and that's a good thing;
- Everything is fine.

8. What do you think the relationship is like:

Criteria	Friendly	More friendly than unfriendly	More unfriendly than friendly	Negative	I find it difficult to answer
Between students	79.4	14.4	2.1	-	4.1
Between teachers and students (in the educational process)	63	28.8	2.7	1.4	4.1
Between the student and the curator	74.7	16.4	3.4	3.4	2.1
Between students and administration	67.8	22.6	4.8	-	4.8
Between students and employees of departments (library, student department, etc.)	63	27.4	3.4	-	6.2
Between students and security service	62.3	24.7	4.1	3.4	5.5



For the option «If you answered the previous question «Rather not friendly than friendly or negative,» write why» students indicated the following options*:

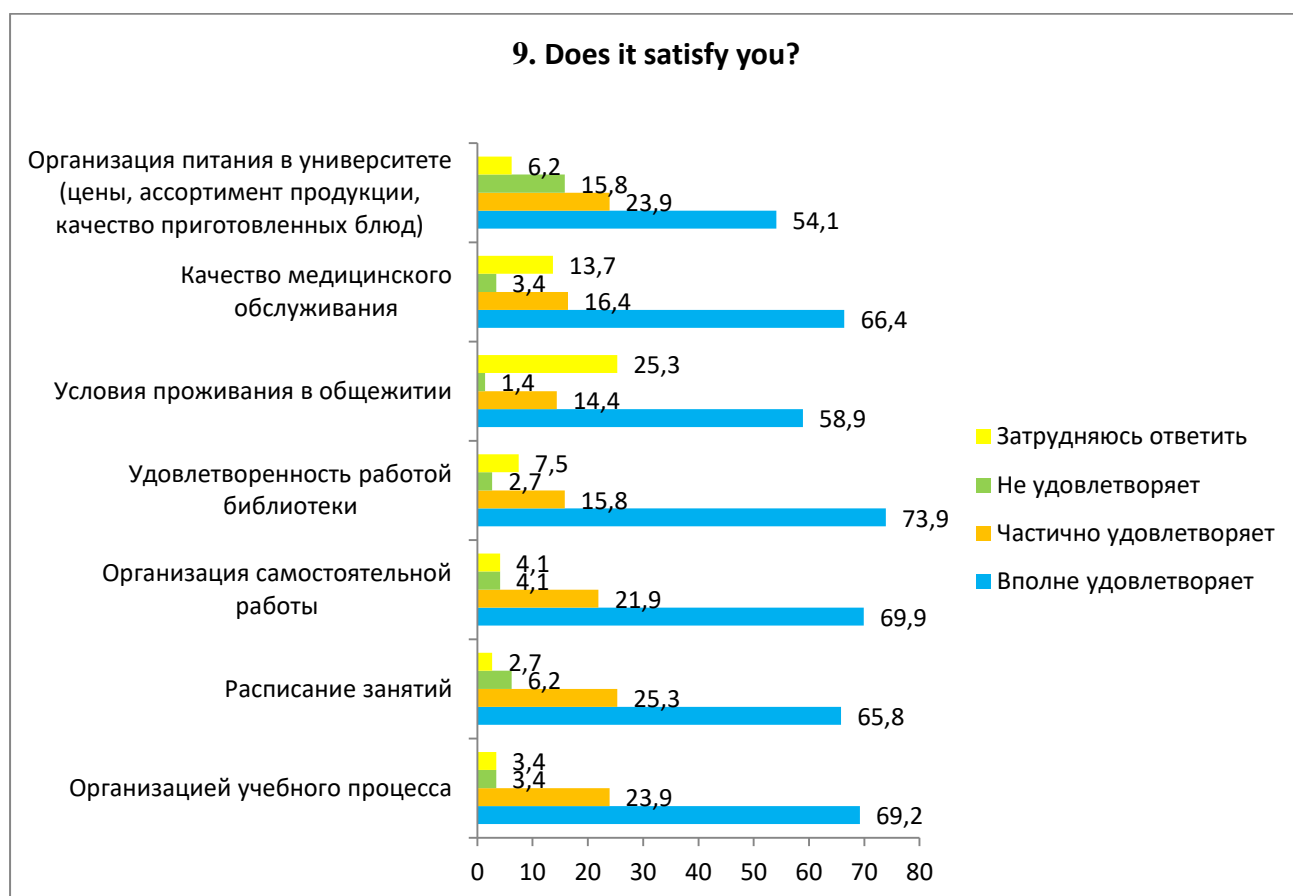
- not a very good attitude on the part of the guards;
- you should smile a lot.)

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9. Does it satisfy you?

Criteria	Quite satisfying	Partially satisfied	Doesn't satisfy	I find it difficult to answer
Organization of the educational process	69.2	23.9	3.4	3.4
Timetable of classes	65.8	25.3	6.2	2.7
Organization of independent work	69.9	21.9	4.1	4.1
Satisfaction with the library	73.9	15.8	2.7	7.5
Living conditions in the hostel	58.9	14.4	1.4	25.3
Quality of medical care	66.4	16.4	3.4	13.7
Catering at the university (prices, product range, quality of prepared dishes)	54.1	23.9	15.8	6.2

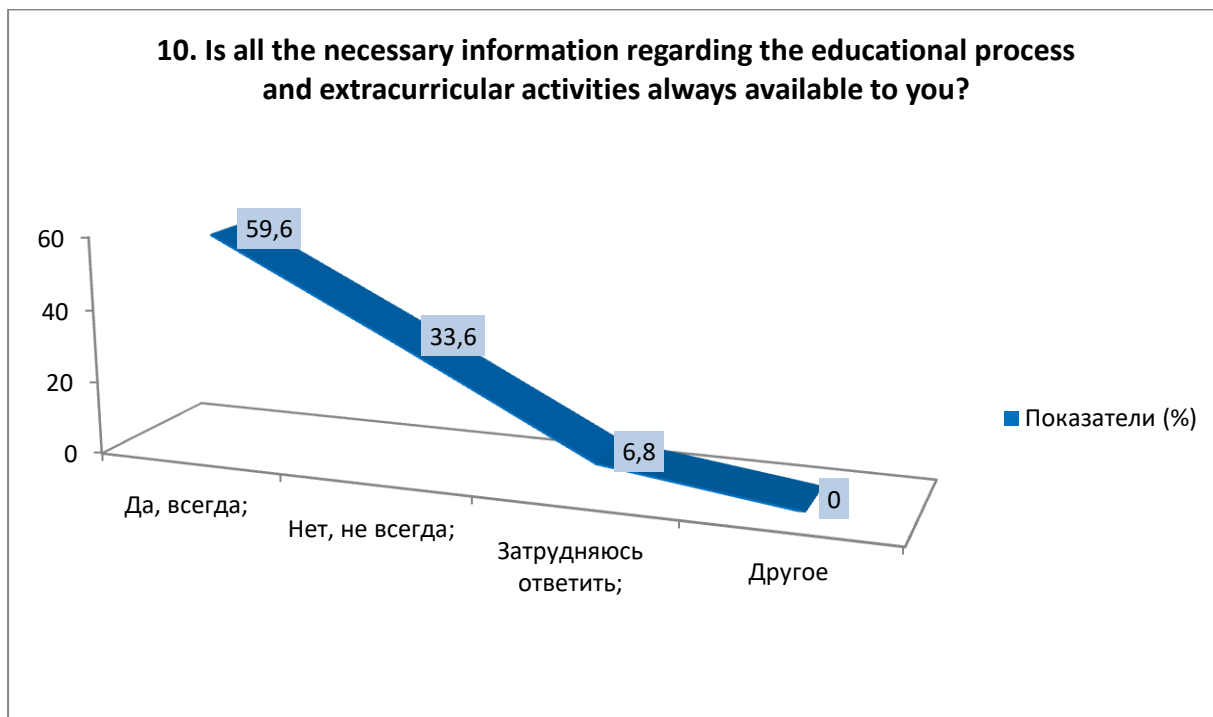


For the option «If you answered «Doesn't satisfy» give recommendations for improvement» students indicated the following options*:

- Slightly lower prices in the cafeteria;
- High prices for students, lack of healthy products in the assortment (various fruits or dairy products).

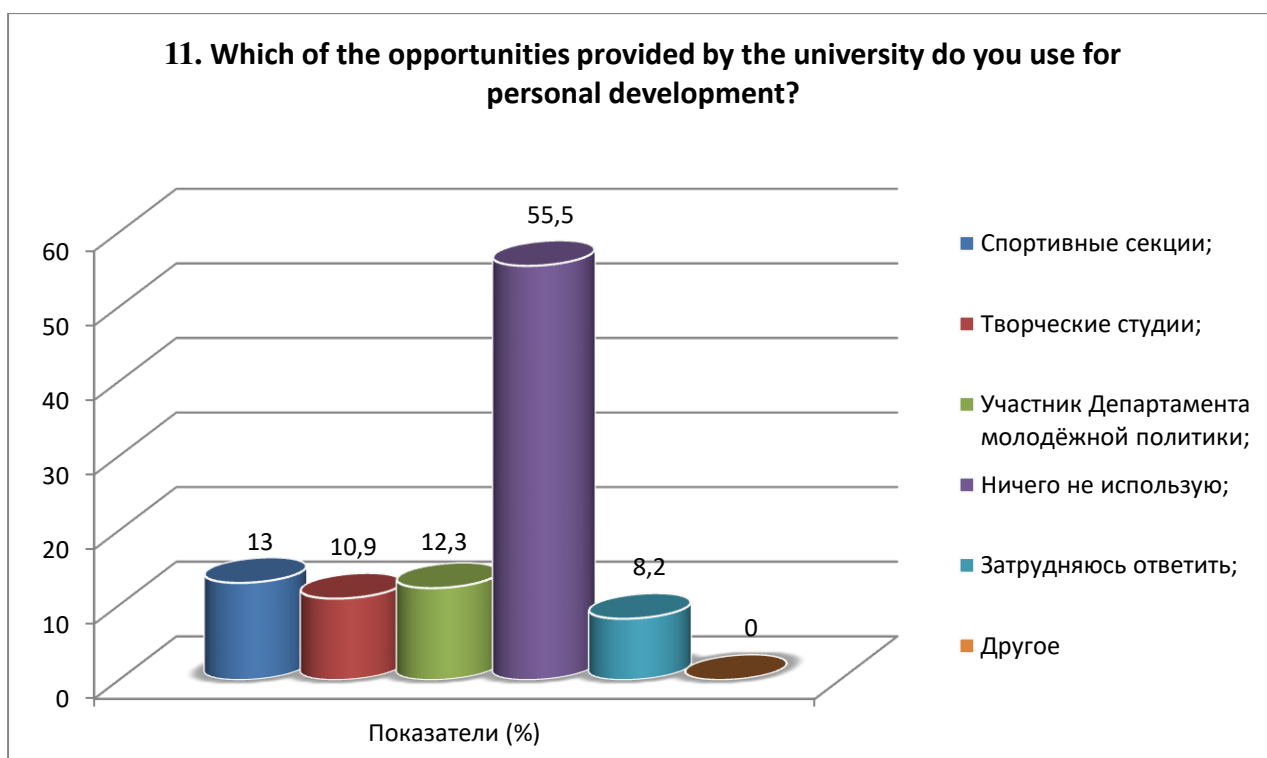
10. Is all the necessary information regarding the educational process and extracurricular activities always available to you?

Criteria	Indicators (%)
Yes, always;	59.6
No not always;	33.6
I find it difficult to answer;	6.8
Other	-



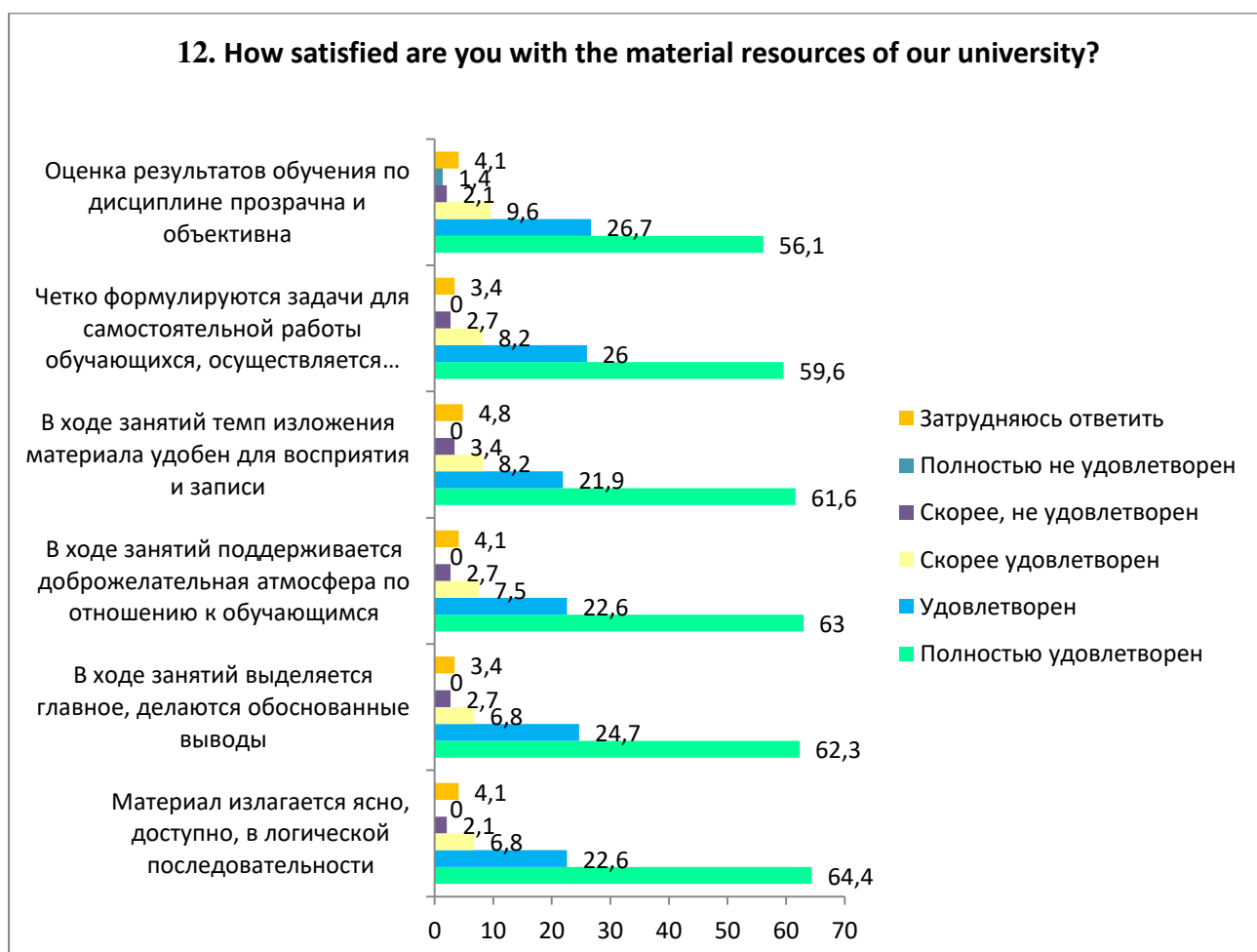
11. Which of the opportunities provided by the university do you use for personal development?

Criteria	Indicators (%)
Sport sections;	13
Creative studios;	10.9
Member of the Youth Policy Department;	12.3
I don't use anything;	55.5
I find it difficult to answer;	8.2
Other	-



12. How satisfied are you with the material resources of our university?

	Compl etely satisfie d	Satisfie d	Rathe r satisfi ed	Rather , not satisfie d	Compl etely unsatis fied	I find it difficul t to answer
The material is presented clearly, accessibly, and in a logical sequence	64.4	22.6	6.8	2.1	-	4.1
During the classes, the main thing is highlighted and substantiated conclusions are drawn.	62.3	24.7	6.8	2.7	-	3.4
During classes, a friendly atmosphere towards students is maintained	63	22.6	7.5	2.7	-	4.1
During classes, the pace of presentation of the material is convenient for perception and recording	61.6	21.9	8.2	3.4	-	4.8
Tasks for students' independent work are clearly formulated and support is provided for its implementation.	59.6	26	8.2	2.7	-	3.4
Assessment of learning outcomes in the discipline is transparent and objective	56.1	26.7	9.6	2.1	1.4	4.1



Please write your suggestions, wishes, as well as what questions in your opinion need to 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. (Students' answers are presented in the original. The author's spelling and punctuation have been preserved.)

- The questionnaire considers all aspects;
- No questions;
- I do not even know.

Based on the results of the questionnaire, the following conclusions can be drawn:

Choosing a specialty is a very important aspect in the life of young people. Some people do this consciously, while others do it unconsciously, due to a coincidence of external circumstances.

The study showed that the main factor in choosing a specialty among the surveyed students was 49.3% stands out personal inclination towards a certain type of activity, assessment of one's own abilities. Other relatively significant criteria were: «prestige of the specialty» - 21.2% and «opinions and recommendations of parents/relatives» - 13.7%.

The source of information about the university, faculties and specialties among the majority of first-year students are relatives and acquaintances (53.4%).

The majority of students report their satisfaction with the choice of educational program in which they are studying - 82.9%.

To the question «Are you able to cope with your course load easily»? only 21.9% of students answered that it was easy. The remaining 46.6% answered «difficult during the session», 21.9% «difficult», 1.4% «can't cope at all», 1.4% «other» and 6.8% found it difficult to answer.

Relations «between students», «between teachers and students (in the educational process)», «between students and curators», «between students and administration», «between students and employees of departments (library, student department, etc.)», «between students and the security service» are being assessed by respondents, mainly as «friendly» and «with rather benevolent than unkind.»

However, it should be noted that a small proportion of respondents noted such answer options as «**rather unfriendly than benevolent**» and «**negative**» in a relationship «**between students**», «**between teachers and students (in the educational process)**», «**between students and curators**», «**between students and administration**», «**between students and employees of departments (library, student department, etc.)**», «between students and the security service.»

For the option «**If you answered the previous question «More unfriendly than friendly» and «Negative», write why**» The students indicated the following answer options: «not a very good attitude from the guards,» «you have to smile often» etc.

59.6% of students noted that they always have access to the necessary information regarding the educational process and extracurricular activities. However, 33.6% of respondents chose the answer «no, not always. »

To the question «How satisfied are you with the material resources of our university? » the following information was received:

- «The material is presented clearly, accessibly, in a logical sequence» student satisfaction was 93.8%;
- «During the classes, the main thing is highlighted, well-founded conclusions are made,» student satisfaction was 93.8%;
- «During the classes, a friendly atmosphere towards students is maintained» student satisfaction was 93.1%;
- «During the classes, the pace of presentation of the material is convenient for perception and recording», student satisfaction was 91.7%;
- «Tasks for students' independent work are clearly formulated, support for its implementation is provided», student satisfaction was 93.8%;
- «Assessment of learning outcomes in the discipline is transparent and objective, » student satisfaction was 92.4%.

At the end of the questionnaire, students are asked to add questions that, in their opinion, should be added to this questionnaire to improve the training program, improve the quality of services provided and other activities university. However, the students limited themselves to the following answers: the questionnaire considers all aspects; no questions; I do not even know.

Recommendations:

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

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