

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

Department: «Department of Mine surveying and geodesy»

Specialty: 6B07206 «Mine surveying»

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.

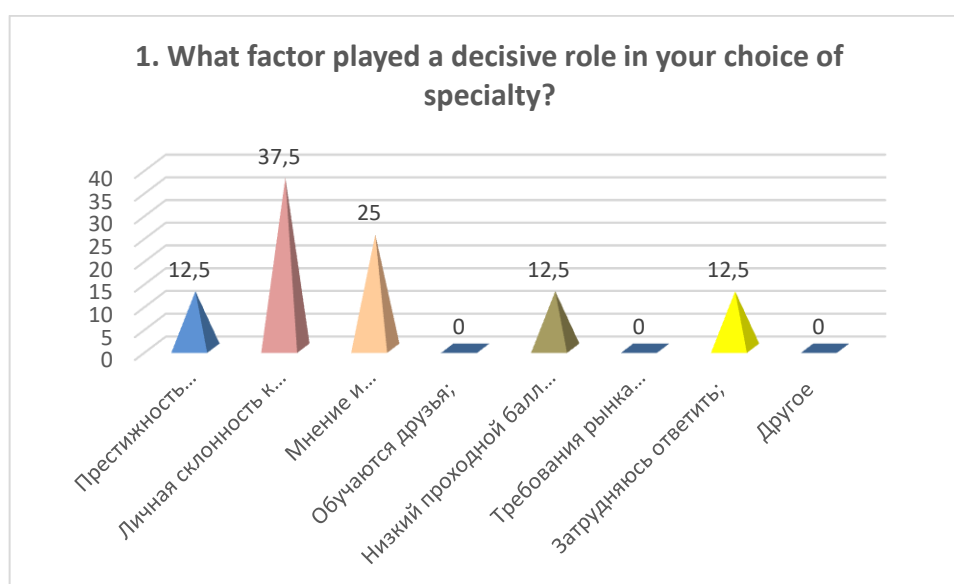
The results of the survey were processed and presented in a summarized form, guaranteeing the confidentiality of students' personal opinions.

In specialty 6B07206 «Mine surveying» 48 respondents took part in the questionnaire, accounting for 87.2% 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;	12.5
Personal inclination towards a certain type of activity, assessment of one's own abilities;	37.5
Opinions and recommendations of parents/relatives;	25
Friends are studying;	-
Low passing grade for the specialty;	12.5
Labor market requirements (employment opportunities);	-
I find it difficult to answer;	12.5
Other	-



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

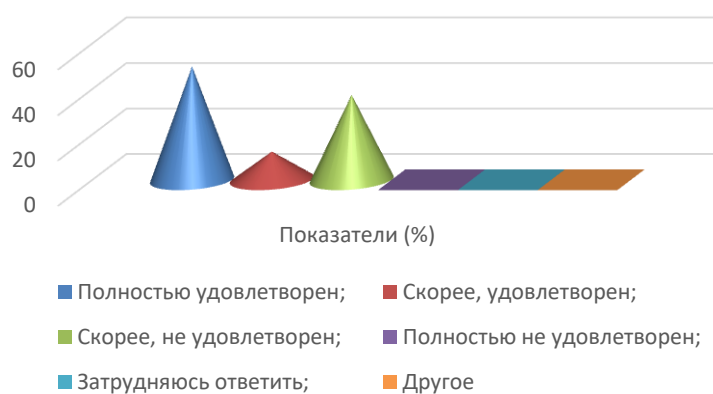
Criteria	Indicators (%)
Official website of the university;	37.5
Relatives, acquaintances;	62.5
School teachers;	-
Advertising brochures;	-
Representatives of the university who came to the school with advertising;	-
Social media;	-
Other	-



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

Criteria	Indicators (%)
Completely satisfied;	50
Rather, satisfied;	12.5
Rather, not satisfied;	37.5
Completely unsatisfied;	-
I find it difficult to answer;	-
Other	-

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



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

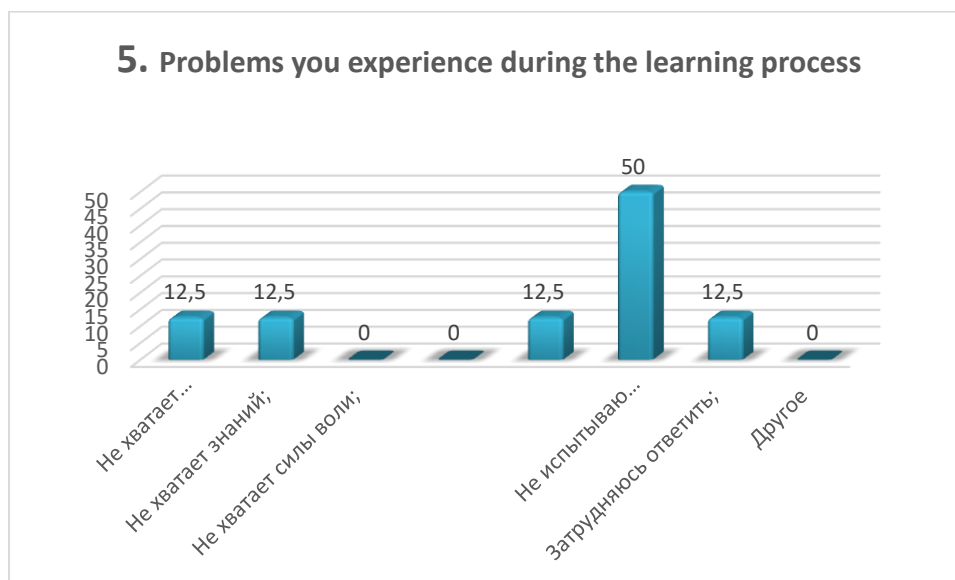
Criteria	Indicators (%)
Yes Easy;	37.5
Difficult during the session;	25
Difficult;	12.5
I can't cope at all;	-
I find it difficult to answer;	25
Other	-

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



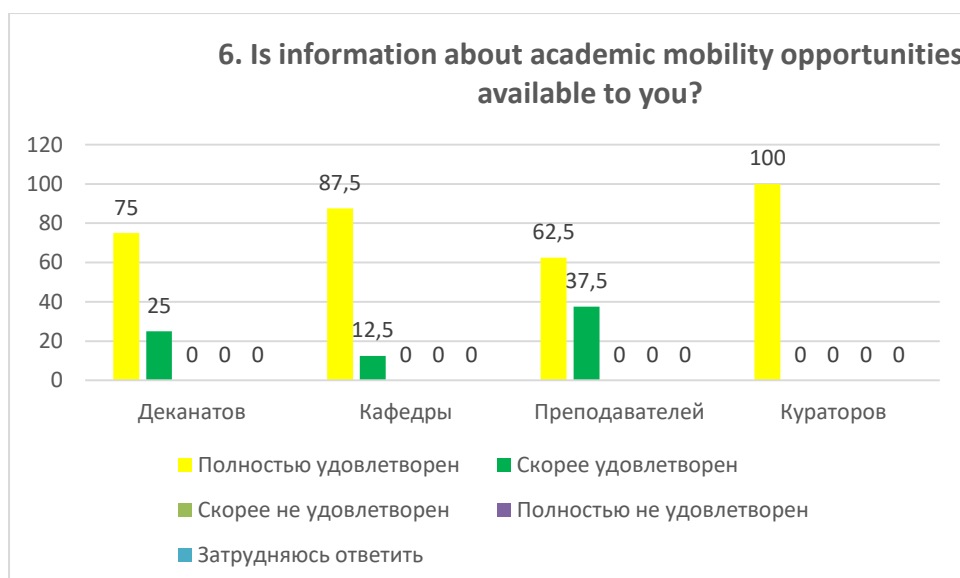
5. Problems you experience during the learning process

Criteria	Indicators (%)
Lacks perseverance;	12.5
Lack of knowledge;	12.5
Lack of willpower;	-
I don't know how to organize my own time;	-
No self-organization skills;	12.5
I don't have any problems;	50
I find it difficult to answer;	12.5
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	75	25	-	-	-
Departments	87.5	12.5	-	-	-
Teachers	62.5	37.5	-	-	-
Curators	100	-	-	-	-



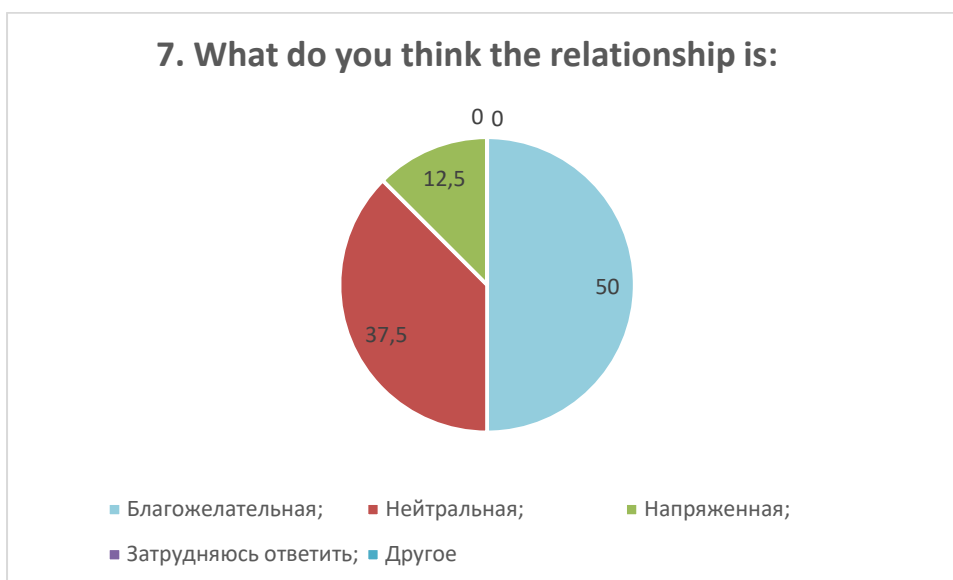
For the option «If you answered «rather dissatisfied or not completely satisfied give recommendations for improvement» students indicated the following options*:

- Don't act like big shots

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

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

Criteria	Indicators (%)
Benevolent;	50
Neutral;	37.5
Tense;	12.5
I find it difficult to answer;	-
Other	-

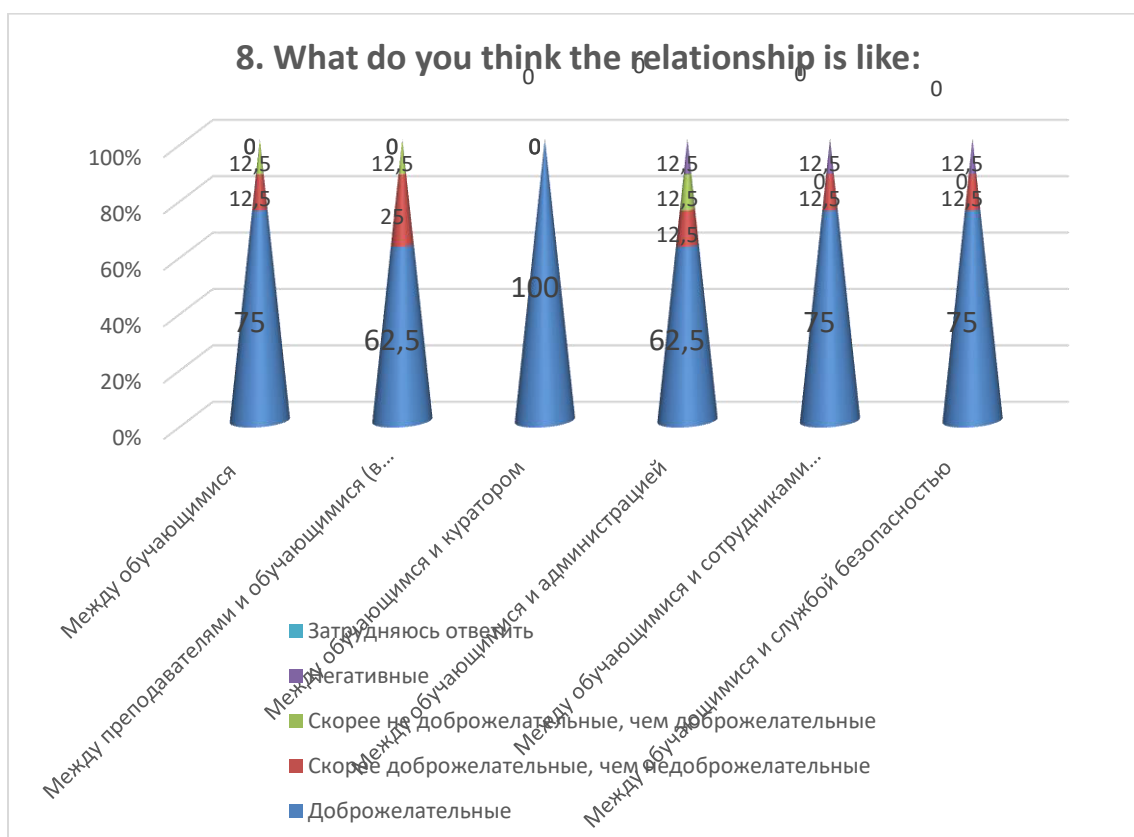


For the option «If you answered the previous question «Tense», write why»students indicated the following options* :

- Everything is fine

8.What do you think the relationship is like:

Criteria	Friendly	More friendly than unfriendly	More unfriendly than friendly	Negative	I find it difficult to answer
Between students	75	12.5	12.5	-	-
Between teachers and students (in the educational process)	62.5	25	12.5	-	-
Between the student and the curator	100	-	-	-	-
Between students and administration	62.5	12.5	12.5	12.5	-
Between students and employees of departments (library, student department, etc.)	75	12.5	-	12.5	-
Between students and security service	75	12.5	-	12.5	-

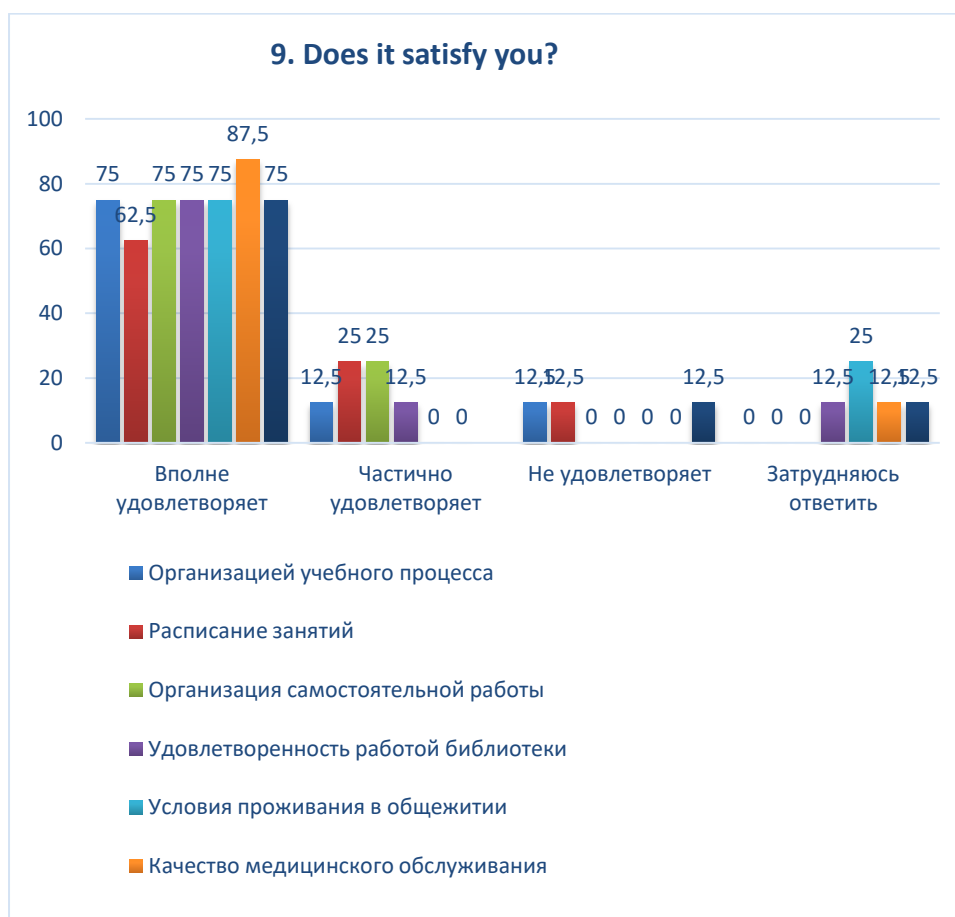


For the option «If you answered the previous question «Rather not friendly than friendly or negative, write why» students indicated the following options*:

- Rude, evil

9. Does it satisfy you?

Criteria	Quite satisfying	Partially satisfied	Doesn't satisfy	I find it difficult to answer
Organization of the educational process	75	12.5	12.5	-
Timetable of classes	62.5	25	12.5	-
Organization of independent work	75	25	-	-
Satisfaction with the library	75	12.5	-	12.5
Living conditions in the hostel	75	-	-	25
Quality of medical care	87.5	-	-	12.5
Catering at the university (prices, product range, quality of prepared dishes)	75	-	12.5	12.5



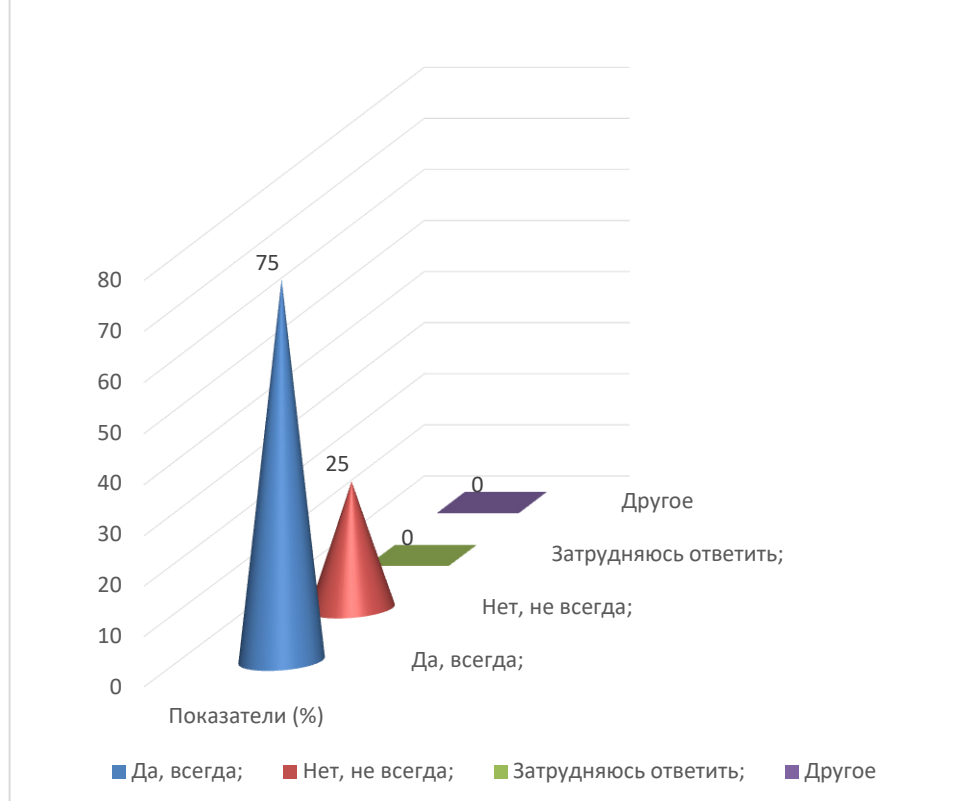
For the option «If you answered «Doesn't satisfy» give recommendations for improvement» students indicated the following options*:

- Lockers, coffee machines, areas for independent study, more places to sit and tables, sofas, adequate physical education classes in the warm season (not in some dusty park), provide normal lighting

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

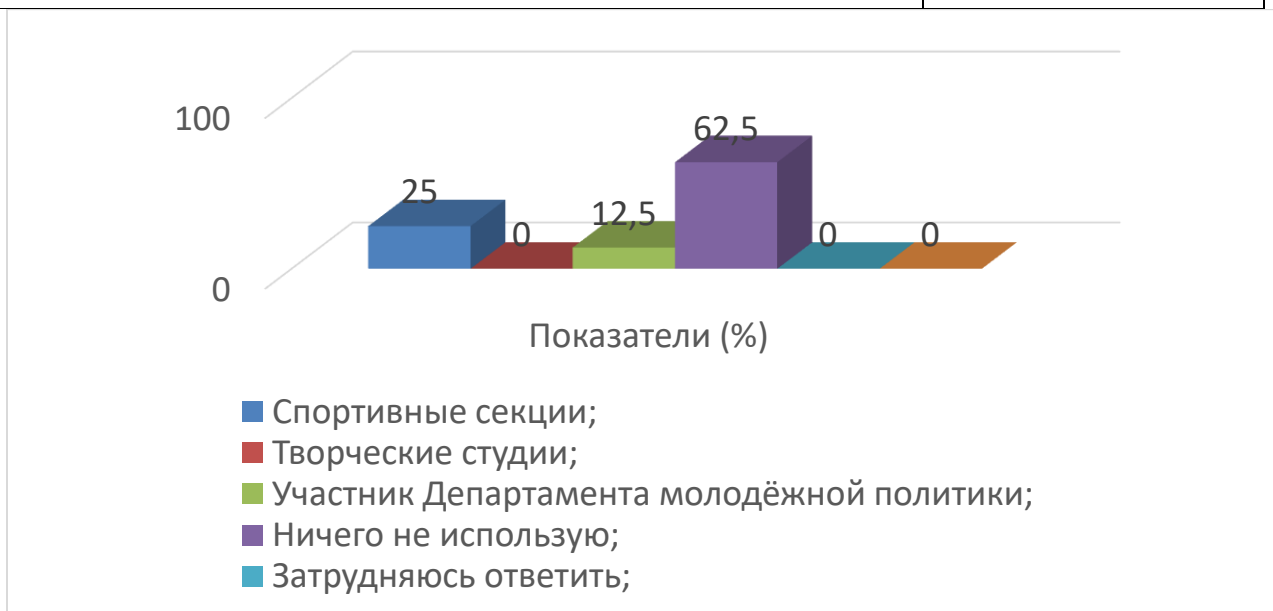
Criteria	Indicators (%)
Yes, always;	75
No not always;	25
I find it difficult to answer;	-
Other	-

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



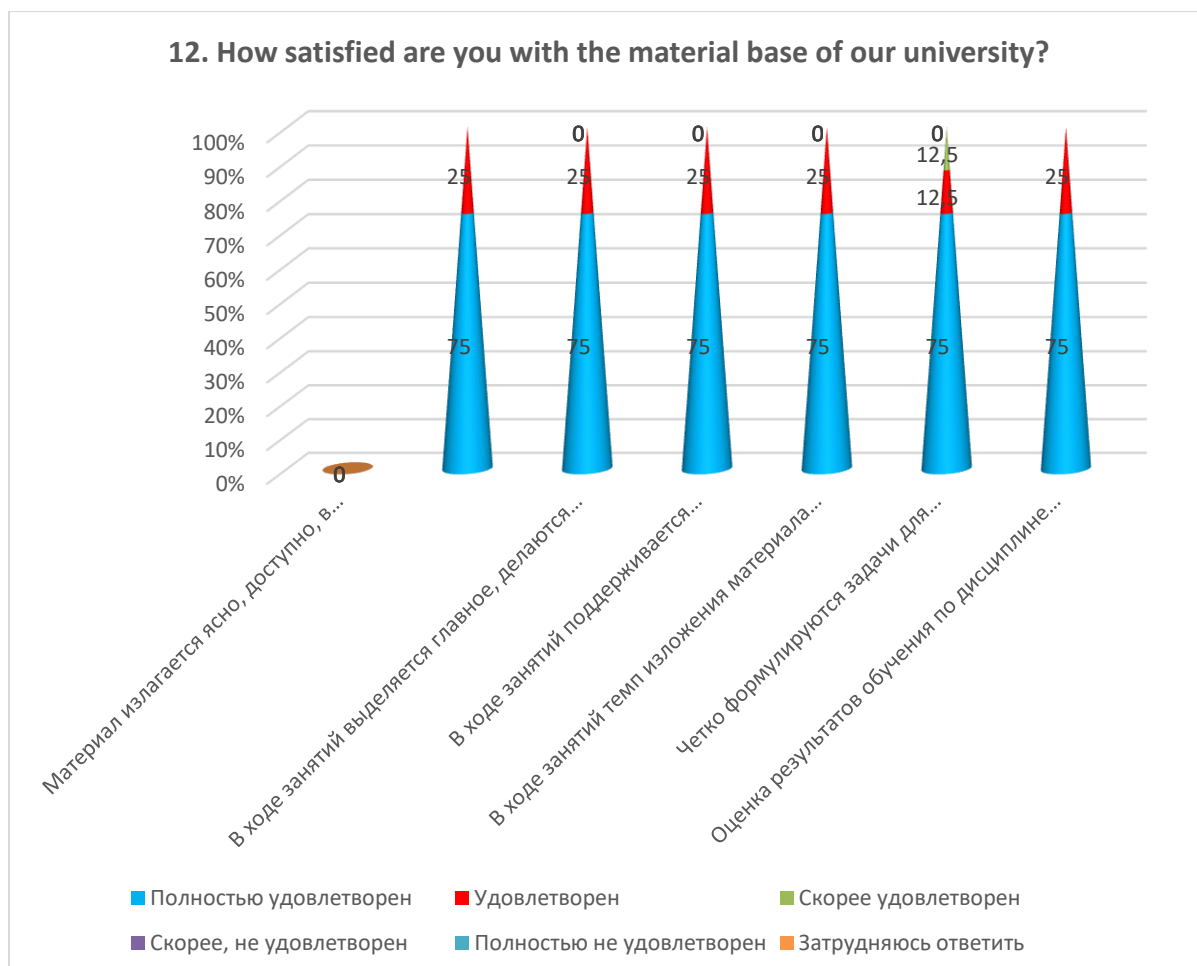
11. Which of the opportunities provided by the university do you use for personal development?

Criteria	Indicators (%)
Sport sections;	25
Creative studios;	-
Member of the Youth Policy Department;	12.5
I don't use anything;	62.5
I find it difficult to answer;	-
Other	-



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

	Compl etely satisfie d	Satisfie d	Rathe r satisfie d	Rather , not satisfie d	Compl etely unsatisfie d	I find it difficul t to answer
The material is presented clearly, accessibly, and in a logical sequence	75	25	-	-	-	-
During the classes, the main thing is highlighted and substantiated conclusions are drawn.	75	25	-	-	-	-
During classes, a friendly atmosphere towards students is maintained	75	25	-	-	-	-
During classes, the pace of presentation of the material is convenient for perception and recording	75	25	-	-	-	-
Tasks for students' independent work are clearly formulated and support is provided for its implementation.	75	12.5	12.5	-	-	-
Assessment of learning outcomes in the discipline is transparent and objective	75	25				



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

- Do you want to continue studying, if not, what is the reason;
- Do you like the food at the university?

Based on the results of the survey, 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 factor in choosing a specialty among the surveyed students was 37.5% stands out personal inclination towards a certain type of activity, assessment of one's own abilities. Other relatively significant criteria were: «opinions and recommendations of parents/relatives» - 25%.

The source of information about the university, faculties and specialties among the majority of first-year students are relatives and acquaintances (62.5%).

The majority of students report their satisfaction with the choice of educational program in which they study – 50%.

To the question «Are you able to cope with your course load easily»? only 37.5% of students answered that it was easy. The remaining 25% answered «difficult during the session», 12.5% «difficult», 25% found it difficult to answer.

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 a relationship **«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».**

For the option **«If you answered the previous question «More unfriendly than friendly» and «Negative», write why»** students indicated the following answer option: - «Rude, angry»

To the question «Is all the necessary information regarding the educational process and extracurricular activities always available to you?» 75% of students noted that they always have access to the necessary information regarding the educational process and extracurricular activities. However, 25% of respondents chose the answer «no, not always.»

To the question «How satisfied are you with the material resources of our university?» 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 75%;
- «During the classes, the pace of presentation of the material is convenient for perception and recording», student satisfaction was 100%;
- «Tasks for students' independent work are clearly formulated, support for its implementation is provided», student satisfaction was 100%;
- «The assessment of learning outcomes in the discipline is transparent and objective», student satisfaction was 100%, including the answer «rather satisfied» - 12.5%.

At the end of the survey, students are asked to add questions that, in their opinion, should be added to this questionnaire to improve the training program, improve the quality of services provided and other activities university. Students suggested the following questions:

- Do you want to continue studying, if not, what is the reason;
- “Do you like the food at the university?”

Recommendations:

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