Report
on the results of the questionnaire
«Satisfaction of 1st year students with educational services»
2023-2024 academic year
Department: «Information and computing systems»
Speciality: 6B06102 Information systems

Quality management and accreditation center in February 2024 conducted an annual satisfaction survey students 1st 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 questionnaire were processed and presented in a generalized form with a guarantee of confidentiality of the students' personal opinions.

In the specialty 6B06102 Information systems 127 respondents took part in the questionnaire, which was 100% 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	28,3
Personal inclination towards a certain type of activity, self-assessment	39,3
Opinion and recommendations of parents/relatives	11,8
Friends are studying	1,6
Low passing score for the specialty	1,6
Labor market requirements (employment opportunities)	7,9
I find it difficult to answer	7,9
Other	1,6
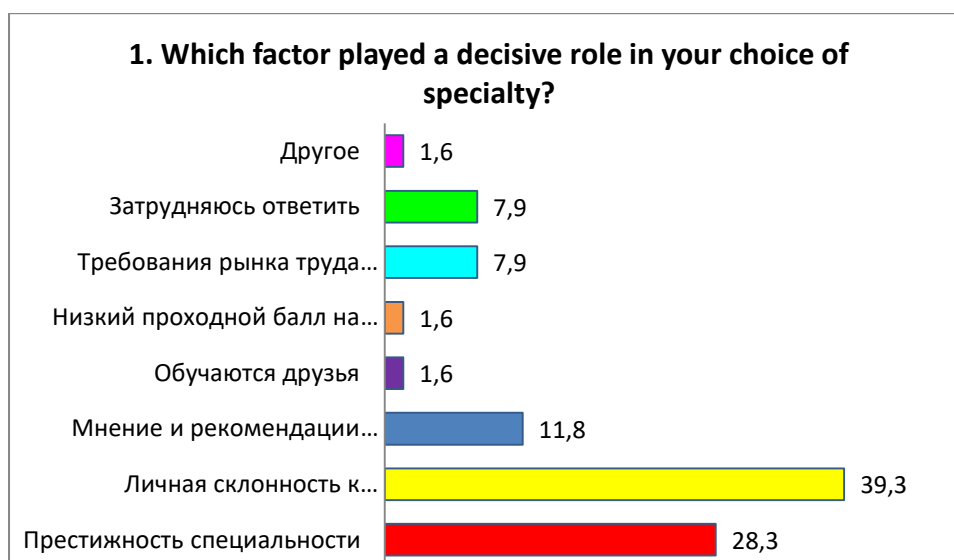
On a variant **«Other»** students indicated the following options[*]:
- so that they don't take me into the army
- I had a dream to become a programmer.

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

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

Criteria	Indicators (%)
Official website of the university	14,9
Relatives, acquaintances	59,1
School teachers	2,4
Advertising brochures	0,8
Representatives of the university, those who came to school with advertisements	7,1
Social media	11
Other	4,7

2. Who (what) became your source of information about the university?
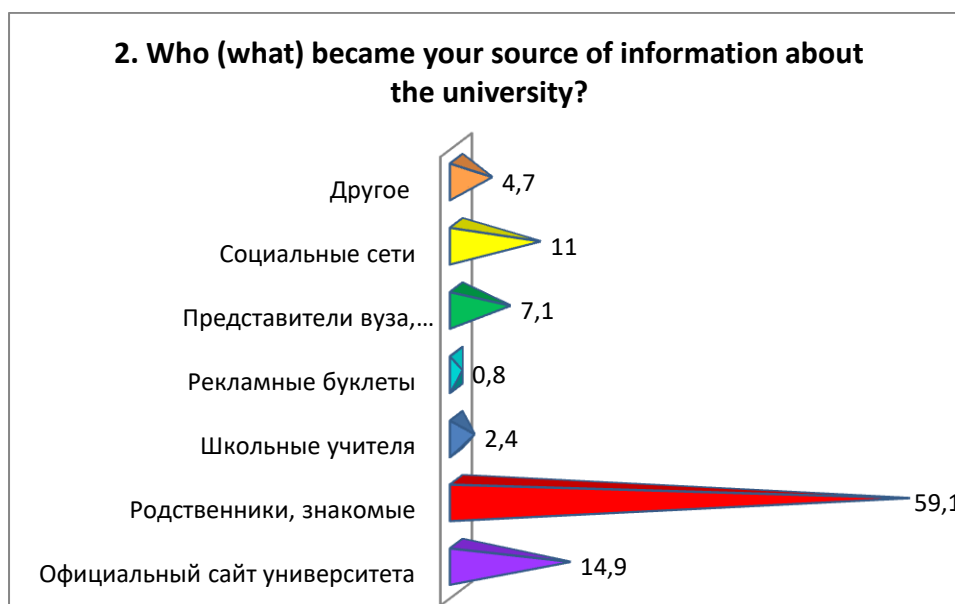
On a variant **«Other»** students indicated the following options[*]:
- Alone
- College
- I was looking for a university and accidentally came across this university.
- I don't like the university
- Rating
- I don't know.

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

Criteria	Indicators (%)
Completely satisfied	35,4
Rather satisfied	44,1
Rather, not satisfied	7,9
Not completely satisfied	1,6
I find it difficult to answer	10,2
Other	0,8

On a variant **«Other»** students indicated the following options[*]:
- Thank you very much.

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[*] The 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 educational program you are studying?

Другое	0,8
Затрудняюсь ответить	10,2
Полностью не удовлетворен	1,6
Скорее, не удовлетворен	7,9
Скорее, удовлетворен	44,1
Полностью удовлетворен	35,4

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

Criteria	Indicators (%)
Yes, it's easy.	26
It's difficult during the session period	48,8
Difficult	11
I can't cope at all	0,8
I find it difficult to answer	11,8
Other	1,6

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

Другое	1,6
Затрудняюсь ответить	11,8
Не справляюсь совсем	0,8
Сложно	11
Трудно в период сессии	48,8
Да, легко	26

On a variant **«Other»** students indicated the following options[*]:
- It depends
- It's hard to get points in math, it's hard to get points.

5. Problems you experience during the learning process

Criteria	Indicators (%)
Lack of perseverance	5,5
Lack of knowledge	18,1

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

Lack of willpower	13,4
I can't speak organize your own time	9,5
No self-organization skills	3,1
I don't have any problems	29,9
I find it difficult to answer	16,5
Other	4

On a variant **«Other»**students indicated the following options[*]:
- Excess of complex terms in the words of teachers, in explanation of easy things
- I don't like the teachers
- Not enough time
- I haven't noticed anything like that yet
- I can't hear anything, I'm deaf.

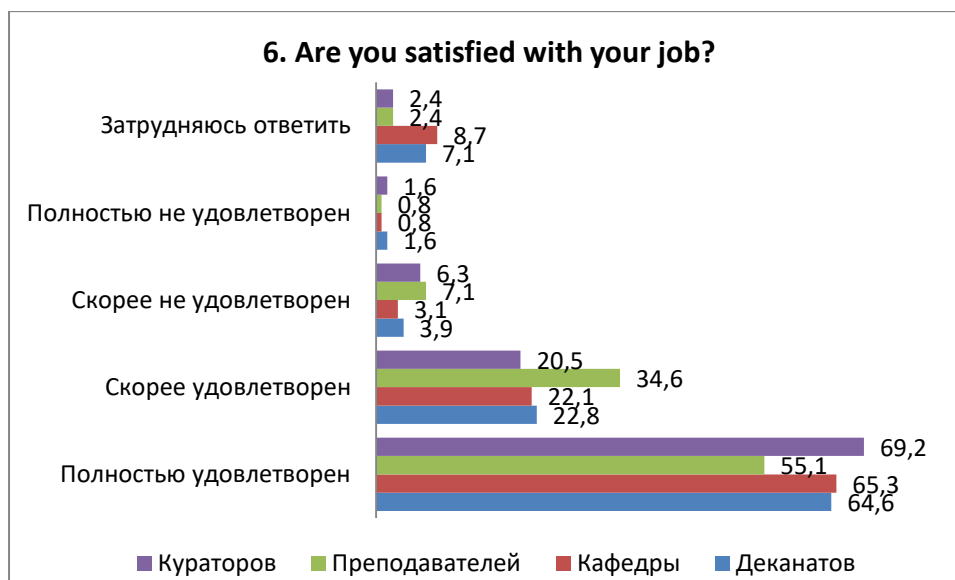## 6. Are you satisfied with your job?

Criteria	Completely satisfied	Rather satisfied	Rather dissatisfied	Not completely satisfied	I find it difficult to answer
Dean's offices	64,6	22,8	3,9	1,6	7,1
Chairs	65,3	22,1	3,1	0,8	8,7
Teachers	55,1	34,6	7,1	0,8	2,4
Curators	69,2	20,5	6,3	1,6	2,4

On a variant**«If you answered «rather dissatisfied or not completely satisfied» Please provide recommendations for improvement"**students indicated the following options[*]:
- Excess of complex terms in the words of teachers, in explanation of easy things
- Everything is fine
- The curator solves very few questions and you have to find all the information yourself
- It is advisable to remember the students' names
- Change the schedule, why are we taking the same subjects that we took in college?
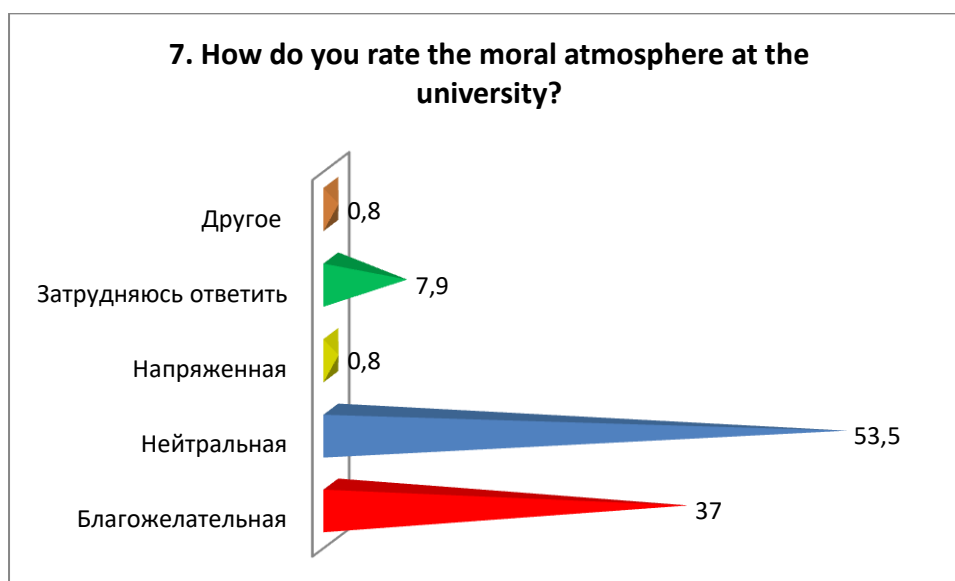
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- Insufficiently organized curator
- No
- Information leak from dean's offices
- Don't know
- We need to meet students halfway and be responsive.
- I don't like it
- Completely satisfied
- A little clearer and louder.

6. Are you satisfied with your job?

	Кураторов	Преподавателей	Кафедры	Деканатов
Затрудняюсь ответить	2,4	2,4	8,7	7,1
Полностью не удовлетворен	1,6	0,8	0,8	1,6
Скорее не удовлетворен	6,3	7,1	3,1	3,9
Скорее удовлетворен	20,5	34,6	22,1	22,8
Полностью удовлетворен	69,2	55,1	65,3	64,6

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

Criteria	Indicators (%)
Benevolent	37
Neutral	53,5
Tense	0,8
I find it difficult to answer	7,9
Other	0,8

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

Другое	0,8
Затрудняюсь ответить	7,9
Напряженная	0,8
Нейтральная	53,5
Благожелательная	37

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

- I don't know.

On a variant **«If you answered «to the previous question tense», write why»** students indicated the following options[*]:
- Why
- No (3)
- There are things that you don't understand. It's somehow right to ask the teacher, but you don't want to ask, as if it's forbidden or he/she will say something.lives and screams. So that's how it is.

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	83,4	13,4	0,8	0,8	1,6
Between teachers and students (in the educational process)	65,3	26,8	2,4	1,6	3,9
Between the student and the supervisor	81,1	16,5	0,8	0,8	0,8
Betweenstudentsand administration	66,9	26,8	0,8	0,8	4,7
Between students and department staff (library, student department, etc.)	71,6	19,7	0,8	1,6	6,3
Betweenstudentsandsecurity service	67,7	18,9	6,3	0,8	6,3

On a variant **«If you answered «Rather unfriendly than friendly or negative» to the previous question, please write why.»** students indicated the following options[*]:
- Very harsh reaction from security, often offensive and does not allow you to feel comfortable at the university
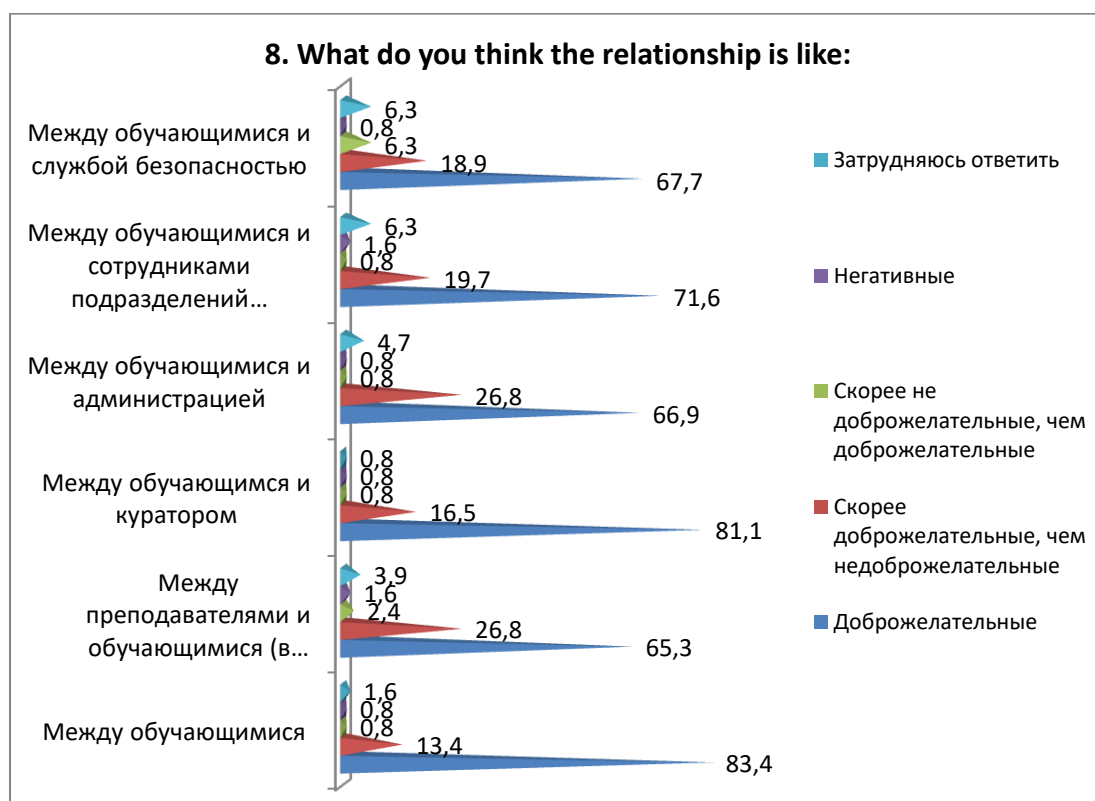- Why
- Very strong distrust of students
- No
- In the restroom, the cleaning lady started beating me with a rag and threatening me because I calmly asked the reason why I couldn't go into the restroom because she was cleaning there. In turn, I didn't show anything negative towards her.
- Because there is a pre-pregnant who gives the task and sits on the time table and does the work via a computer or something like that. You get up and say I did everything. And she says that she did it differently or again... I think she doesn't like to putpoints or it's a pity. We try so hard that even classmates are afraid to show their work.
- Not good
- No.

8. What do you think the relationship is like:

Между обучающимися и службой безопасностью — 6,3 / 0,8 / 6,3 / 18,9 / 67,7

Между обучающимися и сотрудниками подразделений… — 6,3 / 1,6 / 0,8 / 19,7 / 71,6

Между обучающимися и администрацией — 4,7 / 0,8 / 0,8 / 26,8 / 66,9

Между обучающимся и куратором — 0,8 / 0,8 / 0,8 / 16,5 / 81,1

Между преподавателями и обучающимися (в… — 3,9 / 1,6 / 2,4 / 26,8 / 65,3

Между обучающимися — 1,6 / 0,8 / 0,8 / 13,4 / 83,4

Legend:
- Затрудняюсь ответить
- Негативные
- Скорее не доброжелательные, чем доброжелательные
- Скорее доброжелательные, чем недоброжелательные
- Доброжелательные

9. Are you satisfied?

Criteria	Quite satisfactory	Partially satisfies	Not satisfying	I find it difficult to answer
Organization of the educational process	62,2	29,9	4,7	3,2
Class Schedule	57,5	34,6	4,7	3,2
Organizing independent work	62,2	28,3	6,3	3,2
Satisfaction with library work	70,8	22,1	0,8	6,3
Living conditions in the hostel	57,5	14,2	2,4	25,9
Quality of medical care	61,4	19,7	3,2	15,7
Organization of catering at the university (prices, product range, to (quality of prepared dishes)	58,3	23,6	8,7	9,4

On a variant **«If you answered «Not satisfying» Please provide recommendations for improvement»** students indicated the following options[*]:
- There are more classes after physical education.
- Too expensive, lower the price
- No (3)
- Not good
- A little.

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9. Are you satisfied?

Организация питания в университете (цены, ассортимент продукции,…)
- 9,4
- 8,7
- 23,6
- 58,3

Качество медицинского обслуживания
- 15,7
- 3,2
- 19,7
- 61,4

Условия проживания в общежитии
- 25,9
- 2,4
- 14,2
- 57,5

Удовлетворенность работой библиотеки
- 6,3
- 0,8
- 22,1
- 70,8

Организация самостоятельной работы
- 3,2
- 6,3
- 28,3
- 62,2

Расписание занятий
- 3,2
- 4,7
- 34,6
- 57,5

Организацией учебного процесса
- 3,2
- 4,7
- 29,9
- 62,2

Legend:
- ■ Затрудняюсь ответить
- ■ Частично удовлетворяет
- ■ Не удовлетворяет
- ■ Вполне удовлетворяет

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

Criteria	Indicators (%)
Yes, always.	65,2
No, not always.	24,4
I find it difficult to answer	9,4
Other	0,8

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

- Да, всегда — 65,2
- Нет, не всегда — 24,4
- Затрудняюсь ответить — 9,4
- Другое — 0,8

On a variant **«Other»** students indicated the following options[*]:
- Not hard.
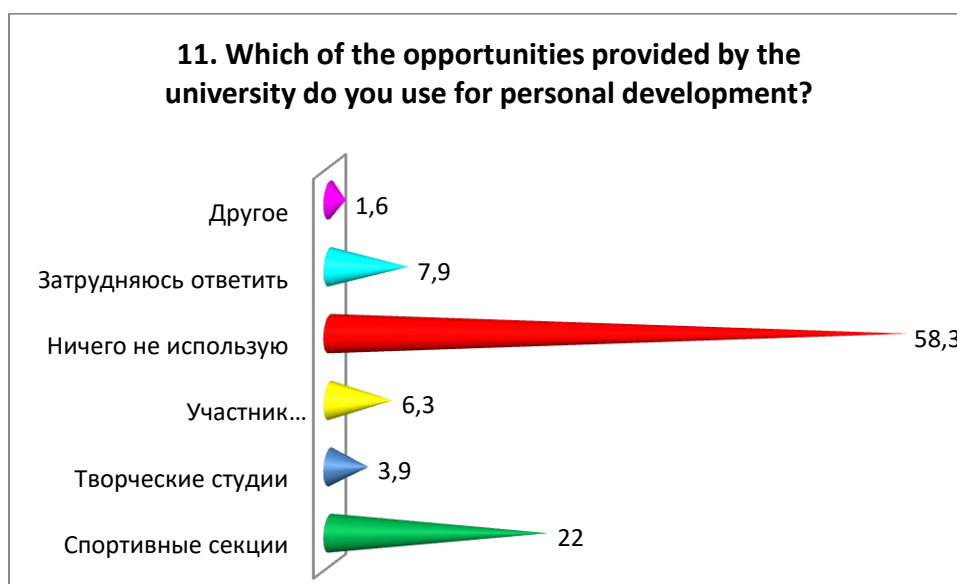
11. Which of the opportunities provided by the university do you use for personal development?

Criteria	Indicators (%)
Sports sections	22

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

Creative studios	3,9
Participant department of youth policy	6,3
I don't use anything	58,3
I find it difficult to answer	7,9
Other	1,6

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

- Другое — 1,6
- Затрудняюсь ответить — 7,9
- Ничего не использую — 58,3
- Участник… — 6,3
- Творческие студии — 3,9
- Спортивные секции — 22

On a variant **«Other»** students indicated the following options[*]:
- Sports and activist
- Everything is there.

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

Criteria	Completely satisfied	Satisfied	Rather satisfied	Rather, not satisfied	Not completely satisfied	I find it difficult to answer
The material is presented clearly, accessibly, in a logical sequence.	59,8	28,3	5,5	1,6	1,6	3,2
During the classes, the main points are highlighted and well-founded conclusions are made.	59,8	28,3	6,3	1,6	0,8	3,2
During the classes, a friendly atmosphere is maintained towards to students	60,6	26,8	6,3	2,4	0,8	3,2
During the classes, the pace of presentation of the material is convenient for perception and recording	54,2	30,7	8,7	2,4	1,6	2,4
Tasks for independent work are clearly formulated students, its implementation is supported	62,1	23,6	7,9	0,8	3,2	2,4
Evaluation of results training in the discipline transparent and objective	54,2	28,3	8,7	3,2	2,4	3,2

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

Оценка результатов обучения по дисциплине прозрачна и объективна
- 3,2
- 2,4
- 3,2
- 8,7
- 28,3
- 54,2

Четко формулируются задачи для самостоятельной работы обучающихся, осуществляется поддержка ее выполнения
- 2,4
- 3,2
- 0,8
- 7,9
- 23,6
- 62,1

В ходе занятий темп изложения материала удобен для восприятия и записи
- 2,4
- 1,6
- 2,4
- 8,7
- 30,7
- 54,2

В ходе занятий поддерживается доброжелательная атмосфера по отношению к обучающимся
- 3,2
- 0,8
- 2,4
- 6,3
- 26,8
- 60,6

В ходе занятий выделяется главное, делаются обоснованные выводы
- 3,2
- 0,8
- 1,6
- 6,3
- 28,3
- 59,8

Материал излагается ясно, доступно, в логической последовательности
- 3,2
- 1,6
- 1,6
- 5,5
- 28,3
- 59,8

Legend:
- Затрудняюсь ответить
- Полностью не удовлетворен
- Скорее, не удовлетворен
- Скорее удовлетворен
- Удовлетворен
- Полностью удовлетворен

On a variant **«Other»** students indicated the following options[*]:
- I am satisfied with everything
- I like everything
- No (2).

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[*]:
- Grades are not given based on knowledge, but on whether you are on a grant or not.
- 1. Teachers need to maintain a neutral tone of communication and not get even close to personal; 2. The assessment of the results does not quite correspond to the syllabus they indicate.
- No (3).

Please write your suggestions, wishes, also what questions, in your opinion, should be added to this questionnaire to improve the training program, increase 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.*).
- Opinion general education subjects in parallel with special subjects, questions for students entering after college and credit transfer of subjects
- Don't know
- Composition of the academic program. Absence specialist subjects at the Faculty of Information Technologies in the first semester discourages many students from studying.

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- Possibility of external examination?(Would you like to finish certain subjects ahead of schedule?)

- Nothing to add.

- None.

- none

- none

- Try to listen to the students and believe it to their words

- There is not

- Question about the transition to distance learning

- nothing is required

- None

- No

- A normal canteen where there will be normal food with normal service update the toilets.

- Don't know

- No

- No

- For the learning program, I know it is necessary to keep students properly and teach them everything. But it is necessary to take the work seriously and sit, show, teach, say" Ask if you don't know" and that is, classmates who only ask each other and do not know how to do it, and I think it's all the same to the predisposer, even if they squeezed and did not pass (but some) So we need to pay attention to the students! Because they don't have enough points and they won't be able to stay in the studio.

- I don't know.

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 for39,3% of respondents. Prestige of the specialty and opinion parents/relatives also influenced the students' decisions. However, for some (7,9%) the main factor of choice remained uncertain.

2. Sources of information about the university: more institution students received information about the university from relatives and friends (59,1%), as well as through the official website of the university (14,9%). Other sources included promotional brochures, university representatives, social media, and school teachers. Individual students also indicated individual ways of obtaining information.

3.Satisfaction with the chosen educational program: 79,5% 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. One of student this one pointed to difficulty of scoring by mathematics.

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

- Dean's Office:87,4% of students expressed satisfaction with the work of the dean's office, which indicateswe are goodlevel of management and organization of the educational process.

- Departments: 87,4% of the students surveyedhighassessed the work of the departments, emphasizing the effectiveness and professionalism of the teachers in their field.

- Teachers:89,7% of students expressed satisfaction with the work of teachers, noting a good level of knowledge and competence in teaching disciplines.

- Curator:89,7% of surveyed students rated the work of curators ashighsatisfactory, 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: 92,1% of respondents expressed satisfaction with the organization of the educational process and the class schedule, 90,5% - independent work,92,9% - library work, 81,1% - quality of medical care, 81.9% - catering, and 71.7% — living conditions in the hostel. These data indicateowe are goodthe 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: 65,2% of students say that she alwaysyes available while 24.4% I markt, that this is not always the case. 9.4% of respondents were undecided on this issue.

9. Student participation in the social life of the university: 22% of students are passionate about sportstive sections, 3,9% prefer creative studios, and6,3% participate in the youth policy department.Nevertheless,58,3% 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*withstudents evaluate at a high level (on average 93,3%), emphasizing that the material is presentedunderstandable 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.

At the end of the surveydto improve the training program and enhance the quality of services providedand other areas of the university's activitiesstudents wrote their proposals[*]: «Possibility of external examination ?(Would you like to finish certain subjects ahead of schedule?)», «Try to listen to the students and believe it to their words», «normal canteen where there will be normal food with normal service.maintenance. And update the toilets.» and others.

In general, analysis of the results of students filling out the questionnaire «Student Satisfaction»1 st year 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.

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