

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

**Department:** «Mine aerology and labor protection»

**Specialty:** 6B11201 «Life safety and environmental protection»

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 6B11201 «Life safety and environmental protection» 39 respondents took part in the questionnaire, accounting for 96% 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;	15.3
Personal inclination towards a certain type of activity, assessment of one's own abilities;	23.1
Opinions and recommendations of parents/relatives;	30.7
Friends are studying;	-
Low passing grade for the specialty;	-
Labor market requirements (employment opportunities);	23.1
I find it difficult to answer;	-
Other	7.7



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

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

Criteria	Indicators (%)
Official website of the university;	46.1
Relatives, acquaintances;	53.9
School teachers;	-
Advertising brochures;	-
Representatives of the university who came to the school with advertising;	-
Social media;	-
Other	-



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

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

Criteria	Indicators (%)
Completely satisfied;	30.7
Rather, satisfied;	46.1
Rather, not satisfied;	-
Completely unsatisfied;	-
I find it difficult to answer;	23.2
Other	-

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

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

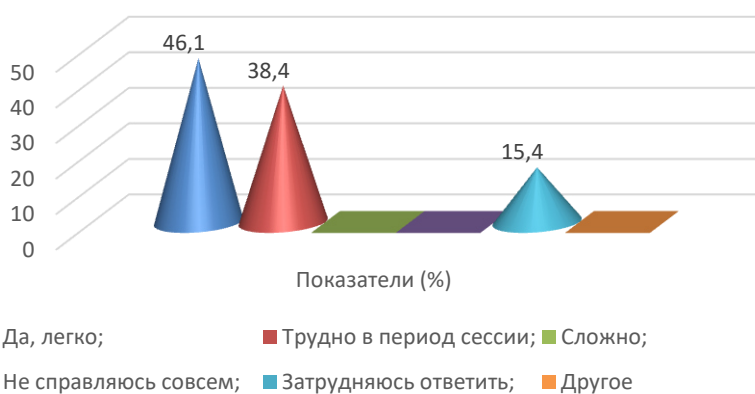
### 3. How satisfied are you with the choice of educational program in which you are studying?



### 3. Is it easy for you to cope with your academic workload?

Criteria	Indicators (%)
Yes Easy;	46.1
Difficult during the session;	38.4
Difficult;	-
I can't cope at all;	-
I find it difficult to answer;	15.4
Other	-

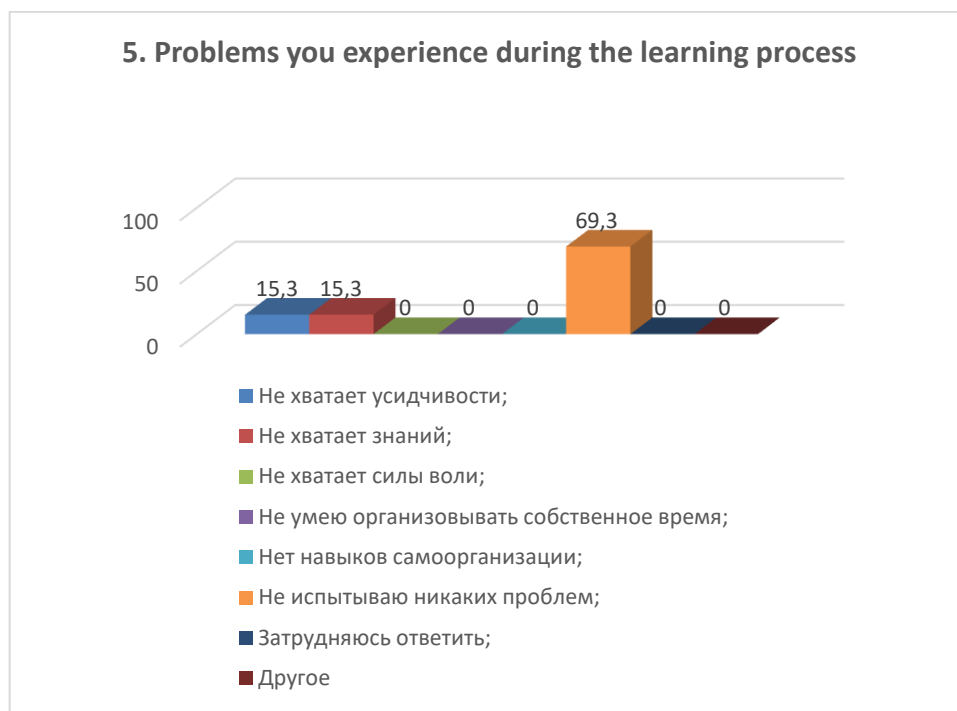
### 4. Is it easy for you to cope with your academic workload?



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

Criteria	Indicators (%)
Lacks perseverance;	15.3
Lack of knowledge;	15.3
Lack of willpower;	-
I don't know how to organize my own time;	-
No self-organization skills;	-
I don't have any problems;	69.3
I find it difficult to answer;	-

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



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

Criteria	Completely satisfied	Rather satisfied	Rather dissatisfied	Completely unsatisfied	I find it difficult to answer
Dean's offices	76.9	15.3	7.7	-	-
Departments	84.6	15.3	-	-	-
Teachers	84.6	15.3	-	-	-
Curators	92.3	7.7	-	-	-

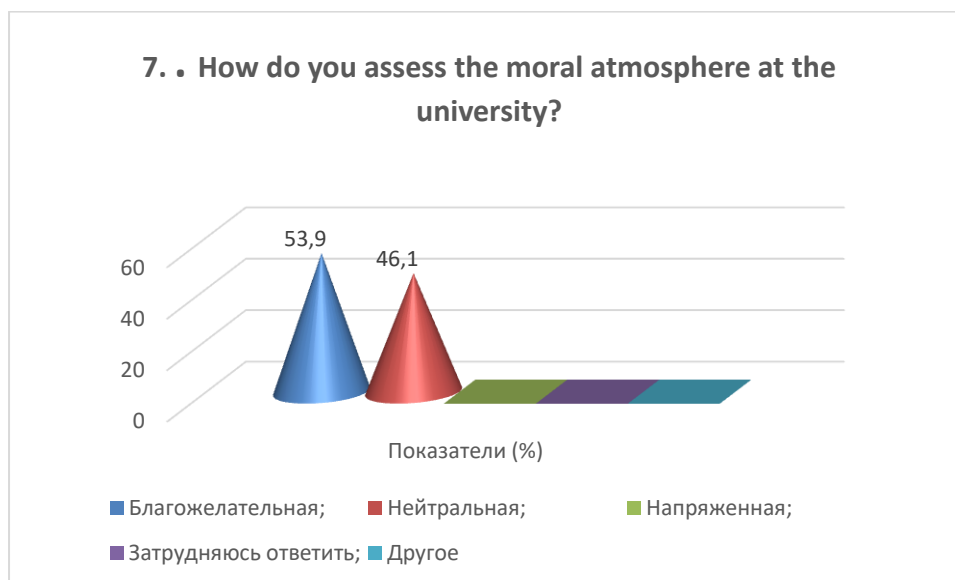


For the option «If you answered «rather dissatisfied or not completely satisfied» give recommendations for improvement» students indicated the following options\*:

- Maintain communication with students and motivate.

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

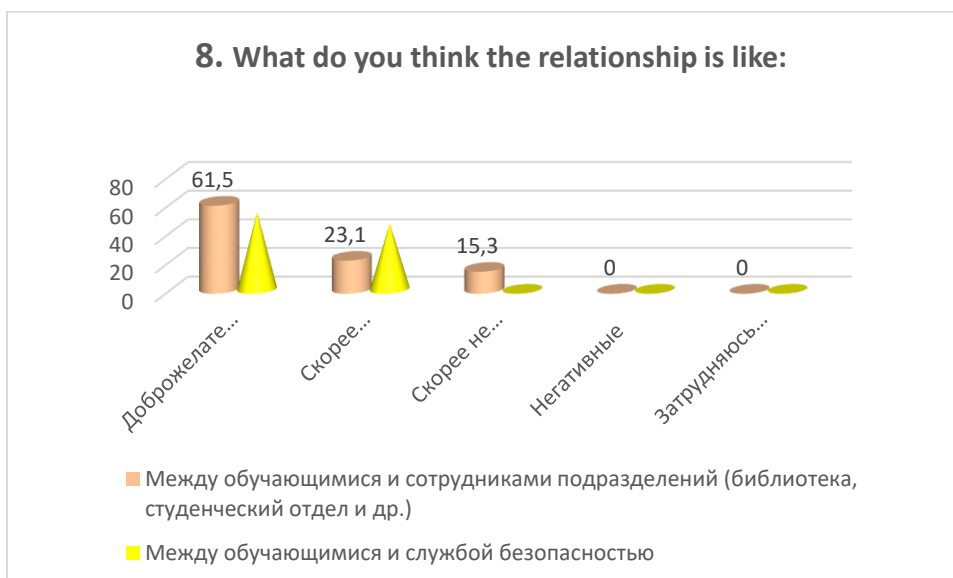
Criteria	Indicators (%)
Benevolent;	53.9
Neutral;	46.1
Tense;	-
I find it difficult to answer;	-
Other	-



## 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	76.9	23.1	-	-	-
Between teachers and students (in the educational process)	53.9	46.1	-	-	-
Between the student and the curator	100	-	-	-	-
Between students and administration	61.5	38.5	-	-	-
Between students and employees of departments (library, student department, etc.)	61.5	23.1	15.3	-	-
Between students and security service	53.9	46.1	-	-	-

### 8. What do you think the relationship is like:

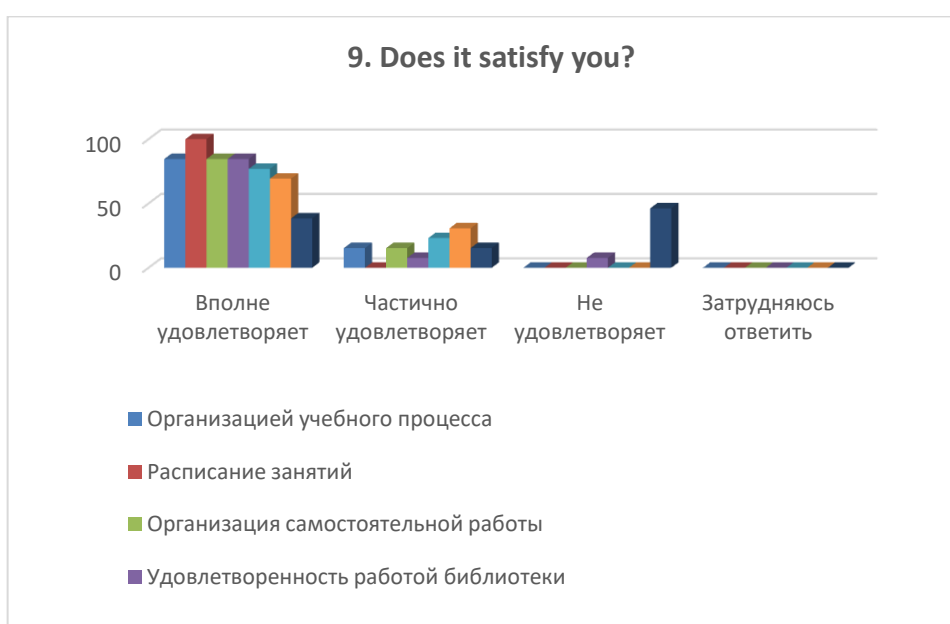


For the option «If you answered the previous question «Rather not friendly than friendly or negative» write why» students indicated the following options\*:

- The guards and cooks are rude

### 9. Does it satisfy you?

Criteria	Quite satisfying	Partially satisfied	Doesn't satisfy	I find it difficult to answer
Organization of the educational process	84.6	15.3	-	-
Timetable of classes	100	-	-	-
Organization of independent work	84.6	15.3	-	-
Satisfaction with the library	84.6	7.7	7.7	-
Living conditions in the hostel	76.9	23.1	-	-
Quality of medical care	69.3	30.7	-	-
Catering at the university (prices, product range, quality of prepared dishes)	38.4	15.3	46.2	-



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

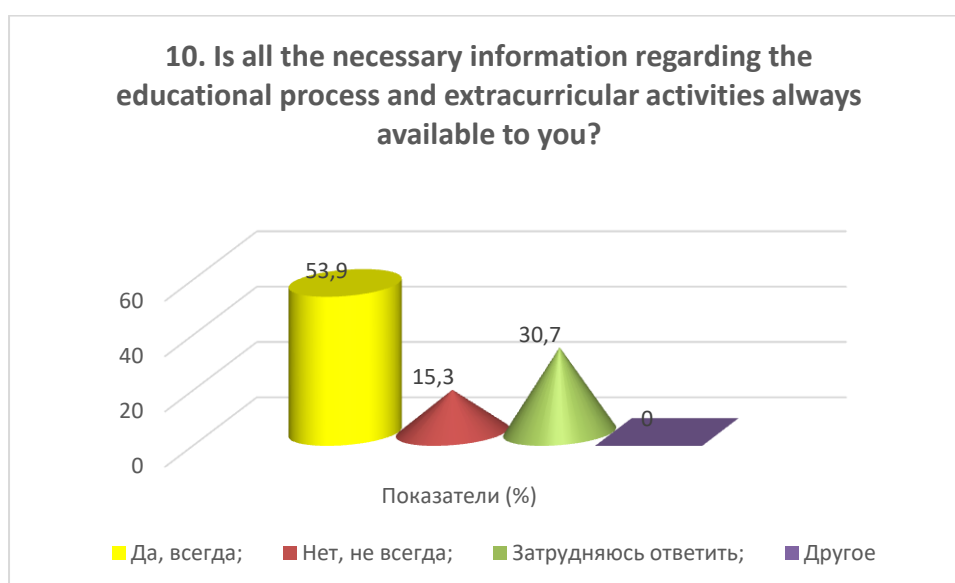
For the option «If you answered «Doesn't satisfy» give recommendations for improvement»students indicated the following options\*:

- Food is not always fresh

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

Criteria	Indicators (%)
Yes, always;	53.9
No not always;	15.3
I find it difficult to answer;	30.7
Other	-

Students pointed to «other»\*:

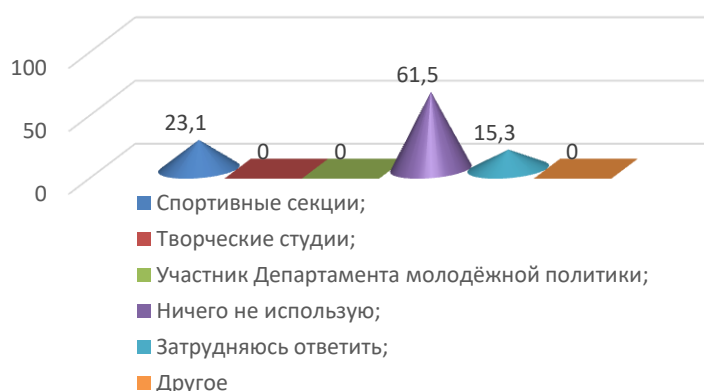


**11. Which of the opportunities provided by the university do you use for personal development?**

Criteria	Indicators (%)
Sport sections;	23.1
Creative studios;	-
Member of the Youth Policy Department;	-
I don't use anything;	61.5
I find it difficult to answer;	15.3
Other	-

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

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



	<b>Compl etely satisfie d</b>	<b>Satisfie d</b>	<b>Rathe r satisfi ed</b>	<b>Rather , not satisfie d</b>	<b>Compl etely unsatis fied</b>	<b>I find it difficul t to answer</b>
The material is presented clearly, accessibly, and in a logical sequence	84.6	15.3	-	-	-	-
During the classes, the main thing is highlighted and substantiated conclusions are drawn.	92.3	7.7	-	-	-	-
During classes, a friendly atmosphere towards students is maintained	76.9	15.3	-	-	-	7.7
During classes, the pace of presentation of the material is convenient for perception and recording	76.9	23.1	-	-	-	-
Tasks for students' independent work are clearly formulated and support is provided for its implementation.	76.9	23.1	-	-	-	-
Assessment of learning outcomes in the discipline is transparent and objective	76.9	15.3	-	-	-	7.7





Students pointed to «other»\*:

For the option «**If you answered the previous question «rather, dissatisfied and completely dissatisfied», give recommendations for improvement**» students indicated the following options\*:

**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.)*

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 is «opinions and recommendations of parents/relatives» - thirty.7%, personal inclination towards a certain type of activity, assessment of one's own abilities 23.1%. Other relatively significant criteria were: «prestige of the specialty» - 15.3%

The source of information about the university, faculties and specialties among the majority of first-year students are relatives and acquaintances (53.9%).

The majority of students report their satisfaction with the choice of the educational program in which they are studying - 83.4%.

To the question «Are you able to cope with your course load easily»? only 23.3% of students answered that it was easy. The remaining 48.1% answered «difficult during the session», 18.8% «difficult», 0.8% «can't cope at all» and 7.5% 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.)»,

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«between students and the security service» are being assessed by respondents, mainly as «friendly» and «with more benevolent than unfriendly» accordingly, which fully corresponds to the high level of satisfaction with the moral and psychological climate in the student environment.

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»** students indicated the following answer options: - The guards and cooks are rude

53.9% of students noted that they always have access to the necessary information regarding the educational process and extracurricular activities. However, 15.3% of respondents chose the answer «no, not always»

100% satisfied with the organization of the educational process.46.2% are not satisfied with the organization of catering at the university (prices, product range, quality of prepared dishes).

At the end of the survey, 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. Students suggested the following questions: «Has your opinion about training changed after a while»? «Do you consider it necessary to conduct a curator's hour offline?», «Are you satisfied with the work of our website?» etc.

### **Recommendations:**

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