

Report
on the results of the survey
First year students' satisfaction with educational services
in 2023-2024 academic year
Department: Chemistry and Chemical Technology
Specialty: 6B07205 Mineral Processing

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.

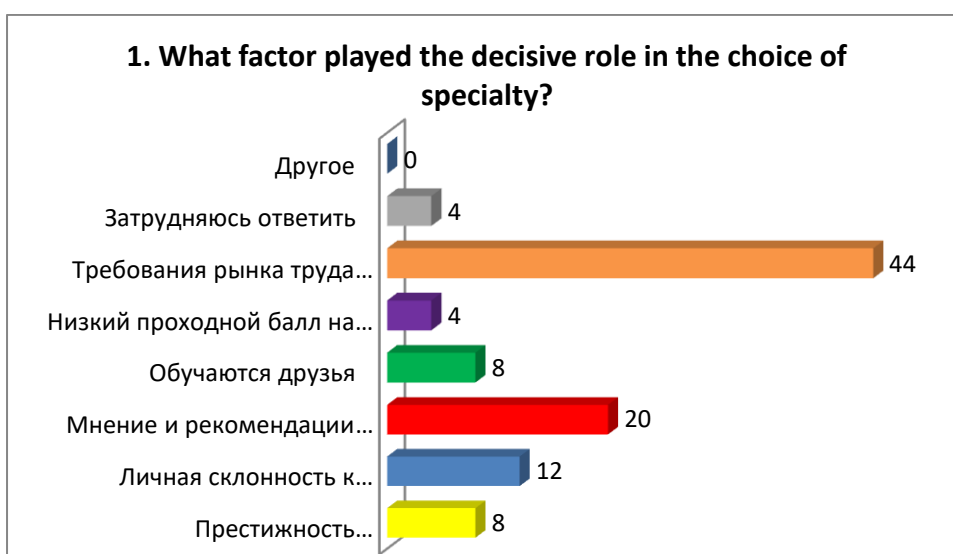
The results of the survey were processed and presented in a generalized form with a guarantee of confidentiality of students' personal opinions.

In the specialty 6B07104 Mechanical Engineering, 25 respondents took part in the survey, which amounted to 65.8% of the total number of students.

The following data were obtained during the survey:

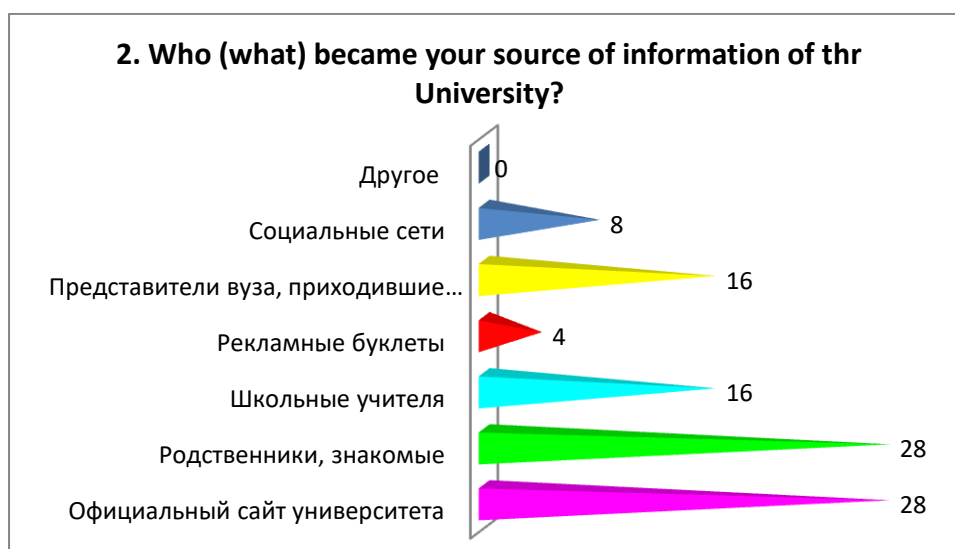
What factor played the decisive role in your choice of specialty?

Criteria	Indicators (%)
Prestige of the specialty	8
Personal inclination to a certain type of activity, assessment of one's own abilities	12
Opinion and recommendations of parents/relatives	20
Friends studying	8
Low passing score for the specialty	4
Labor market requirements (employment opportunities)	44
I find it difficult to answer	4
Other	-



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

Criteria	Indicators (%)
Official website of the university	28
Relatives, acquaintances	28
School teachers	16
Advertising brochures	4
University representatives who came to the school with advertising	16
Social networks	8
Other	-



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

Criteria	Indicators (%)
Completely satisfied	48
Rather satisfied	44
Rather dissatisfied	8
Completely dissatisfied	-
Difficult to answer	-
Other	-



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

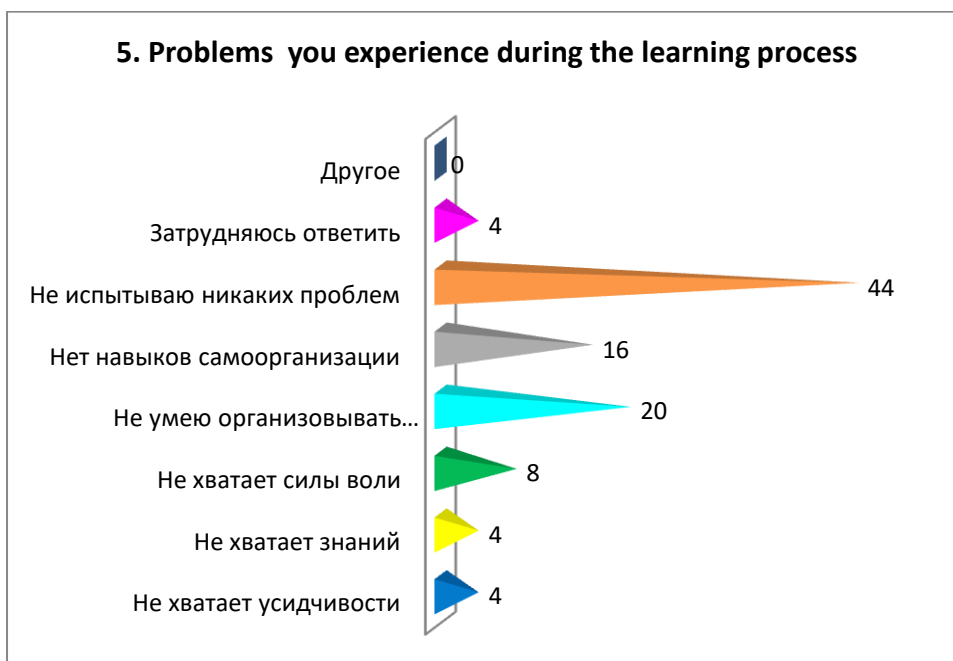
Criteria	Indicators (%)
Yes, easy	52
Difficult during the session	36
Difficult	8
Can't cope at all	-
Difficult to answer	4
Other	-



5. Problems you experience during the learning process

Criteria	Indicators (%)
Lack of perseverance	4
Lack of knowledge	4
Lack of willpower	8
I can't organize my own time	20
No self-organization skills	16
I don't have any problems	44
I find it difficult to answer	4
Other	-

5. Problems you experience during the learning process



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

Criteria	Completely satisfied	Rather satisfied	Rather dissatisfied	Completely dissatisfied	Difficult to answer
Dean's Offices	72	24	4	-	-
Departments	68	32	-	-	-
Teachers	80	20	-	-	-
Curators	76	24	-	-	-



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

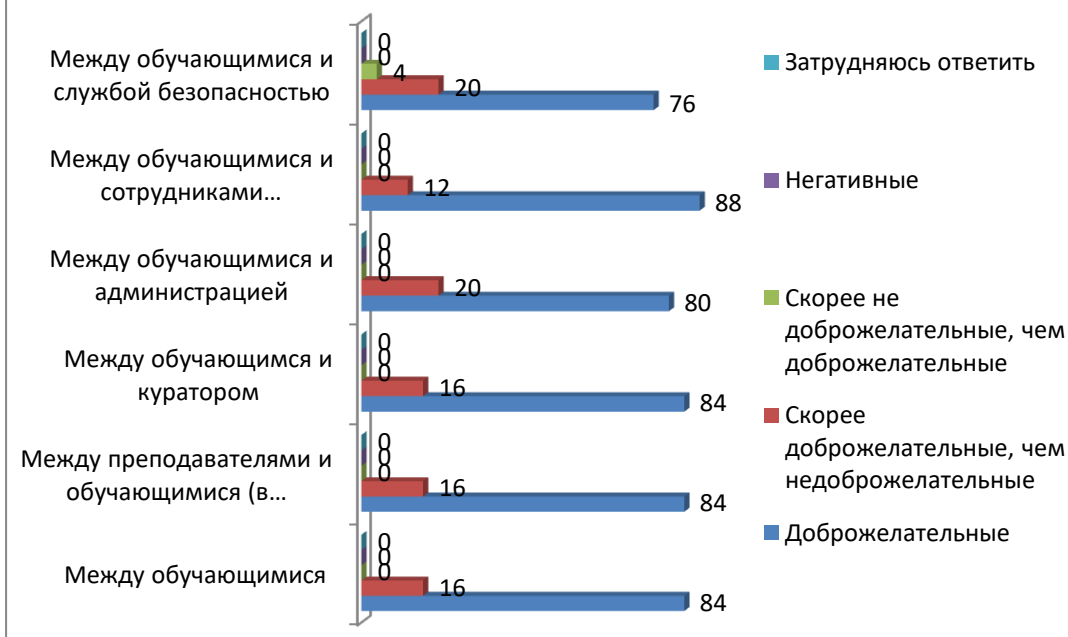
Criteria	Indicators (%)
Benevolent	80
Neutral	20
Tense	-
Difficult to answer	-



8. What do you think the relations is like:

Criteria	Friendly	Rather friendly than unfriendly	Rather unfriendly than friendly	Negative	Difficult to answer
Between students	84	16	-	-	-
Between teachers and students (in the educational process)	84	16	-	-	-
Between a student and a supervisor	84	16	-	-	-
Between students and administration	80	20	-	-	-
Between students and department staff (library, student department, etc.)	88	12	-	-	-
Between students and security service	76	20	4	-	-

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	96	4	-	-
Class schedule	80	20	-	-
Organization of independent work	88	12	-	-
Satisfaction with the library work	88	12	-	-
Living conditions in the hostel	88	-	4	8
Quality of medical care	92	4	-	4
Organization of catering at the University (prices, product range, quality of prepared dishes)	80	16	4	-

9. Are you satisfied with?..



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

Criteria	Indicators (%)
Yes, always	92
No, not always	8
Difficult to answer	-
Other	-



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

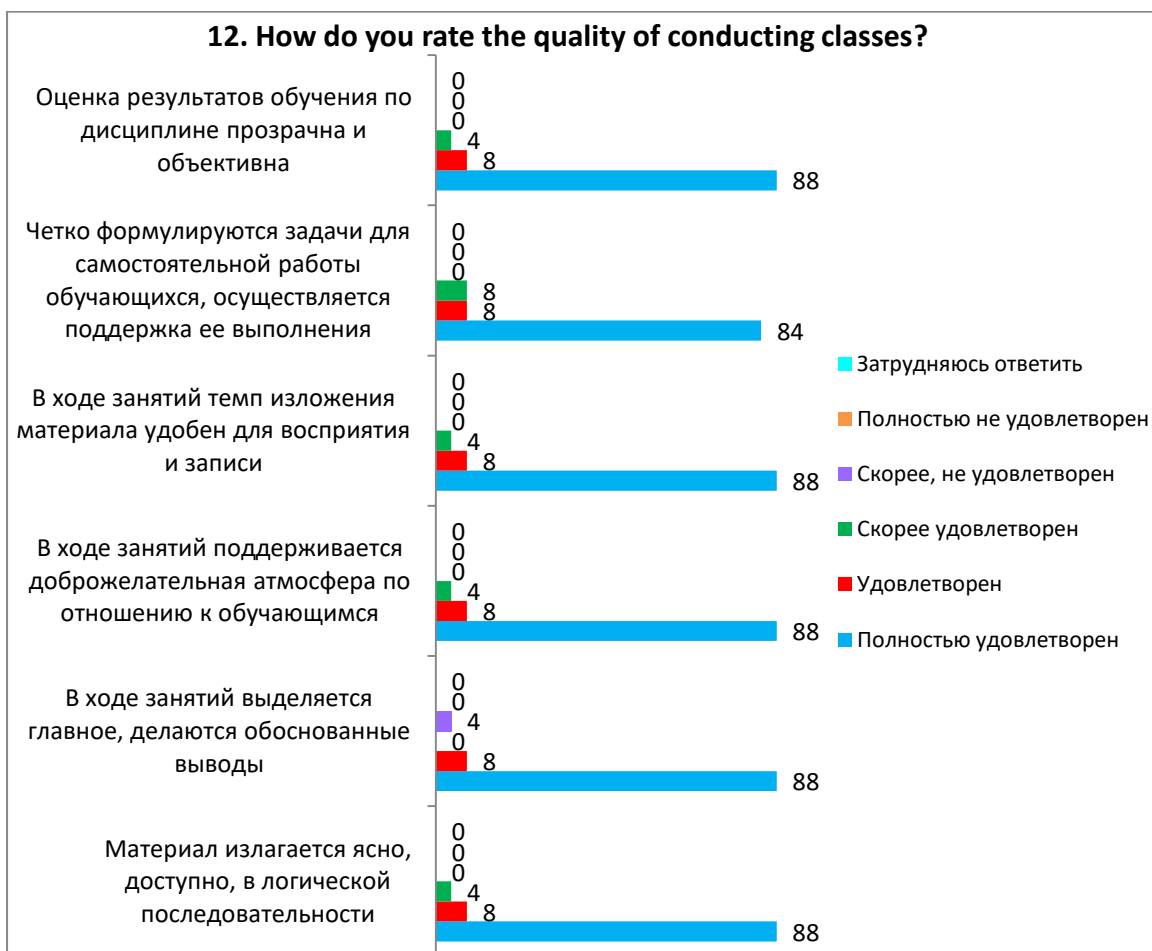
Criteria	Indicators (%)
Sports sections	8
Creative studios	8
Member of the Department of Youth Policy	16
I don't use anything	56
I find it difficult to answer	12
Other	-

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	88	8	4	-	-	-
In classes, the main points are highlighted, and well-founded conclusions are made	88	8	-	4	-	-
In classes, a friendly atmosphere is maintained towards the students	88	8	4	-	-	-
In classes, the pace of the presentation of the material is convenient for perception and recording	88	8	4	-	-	-
Tasks for independent work of students are clearly formulated, and support for its implementation is provided	84	8	8	-	-	-
The assessment of learning outcomes in the discipline is transparent and objective	88	8	4	-	-	-



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).

- I recommend reviewing the scholarship conditions (that is, reviewing the condition of deprivation of the scholarship) and examining the students' schedule.

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

The choice of a specialty was determined by various factors. The demands of the labor market had the greatest influence (44%), followed by the opinion and recommendations of parents/relatives (20%). Personal inclination and assessment of one's own abilities, the prestige of the specialty and a low passing score also influence the choice, but to a lesser extent.

Students chose the University based on various sources of information. The main ones were recommendations from relatives and friends, as well as information from the official website of the university. Social networks, advertising brochures and visits of university representatives to schools also had an influence.

The majority of students (92%) expressed satisfaction with the chosen educational program, which indicates that the program matches their interests and expectations.

During the course of their studies, 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. Satisfaction with the work of the university's structural divisions is high: the dean's office (96%), departments (100%), teachers (100%) and curators (100%). This indicates a positive 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.

In terms of access to necessary information related to the learning process and extracurricular activities, almost all students noted that the information is always available to them. This indicates a high level of organization and support for students from the educational institution, providing them with easy access to important information necessary for successful learning and participation in various activities.

It is important to note that not all students actively use the provided opportunities 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 addition, the complete satisfaction of students with the quality of the classes emphasizes the success of pedagogical work and suggests maintaining this high level in the future.

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.