

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

Department: «Nanotechnology and metallurgy»

Specialty: 6B07103 Materials science and technology of new materials
 quality management and accreditation center in February 2024 conducted an annual satisfaction questionnaire students 1st year 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 questionnaire were processed and presented in a generalized form with a guarantee of confidentiality of the students' personal opinions.

In the specialty 6B07103 Materials science and technology of new materials, 4 respondents took part in the survey, which amounted to 100% 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?

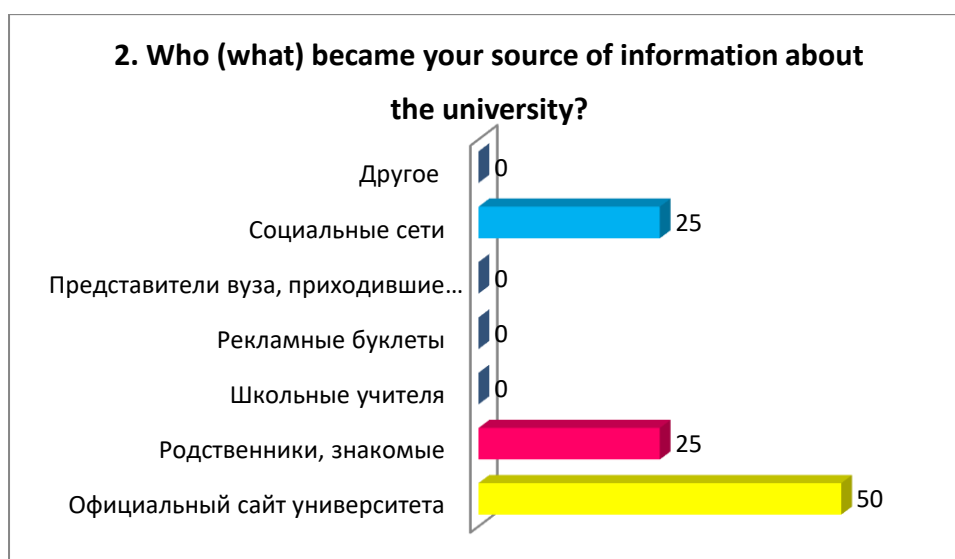
Criteria	Indicators (%)
Prestige of the specialty	-
Personal inclination towards a certain type of activity, self-assessment	25
Opinion and recommendations of parents/relatives	25
Friends are studying	-
The low passing score for the specialty is 25	25
Labor market requirements (employment opportunities)	-
I find it difficult to answer	25
Other	-



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

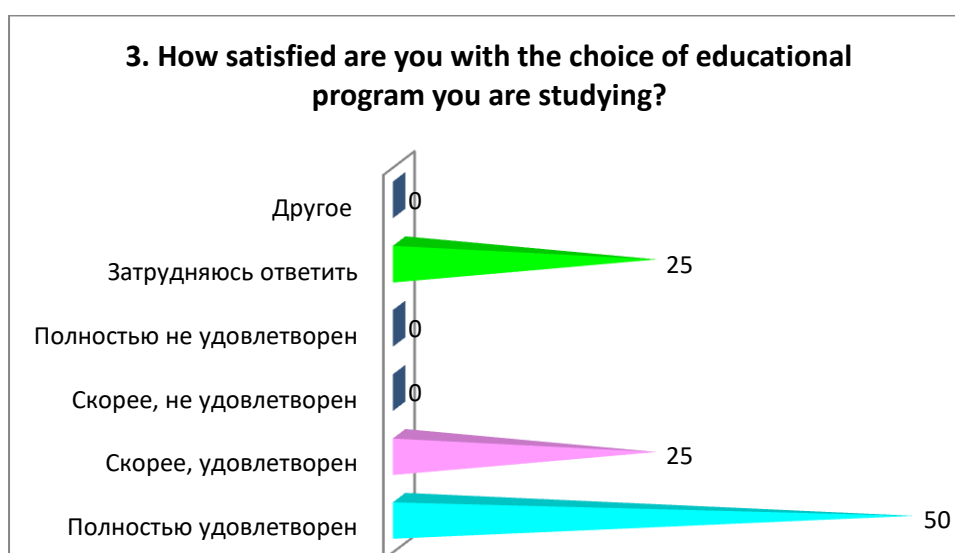
Criteria	Indicators (%)
Official website of the university	50
Relatives, acquaintances	25
School teachers	-
Advertising brochures	-

Representatives of the university, those who came to school with advertisements	-
Social media	25
Other	-



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

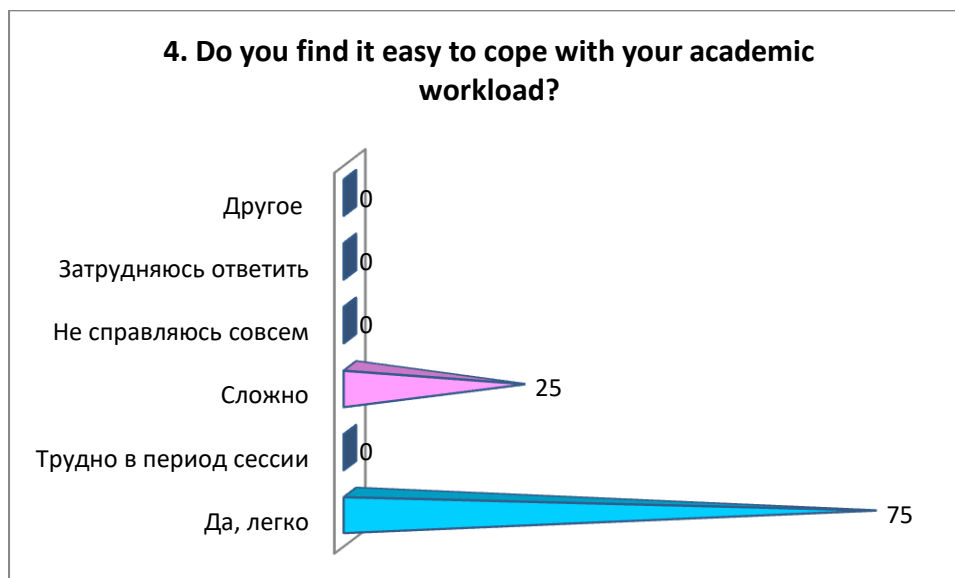
Criteria	Indicators (%)
Completely satisfied	50
Rather satisfied	25
Rather, not satisfied	-
Not completely satisfied	-
I find it difficult to answer	25
Other	-



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

Criteria	Indicators (%)
Yes, it's easy.	75
It's difficult during the session period	-
Difficult	25

I can't cope at all	-
I find it difficult to answer	-
Other	-



5. Problems you experience during the learning process

Criteria	Indicators (%)
Lack of perseverance	-
Lack of knowledge	-
Lack of willpower	-
I can't speak organize your own time	25
No self-organization skills	-
I don't have any problems	-
I find it difficult to answer	50
Other	25



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

- no problem.

6. Are you satisfied with your job?

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

Criteria	Completely satisfied	Rather satisfied	Rather dissatisfied	Not completely satisfied	I find it difficult to answer
Dean's offices	75	-	-	-	25
Chairs	75	-	-	-	25
Teachers	50	25	-	-	25
Curators	75	-	-	-	25

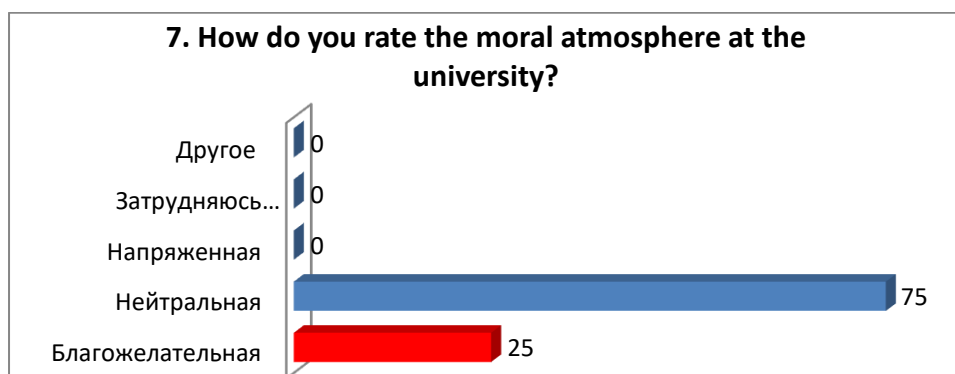


On a variant «If you answered «rather dissatisfied or not completely satisfied» Please provide recommendations for improvement" students indicated the following options*:

- Sometimes teachers don't give grades, even though you're active in class
- completely satisfied

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

Criteria	Indicators (%)
Benevolent	25
Neutral	75
Tense	-
I find it difficult to answer	-
Other	-



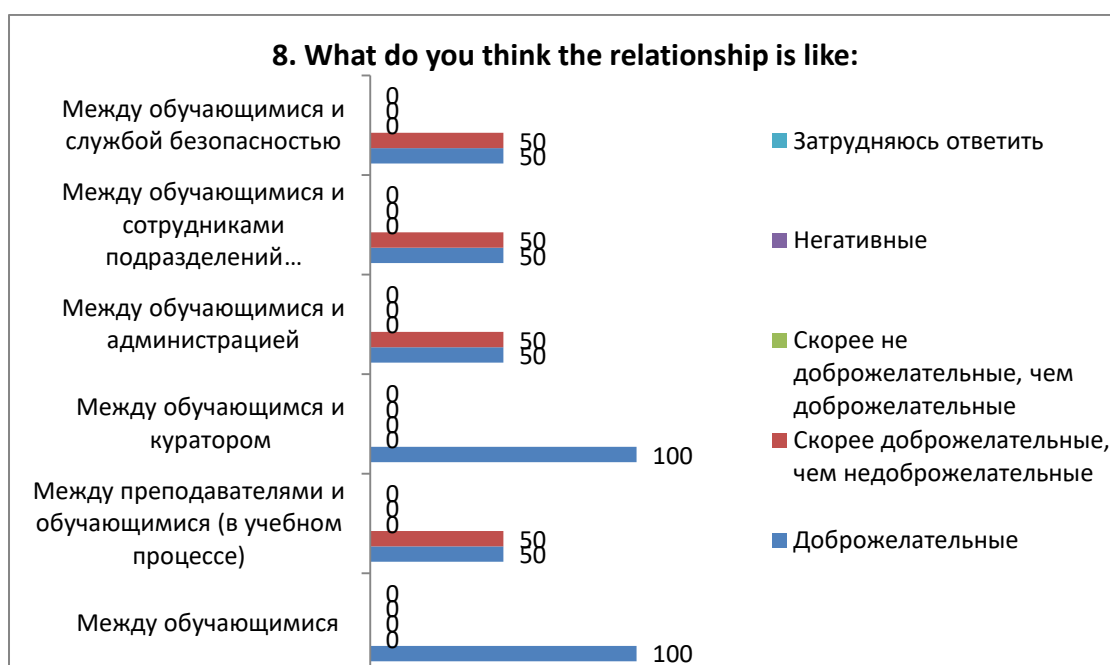
On a variant «If you answered «to the previous question tense», write why» students indicated the following options*:

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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	100	-	-	-	-
Between teachers and students (in the educational process)	50	50	-	-	-
Between the student and the supervisor	100	-	-	-	-
Between students and administration	50	50	-	-	-
Between students and department staff (library, student department, etc.)	50	50	-	-	-
Between students and security service	50	50	-	-	-



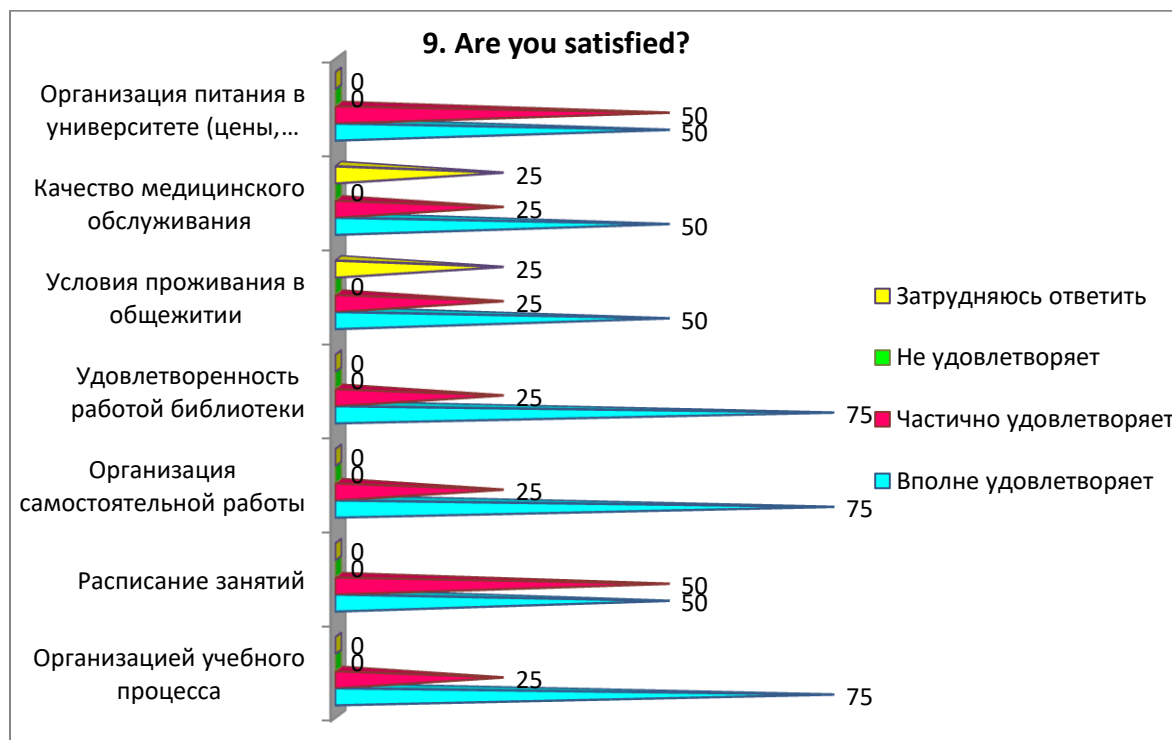
On a variant «If you answered «Rather unfriendly than friendly or negative» to the previous question, please write why.» students indicated the following options* :

- the answer is different

9. Are you satisfied?

Criteria	Quite satisfactory	Partially satisfies	Not satisfying	I find it difficult to answer
Organization of the educational process	75	25	-	-
Class Schedule	50	50	-	-
Organizing independent work	75	25	-	-
Satisfaction with library work	75	25	-	-
Living conditions in the hostel	50	25	-	25
Quality of medical care	50	25	-	25

Organization of catering at the university (prices, product range, to (quality of prepared dishes)	50	50	-	-
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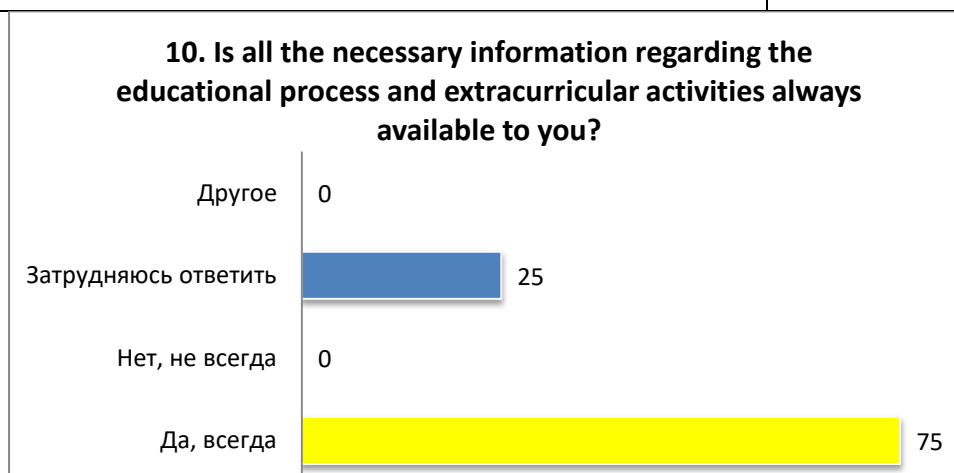


On a variant «If you answered «Not satisfying» Please provide recommendations for improvement» students indicated the following options* :

- In the cafeteria the portions are small and the prices are high.
- another answer

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

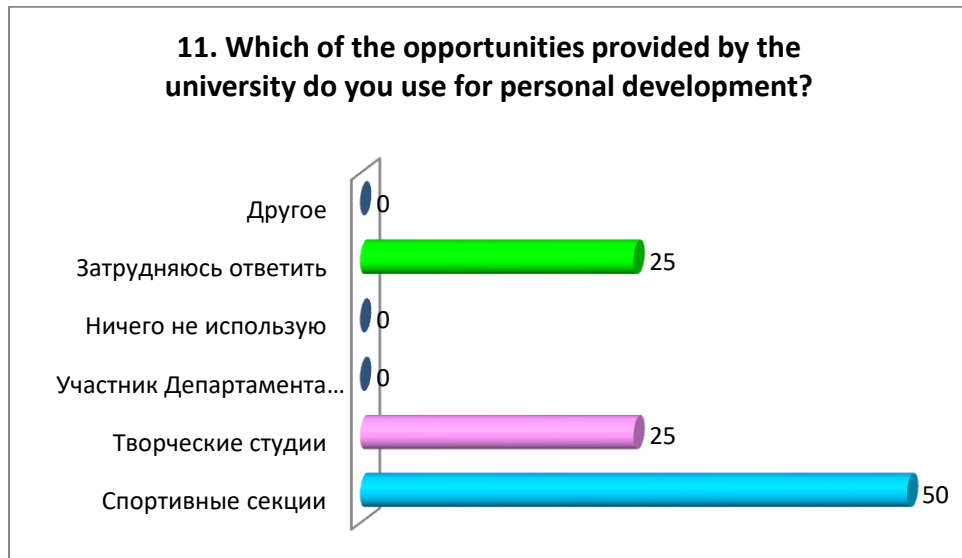
Criteria	Indicators (%)
Yes, always.	75
No, not always.	-
I find it difficult to answer	25
Other	-



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

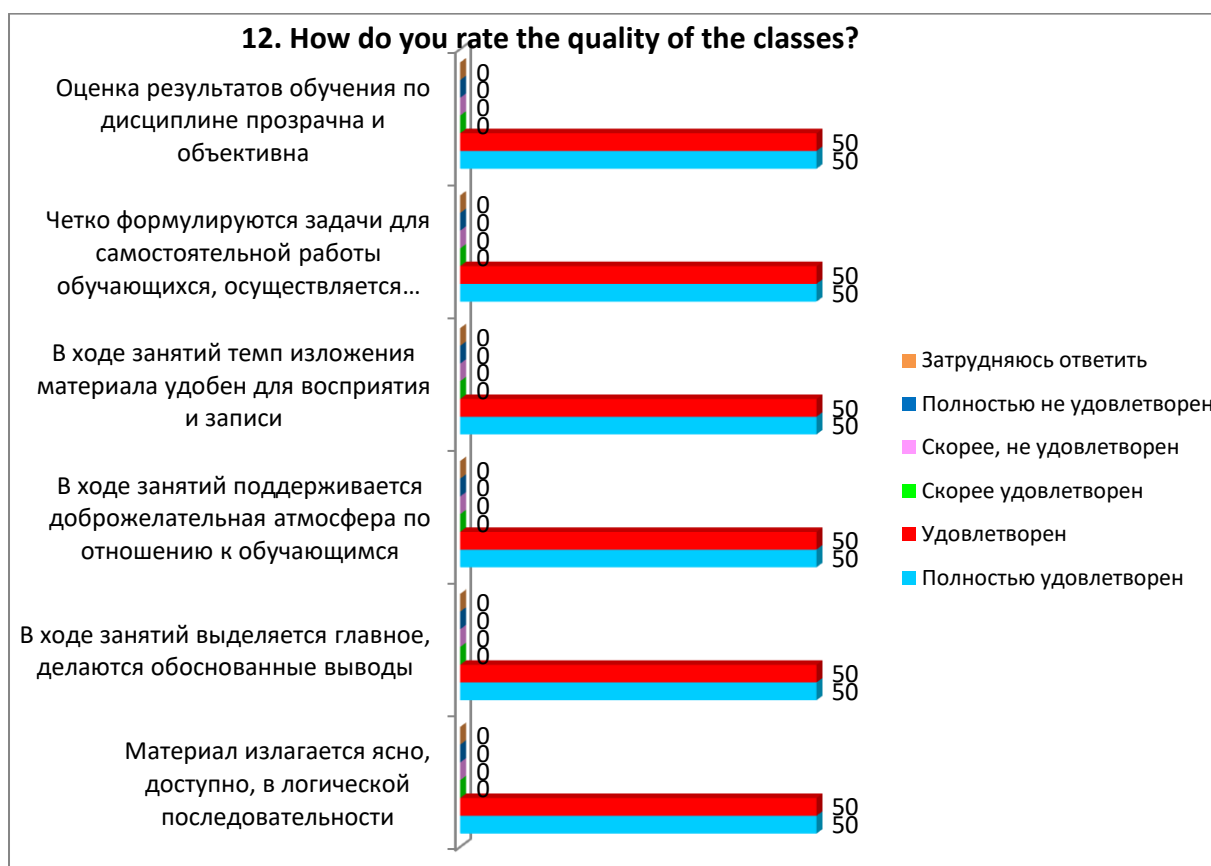
11. Which of the opportunities provided by the university do you use for personal development?

Criteria	Indicators (%)
Sports sections	50
Creative studios	25
Participant department of youth policy	-
I don't use anything	-
I find it difficult to answer	25
Other	-



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

Criteria	Completely satisfied	Satisfied	Rather satisfied	Rather, not satisfied	Not completely satisfied	I find it difficult to answer
The material is presented clearly, accessibly, in a logical sequence.	50	50	-	-	-	-
During the classes, the main points are highlighted and well-founded conclusions are made.	50	50	-	-	-	-
During the classes, support is provided friendly atmosphere towards to students	50	50	-	-	-	-
During the classes, the pace of presentation of the material is convenient for perception and recording	50	50	-	-	-	-
Tasks for independent work are clearly formulated students, its implementation is supported	50	50	-	-	-	-
Evaluation of results training in the discipline transparent and objective	50	50	-	-	-	-



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

- everything is fine

On a variant «**If you answered «to the previous question rather, not satisfied and not completely satisfied», please provide recommendations for improvement»** students indicated the following options*:

- everything is fine

Please write your suggestions, wishes, also what questions do you think 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? activities of the university. *(Students' answers are presented in the original. The author's spelling and punctuation have been preserved.).*

- Don't even know

- no questions

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Based on the results of the student survey, the following can be concluded:
Conclusions:

The choice of specialty is determined by various factors. Three main factors influenced the respondents' decisions, each of them received 25%. These factors include a personal aptitude for a certain type of activity and an assessment of one's own abilities, the opinion of parents/relatives, as well as a low passing score for the specialty. For some (25%), the main factor of choice remained undefined.

Majority students received information about the university through the official website of the university, and also from relatives and friends. Social networks also had an impact.

In the selected educational program 75% of students expressed satisfaction, which indicates that the program meets their interests and expectations.

The survey asked students how easy it was for them to cope with their academic workload. The results showed that majority respondents can easily cope with tasks. This indicates their good preparation, training and learning ability.

The work of the university's structural divisions is satisfactory to students: the dean's office, departments, teachers and curators all have a satisfaction rating 75%. This is evidence of good assessment of the university environment and the support provided to them during their studies.

Relations between students, teachers, curators and administration are assessed as friendly or rather friendly, which indicates a favorable moral and psychological atmosphere at the university.

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

With regard to the availability of necessary information related to the educational process and extracurricular activities, 75% of students noted that information is always available to them. This indicates a good level of organization and support for students by the educational institution providing them with easy access to important information needed for successful learning and participation in various activities.

In addition, the students' complete satisfaction with the quality of the classes underlines the success of the teaching work and suggests maintaining this high level in the future.

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 survey results via email from the quality management center studies and accreditations cqma_kstu@mail.ru.