

**Report**  
**on the results of the survey**  
**First year students' satisfaction with educational services**  
**in 2023-2024 academic year**  
**Department: Nanotechnology and Metallurgy**  
**Specialty: 6B07204 Metallurgy**

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.

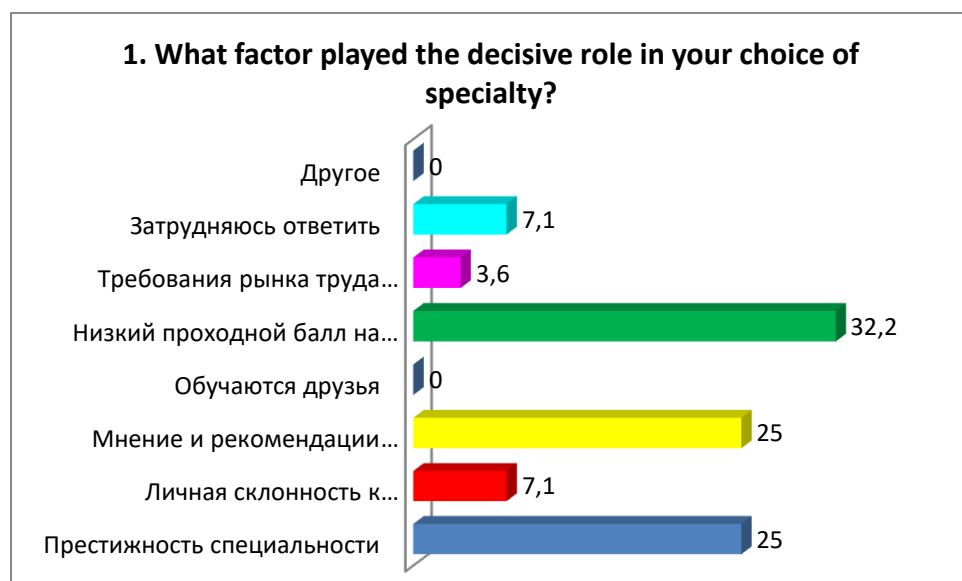
The results of the survey were processed and presented in a generalized form with a guarantee of confidentiality of students' personal opinions.

In the specialty 6B07204 Metallurgy, 28 respondents took part in the survey, which amounted to 100% of the total number of students.

The following data were obtained during the survey:

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

Criteria	Indicators (%)
Prestige of the specialty	25
Personal inclination to a certain type of activity, assessment of one's own abilities	7,1
Opinion and recommendations of parents/relatives	25
Friends studying	-
Low passing score for the specialty	32,2
Labor market requirements (employment opportunities)	3,6
I find it difficult to answer	7,1
Other	-



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

Criteria	Indicators (%)
Official website of the university	25
Relatives, acquaintances	50
School teachers	3,6
Advertising brochures	-
University representatives who came to the school with advertising	10,7
Social networks	10,7
Other	-



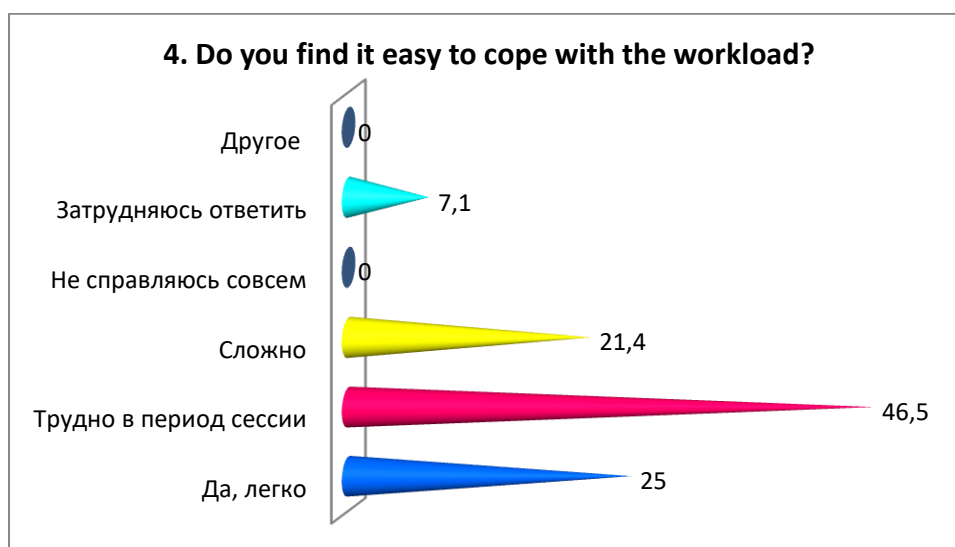
## 3. How much are you satisfied with the choice of the educational program you are studying in?

Criteria	Indicators (%)
Completely satisfied	42,9
Rather satisfied	32,1
Rather dissatisfied	14,3
Completely dissatisfied	3,6
Difficult to answer	7,1
Other	-



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

Criteria	Indicators (%)
Yes, easy	25
Difficult during the session	46,5
Difficult	21,4
Can't cope at all	-
Difficult to answer	7,1
Other	-



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

Criteria	Indicators (%)
Lack of perseverance	10,7
Lack of knowledge	7,1
Lack of willpower	17,9
I can't organize my own time	10,7
No self-organization skills	10,7
I don't have any problems	17,9
I find it difficult to answer	21,4
Other	3,6



For the option Other, students gave the following answer\*:

- Lack of time.

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

Criteria	Completely satisfied	Rather satisfied	Rather dissatisfied	Completely dissatisfied	Difficult to answer
Dean's Offices	71,4	25	-	-	3,6
Departments	75	21,4	-	-	3,6
Teachers	53,6	35,7	3,6	-	7,1
Curators	85,7	10,7	-	-	3,6



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

- Everything is excellent
- Satisfied
- Good.

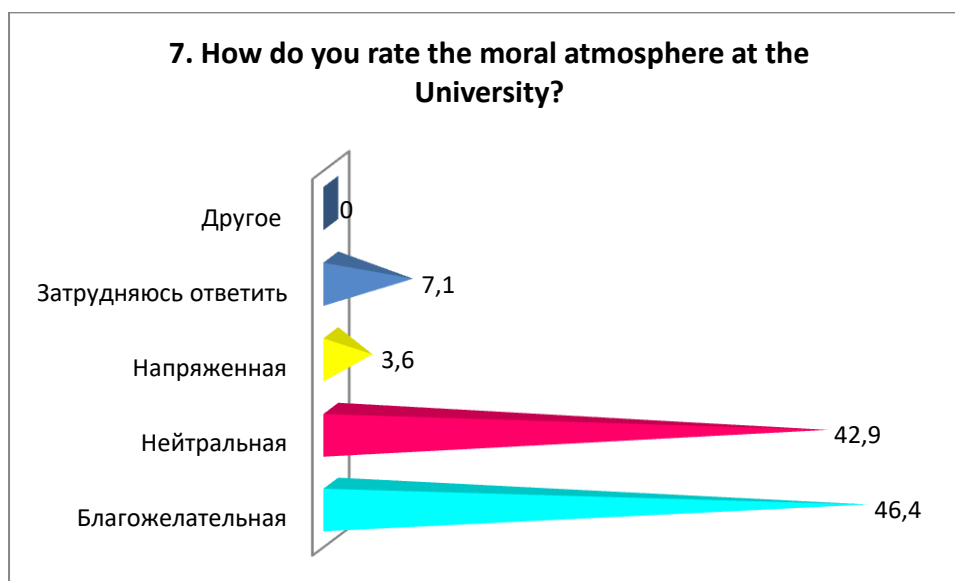
## 7. How do you rate the moral atmosphere at the University?

Criteria	Indicators (%)
Benevolent	46,4
Neutral	42,9
Tense	3,6
Difficult to answer	7,1
Other	-

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

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

- Everything is fine
- Excellent
- I don't know.



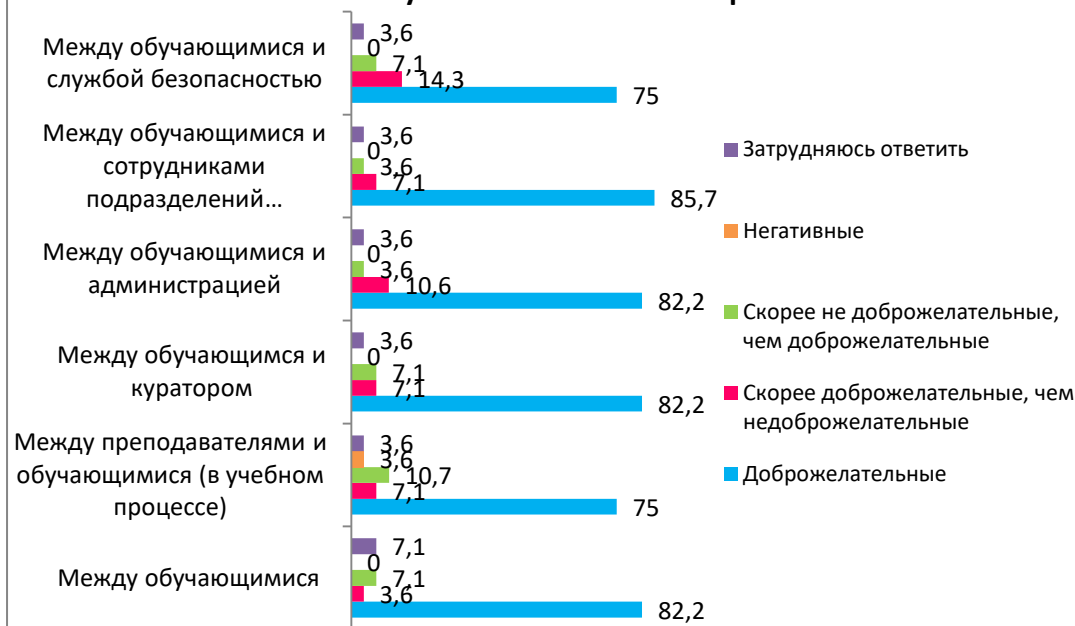
**8. What do you think the relationship is like:**

Criteria	Friendly	Rather friendly than unfriendly	Rather unfriendly than friendly	Negative	Difficult to answer
Between students	82,2	3,6	7,1	-	7,1
Between teachers and students (in the educational process)	75	7,1	10,7	3,6	3,6
Between a student and a supervisor	82,2	7,1	7,1	-	3,6
Between students and administration	82,2	10,6	3,6	-	3,6
Between students and department staff (library, student department, etc.)	85,7	7,1	3,6	-	3,6
Between students and security service	75	14,3	7,1	-	3,6

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

- Everything is great
- I don't know.

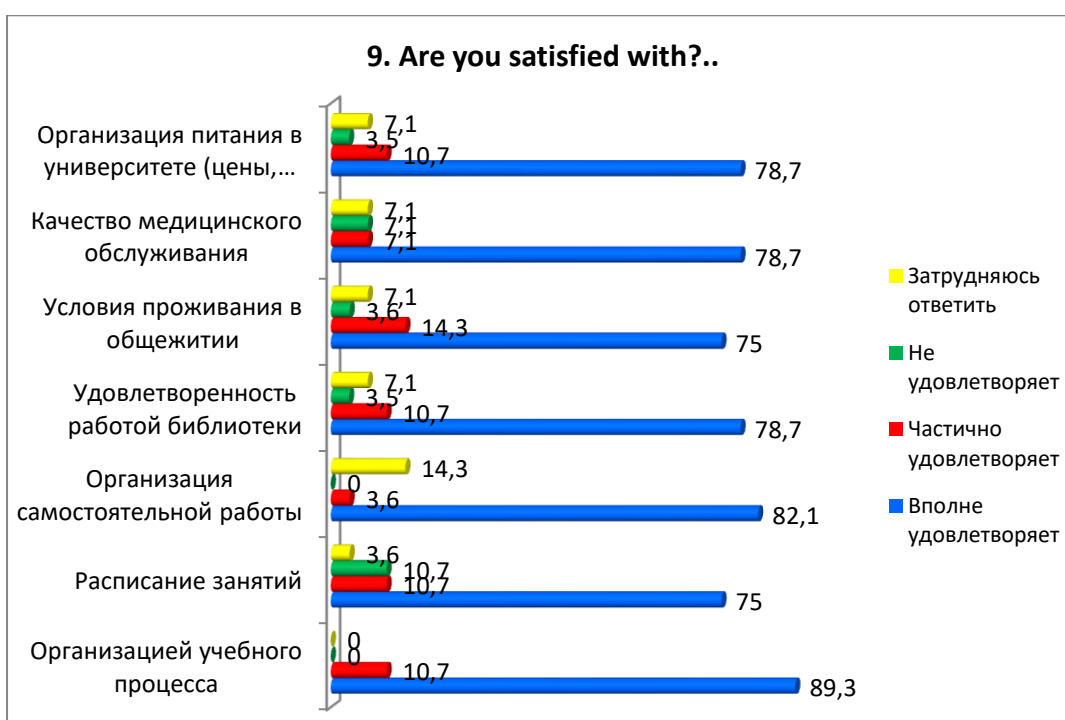
### 8. What do you think the relationship is like:



### 9. Are you satisfied with?..

Criteria	Completely satisfied	Partially satisfied	Not satisfied	Difficult to answer
Organization of the educational process	89,3	10,7	-	-
Class schedule	75	10,7	10,7	3,6
Organization of independent work	82,1	3,6	-	14,3
Satisfaction with the library work	78,7	10,7	3,5	7,1
Living conditions in the hostel	75	14,3	3,6	7,1
Quality of medical care	78,7	7,1	7,1	7,1
Organization of catering at the University (prices, product range, quality of prepared dishes)	78,7	10,7	3,5	7,1

### 9. Are you satisfied with?..



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

- I want more choice in the cafeteria
- It is difficult
- I am satisfied
- The schedule is difficult.

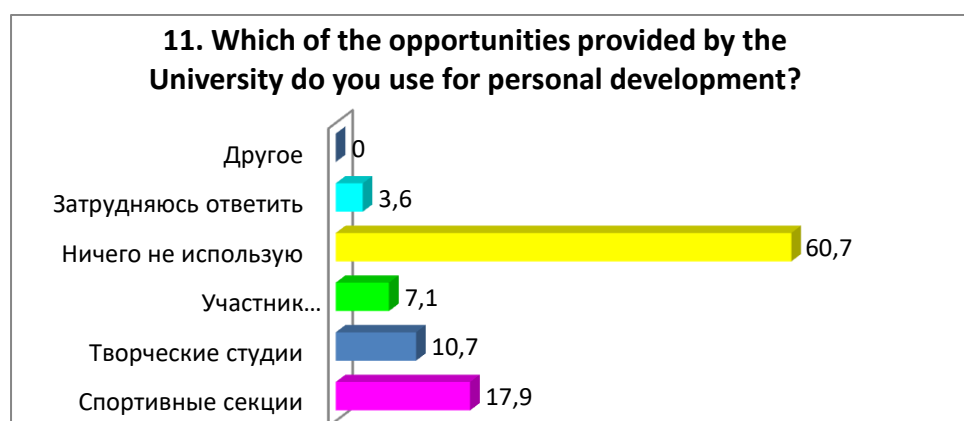
**10. Is all the necessary information regarding the educational process and extracurricular activities always available to you?**

Criteria	Indicators (%)
Yes, always	50
No, not always	32,1
Difficult to answer	17,9
Other	-



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

Criteria	Indicators (%)
Sports sections	17,9
Creative studios	10,7
Member of the Department of Youth Policy	7,1
I don't use anything	60,7
I find it difficult to answer	3,6
Other	-



## 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	78,5	14,3	3,6	-	-	3,6
In classes, the main points are highlighted, and well-founded conclusions are made	75	17,8	3,6	-	-	3,6
In classes, a friendly atmosphere is maintained towards the students	75	17,8	3,6	-	-	3,6
In classes, the pace of the presentation of the material is convenient for perception and recording	71,4	17,8	3,6	3,6	-	3,6
Tasks for independent work of students are clearly formulated, and support for its implementation is provided	71,4	17,8	3,6	-	3,6	3,6
The assessment of learning outcomes in the discipline is transparent and objective	71,4	14,4	7,1	-	-	7,1



For the option “Other”, students indicated the following options\*:  
 - Excellent.



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

- Excellent.

**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.*)

- Everything OK
- No difference
- I don't know
- No questions.

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

*1 Factors of choosing a specialty:* Low passing score for the specialty was the determining factor for 32.2% of students. The opinion of parents/relatives and the prestige of the specialty also played an important role (25% each) for respondents. The demands of the labor market, personal inclination, and assessment of one's own abilities were taken into account when choosing a specialty. However, for some (7.1%), the main factor in choosing remained 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 (25%). Other sources included university representatives, social networks, and school teachers.

*3. Satisfaction with the chosen educational program:* 75% 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 exam period, while others do not experience problems in their studies.

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

- Dean's office: 96.4% 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: 96.4% of the students surveyed highly rated the work of the departments, emphasizing the effectiveness and professionalism of the teachers in their field.

- Teachers: 89.3% of students expressed satisfaction with the work of teachers, noting a good level of knowledge and competence in teaching disciplines.

- Curators: 96.4% of the surveyed students rated the work of curators as highly 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 university staff. This climate creates a supportive and inspiring environment for student learning and development.

7. *Students rate the quality of classes* at a high level (on average 94.6%), emphasizing that the material is presented clearly and accessibly, in a logical sequence and highlighting key points with substantiated conclusions. They also note a favorable atmosphere in the classroom, a comfortable pace of information delivery and clear formulation of assignments for independent work with support for their implementation.

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. However, there is some disagreement among students regarding the availability of information, which requires additional attention from the University.

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.

Overall, 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](mailto:cqma_kstu@mail.ru).