

Report
on the results of the questionnaire
“Satisfaction of 1st year students with educational services”
for the 2023-2024 academic year

Department: “Automation of Production Processes”

Specialty: 6B07102 Integrated digital control systems

The Centre for Quality Management and Accreditation in February 2024 conducted the annual questionnaire on the satisfaction of 1st year students with the quality of services provided.

Purpose of the questionnaire: Improvement of the learning process, improvement of the quality of educational services and other activities of the university.

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

In the speciality 6B07102 Integrated digital control systems 11 respondents took part in the questionnaire, which is 68,8% of the total number of students.

During the questionnaire process, the following data was obtained:

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

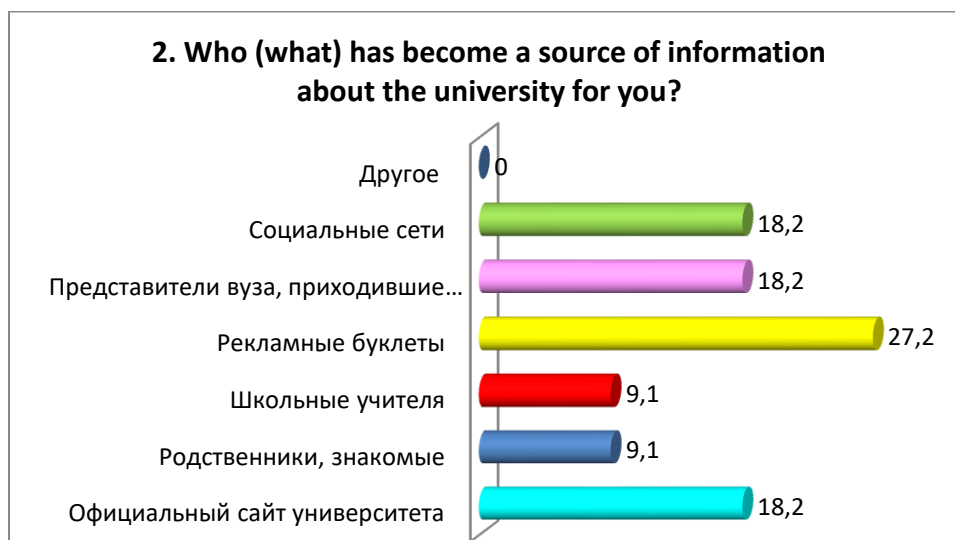
Criteria	Indicators (%)
Prestige of the specialty;	-
Personal inclination to a certain type of activity, assessment of one's own abilities;	36,4
Opinion and recommendations from parents/relatives;	27,2
Friends are being trained;	9,1
Low passing grade for the major;	18,2
Labor market requirements (employment opportunities);	9,1
I find it difficult to answer;	-
Other	-



2. Who (what) has become a source of information about the university for you?

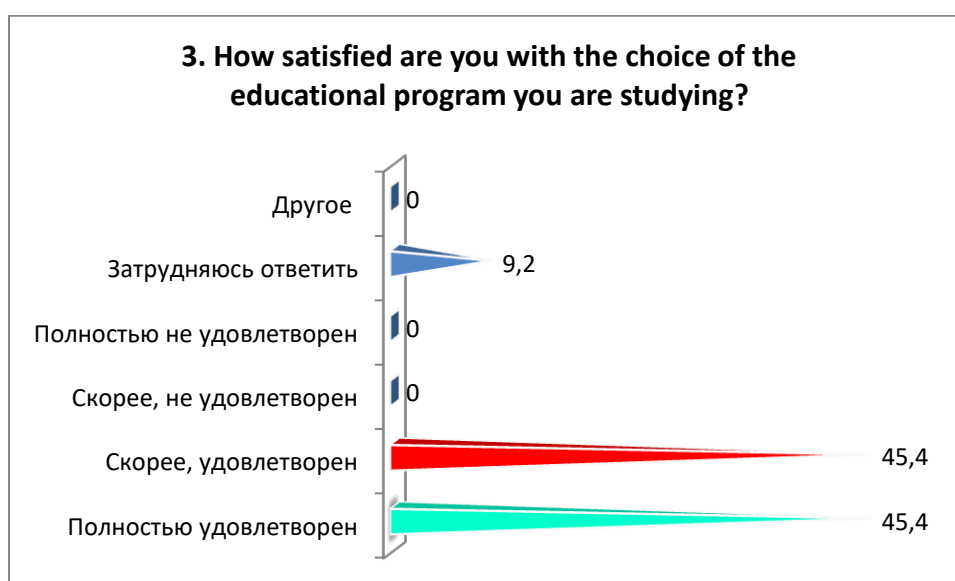
Criteria	Indicators (%)
Official website of the university;	18,2
Relatives, acquaintances;	9,1

School teachers;	9,1
Advertising booklets;	27,2
Representatives of the university who came to the school with advertisements;	18,2
Social networks;	18,2
Other	-



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

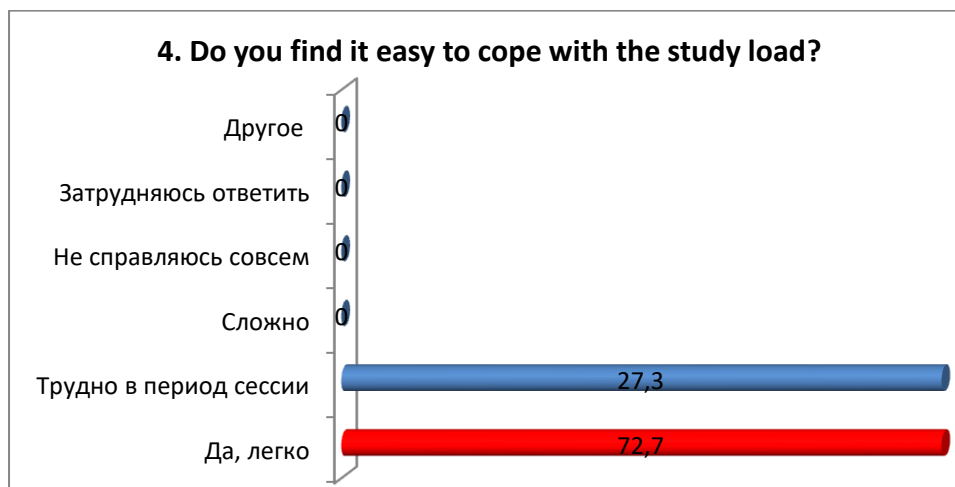
Criteria	Indicators (%)
Completely satisfied;	45,4
Rather, satisfied;	45,4
Rather, not satisfied;	-
I am not completely satisfied;	-
I find it difficult to answer;	9,2
Other	-



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

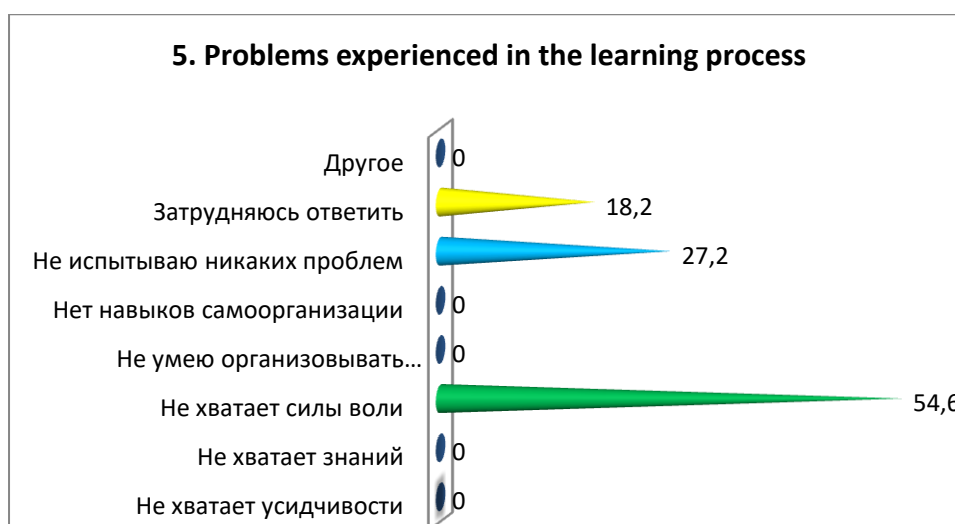
Criteria	Indicators (%)
Yeah, easy;	72,7

Difficult during the session;	27,3
Difficult;	-
I can't cope at all;	-
Difficult to answer;	-
Other	-



5. Problems experienced in the learning process

Criteria	Indicators (%)
Lack of perseverance;	-
Not enough knowledge;	-
Lack of willpower;	54,6
I don't know how to organize my own time;	-
No self-organization skills;	-
I don't have any problems;	27,2
Difficult to answer;	18,2
Other	-



6. Are you satisfied with the work?

Criteria	Completely satisfied	Rather, satisfied	Rather, not satisfied	I am not completely satisfied	I find it difficult to answer
Deans	90,9	-	-	-	9,1

Departments	72,7	27,3	-	-	-
Teachers	72,7	18,2	9,1	-	-
Supervisors	81,8	18,2	-	-	-



For the option ‘If you answered “rather not satisfied or completely not satisfied” give recommendations for improvement’, the students indicated the following options *:

- To show attention to each student.

7. How do you assess the moral and ethical atmosphere at the university?

Criteria	Indicators (%)
Favorable;	63,6
Neutral;	27,3
Tense;	9,1
Difficult to answer;	-
Other	-



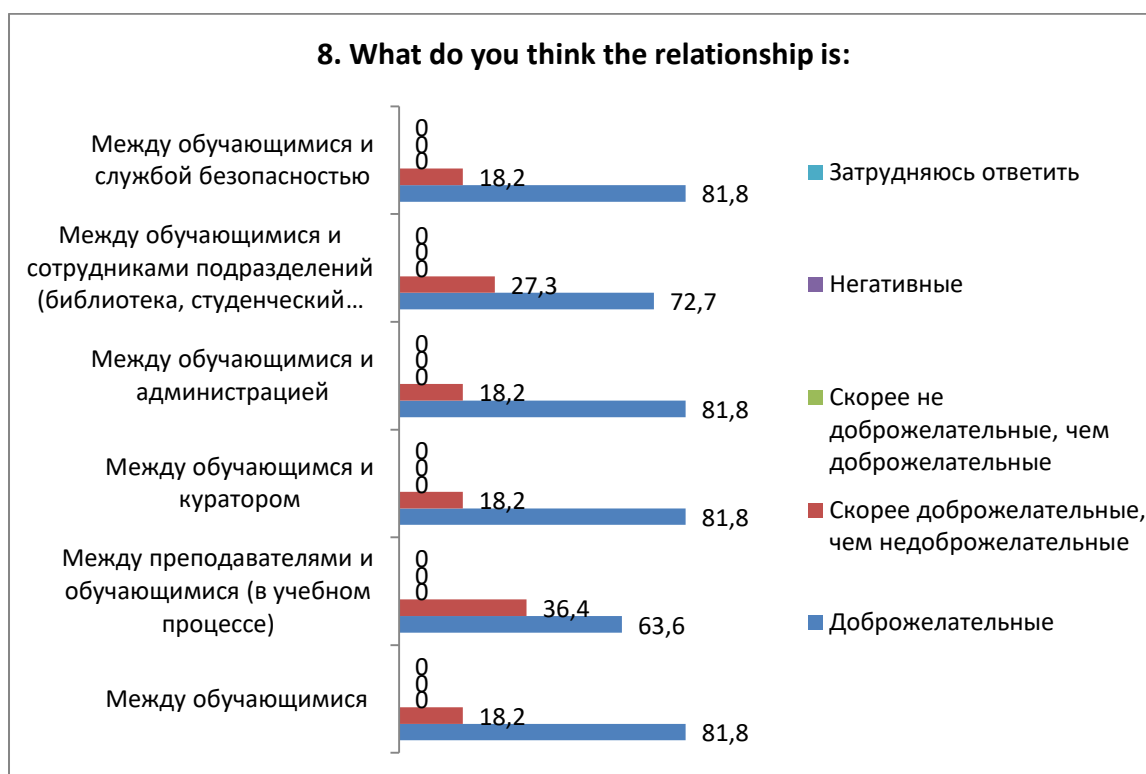
For the option ‘If you answered “Tense” to the previous question, write down why’, students gave the following options *:

- Why.

8. What do you think the relationship is:

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

Criteria	Benevolent	More likely to be benevolent than unfriendly	Rather not benevolent than benevolent	Negative	Difficult to answer
Between students	81,8	18,2	-	-	-
Between teachers and learners (in the learning process)	63,6	36,4	-	-	-
Between learner and supervisor	81,8	18,2	-	-	-
Between students and administration	81,8	18,2	-	-	-
Between students and the staff of the departments (library, student department, etc.).	72,7	27,3	-	-	-
Between students and security service	81,8	18,2	-	-	-



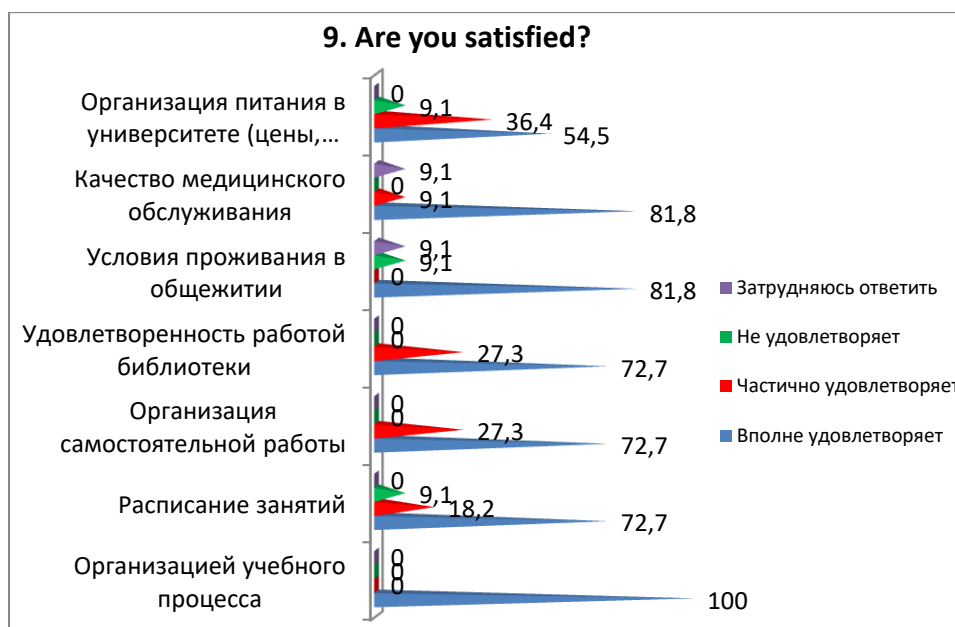
For the option ‘If you answered “Rather not benevolent than benevolent or negative” to the previous question, write why’, students gave the following options* :
 - Why.

9. Are you satisfied?

Criteria	Completely satisfied	Partially satisfied	Not satisfied	I find it difficult to answer
Organization of the educational process	100	-	-	-

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

Class schedule	72,7	18,2	9,1	-
Organization of independent work	72,7	27,3	-	-
Satisfaction with the work of the library	72,7	27,3	-	-
Living conditions in the dormitory	81,8	-	9,1	9,1
Quality of medical service	81,8	9,1	-	9,1
Organization of catering at the university (prices, range of products, quality of prepared meals)	54,5	36,4	9,1	-



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

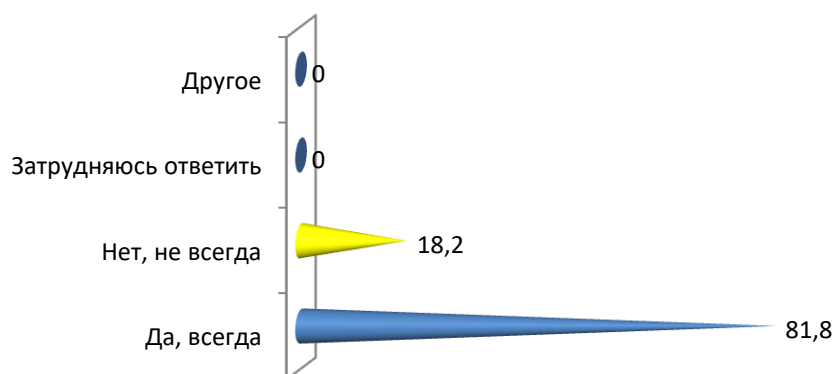
- To make finally queues, during the virus period we all get sick, and then there are crowds for jackets and in the canteen, to open a buffet in the dormitory.
- The range of products is terrible. Baking is divided into two types: very greasy and very dry oven. In the oven also almost no filling. Prices in buffets are not small. For such a price they should provide better quality goods.

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

Criteria	Indicators (%)
Yes, always;	81,8
No, not always;	18,2
Difficult to answer;	-
Other	-

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

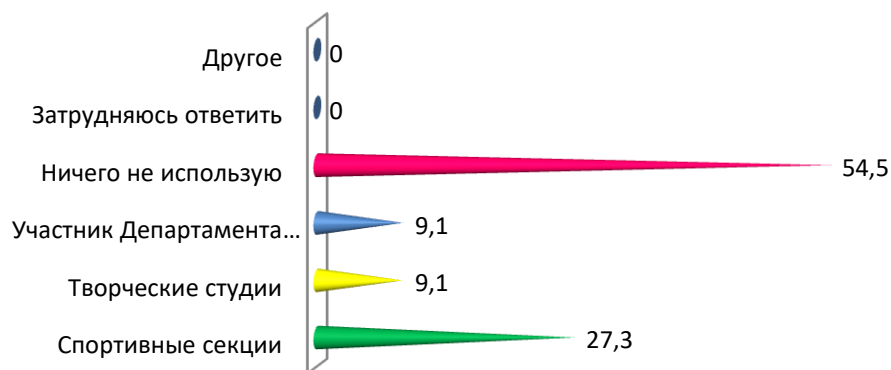
10. Is all necessary information regarding the educational process, extracurricular activities always available to you?



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

Criteria	Indicators (%)
Sports sections;	27,3
Creative studios;	9,1
Participant of the Youth Policy Department;	9,1
I don't use anything;	54,5
Difficult to answer;	-
Other	-

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



12. How would you rate the quality of class delivery?

Criteria	Completely satisfied	Satisfied	Rather satisfied	Rather not satisfied	I am not completely satisfied	I find it difficult to answer
The material is presented in a clear, accessible and logical sequence	72,7	18,2	9,1	-	-	-
During the lessons the main points are emphasized and reasonable conclusions are drawn	81,8	18,2	-	-	-	-
During the lessons, a friendly	72,7	27,3	-	-	-	-

atmosphere is maintained towards the students						
During the lessons, the pace of presentation of the material is convenient for perception and recording	63,6	36,4	-	-	-	-
The tasks for independent work of students are clearly formulated, and support is provided for its fulfillment.	72,7	27,3	-	-	-	-
Assessment of learning outcomes of the discipline is transparent and objective	81,8	18,2	-	-	-	-



For the option ‘**Other**’, the students indicated the following options* :

- More announcement of topics and challenges.

For the option ‘**If you answered “rather, not satisfied and completely not satisfied” to the previous question, give recommendations for improvement**’, the students indicated the following options* :

- Yes.

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

- All the questions are enough.
- Are you happy with the seating in the corridors?
- Yes.

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

According to the results of the questionnaire, the following **conclusions** can be drawn:

The choice of speciality was determined by various factors. The main ones were personal inclinations and assessment of their own abilities, which played a decisive role for 36.4% of students. The opinion of parents/relatives also had a significant influence on 27.2% of respondents. Low passing score, labour market requirements, and the influence of friends were taken into account when choosing a major.

Students chose a university based on different sources of information. The main ones were advertising booklets, visits of university representatives to schools, social networks, and information from the university's official website. Recommendations from relatives and friends, school teachers were also influential.

The vast majority of students (90.8%) expressed satisfaction with the chosen educational programme, which indicates that the programme meets their interests and expectations.

In the process of studying, students face various problems such as lack of knowledge, willpower, organising time and managing the study load. Some students experience difficulties, especially during the session period, while others have no problems in their studies.

Satisfaction with the work of university structural units is high: dean's office (90.9%), chairs (100%), lecturers (90.9%) and supervisors (100%). This indicates a positive assessment of the university environment and the support provided to them during their studies.

Relations between students, teachers, supervisors and administration are assessed as benevolent or rather benevolent, which indicates a favourable moral and psychological atmosphere at the university.

The university successfully organises the educational process, which is reflected in the high degree of student satisfaction with the schedule of classes, independent work, library work and catering.

Regarding the availability of necessary information related to the educational process and extracurricular activities, almost all students noted that information is always available to them. This indicates a high level of organisation and support of students by the 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 students are actively utilising the personal development opportunities provided, which may reduce their overall educational experience. Understanding the reasons for this lack of engagement and developing activities to encourage participation can improve the situation.

In addition, full student satisfaction with the quality of the sessions emphasises the success of the pedagogy and suggests that this high level will be maintained in the future.

Recommendations:

The Head of Department should familiarise staff and students with the results of the questionnaire and discuss them at supervisory 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 questionnaire by e-mail of the Centre for Quality Management and Accreditation cqma_kstu@mail.ru.

