

Report
on the results of the survey
First year students' satisfaction with educational services
in 2023-2024 academic year

Department: Technological Equipment, Machine Building and Standardization
Specialty: 6B07104 Mechanical Engineering

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 6B07104 Mechanical Engineering, 40 respondents took part in the survey, which amounted to 97.6% 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	17,5
Personal inclination to a certain type of activity, assessment of one's own abilities	22,5
Opinion and recommendations of parents/relatives	15
Friends studying	-
Low passing score for the specialty	5
Labor market requirements (employment opportunities)	25
I find it difficult to answer	10
Other	5

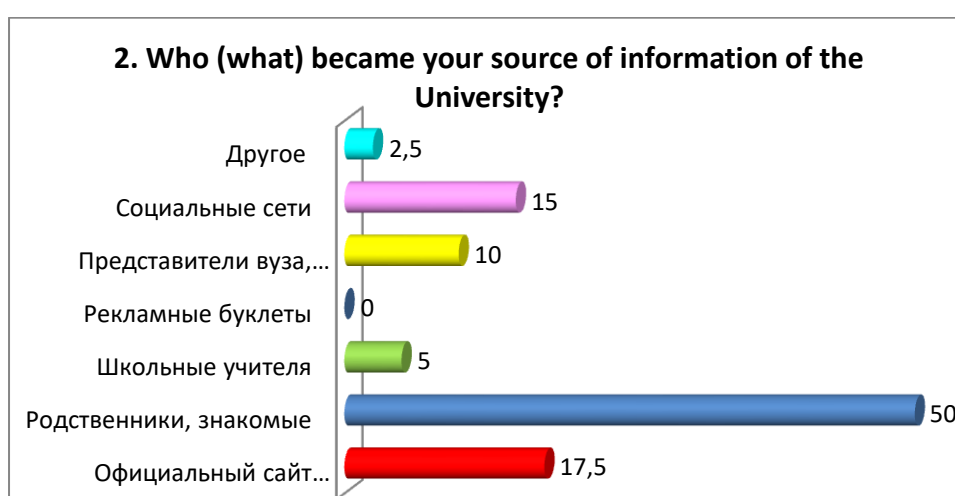


For the “Other” option, students indicated the following options*:

- I wanted to since childhood
- I enjoy tinkering with cars.

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

Criteria	Indicators (%)
Official website of the university	17,5
Relatives, acquaintances	50
School teachers	5
Advertising brochures	-
University representatives who came to the school with advertising	10
Social networks	15
Other	2,5

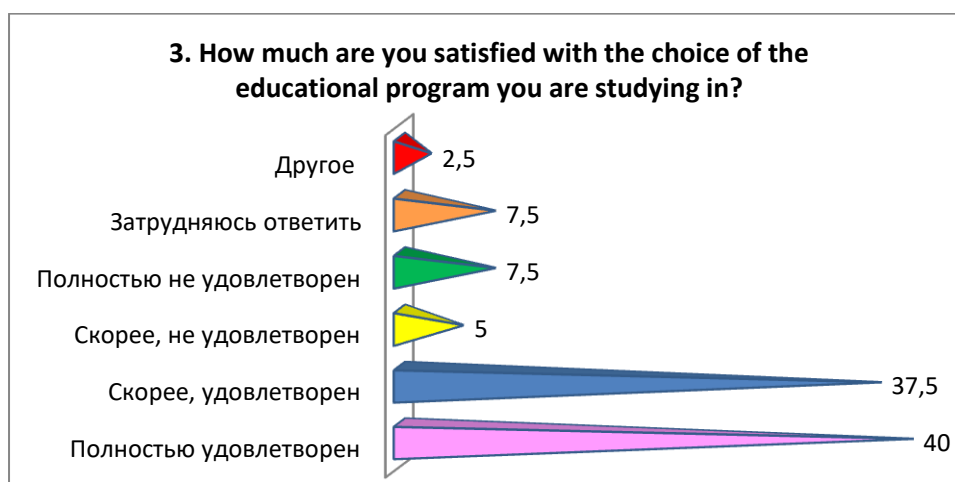


For the “Other” option, students indicated the following options*:

- College teachers.

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

Criteria	Indicators (%)
Completely satisfied	40
Rather satisfied	37,5
Rather dissatisfied	5
Completely dissatisfied	7,5
Difficult to answer	7,5
Other	2,5

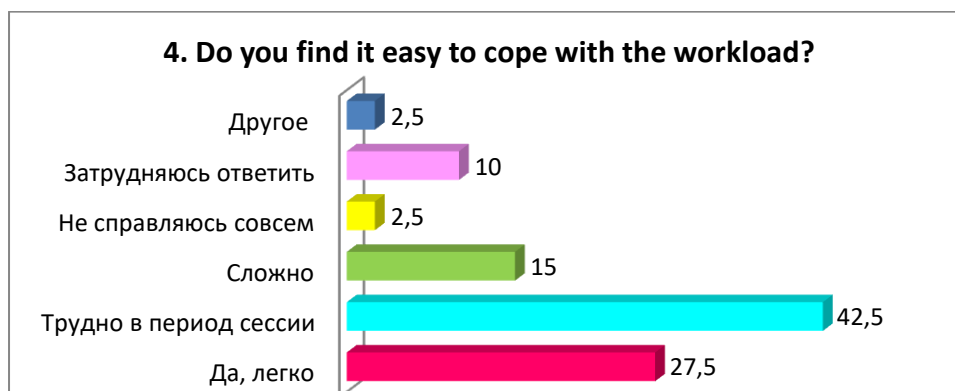


For the “Other” option, students indicated the following options*:

- I would like to delve more deeply into the automotive theme and car devices in the 1st year.

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

Criteria	Indicators (%)
Yes, easy	27,5
Difficult during the session	42,5
Difficult	15
Can't cope at all	2,5
Difficult to answer	10
Other	2,5



For the “Other” option, students indicated the following options*:

- I can cope.

5. Problems you experience during the learning process

Criteria	Indicators (%)
Lack of perseverance	7,5
Lack of knowledge	7,5
Lack of willpower	2,5
I can't organize my own time	7,5
No self-organization skills	5
I don't have any problems	42,5
I find it difficult to answer	25
Other	2,5



For the “Other” option, students indicated the following options*:

- Not enough points, it is impossible to study for 5.

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

Criteria	Completely satisfied	Rather satisfied	Rather dissatisfied	Completely dissatisfied	Difficult to answer
Dean's Offices	72,5	15	2,5	-	10
Departments	70	17,5	-	2,5	10
Teachers	65	12,5	12,5	2,5	7,5
Curators	80	7,5	-	2,5	10



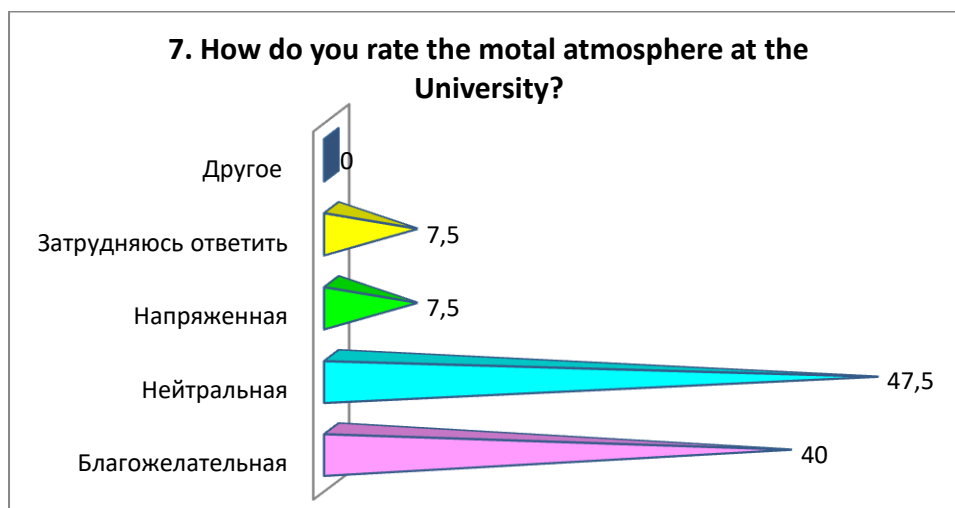
For the option "If you answered "rather dissatisfied or completely dissatisfied", provide recommendations for improvement" students indicated the following options*:

- The training program needs to be changed and I think lectures are not needed
- The teachers are unfair and give grades as they want, showing that they are always right
- Rather satisfied
- Completely dissatisfied
- Nonsense, they don't give points for attendance in mathematics

- I am satisfied
- More points for work.

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

Criteria	Indicators (%)
Benevolent	40
Neutral	47,5
Tense	7,5
Difficult to answer	7,5
Other	-



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

- After the lecture, everyone leaves angry
- Difficult schedule

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	75	17,5	-	-	7,5
Between teachers and students (in the educational process)	75	20	-	-	5
Between a student and a supervisor	80	12,5	-	-	7,5
Between students and administration	72,5	17,5	2,5	5	2,5
Between students and department staff (library, student department, etc.)	77,5	15	-	-	7,5
Between students and security service	70	12,5	2,5	7,5	7,5

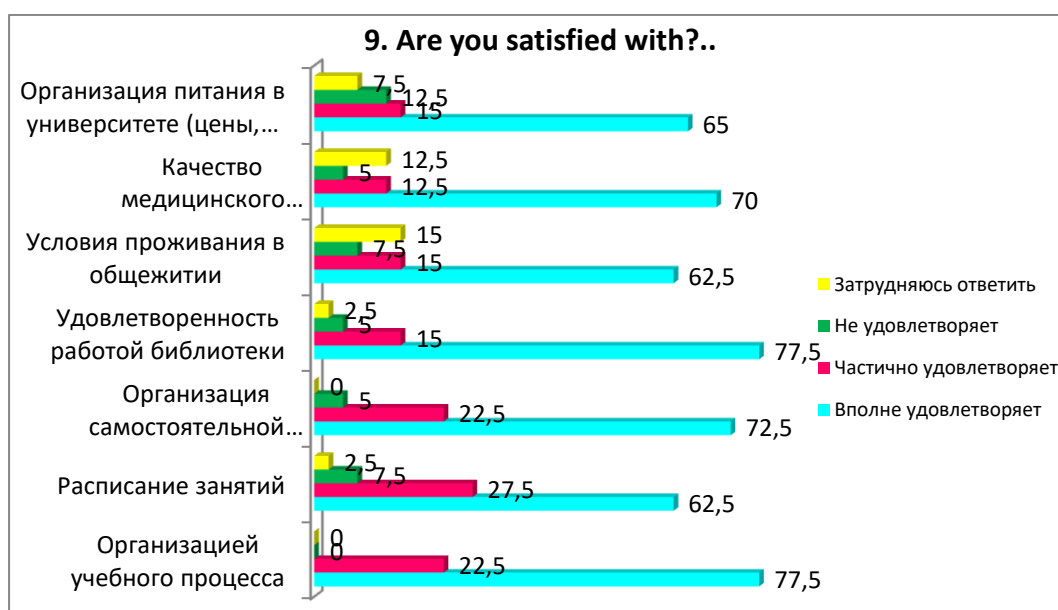
For the option “If you answered “Rather unfriendly than friendly or negative” to the previous question, write why” the students indicated the following options*:

- Rather friendly



9. Are you satisfied with?..

Criteria	Completely satisfied	Partially satisfied	Not satisfied	Difficult to answer
Organization of the educational process	77,5	22,5	-	-
Class schedule	62,5	27,5	7,5	2,5
Organization of independent work	72,5	22,5	5	-
Satisfaction with the library work	77,5	15	5	2,5
Living conditions in the hostel	62,5	15	7,5	15
Quality of medical care	70	12,5	5	12,5
Organization of catering at the University (prices, product range, quality of prepared dishes)	65	15	12,5	7,5



To the option "If you answered "Not satisfied", give recommendations for improvement" the students indicated the following options*:

- The hostel closes at 22:00
- It would be great to fix the long queues at the cloakroom and the canteen, but overall it's fine
- There are a lot of classes, there is no free time at all because of the SRS, we have 4 classes a week and that's every 3 days
- Not satisfied
- The price of food is out of thin air, coffee costs almost a thousand
- Too expensive
- Because I don't have time for 1 class and because I'm going from sorting and the bus is sometimes late.

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

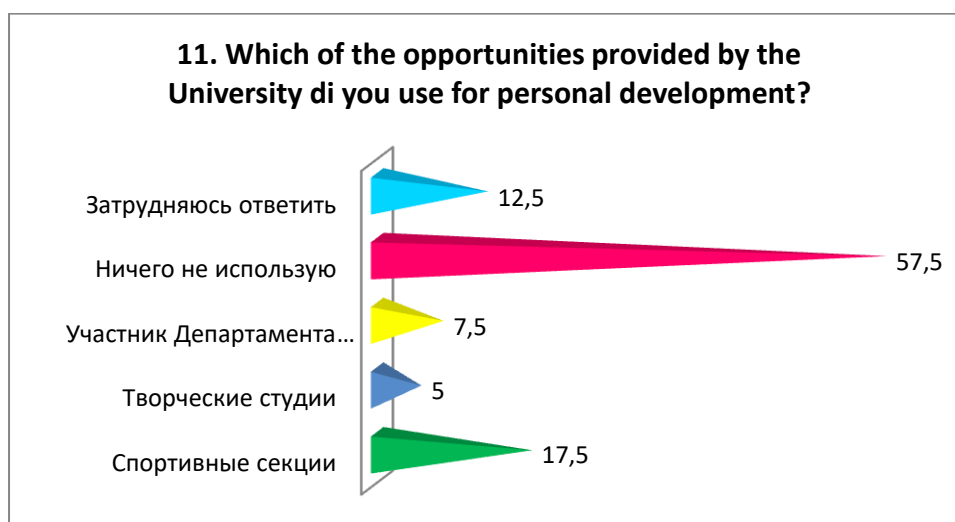
Criteria	Indicators (%)
Yes, always	72,5
No, not always	12,5
Difficult to answer	15
Other	-



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

Criteria	Indicators (%)
Sports sections	17,5
Creative studios	5
Member of the Department of Youth Policy	7,5
I don't use anything	57,5
I find it difficult to answer	12,5
Other	-

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



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

Criteria	Completely satisfied	Satisfied	Rather satisfied	Rather dissatisfied	Completely dissatisfied	Difficult to answer
The material is presented clearly, accessibly, in a logical sequence	80	12,5	5	-	2,5	-
In classes, the main points are highlighted, and well-founded conclusions are made	75	15	7,5	-	2,5	-
In classes, a friendly atmosphere is maintained towards the students	75	12,5	10	2,5	-	-
In classes, the pace of the presentation of the material is convenient for perception and recording	75	10	7,5	2,5	2,5	2,5
Tasks for independent work of students are clearly formulated, and support for its implementation is provided	75	10	12,5	-	-	2,5
The assessment of learning outcomes in the discipline is transparent and objective	72,5	15	7,5	-	5	-

For the option "Other", students indicated the following options*:

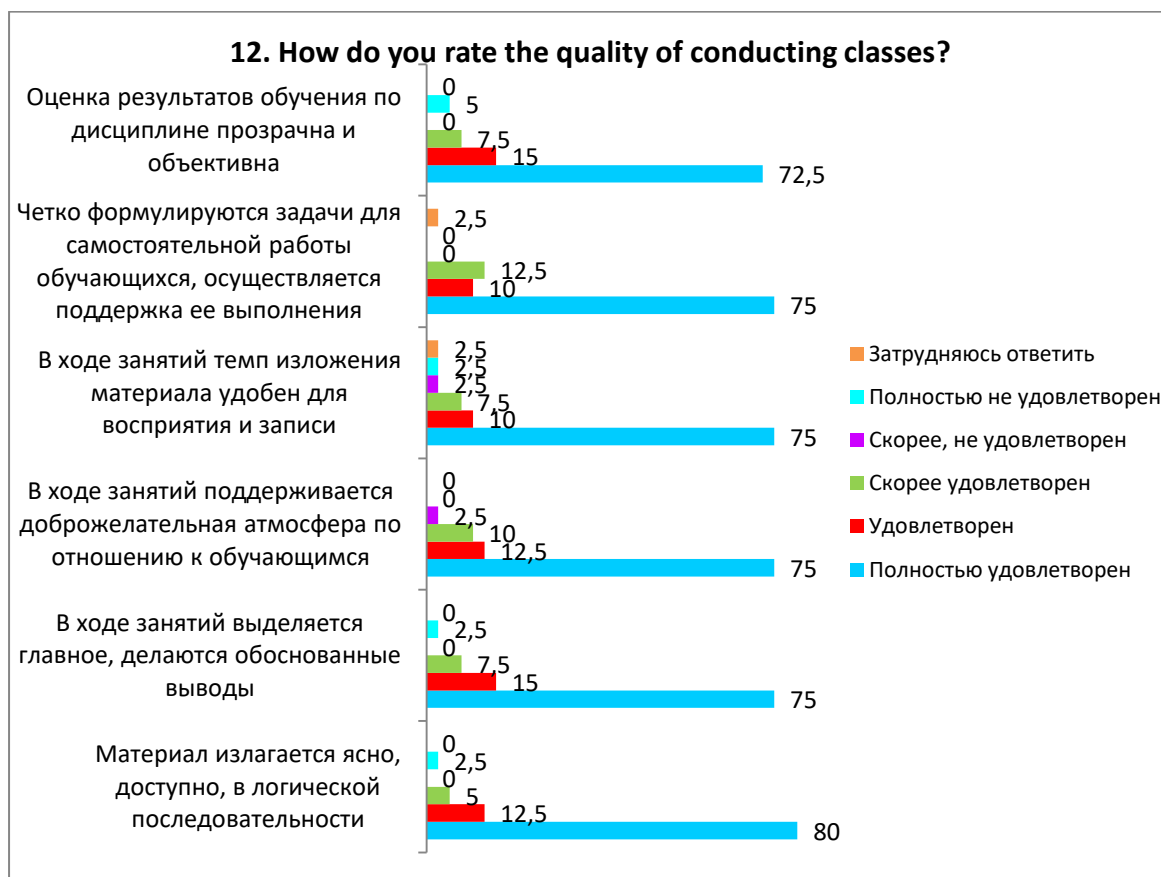
- No.

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

- Completely satisfied

- Completely dissatisfied

- Remove points for attendance and give more for work. Or, then give more for attendance. Otherwise, it's neither here nor there.



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.*)

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

1. *Factors of choosing a specialty*: The labour market requirements had the greatest influence (25%), followed by personal inclination towards a certain type of activity and assessment of one's own abilities (22.5%). The prestige of the specialty, the opinion of parents/relatives and a low passing score also influence the choice, but to a lesser extent. For some (10%) students, the main factor in choosing a specialty remains uncertain.

2. *Sources of information of the University*: Most students received information about the university from relatives and friends (50%), as well as through the official website of the university (17.5%). The other sources included social networks, university representatives and school teachers.

3. *Satisfaction with the chosen educational program*: 77.5% 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 problems, such as lack of knowledge, willpower, time management and workload management. Some students experience difficulties, especially during the session period, while others do not experience problems in their studies.

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

- Dean's office: 87.5% 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: 87.5% of the surveyed students highly rated the work of the departments, emphasizing the effectiveness and professionalism of the teachers in their field.

- Teachers: 77.5% of students expressed satisfaction with the work of the teachers, noting a good level of knowledge and competence in teaching disciplines.

- Curators: 87.5% of the surveyed students rated the work of the curators as 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, teachers and staff of the university. This climate creates a supportive and inspiring environment for students to learn and develop.

7. *Student satisfaction with the quality of educational services*: 100% of respondents expressed satisfaction with the organization of the educational process, 95% with independent work, 92.5% with the work of the library, 90% with the class schedule, 87.5% with the quality of medical care, 80% with the organization of meals, and 77.5% with the living conditions in the hostel. 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*: 72.5% of students claim that it is always available, while 12.5% note that this is not always the case. 15% of respondents were undecided on this issue.

9. *Students rate the quality of classes* as high (96.3% on average), 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 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 1st-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.