

Report
on the results of the questionnaire
“Satisfaction of 1st year students with educational services”
for the 2023-2024 academic year
Department: “Mine Surveying and Geodesy”
Specialty: 6B07206 Mine Surveying

The Centre for Quality Management and Accreditation in February 2024 conducted the annual questionnaire on the satisfaction of 1st year students with the quality of services provided.

Purpose of the questionnaire: Improvement of the learning process, improvement of the quality of educational services and other activities of the university.

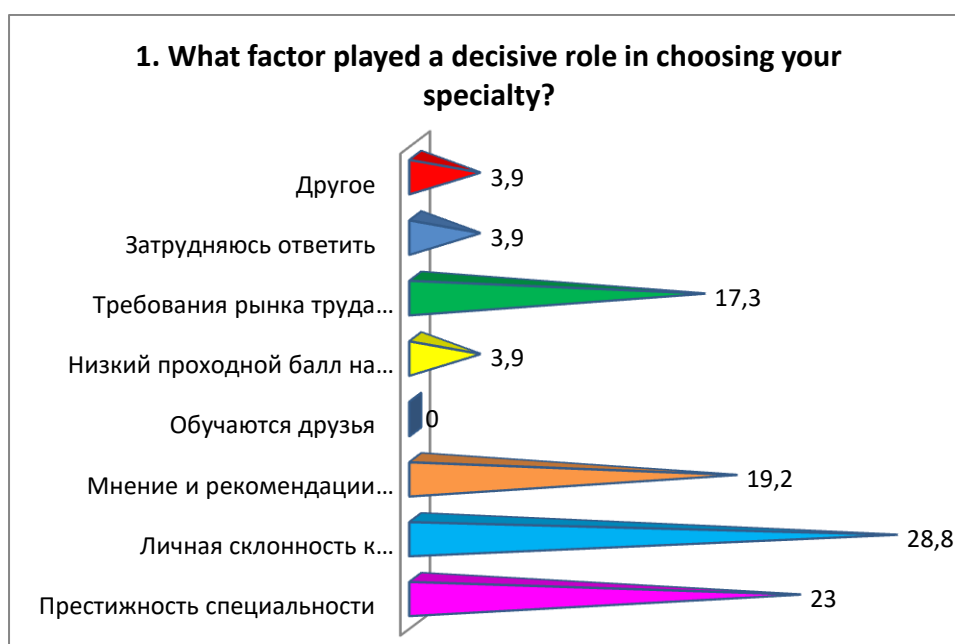
The results of the questionnaire were processed and presented in a summarized form with the guarantee of confidentiality of students' personal opinions.

In the speciality 6B07206 Mine Surveying 52 respondents took part in the questionnaire, which is 100% of the total number of students.

During the questionnaire process, the following data was obtained:

1. What factor played a decisive role in choosing your specialty?

Criteria	Indicators (%)
Prestige of the specialty;	23
Personal inclination to a certain type of activity, assessment of one's own abilities;	28,8
Opinion and recommendations from parents/relatives;	19,2
Friends are being trained;	-
Low passing grade for the major;	3,9
Labor market requirements (employment opportunities);	17,3
I find it difficult to answer;	3,9
Other	3,9



For the option ‘**Other**’, the students indicated the following options*:

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

- Everything is fine
- I've seen the impact of the soul and a very wonderful profession.

2. Who (what) has become a source of information about the university for you?

Criteria	Indicators (%)
Official website of the university;	19,2
Relatives, acquaintances;	55,8
School teachers;	5,8
Advertising booklets;	5,8
Representatives of the university who came to the school with advertisements;	3,9
Social networks;	7,6
Other	1,9



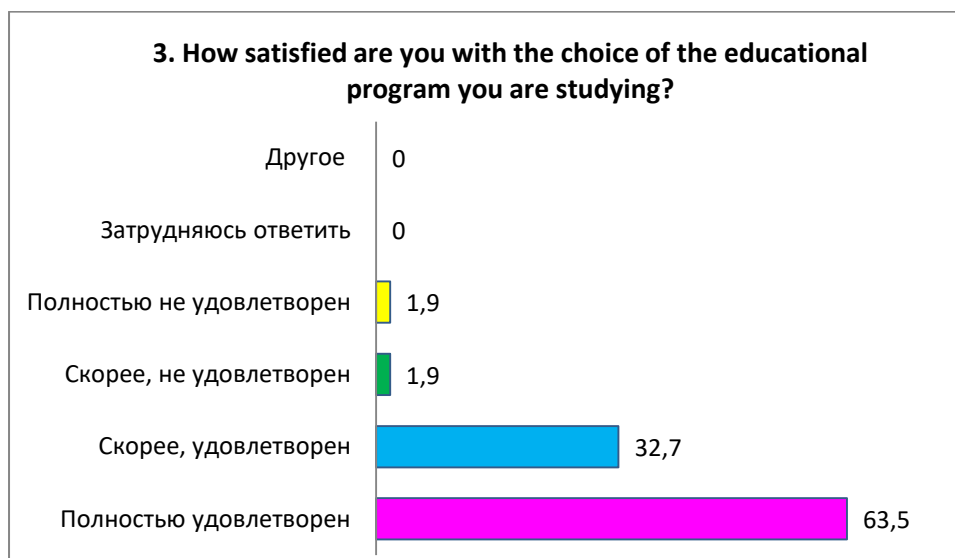
For the option ‘**Other**’, the students indicated the following options*:

- Internet

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

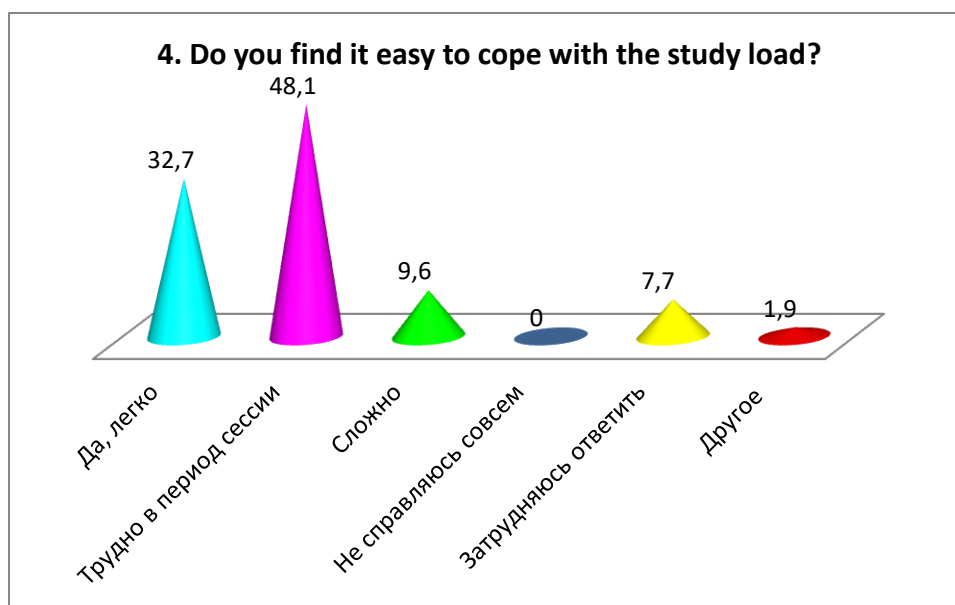
Criteria	Indicators (%)
Completely satisfied;	63,5
Rather, satisfied;	32,7
Rather, not satisfied;	1,9
I am not completely satisfied;	1,9
I find it difficult to answer;	-
Other	-

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

Criteria	Indicators (%)
Yeah, easy;	32,7
Difficult during the session;	48,1
Difficult;	9,6
I can't cope at all;	-
Difficult to answer;	7,7
Other	1,9



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

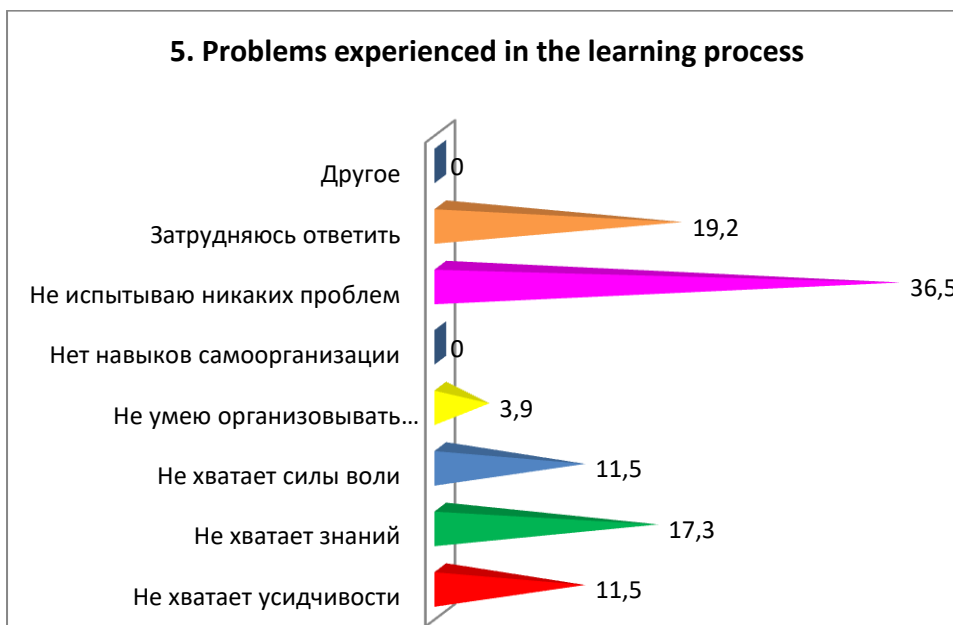
- It's easy in principle, it's just difficult with teachers, there's no understanding.

5. Problems experienced in the learning process

Criteria	Indicators (%)
Lack of perseverance;	11,5
Not enough knowledge;	17,3
Lack of willpower;	11,5

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I don't know how to organize my own time;	3,9
No self-organization skills;	-
I don't have any problems;	36,5
Difficult to answer;	19,2
Other	-



6. Are you satisfied with the work?

Criteria	Completely satisfied	Rather, satisfied	Rather, not satisfied	I am not completely satisfied	I find it difficult to answer
Deans	73,1	13,5	1,9	-	11,5
Departments	76,9	17,3	-	-	5,8
Teachers	65,3	30,8	3,9	-	-
Supervisors	90,4	9,6	-	-	-



For the option ‘If you answered “rather not satisfied or completely not satisfied” give recommendations for improvement’, the students indicated the following options*:

- Satisfied
- Finding a common language with students
- Ondai bolmady.

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

Criteria	Indicators (%)
Favorable;	44,2
Neutral;	48,1
Tense;	-
Difficult to answer;	7,7
Other	-



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

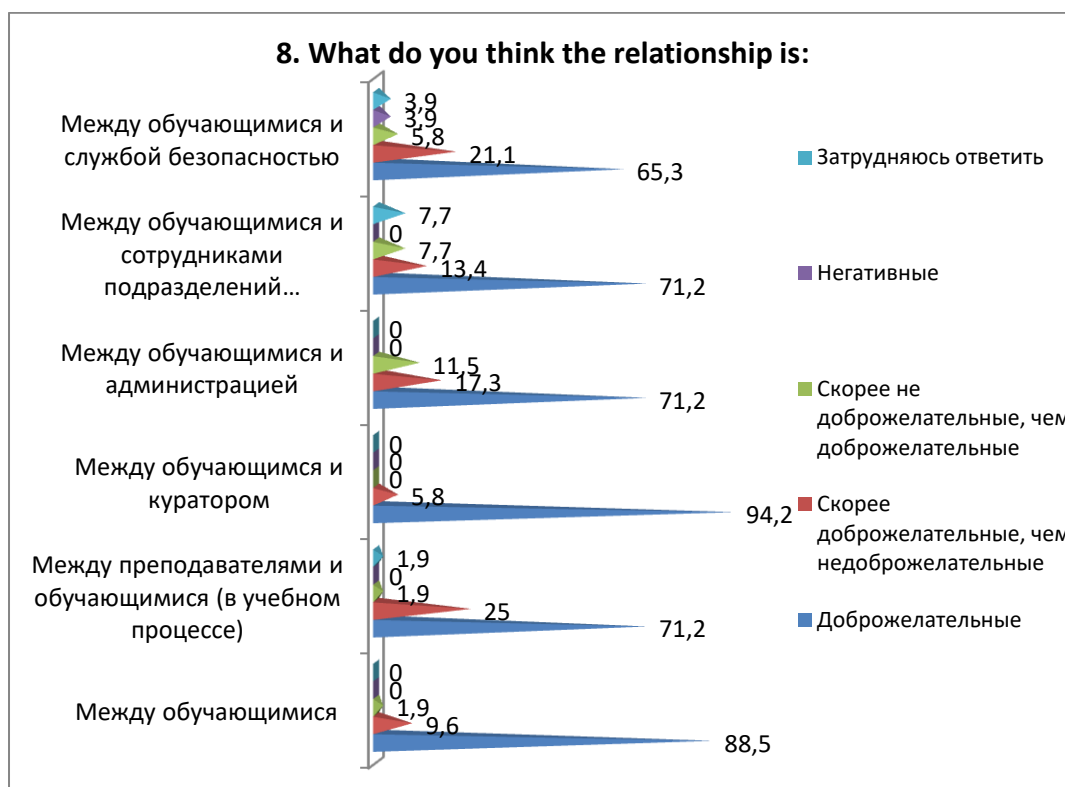
- I can't answer.

8. What do you think the relationship is:

Criteria	Benevolent	More likely to be benevolent than unfriendly	Rather not benevolent than benevolent	Negative	Difficult to answer
Between students	88,5	9,6	1,9	-	-
Between teachers and learners (in the learning process)	71,2	25	1,9	-	1,9
Between learner and supervisor	94,2	5,8	-	-	-
Between students and administration	71,2	17,3	11,5	-	-
Between students and the staff of the departments	71,2	13,4	7,7	-	7,7

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(library, student department, etc.).					
Between students and security service	65,3	21,1	5,8	3,9	3,9



For the option ‘If you answered “Rather not benevolent than benevolent or negative” to the previous question, write why’, students gave the following options* :

- The security service behaves appallingly
- The security service is overstepping its bounds and behaving in a boorish manner
- No such thing.

9. Are you satisfied?

Criteria	Completely satisfied	Partially satisfied	Not satisfied	I find it difficult to answer
Organization of the educational process	86,6	11,5	1,9	-
Class schedule	78,8	15,4	5,8	-
Organization of independent work	80,8	17,3	1,9	-
Satisfaction with the work of the library	71,2	11,5	1,9	15,4
Living conditions in the dormitory	61,6	11,5	1,9	25
Quality of medical service	63,5	15,4	1,9	19,2
Organization of catering at the university (prices, range of products, quality of prepared meals)	67,3	28,8	3,9	-

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



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

- The medical centre, when the state of health deteriorates, requires you to go home and go to the hospital, instead of just issuing a certificate for teachers.
- In the dormitory it is necessary to change the taps and faucets in time, as they are very rotten in the rooms
- No such thing.

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

Criteria	Indicators (%)
Yes, always;	61,5
No, not always;	25
Difficult to answer;	13,5
Other	-



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

Criteria	Indicators (%)
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Sports sections;	34,6
Creative studios;	7,7
Participant of the Youth Policy Department;	-
I don't use anything;	48
Difficult to answer;	3,9
Other	5,8



For the option ‘**Other**’, the students indicated the following options * :

- Volunteer HQ
- Volunteer activities
- At first I used the sports side.

12. How would you rate the quality of class delivery?

Criteria	Compl etely satisfie d	Satisfie d	Rather satisfie d	Rather not satisfie d	I am not complet ely satisfied	I find it difficult to answer
The material is presented in a clear, accessible and logical sequence	75	21,1	3,9	-	-	-
During the lessons the main points are emphasized and reasonable conclusions are drawn	75	17,3	5,8	1,9	-	-
During the lessons, a friendly atmosphere is maintained towards the students	80,8	11,5	3,9	1,9	-	1,9
During the lessons, the pace of presentation of the material is convenient for perception and recording	75	15,4	7,7	1,9	-	-
The tasks for independent work of students are clearly formulated, and support is provided for its fulfillment.	75	15,4	5,8	-	1,9	1,9
Assessment of learning outcomes of the discipline is transparent and	75	17,3	1,9	3,9	-	1,9

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For the option ‘**Other**’, the students indicated the following options*:

- I don't know
- Actually, it would be nice if teachers showed a little kindness. □

For the option ‘**If you answered “rather, not satisfied and completely not satisfied” to the previous question, give recommendations for improvement**’, the students indicated the following options*:

- There's no such thing.

Please, write your suggestions, wishes, as well as what questions in your opinion 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 of the university. (*Students' answers are presented in the original. The author's spelling and punctuation have been preserved*).

- All right.
- Don't know
- Permission to attend the institute is freely given

According to the results of the questionnaire, the following **conclusions** can be drawn:

1. Factors in choosing a speciality: personal preferences and assessment of their own abilities were the main factors in choosing a speciality for 28.8% of respondents. The prestige of the speciality (23%) and the opinion of parents/relatives (19.2%) also

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influenced the students' decision. However, for some (3.9%) the main factor of choice remained undetermined.

2 *Sources of information about the university:* most students received information about the university from relatives and acquaintances (55.8%), as well as through the university's official website (19.2%). Other sources included advertising booklets, university representatives, social networks and school teachers.

3. *Satisfaction with the chosen educational programme:* 96.2% of students are satisfied with the choice of their educational programme, which indicates that the chosen programme meets their expectations and goals.

4. *Problems in the learning process:* students face various problems such as lack of knowledge, willpower, time organisation and management of study load. Some students experience difficulties, especially during the session, while others have no problems in their studies.

5. *Satisfaction with the work of structural units of the university:*

- Dean's office: 86.6% of students expressed satisfaction with the work of the dean's office, which indicates a good level of management and organisation of the educational process.

- Departments: 94.2% of surveyed students highly appreciated the work of departments, emphasising the efficiency and professionalism of teachers in their field.

- Teachers: 96.1% of students expressed satisfaction with the work of teachers, noting a high level of knowledge and competence in teaching disciplines.

- Mentors: 100% of the surveyed students evaluated the work of the curators as highly satisfactory, indicating significant support and assistance provided to students in solving various issues and problems.

6. *The psychological climate at the university* is described as a friendly relationship between students, faculty and staff of the university. This climate creates a supportive and inspiring environment for students' learning and development.

7. *Students' satisfaction with the quality of educational services:* 98.1% of the respondents expressed satisfaction with the organisation of the educational process and independent work, 96.1% with the organisation of meals, 94.2% with the timetable of classes, 82.7% with the work of the library, 78.9% with the quality of medical services, and 73.1% with the living conditions in the dormitory. These data indicate the high quality of services and support provided by the university to ensure successful learning and comfort of students.

8. *Accessibility of information related to the learning process and extracurricular activities:* 61.5% of students claim that it is always available, while 25% indicated that this is not always the case. 13.5% of respondents were uncertain about this issue.

9. *Participation of students in the social life of the university:* 34.6% of students are keen on sports sections, while 7.7% prefer creative studios. Among other options, volunteer staff is noted. Nevertheless, 48% of respondents stated that they do not use any of the provided opportunities. The reasons for this decision were not indicated by students in the questionnaire.

10. *The students assess the quality of the lessons* at a high level (97.8% on average), emphasising that the material is presented in a clear and accessible manner, following a logical sequence and highlighting key points with justified conclusions. They also noted the favourable environment in the classroom, comfortable pace of information delivery and clear formulation of assignments for independent work with support for their completion.

At the end of the questionnaire, students wrote their suggestions to improve the study programme and the quality of the services and other activities of the university*: ‘Allow to attend the institute in free form’, “In the dormitory it is necessary to change mixers and taps in time, as they rot very badly in the rooms”, etc.

In general, the analysis of the results of completing the questionnaire ‘Satisfaction of 1st year students with educational services’ shows a positive attitude of students to the conditions for education, content, organisation and quality of the educational process created at the University.

Recommendations:

The Head of Department should familiarise staff and students with the results of the questionnaire and discuss them at supervisory 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 the results of the questionnaire by e-mail of the Centre for Quality Management and Accreditation cqma_kstu@mail.ru.

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