

**Report**  
**on the results of the questionnaire**  
**“Satisfaction of 1st year students with educational services”**  
**for the 2023-2024 academic year**  
**Department: “Development of Mineral Deposits”**  
**Specialty: 6B07202 Mining**

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.

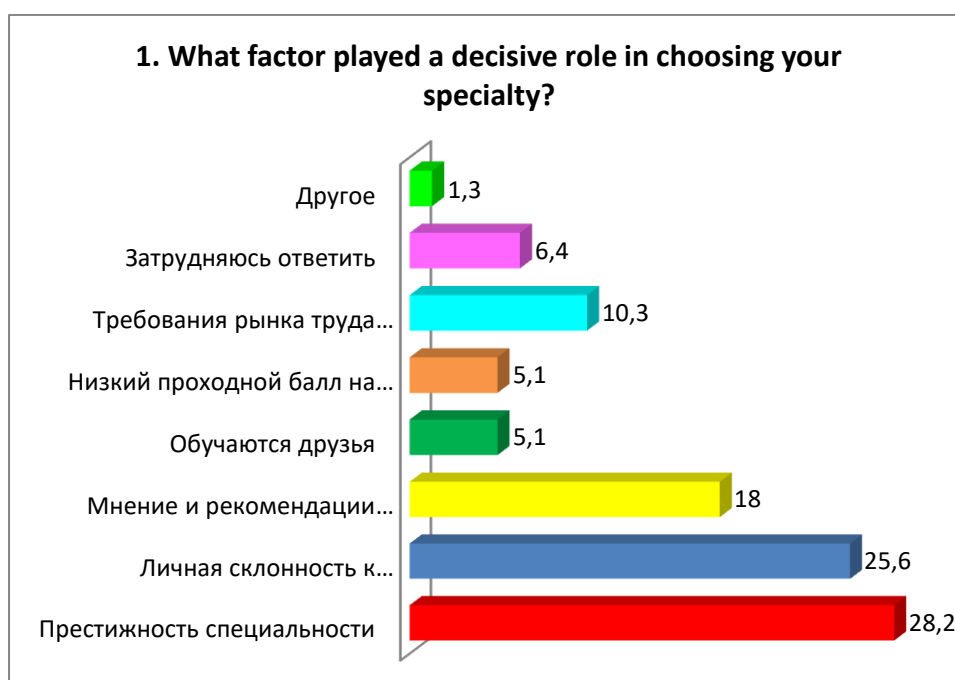
The results of the questionnaire were processed and presented in a summarized form with the guarantee of confidentiality of students' personal opinions.

In the speciality 6B07202 Mining 78 respondents took part in the questionnaire, which is 72,2% 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?**

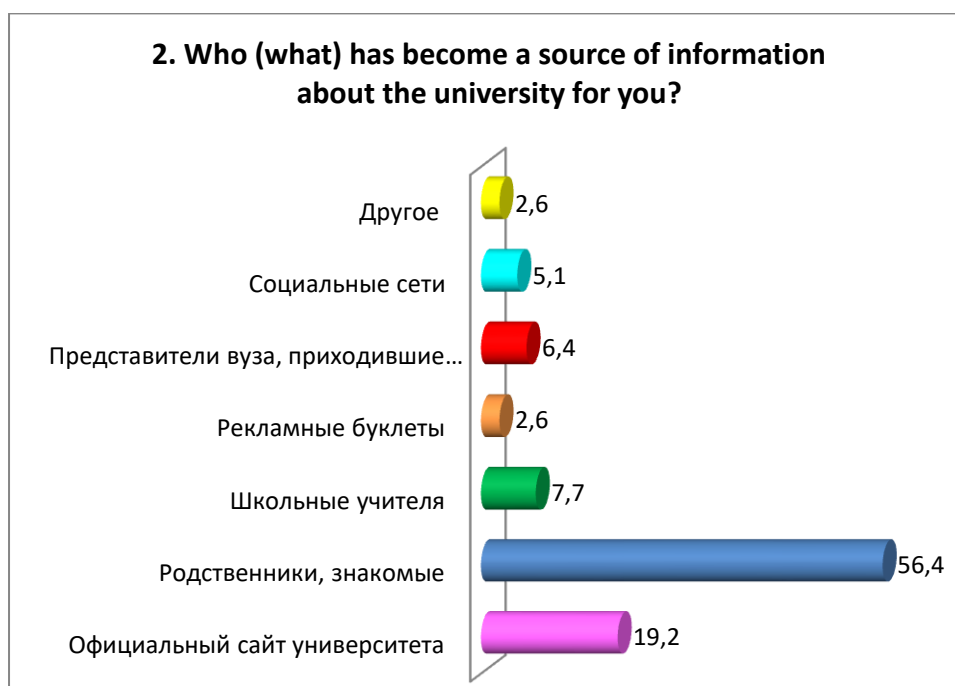
Criteria	Indicators (%)
Prestige of the specialty;	28,2
Personal inclination to a certain type of activity, assessment of one's own abilities;	25,6
Opinion and recommendations from parents/relatives;	18
Friends are being trained;	5,1
Low passing grade for the major;	5,1
Labor market requirements (employment opportunities);	10,3
I find it difficult to answer;	6,4
Other	1,3



For the option ‘**Other**’, the students indicated the following options\* :  
 - Salary.

## 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;	56,4
School teachers;	7,7
Advertising booklets;	2,6
Representatives of the university who came to the school with advertisements;	6,4
Social networks;	5,1
Other	2,6



For the option ‘**Other**’, the students indicated the following options\* :  
 - I just happened to know  
 - I knew it myself.

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

Criteria	Indicators (%)
Completely satisfied;	41
Rather, satisfied;	50
Rather, not satisfied;	3,8
I am not completely satisfied;	2,6
I find it difficult to answer;	2,6
Other	-

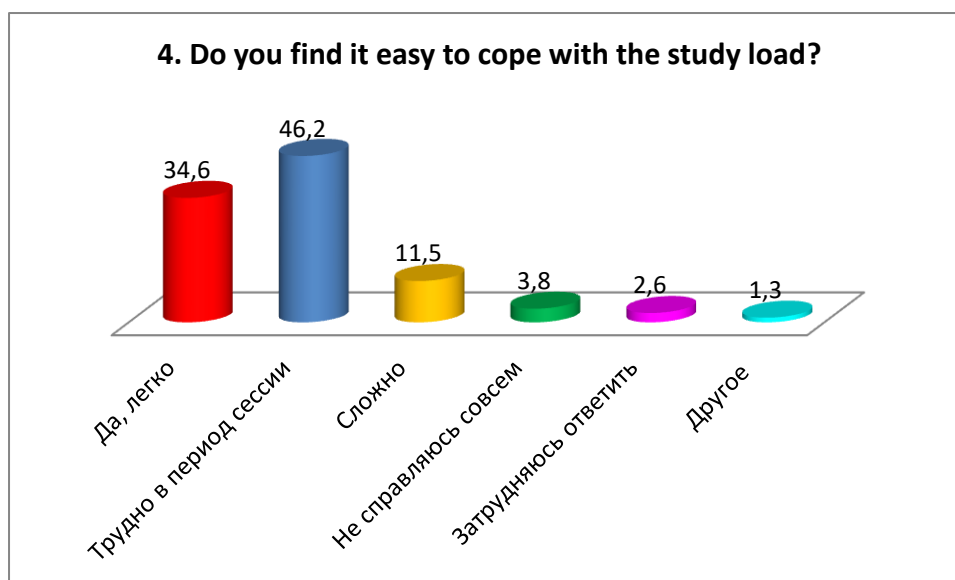
\* Students' answers are presented in the original. The author's spelling and punctuation have been preserved.

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



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

Criteria	Indicators (%)
Yeah, easy;	34,6
Difficult during the session;	46,2
Difficult;	11,5
I can't cope at all;	3,8
Difficult to answer;	2,6
Other	1,3



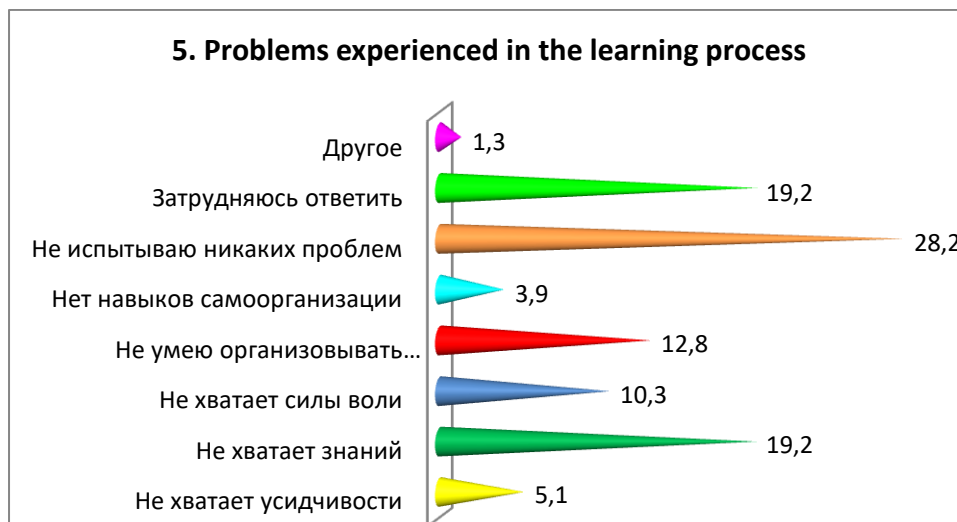
For the option 'Other', the students indicated the following options\*:

- It's not that hard.

### 5. Problems experienced in the learning process

Criteria	Indicators (%)
Lack of perseverance;	5,1

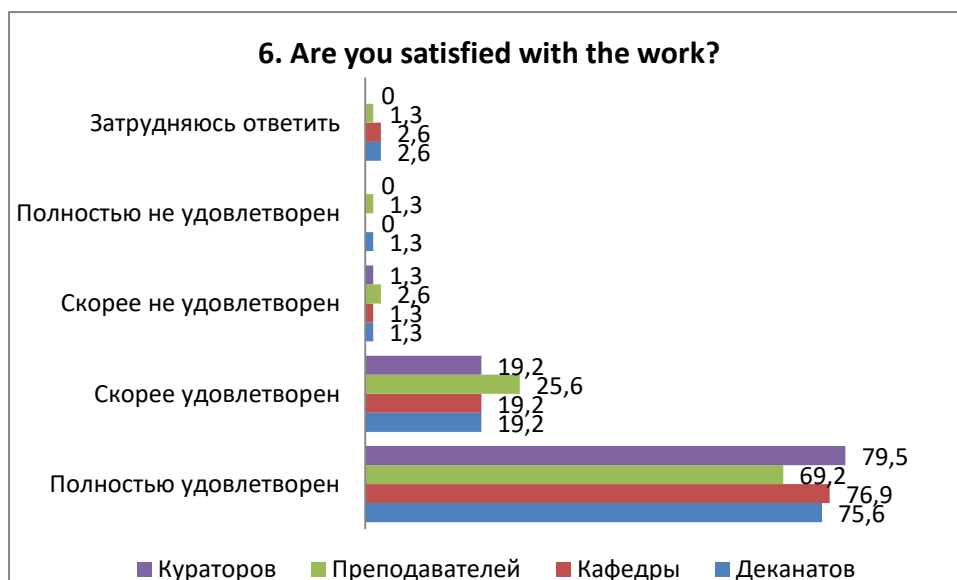
Not enough knowledge;	19,2
Lack of willpower;	10,3
I don't know how to organize my own time;	12,8
No self-organization skills;	3,9
I don't have any problems;	28,2
Difficult to answer;	19,2
Other	1,3



For the option ‘**Other**’, the students indicated the following options \* :  
 - Expensive, no long-distance passes.

## 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	75,6	19,2	1,3	1,3	2,6
Departments	76,9	19,2	1,3	-	2,6
Teachers	69,2	25,6	2,6	1,3	1,3
Supervisors	79,5	19,2	1,3	-	-



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

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

- Didn't answer like that
- Rather
- no
- satisfied
- 👍👎
- More being attentive to each student without singling out some
- Everything is satisfactory
- Don't want to answer
- did not answer
- Satisfied
- Everything is fine.

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

Criteria	Indicators (%)
Favorable;	50
Neutral;	43,6
Tense;	1,3
Difficult to answer;	5,1
Other	-



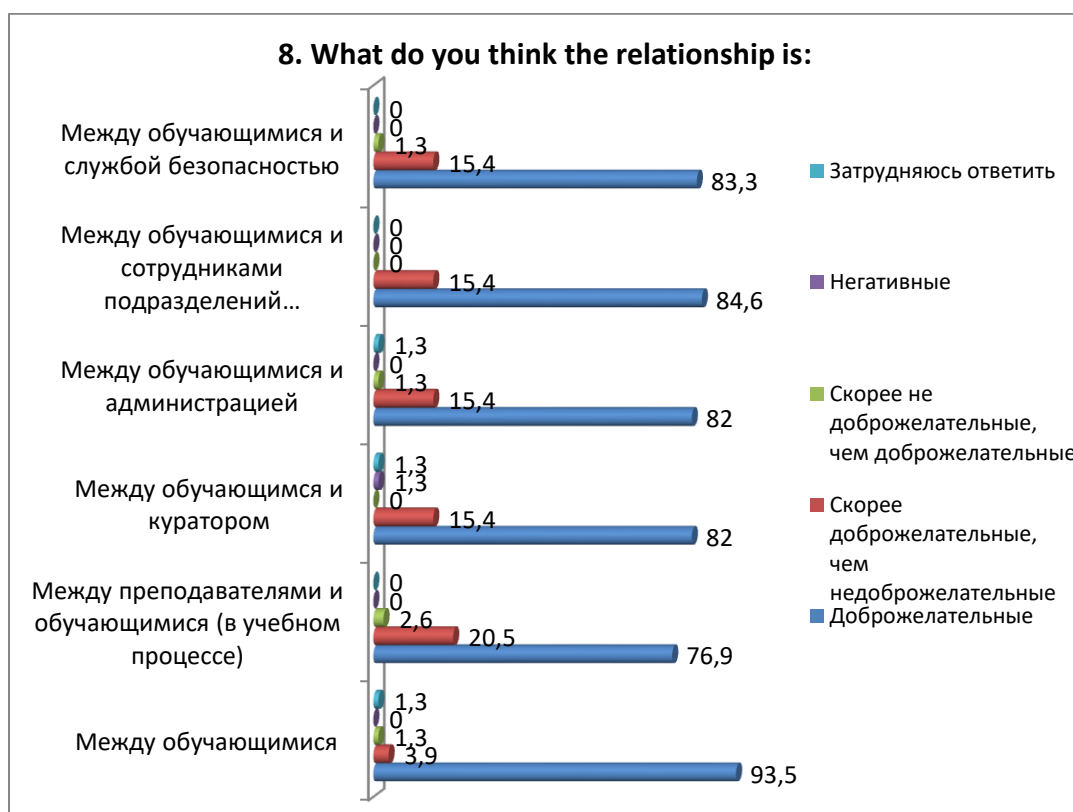
For the option ‘If you answered “Tense” to the previous question, write down why’, students gave the following options \*:

- Neutral
- No
- Did not answer this way
- Don't know
- No
- 👍👎
- It's okay.
- didn't answer
- No.

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

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

Criteria	Benevolent	More likely to be benevolent than unfriendly	Rather not benevolent than benevolent	Negative	Difficult to answer
Between students	93,5	3,9	1,3	-	1,3
Between teachers and learners (in the learning process)	76,9	20,5	2,6	-	-
Between learner and supervisor	82	15,4	-	1,3	1,3
Between students and administration	82	15,4	1,3	-	1,3
Between students and the staff of the departments (library, student department, etc.).	84,6	15,4	-	-	-
Between students and security service	83,3	15,4	1,3	-	-



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

- Didn't answer like that.
- Okay.
- No
- 👍👎
- I'm fine with it
- Don't want to answer
- No answer

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

- Everything is fine.

## 9. Are you satisfied?

Criteria	Completely satisfied	Partially satisfied	Not satisfied	I find it difficult to answer
Organization of the educational process	88,4	10,3	-	1,3
Class schedule	80,7	16,7	2,6	-
Organization of independent work	83,3	15,4	1,3	-
Satisfaction with the work of the library	87,1	10,3	-	2,6
Living conditions in the dormitory	82	9	-	9
Quality of medical service	83,3	10,3	2,6	3,8
Organization of catering at the university (prices, range of products, quality of prepared meals)	78,1	18	1,3	2,6



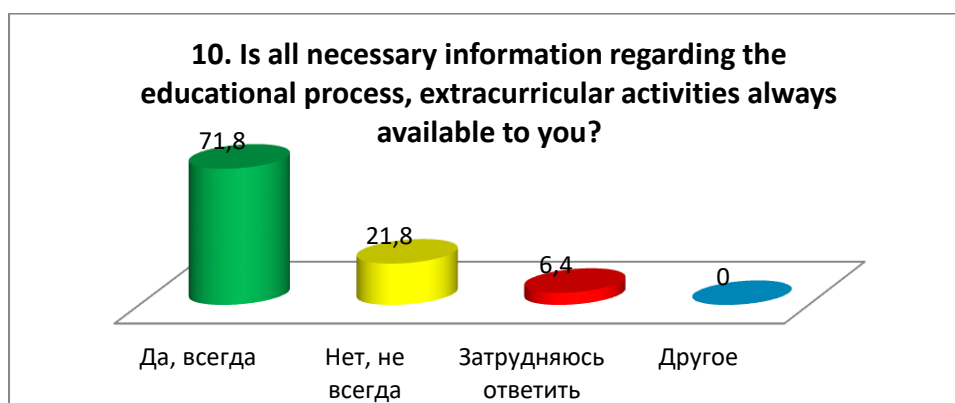
For the option 'If you answered "Not satisfied" give recommendations for improvement', the students indicated the following options\*:

- It's okay.
- Didn't answer like that
- No
- 👍 🗑️
- lower the prices in the canteen
- I got food poisoning in the canteen on the 2nd floor of building 1.
- It's okay.
- No response.
- All good.

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

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

Criteria	Indicators (%)
Yes, always;	71,8
No, not always;	21,8
Difficult to answer;	6,4
Other	-



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

Criteria	Indicators (%)
Sports sections;	33,3
Creative studios;	6,4
Participant of the Youth Policy Department;	7,7
I don't use anything;	46,2
Difficult to answer;	6,4
Other	-



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

Criteria	Completely satisfied	Satisfied	Rather satisfied	Rather not satisfied	I am not completely satisfied	I find it difficult to answer
The material is presented in a clear, accessible and logical sequence	78,2	15,4	5,1	-	-	1,3
During the lessons the main points	80,8	11,5	6,4	-	-	1,3



are emphasized and reasonable conclusions are drawn						
During the lessons, a friendly atmosphere is maintained towards the students	76,9	14,1	7,7	-	-	1,3
During the lessons, the pace of presentation of the material is convenient for perception and recording	74,4	17,9	5,1	1,3	-	1,3
The tasks for independent work of students are clearly formulated, and support is provided for its fulfillment.	78,2	11,5	9	-	-	1,3
Assessment of learning outcomes of the discipline is transparent and objective	78,2	11,5	7,7	1,3	-	1,3



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



- I can't answer that.
- It's all good.
- No.
- 👍 🍷
- Everything is great 😊.

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

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 \*:

- It's okay.
- No.
- No.
-  
- No response
- Satisfied.

**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*).

- I don't know
- No.
- I don't think so.
- I don't think so, it's okay.
-  
- None.
- Everything is fine I think 😊
- Do you have enough time for homework
- No
- None
- All enough
- None
- None
- Don't know.

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

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

*1. Factors of speciality choice:* The prestige of the speciality had the greatest influence (28.2%), followed by personal inclination to a certain type of activity and assessment of one's own abilities (25.6%). Opinion of parents/relatives, low passing score and labour market requirements also influenced the choice, but to a lesser extent. For some students (6.4%) the main factor in choosing a speciality remains undetermined, while others mentioned salary as one of the important factors.

*2 Sources of information about the university:* the majority of students received information about the university from relatives and acquaintances (56.4%), as well as through the university's official website (19.2%). Other sources included advertising booklets, university representatives, social networks and school teachers. Individual students also indicated individual ways of obtaining information.

*3. Satisfaction with the chosen educational programme:* 91% 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 difficulties in the learning process. Lack of perseverance, lack of knowledge, lack of willpower, self-organisation skills and time organisation are some of them.

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

- Dean's office: 94.8% of students expressed satisfaction with the work of the dean's office, which indicates a high level of management and organisation of the educational process.

- Departments: 96.1% of surveyed students highly appreciated the work of departments, emphasising the efficiency and professionalism of teachers in their field.

- Teachers: 94.8% of students expressed satisfaction with the work of teachers, noting the high level of knowledge and competence in teaching disciplines.

- Supervisors: 98.7% of surveyed students evaluated the work of supervisors 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 a welcoming relationship between students, teachers and university staff. This climate creates a supportive and inspiring environment for students' learning and development.

*7. Students' satisfaction with the quality of educational services:* 98.7% of the respondents expressed satisfaction with the organisation of the educational process and independent work, 97.4% with the class schedule and library work, 96.1% with the organisation of meals, 93.6% with the quality of medical services, and 91% 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:* 71.8% of students claim that it is always available, while 21.8% indicated that this is not always the case. 6.4% of respondents were uncertain about this issue.

*9. Participation of students in the social life of the university:* 33.3% of students are keen on sports sections, 6.4% prefer creative studios, and 7.7% participate in the department of youth policy. Nevertheless, 46.2 per cent of respondents stated that they do not use any of the provided opportunities. The reasons for this decision were not indicated by the students in the questionnaire.

10. *The students assess the quality of the lessons* at a high level (98.3% on average), emphasising that the material is presented in a clear and accessible manner, with a logical sequence and highlighting key points with justified conclusions. They also note the favourable environment in the classroom, comfortable pace of information presentation and clear formulation of assignments for independent work with support for their implementation.

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](mailto:cqma_kstu@mail.ru).