

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

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

**Speciality:** 6B11201 Life safety and environmental protection

The centre for quality management and accreditation conducted an annual questionnaire in February 2024 on the satisfaction of 1st year students with the 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.

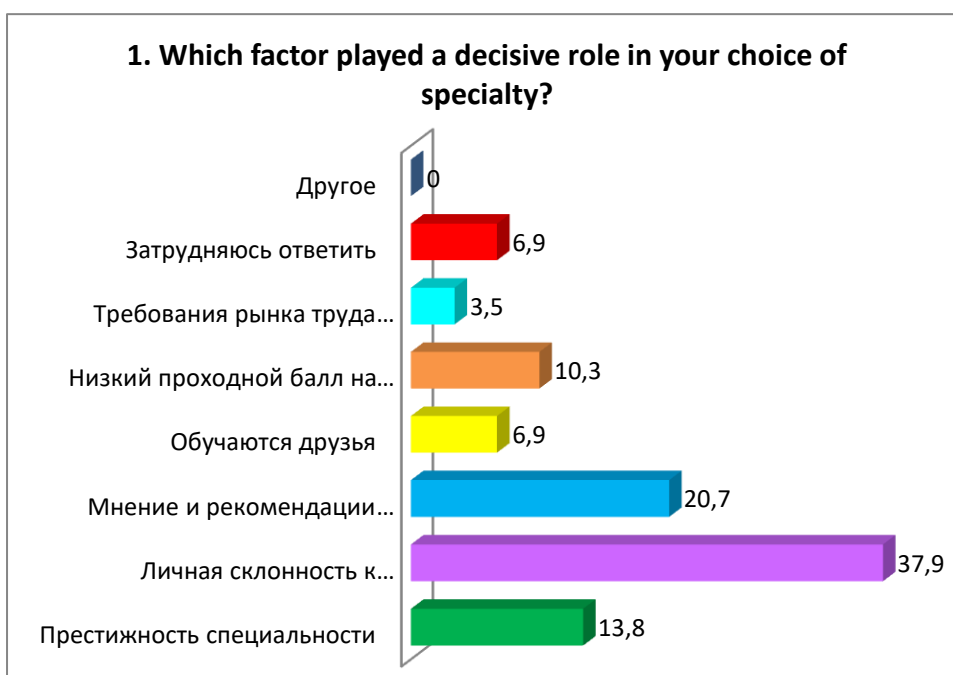
**The results of the survey** were processed and presented in a generalized form with a guarantee of confidentiality of the students' personal opinions.

In the specialty 6B11201 Life safety and environmental protection 29 respondents took part in the questionnaire, which is 93.5% 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?**

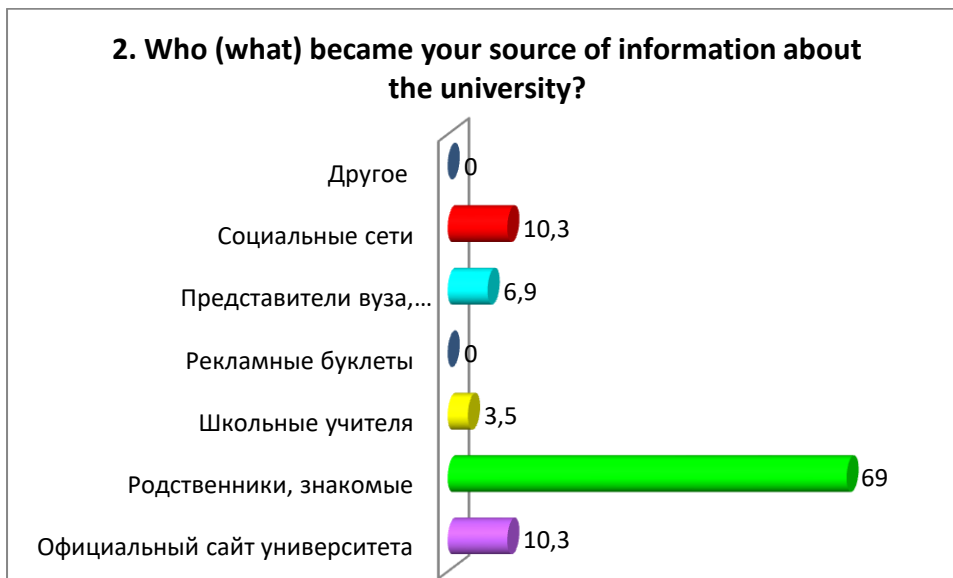
Criteria	Indicators (%)
Prestige of the specialty	13,8
Personal inclination towards a certain type of activity, self-assessment	37,9
Opinion and recommendations of parents/relatives	20,7
Friends are studying	6,9
Short passing score for the specialty	10,3
Labor market requirements (employment opportunities)	3,5
I find it difficult to answer	6,9
Other	-



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

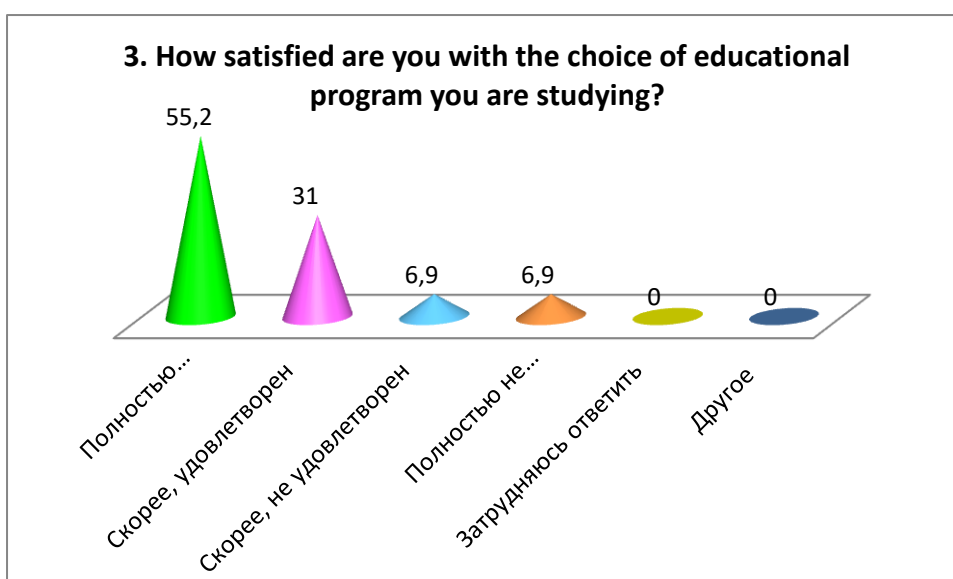
Criteria	Indicators (%)
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Official website of the university	10,3
Relatives, acquaintances	69
School teachers	3,5
Advertising brochures	-
Representatives of the university, those who came to school with advertisements	6,9
Social media	10,3
Other	-



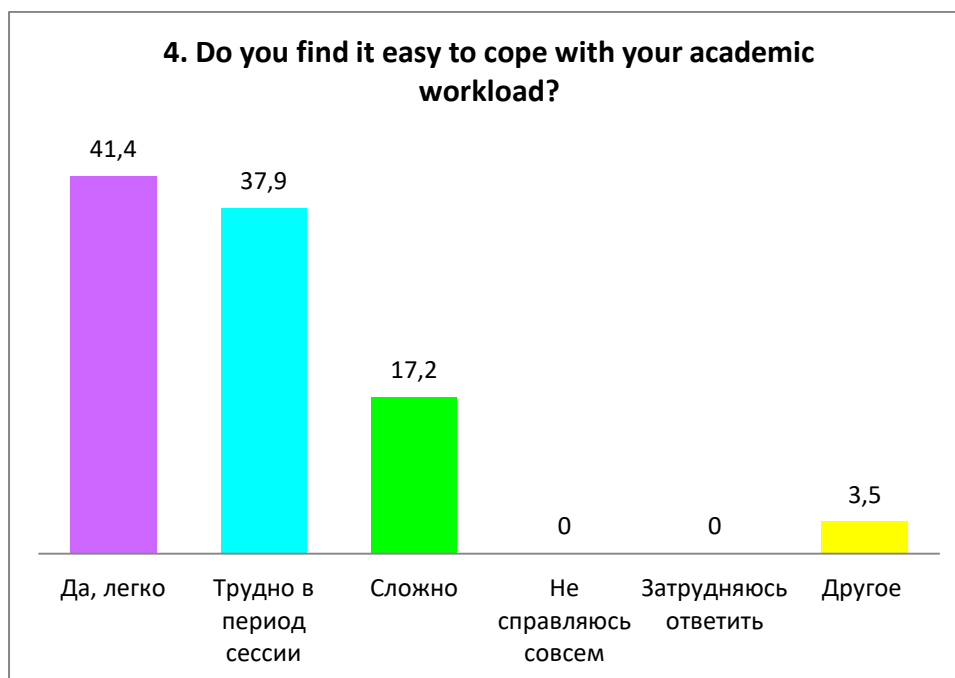
**3. How satisfied are you with the choice of educational program you are studying?**

Criteria	Indicators (%)
Completely satisfied	55,2
Rather satisfied	31
Rather, not satisfied	6,9
Not completely satisfied	6,9
I find it difficult to answer	-
Other	-



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

Criteria	Indicators (%)
Yes, it's easy.	41,4
It's difficult during the session period	37,9
Difficult	17,2
I can't cope at all	-
I find it difficult to answer	-
Other	3,5



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

- It's very difficult, the load is heavy.

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

Criteria	Indicators (%)
Lack of perseverance	17,3
Lack of knowledge	10,3
Lack of willpower	10,3
I can't speak organize your own time	6,9
No self-organization skills	3,5
I don't have any problems	37,9
I find it difficult to answer	13,8
Other	-

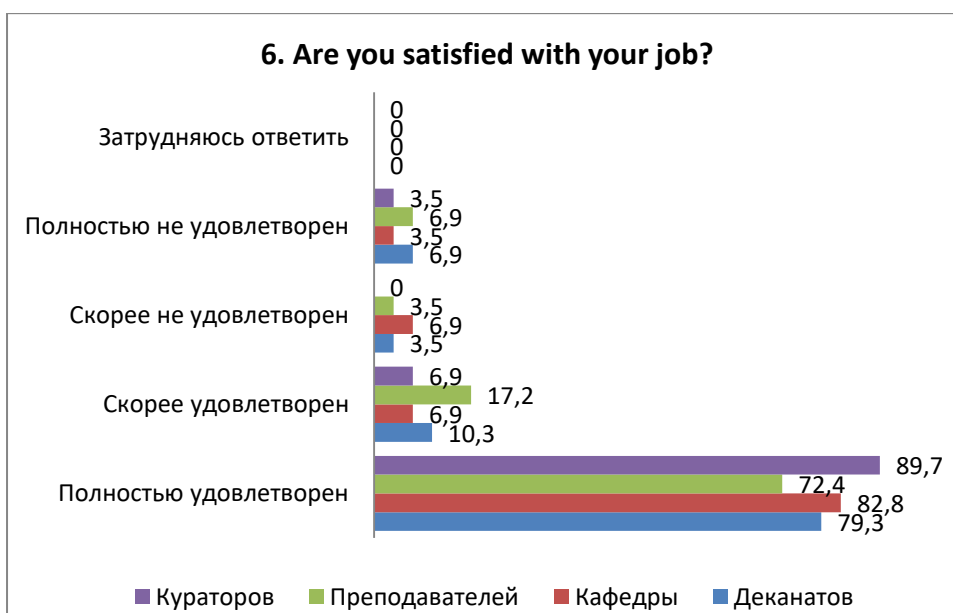
\* The students' answers are presented in the original. The author's spelling and punctuation have been preserved.

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



### 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	79,3	10,3	3,5	6,9	-
Chairs	82,8	6,9	6,9	3,5	-
Teachers	72,4	17,2	3,5	6,9	-
Curators	89,7	6,9	-	3,5	-



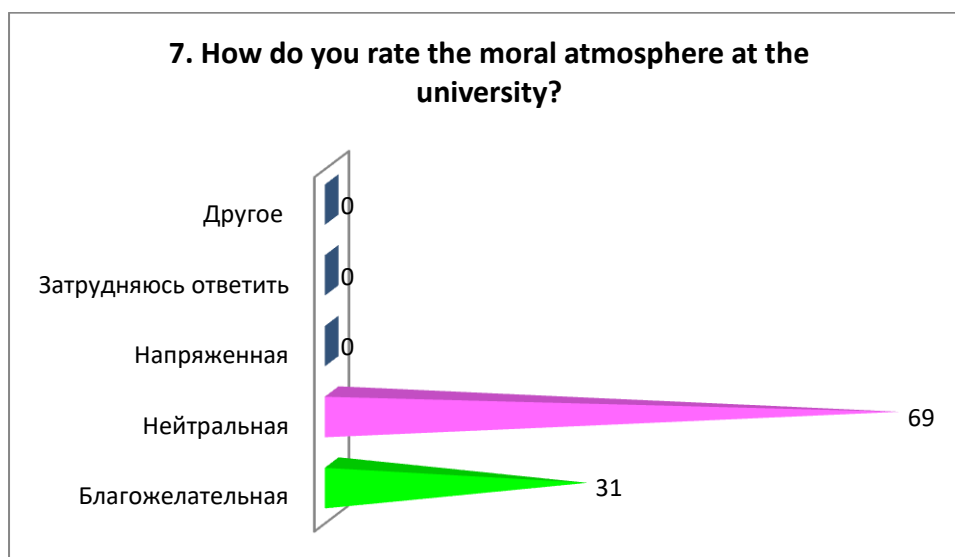
On a variant «If you answered «rather dissatisfied or not completely satisfied» Please provide recommendations for improvement" students indicated the following options\*:

- Everything is fine
- Attitudes towards students who are trying to learn
- Fine.

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

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

Criteria	Indicators (%)
Benevolent	31
Neutral	69
Tense	-
I find it difficult to answer	-
Other	-



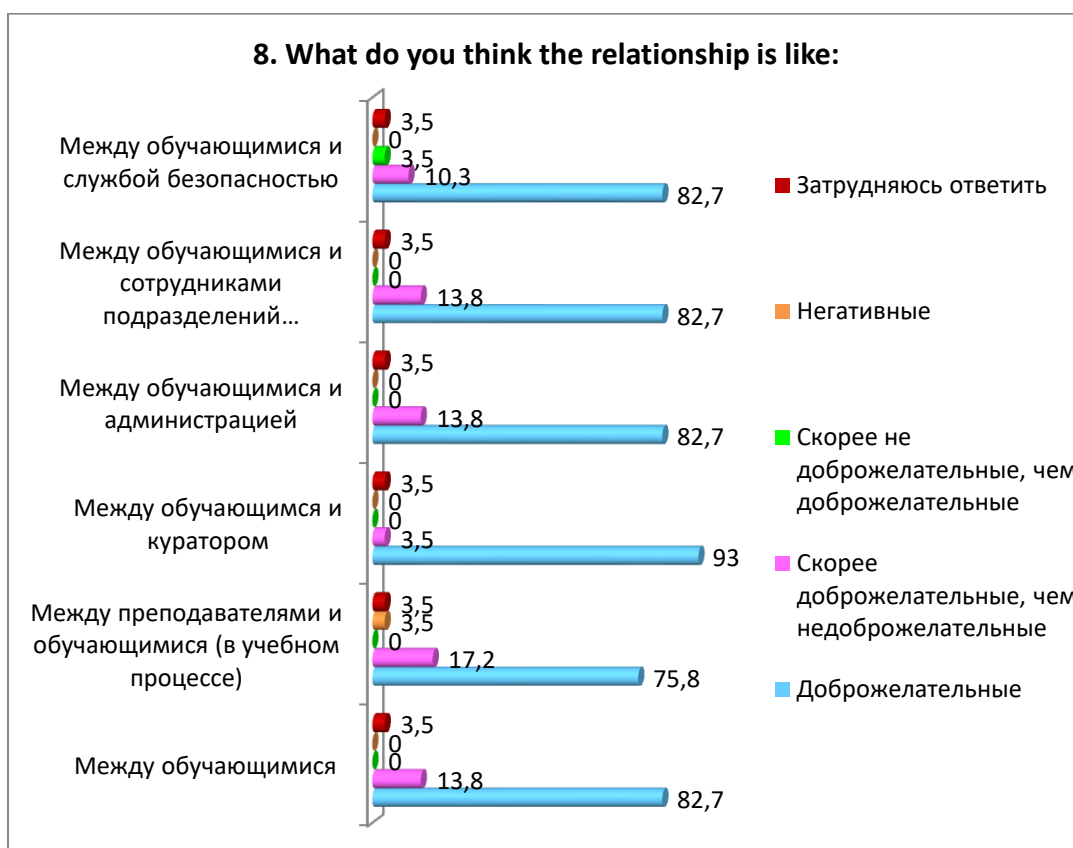
On a variant «If you answered «to the previous question tense», write why» students indicated the following options\*:

- Everything is fine.

## 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	82,7	13,8	-	-	3,5
Between teachers and students (in the educational process)	75,8	17,2	-	3,5	3,5
Between the student and the supervisor	93	3,5	-	-	3,5
Between students and administration	82,7	13,8	-	-	3,5
Between students and department staff (library, student department, etc.)	82,7	13,8	-	-	3,5
Between students and security service	82,7	10,3	3,5	-	3,5

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



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

- Everything is fine.

### 9. Are you satisfied?

Criteria	Quite satisfactory	Partially satisfies	Not satisfying	I find it difficult to answer
Organization of the educational process	82,7	10,3	3,5	3,5
Class Schedule	62	27,6	6,9	3,5
Organizing independent work	79,3	17,2	-	3,5
Satisfaction with library work	82,7	6,9	6,9	3,5
Living conditions in the hostel	89,6	6,9	-	3,5
Quality of medical care	82,7	10,3	3,5	3,5
Organization of catering at the university (prices, product range, to (quality of prepared dishes)	86,1	6,9	3,5	3,5

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

- The class schedule is not convenient
- Expensive and little food.

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



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

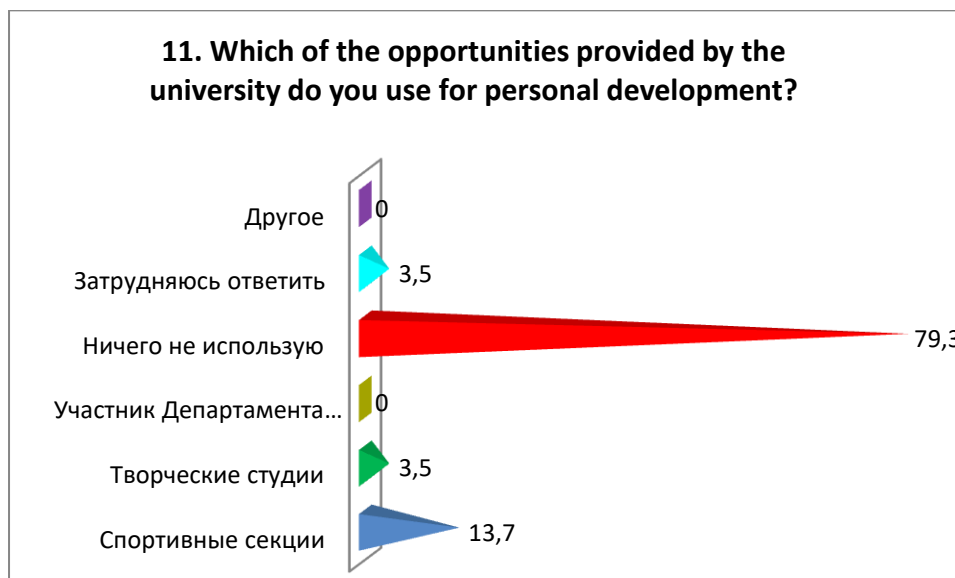
Criteria	Indicators (%)
Yes, always.	72,4
No, not always.	20,7
I find it difficult to answer	6,9
Other	-



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

Criteria	Indicators (%)
Sports sections	13,7
Creative studios	3,5
Participant department of youth policy	-

I don't use anything	79,3
I find it difficult to answer	3,5
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, accessibly, in a logical sequence.	72,5	10,3	10,3	-	-	6,9
During the classes, the main points are highlighted and well-founded conclusions are made.	75,9	6,9	10,3	-	-	6,9
During the classes, a friendly atmosphere is maintained towards to for students	72,5	10,3	6,9	-	3,4	6,9
During the classes, the pace of presentation of the material is convenient for perception and recording	72,5	10,3	10,3	-	-	6,9
Tasks for independent work are clearly formulated students, its implementation is supported	75,9	6,9	10,3	-	-	6,9
Evaluation of results training in the discipline transparent and objective	75,9	6,9	10,3	-	-	6,9

**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.)*

- In my opinion, everything is clear and understandable, nothing needs to be added.
- Everything is fine!
- Remove the credit system
- None.



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



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

1. *Factors in choosing a specialty:* personal preferences and assessment of their own abilities were the main factors in choosing a specialty for 37.9% of respondents. The opinion of parents/relatives (20.7%) and the prestige of the specialty (13.8%) also influenced the students' decision. However, for some (6.9%) the main factor of choice remained undetermined.

2. *Sources of information about the university:* the majority of students received information about the university from relatives and acquaintances (69%), as well as through the official website of the university and social networks (10.3%). Other sources included university representatives and school teachers.

3. *Satisfaction with the chosen educational program:* 86,2% 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:* Students face various problems such as lack of knowledge, willpower, time management and workload management. Some students experience difficulties especially during exam periods while others do not experience any problems in their studies.

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

- Dean's office: 89,6% of students expressed satisfaction with the work of the dean's office, which indicates a good level of management and organization of the educational process.

- Departments: 89,6% of surveyed students rated the work of departments highly, emphasizing the effectiveness and professionalism of teachers in their field.

- Teachers: 89,6% of students expressed satisfaction with the work of teachers, noting a good level of knowledge and competence in teaching disciplines.

- Curator: 96.5% 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:* 96,5% - independent work and living conditions in the hostel, 93% of students expressed satisfaction with the organization of the educational process, quality of medical care, organization of food, 89,6% — class schedule and work of libraries and. These data demonstrate the high 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:* 72,4% of students say it is always available, while 20,7% note that this is not always the case. 6,9% of respondents were undecided on this issue.

9. *Quality of classes* with students evaluate at a high level (on average) 92,5%), 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 classes, a comfortable pace of information delivery and clear formulation of tasks for independent work with support for their implementation.

It is important to note that not all students actively use the opportunities provided for personal development, which may decrease their common educational experience.

Understanding the reasons for this lack of engagement and developing interventions to encourage participation can improve the situation.

In general, analysis of the results of students filling out the questionnaire «Student Satisfaction» «1<sup>st</sup> 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 questionnaire results by emailing the centre for quality management and accreditation at [cqma\\_kstu@mail.ru](mailto:cqma_kstu@mail.ru).