

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

Department: «Nanotechnology and metallurgy»

Specialty: 6B07103 «Materials science and technology of new materials»

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 6B07103 «Materials science and technology of new materials» 6 respondents took part in the questionnaire, which amounted to 67% 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;	-
Personal inclination towards a certain type of activity, assessment of one's own abilities;	33.3
Opinions and recommendations of parents/relatives;	33.3
Friends are studying;	-
Low passing grade for the specialty;	33.3
Labor market requirements (employment opportunities);	-
I find it difficult to answer;	-
Other	-

What factor played a decisive role in your choice of specialty?



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

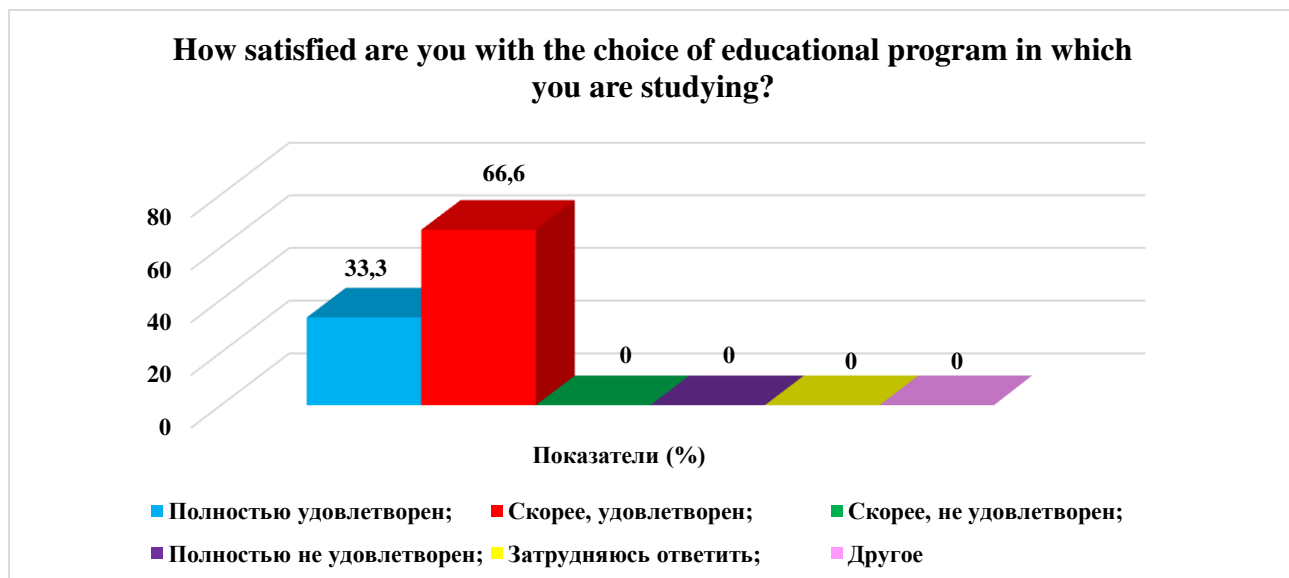
Criteria	Indicators (%)
Official website of the university;	33.3
Relatives, acquaintances;	33.3
School teachers;	-
Advertising brochures;	-
Representatives of the university who came to the school with advertising;	-
Social media;	33.3
Other	-

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



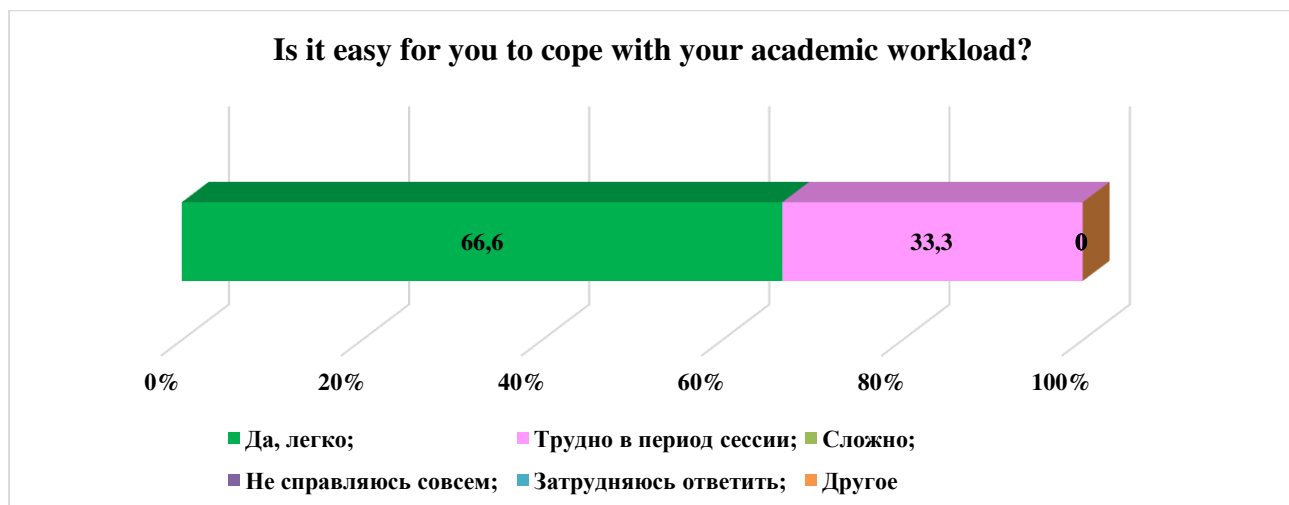
2. How satisfied are you with the choice of educational program in which you are studying?

Criteria	Indicators (%)
Completely satisfied;	33.3
Rather, satisfied;	66.6
Rather, not satisfied;	-
Completely unsatisfied;	-
I find it difficult to answer;	-
Other	-



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

Criteria	Indicators (%)
Yes Easy;	66.6
Difficult during the session;	33.3
Difficult;	-
I can't cope at all;	-
I find it difficult to answer;	-
Other	-



4. Problems you experience during the learning process

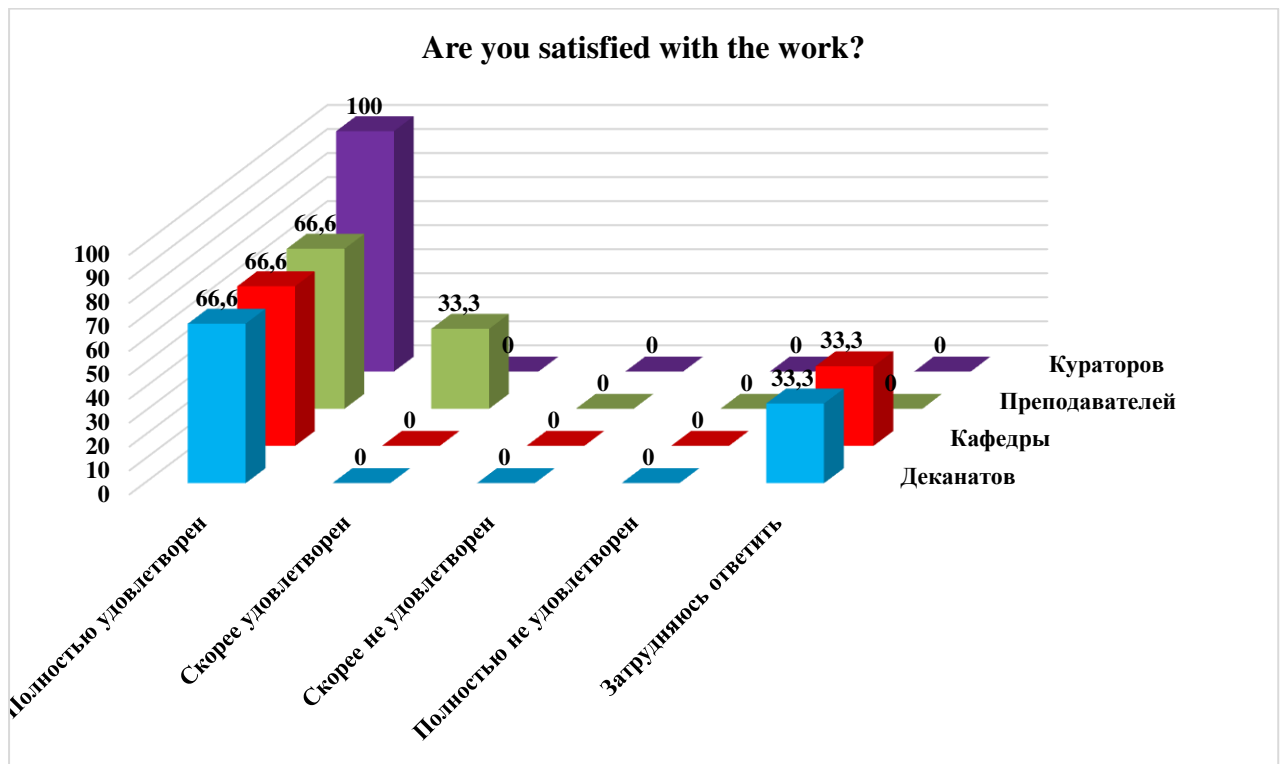
Criteria	Indicators (%)
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Lacks perseverance;	-
Lack of knowledge;	33.3
Lack of willpower;	-
I don't know how to organize my own time;	-
No self-organization skills;	33.3
I don't have any problems;	33.3
I find it difficult to answer;	-
Other	-



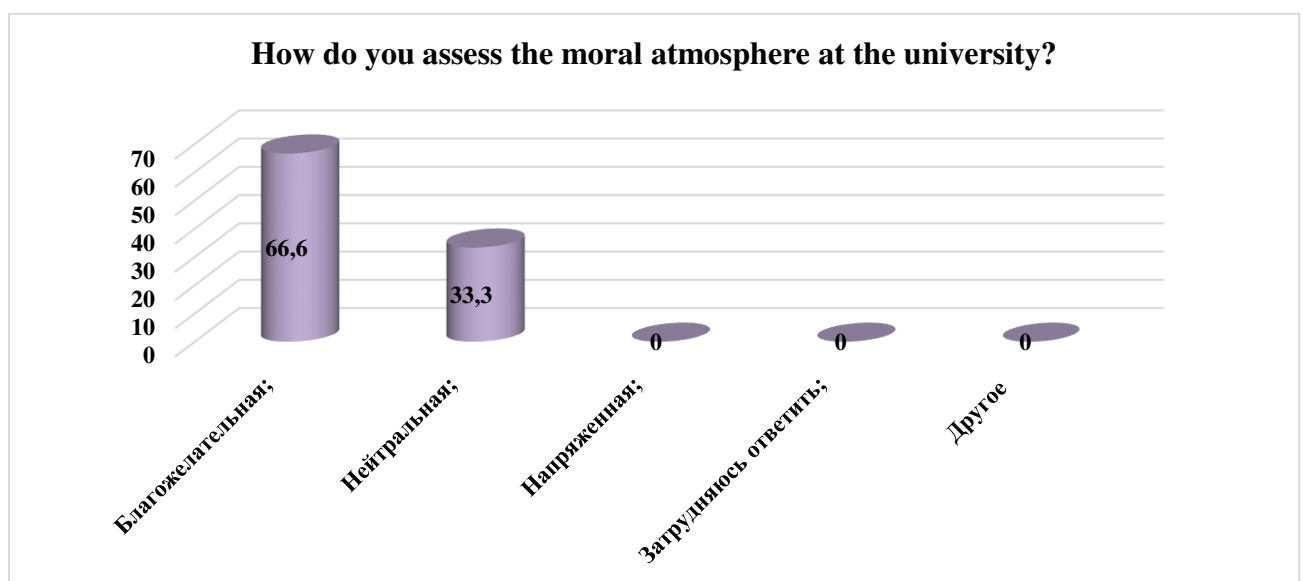
6. Are you satisfied with the work?

Criteria	Completely satisfied	Rather satisfied	Rather dissatisfied	Completely unsatisfied	I find it difficult to answer
Dean's offices	66.6	-	-	-	33.3
Departments	66.6	-	-	-	33.3
Teachers	66.6	33.3	-	-	-
Curators	100	-	-	-	-



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

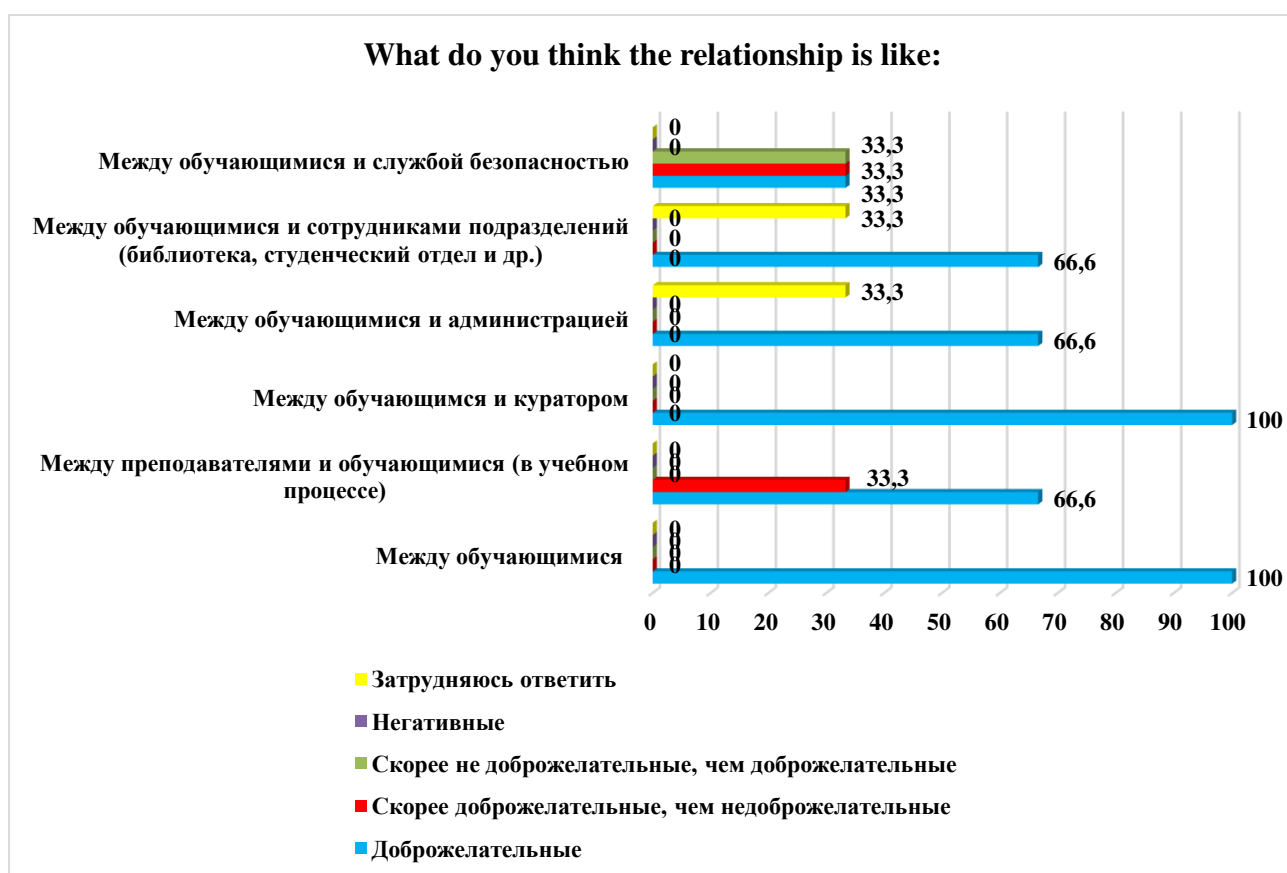
Criteria	Indicators (%)
Benevolent;	66.6
Neutral;	33.3
Tense;	-
I find it difficult to answer;	-
Other	-



8. What do you think the relationship is like:

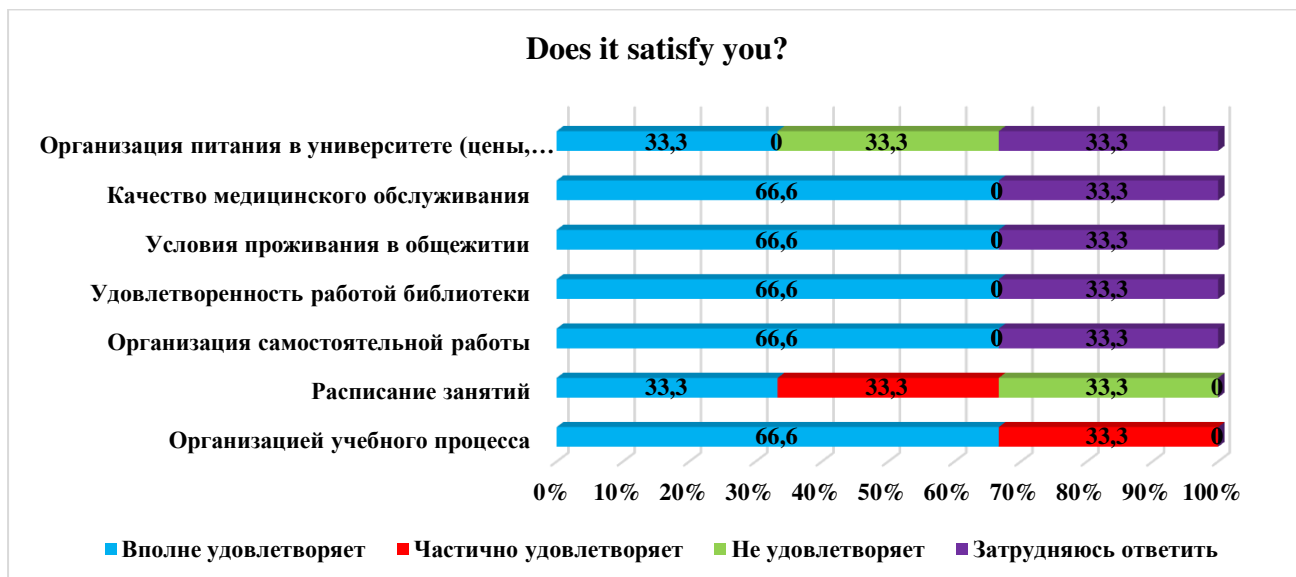
Criteria	Friendly	More friendly	More	Negative	I find it
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		than unfriendly	unfriendly than friendly		difficult to answer
Between students	100	-	-	-	-
Between teachers and students (in the educational process)	66.6	33.3	-	-	-
Between the student and the curator	100	-	-	-	-
Between students and administration	66.6	-	-	-	33.3
Between students and employees of departments (library, student department, etc.)	66.6	-	-	-	33.3
Between students and security service	33.3	33.3	33.3	-	-



9. Does it satisfy you?

Criteria	Quite satisfying	Partially satisfied	Doesn't satisfy	I find it difficult to answer
Organization of the educational process	66.6	33.3	-	-
Timetable of classes	33.3	33.3	33.3	-
Organization of independent work	66.6	-	-	33.3
Satisfaction with the library	66.6	-	-	33.3
Living conditions in the hostel	66.6	-	-	33.3
Quality of medical care	66.6	-	-	33.3
Catering at the university (prices, product range, quality of prepared dishes)	33.3	-	33.3	33.3

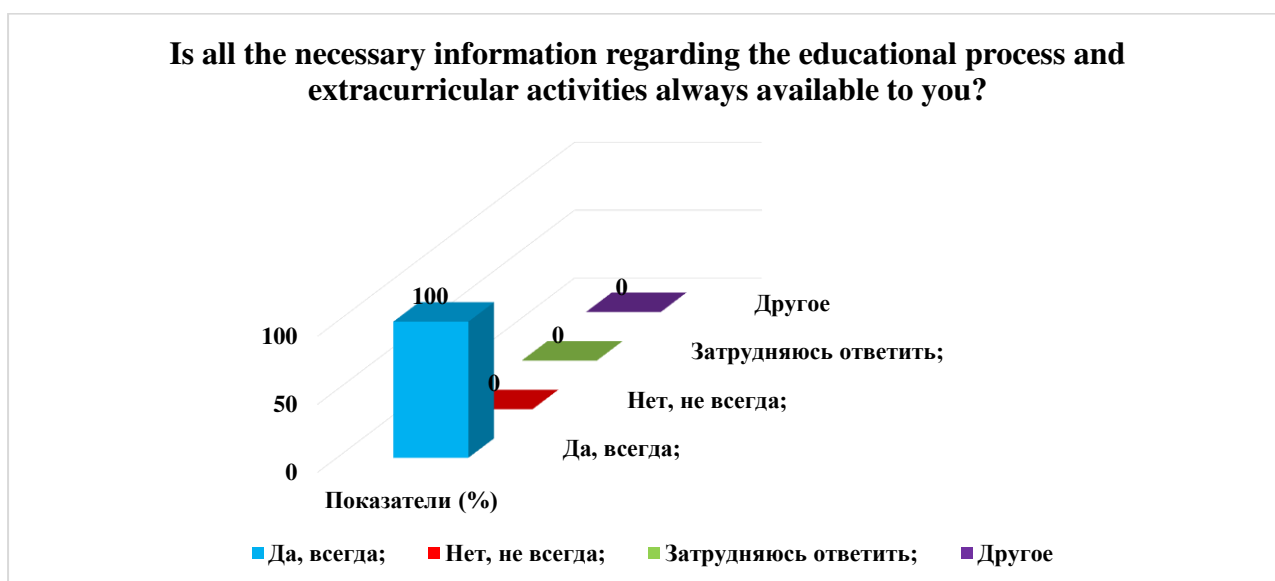


For the option «If you answered «Doesn't satisfy» give recommendations for improvement» students indicated the following options* :

- the buffet does not have a choice of hot dishes and the prices are very high;
- The food in the canteen is not tasty at all, I don't even want to go there. There is not enough space. It would be better if there were self-service areas: students walk in with a tray and choose their food, and at the end pay for what they took.

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

Criteria	Indicators (%)
Yes, always;	100
No not always;	-
I find it difficult to answer;	-
Other	-



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

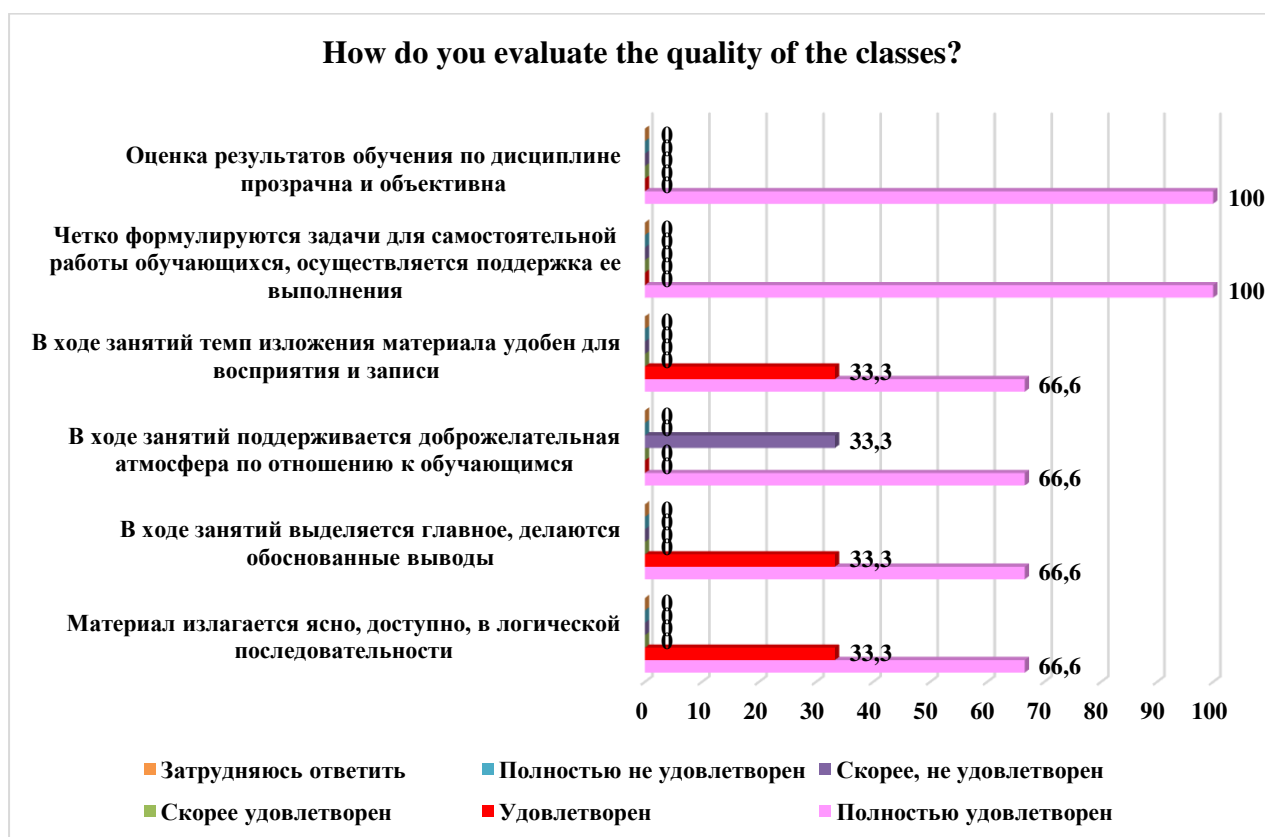
11. Which of the opportunities provided by the university do you use for personal development?

Criteria	Indicators (%)
Sport sections;	-
Creative studios;	-
Member of the Youth Policy Department;	-
I don't use anything;	100
I find it difficult to answer;	-
Other	-



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

Criteria	Compl etely satisfie d	Satisfie d	Rathe r satisfi ed	Rather , not satisfie d	Compl etely unsatis fied	I find it difficul t to answer
The material is presented clearly, accessibly, and in a logical sequence	66.6	33.3	-	-	-	-
During the classes, the main thing is highlighted and substantiated conclusions are drawn.	66.6	33.3	-	-	-	-
During classes, a friendly atmosphere towards students is maintained	66.6	-	-	33.3	-	-
During classes, the pace of presentation of the material is convenient for perception and recording	66.6	33.3	-	-	-	-
Tasks for students' independent work are clearly formulated and support is provided for its implementation.	100	-	-	-	-	-
Assessment of learning outcomes in the discipline is transparent and objective	100	-	-	-	-	-



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 factors for choosing a specialty among the surveyed students were «personal inclination towards a certain type of activity, assessment of one's own abilities» (33.3%), «opinions and recommendations of parents/relatives» (33.3%), «low passing grade for the specialty» (33.3%).

The source of information about the university, faculties and specialties among the majority of first-year students are relatives and acquaintances (33.3%), official website of the university (33.3%), social networks (33.3%).

The majority of students report their satisfaction with the choice of educational program in which they study – 100%.

To the question «Are you able to cope with your course load easily»? 66.6% of students answered that it was easy. However, 33.3% answered “difficult during the session.”

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.)», «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 relationships between students and the security service».

100% of students noted that they always have access to the necessary information regarding the educational process and extracurricular activities.

To the question «How do you evaluate the quality of the classes»? The following information was received:

- «The material is presented clearly, accessibly, in a logical sequence» student satisfaction was 100%;

- «During the classes, the main thing is highlighted, well-founded conclusions are made», student satisfaction was 100%;

- «During the classes, a friendly atmosphere towards students is maintained», student satisfaction was 66.6%;

- «During the classes, the pace of presentation of the material is convenient for perception and recording», student satisfaction was 100%;

- «Tasks for independent work of students are clearly formulated, support for its implementation is provided», student satisfaction was 100%;

- «Assessment of learning outcomes in the discipline is transparent and objective», student satisfaction was 100%.

Recommendations:

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