

Report
on the results of the survey
First year students' satisfaction with educational services
in 2023-2024 academic year
Department: Transport, Transport Equipment and Logistic Systems
Specialty: 6B11302 Logistics

In February 2024, the Quality Management and Accreditation Center conducted an annual survey on the satisfaction of first-year students with the quality of services provided.

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

In the specialty 6B11302 Logistics, 33 respondents took part in the survey, which amounted to 86.8% of the total number of students.

The following data were obtained during the survey:

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

Criteria	Indicators (%)
Prestige of the specialty	24,2
Personal inclination to a certain type of activity, assessment of one's own abilities	36,4
Opinion and recommendations of parents/relatives	6,1
Friends studying	3
Low passing score for the specialty	-
Labor market requirements (employment opportunities)	12,1
I find it difficult to answer	12,1
Other	6,1



For the option, students indicated the following options :

- Not a common specialty, but in demand in life
- I wanted this profession since the 8th grade.

2. Who (what) became your source of information of the University

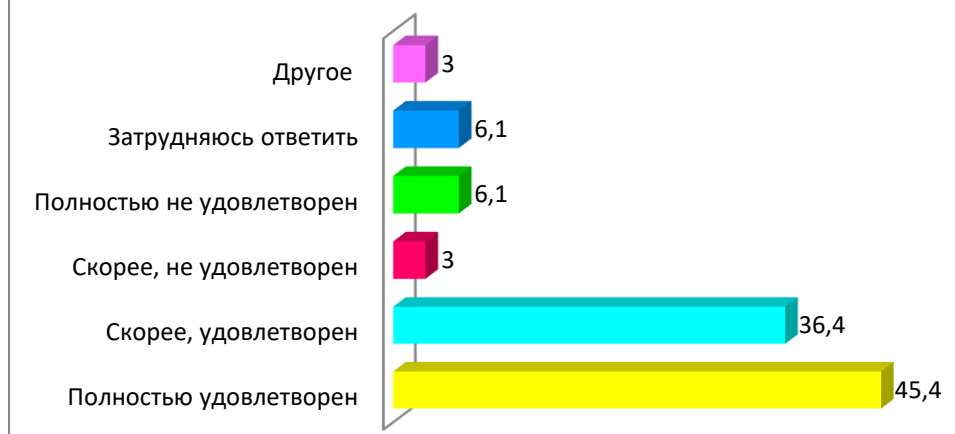
Criteria	Indicators (%)
Official website of the university	27,3
Relatives, acquaintances	60,6
School teachers	3
Advertising brochures	3
University representatives who came to the school with advertising	6,1
Social networks	-
Other	-



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

Criteria	Indicators (%)
Completely satisfied	45,4
Rather satisfied	36,4
Rather dissatisfied	3
Completely dissatisfied	6,1
Difficult to answer	6,1
Other	3

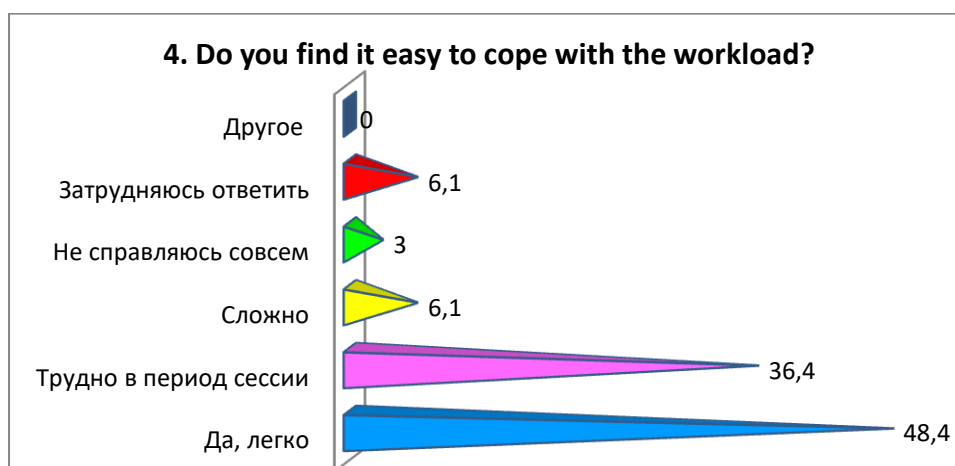
3. How much are you satisfied with the choice of the educational program you are studying in?



For the option Other, student gave the following answer*:
- 50 to 50.

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

Criteria	Indicators (%)
Yes, easy	48,4
Difficult during the session	36,4
Difficult	6,1
Can't cope at all	3
Difficult to answer	6,1
Other	-



5. Problems you experience during the learning process

Criteria	Indicators (%)
Lack of perseverance	3
Lack of knowledge	3
Lack of willpower	6,1
I can't organize my own time	6,1
No self-organization skills	-
I don't have any problems	45,4

* Ответы обучающихся представлены в оригинале. Орфография и пунктуация автора сохранены.

I find it difficult to answer	30,3
Other	6,1



For the option Other, students gave the following answers*:

- Relationship with the teachers
- Unfairness.

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

Criteria	Completely satisfied	Rather satisfied	Rather dissatisfied	Completely dissatisfied	Difficult to answer
Dean's Offices	90,9	3	-	-	6,1
Departments	90,9	3	-	-	6,1
Teachers	69,7	21,2	-	3	6,1
Curators	60,6	15,1	9,1	6,1	9,1



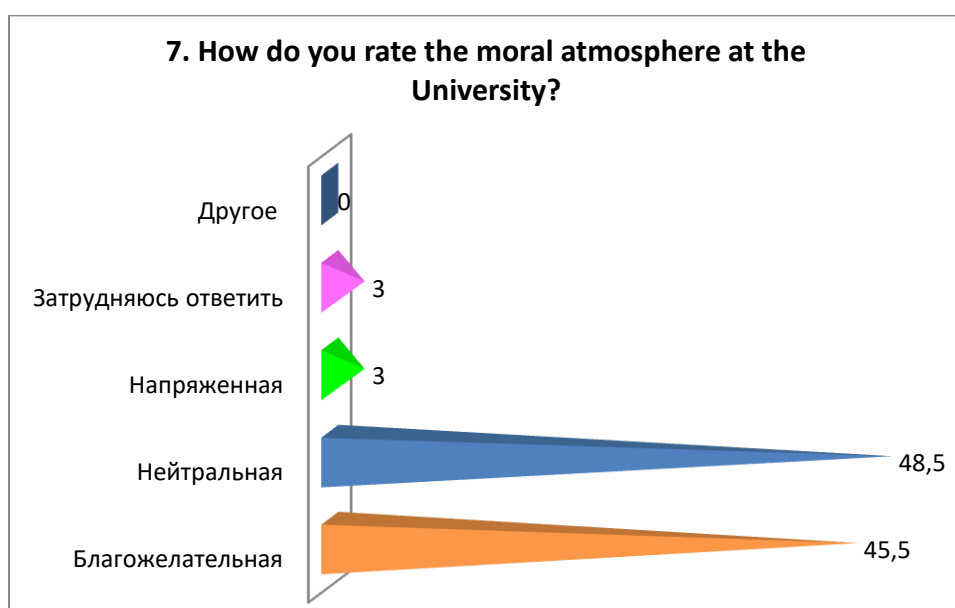
For the option “If you answered “rather dissatisfied or completely dissatisfied,” provide recommendations for improvement,” students indicated the following options*:

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

- Completely satisfied
- Satisfied with everything
- Slightly improve the relationship between teachers and students
- I find it difficult to answer.

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

Criteria	Indicators (%)
Benevolent	45,5
Neutral	48,5
Tense	3
Difficult to answer	3
Other	-



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

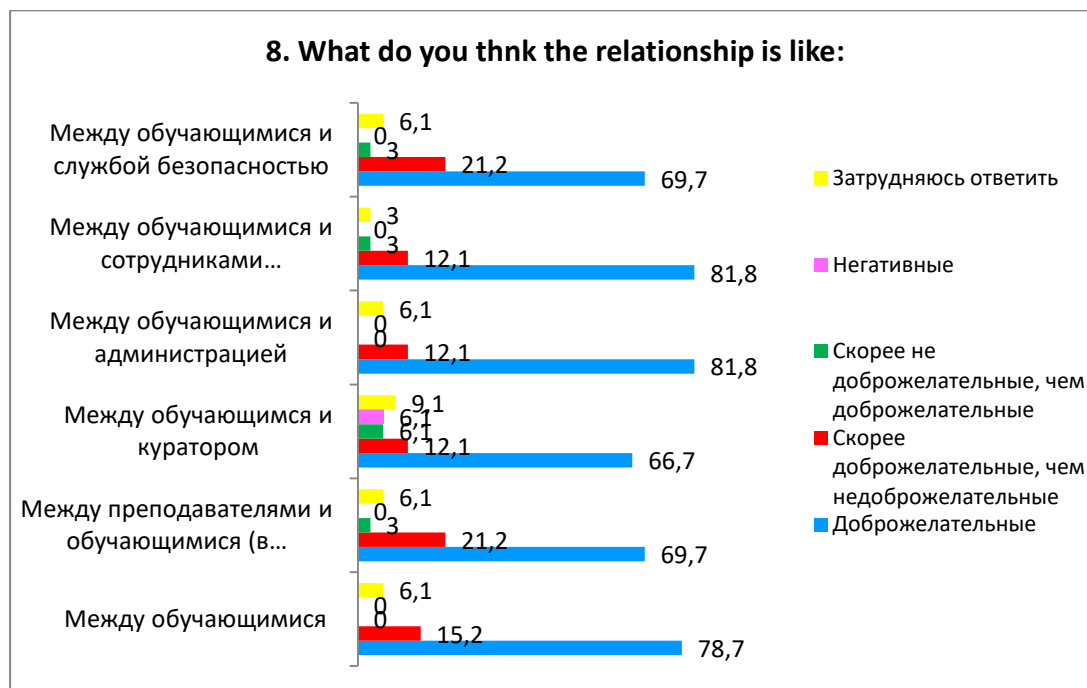
- Neutral.

8. What do you think the relationship is like:

Criteria	Friendly	Rather friendly than unfriendly	Rather unfriendly than friendly	Negative	Difficult to answer
Between students	78,7	15,2	-	-	6,1
Between teachers and students (in the educational process)	69,7	21,2	3	-	6,1
Between a student and a supervisor	66,7	12,1	6,1	6,1	9,1
Between students and administration	81,8	12,1	-	-	6,1
Between students and department staff (library, student department, etc.)	81,8	12,1	3	-	3
Между обучающимися и службой безопасности	69,7	21,2	3	-	6,1

For the option “If you answered “Rather unfriendly than friendly or negative” to the previous question, write why” the students indicated the following options*:

- There are reasons for this.



9. Are you satisfied with?..

Criteria	Completely satisfied	Partially satisfied	Not satisfied	Difficult to answer
Organization of the educational process	72,7	15,2	3	9,1
Class schedule	54,5	24,2	15,2	6,1
Organization of independent work	72,7	15,2	3	9,1
Satisfaction with the library work	84,8	9,1	-	6,1
Living conditions in the hostel	69,7	9,1	-	21,2
Quality of medical care	69,7	9,1	3	18,2
Organization of catering at the University (prices, product range, quality of prepared dishes)	72,7	15,1	6,1	6,1

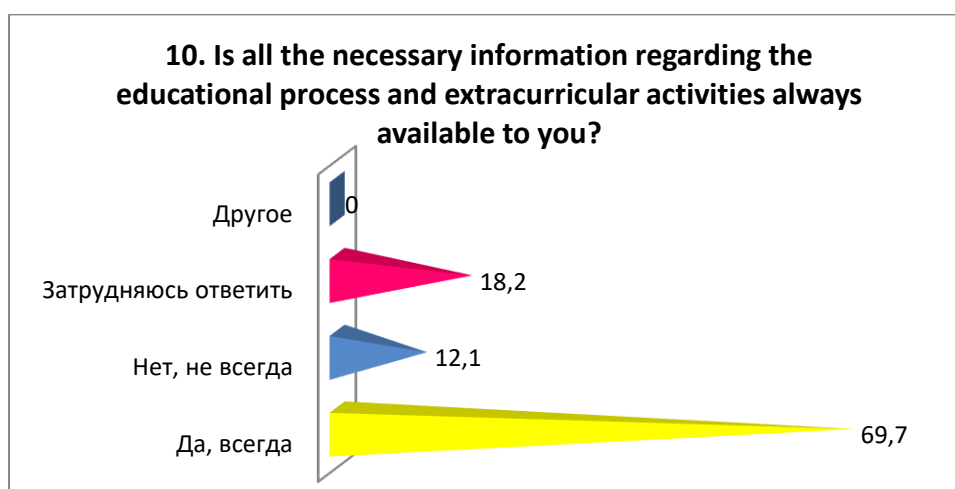


To the option “If you answered “Not satisfied”, please provide recommendations for improvement”, students indicated the following options*:

- No recommendations.

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

Criteria	Indicators (%)
Yes, always	69,7
No, not always	12,1
Difficult to answer	18,2
Other	-



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

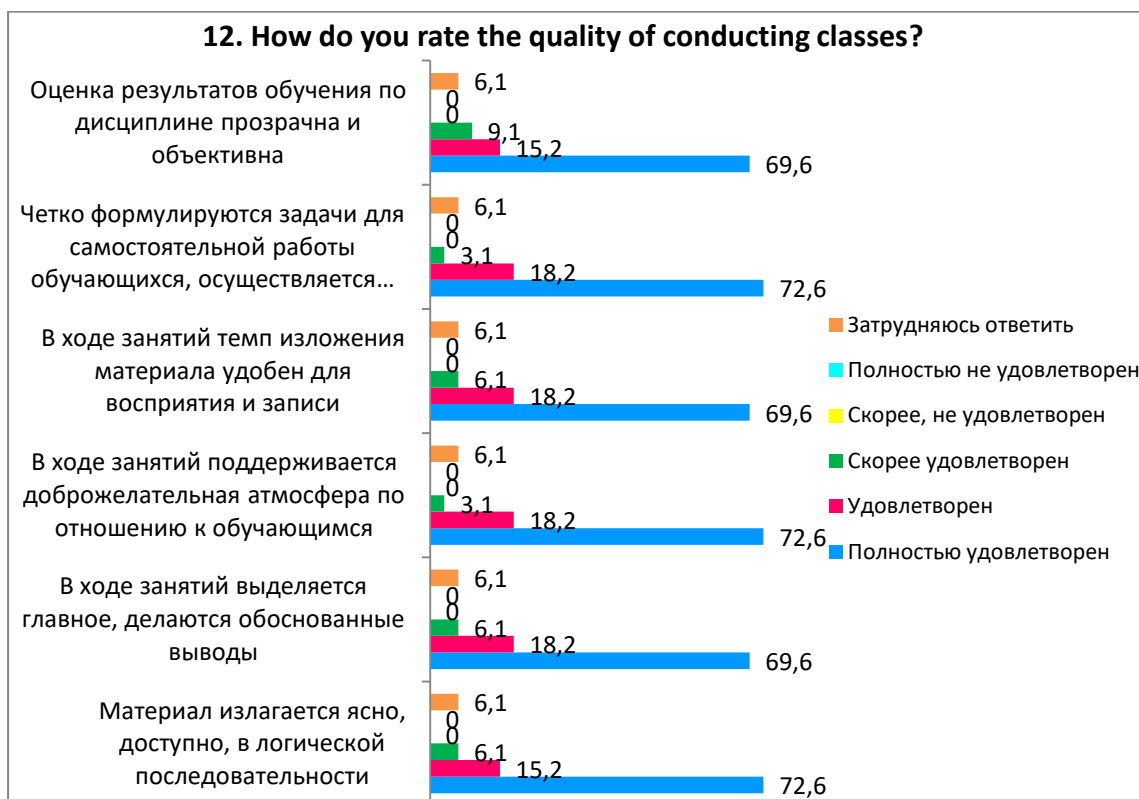
Criteria	Indicators (%)
Sports sections	21,2
Creative studios	3

Member of the Department of Youth Policy	6,1
I don't use anything	57,6
I find it difficult to answer	12,1
Other	-



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

Criteria	Compl etely satisfie d	Satisfie d	Rather satisfie d	Rather dissatis fied	Comple tely dissatisfi ed	Difficult to answer
The material is presented clearly, accessibly, in a logical sequence	72,6	15,2	6,1	-	-	6,1
In classes, the main points are highlighted, and well-founded conclusions are made	69,6	18,2	6,1	-	-	6,1
In classes, a friendly atmosphere is maintained towards the students	72,6	18,2	3,1	-	-	6,1
In classes, the pace of the presentation of the material is convenient for perception and recording	69,6	18,2	6,1	-	-	6,1
Tasks for independent work of students are clearly formulated, and support for its implementation is provided	72,6	18,2	3,1	-	-	6,1
The assessment of learning outcomes in the discipline is transparent and objective	69,6	15,2	9,1	-	-	6,1



For the option “If you answered “rather dissatisfied and completely dissatisfied” to the previous question, provide recommendations for improvement,” the students indicated the following options*:

- There is not always a logistical sequence.

Please write your suggestions, wishes, and what questions, in your opinion, should be added to this questionnaire to improve the training program, to improve the quality of services provided, to improve the quality of distance learning and the other areas of the University activities. (The students' answers are presented in the original. The author's spelling and punctuation have been preserved).

- Nothing to add
- All right
- Everything is OK.

Based on the results of the survey, there can be made the following **conclusions**:

1. Factors of choosing a specialty: Personal preferences and assessment of one’s own abilities were the main factors in choosing a specialty for 36.4% of respondents. The prestige of the specialty (24.2%) and labor market demands (12.1%) also influenced the students’ decision. However, for some (12.1%), the main factor in choosing remained uncertain.

2. Sources of information about the University: Most students received information about the university from relatives and friends (60.6%), as well as through the official website of the university (27.3%). The other sources included advertising brochures, University representatives, and school teachers.

3. *Satisfaction with the chosen educational program*: 81.8% of students are satisfied with the choice of their educational program, which indicates that the chosen program meets their expectations and goals.

4. *Problems in the learning process*: Students face various difficulties in the learning process. Lack of perseverance, time management, lack of knowledge and willpower are some of them.

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

- Dean's office: 93.9% of students expressed satisfaction with the work of the dean's office, which indicates a high level of management and organization of the educational process.

- Departments: 93.9% of the surveyed students highly rated the work of the departments, emphasizing the effectiveness and professionalism of the teachers in their field.

- Teachers: 90.9% of students expressed satisfaction with the work of the teachers, noting the high level of knowledge and competence in teaching disciplines.

- Curators: 75.7% of the surveyed students rated the work of curators as satisfactory, which indicates significant support and assistance provided to students in solving various issues and problems.

6. *The psychological climate at the university* is described as friendly relations between students, teachers and the University staff. This climate creates a supportive and inspiring environment for student learning and development.

7. *Student satisfaction with the quality of educational services*: 93.9% with the work of the library, 87.9% of respondents expressed satisfaction with the organization of the educational process, independent work and organization of catering, 78.7% with the schedule of classes, living conditions in the hostel and the quality of medical care. These data indicate the good 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*: 69.7% of students claim that it is always available, while 12.1% note that this is not always the case. 18.2% of respondents were undecided on this issue.

9. *Students rate the quality of classes* at a high level (on average 93.9%), emphasizing that the material is presented clearly and accessibly, in a logical sequence and highlighting key points with substantiated 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.

It is important to note that not all the students actively use the opportunities provided for personal development, which can reduce their overall educational experience. Understanding the reasons for this lack of involvement and developing activities to stimulate participation can improve the situation.

In general, the analysis of the results of students filling out the questionnaire "Satisfaction of the 1-year students with educational services" shows a positive attitude of students to the conditions created at the University for obtaining an education, the content, organization and quality of the educational process.

Recommendations:

Head of the department should familiarize the staff and students with the results of the survey and discuss them at the curatorial hours. This will allow all interested parties to obtain the information of the current state and opinions of students regarding the quality of the educational process and learning conditions; if needed, to 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 Quality Management and Accreditation Center cqma_kstu@mail.ru.