

**Report**  
**on the results of the survey**  
**First year students' satisfaction with educational services**  
**in 2023-2024 academic year**  
**Department:** Mineral Deposits Development  
**Specialty:** 6B07203 Oil and Gas Engineering

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.

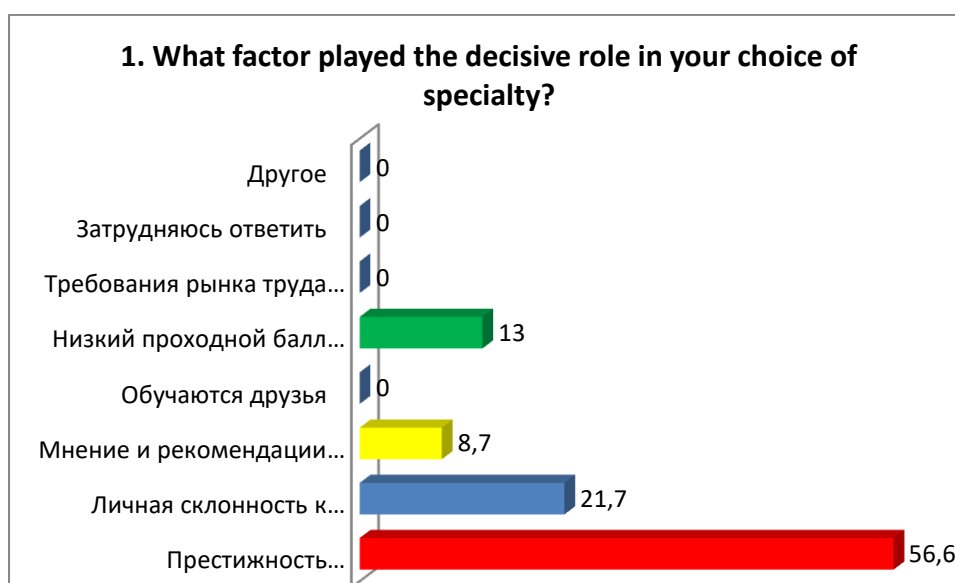
The results of the survey were processed and presented in a generalized form with a guarantee of confidentiality of students' personal opinions.

In the specialty 6B07203 Oil and Gas Engineering, 23 respondents took part in the survey, which amounted to 88.5% 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	56,6
Personal inclination to a certain type of activity, assessment of one's own abilities	21,7
Opinion and recommendations of parents/relatives	8,7
Friends studying	-
Low passing score for the specialty	13
Labor market requirements (employment opportunities)	-
I find it difficult to answer	-
Other	-



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

Criteria	Indicators (%)
Official website of the university	13
Relatives, acquaintances	52,2
School teachers	8,7
Advertising brochures	-
University representatives who came to the school with advertising	13
Social networks	4,4
Other	8,7



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

- Graduated from KIT KTU College
- KIT KTU College.

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

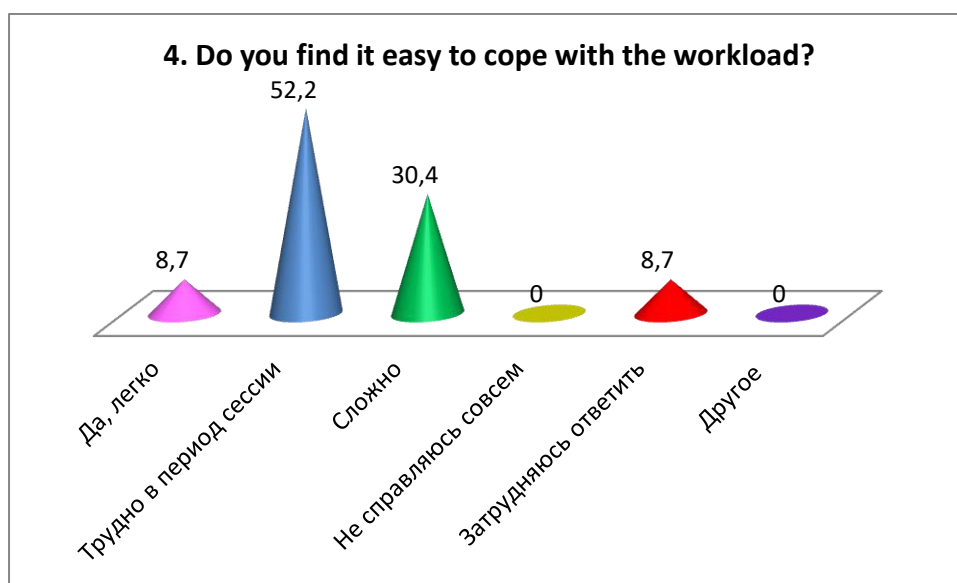
Criteria	Indicators (%)
Completely satisfied	30,4
Rather satisfied	56,4
Rather dissatisfied	4,4
Completely dissatisfied	4,4
Difficult to answer	4,4
Other	-

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



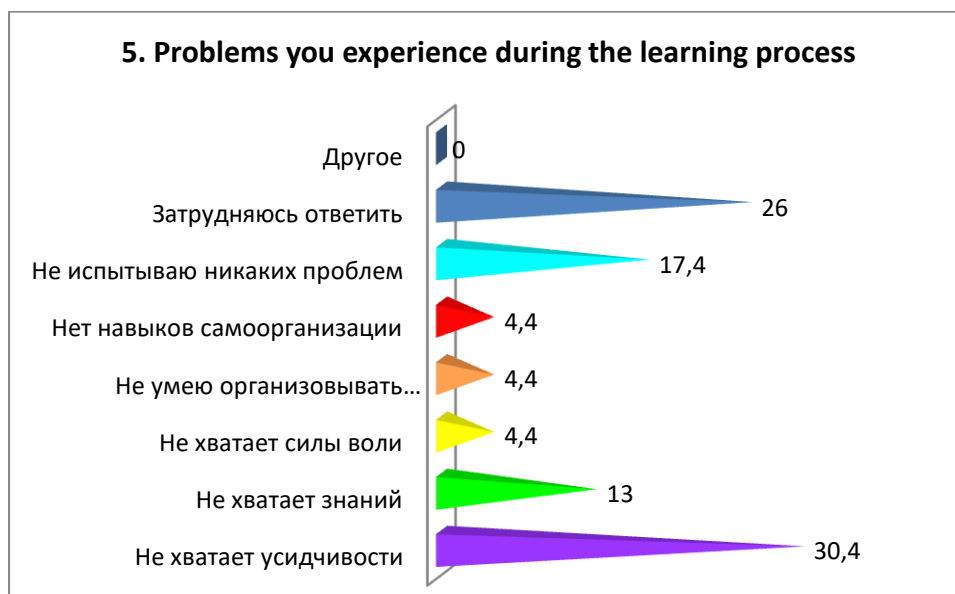
### 4. Do you find it easy to cope with the workload?

Criteria	Indicators (%)
Yes, easy	8,7
Difficult during the session	52,2
Difficult	30,4
Can't cope at all	-
Difficult to answer	8,7
Other	-



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

Criteria	Indicators (%)
Lack of perseverance	30,4
Lack of knowledge	13
Lack of willpower	4,4
I can't organize my own time	4,4
No self-organization skills	4,4
I don't have any problems	17,4
I find it difficult to answer	26
Other	-



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

Criteria	Completely satisfied	Rather satisfied	Rather dissatisfied	Completely dissatisfied	Difficult to answer
Dean's Offices	65,2	34,8	-	-	-
Departments	65,2	34,8	-	-	-
Teachers	52,1	39,1	4,4	4,4	-
Curators	60,9	26	4,4	8,7	-



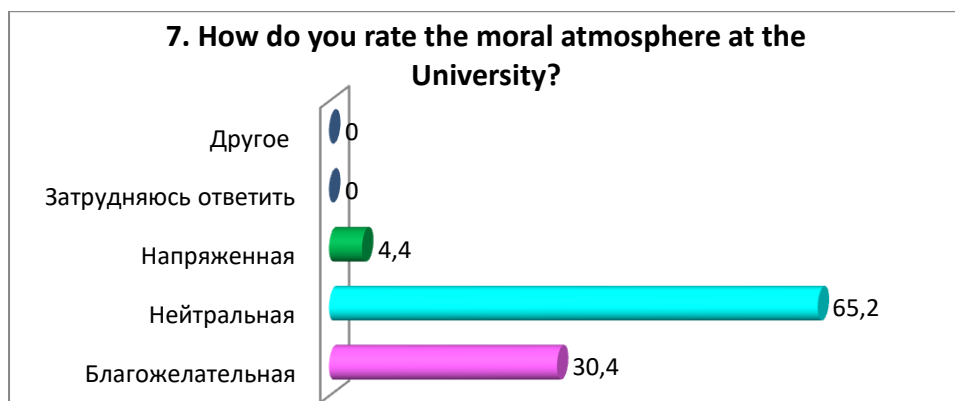
For the option "If you answered "rather dissatisfied or completely dissatisfied", give recommendations for improvement" the students indicated the following options\*:

- No need to shout, especially the Russian language teacher
- Scores for certain subjects are not always given on time.

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

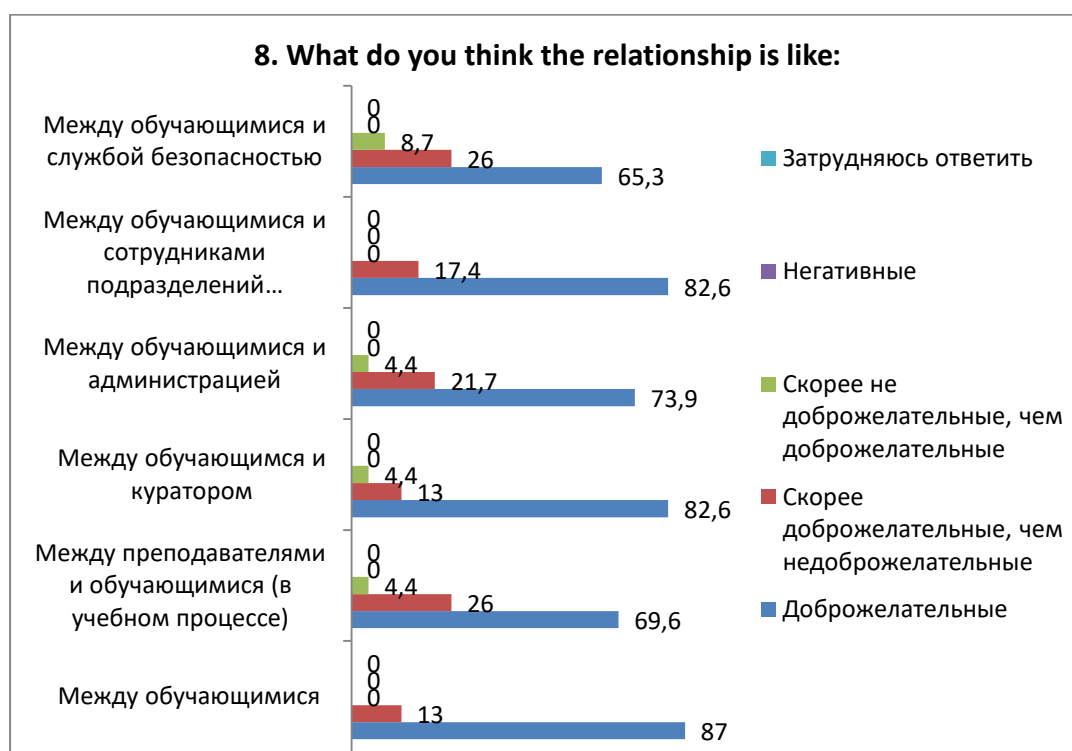
Criteria	Indicators (%)
Benevolent	30,4
Neutral	65,2
Tense	4,4

Difficult to answer	-
Other	-



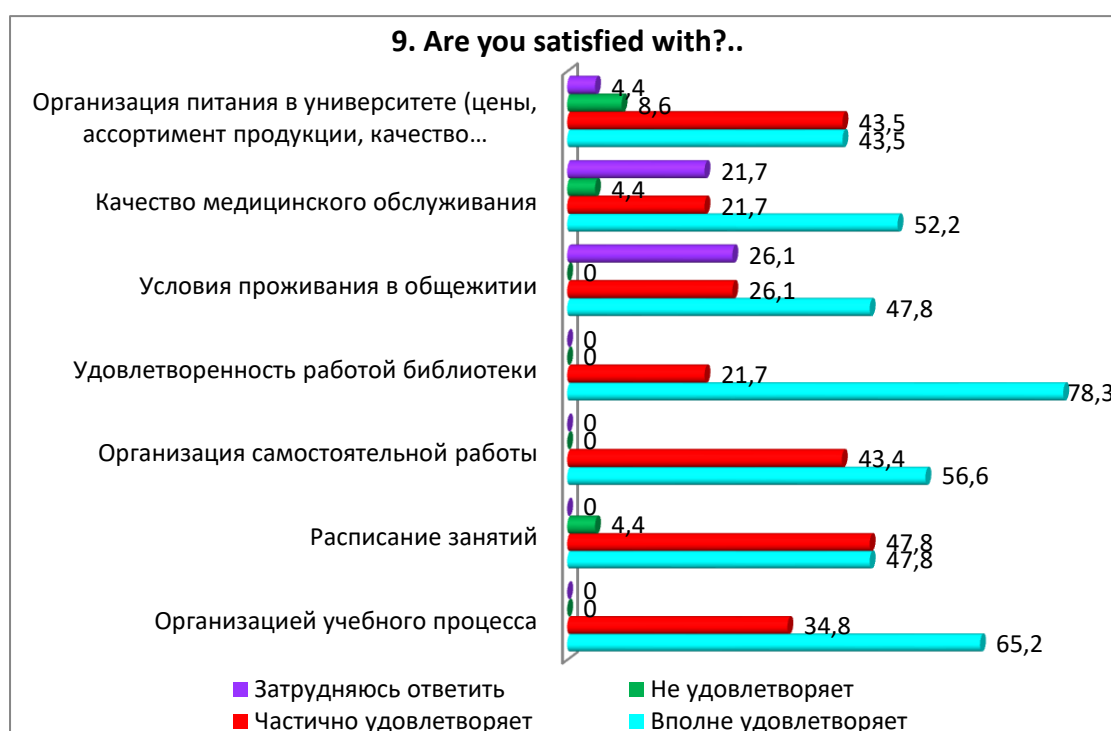
### 8. What do you think the relationship is like:

Criteria	Friendly	Rather friendly than unfriendly	Rather unfriendly than friendly	Negative	Difficult to answer
Between students	87	13	-	-	-
Between teachers and students (in the educational process)	69,6	26	4,4	-	-
Between a student and a supervisor	82,6	13	4,4	-	-
Between students and administration	73,9	21,7	4,4	-	-
Between students and department staff (library, student department, etc.)	82,6	17,4	-	-	-
Between students and security service	65,3	26	8,7	-	-



## 9. Are you satisfied with?..

Criteria	Completely satisfied	Partially satisfied	Not satisfied	Difficult to answer
Organization of the educational process	65,2	34,8	-	-
Class schedule	47,8	47,8	4,4	-
Organization of independent work	56,6	43,4	-	-
Satisfaction with the library work	78,3	21,7	-	-
Living conditions in the hostel	47,8	26,1	-	26,1
Quality of medical care	52,2	21,7	4,4	21,7
Organization of catering at the University (prices, product range, quality of prepared dishes)	43,5	43,5	8,6	4,4



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

- Payment in the buffet is only by card, this is a minus.

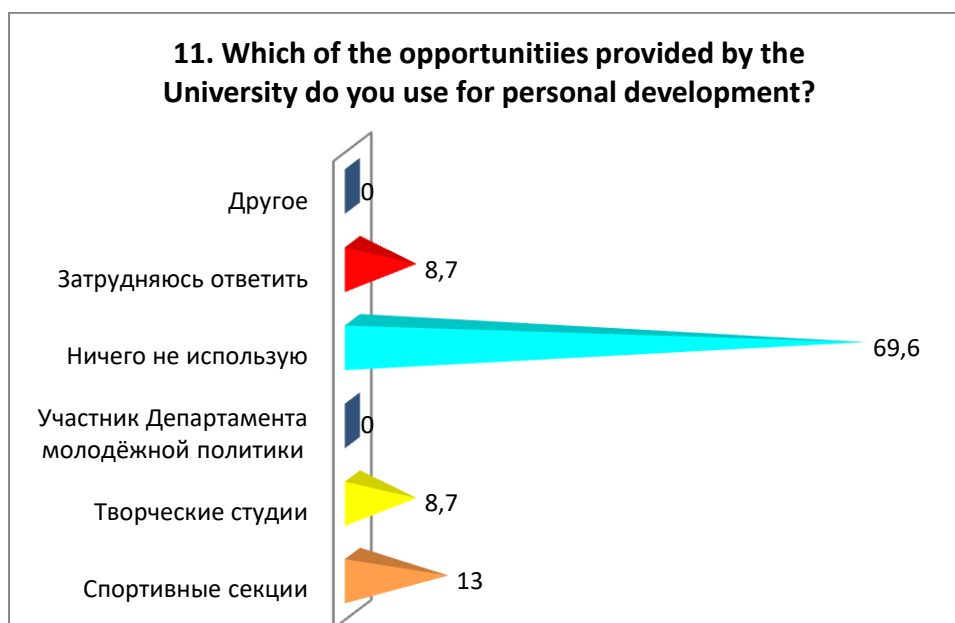
## 10. Is all the necessary information regarding the educational process and extracurricular activities always available to you?

Criteria	Indicators (%)
Yes, always	65,2
No, not always	26,1
Difficult to answer	8,7
Other	-



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

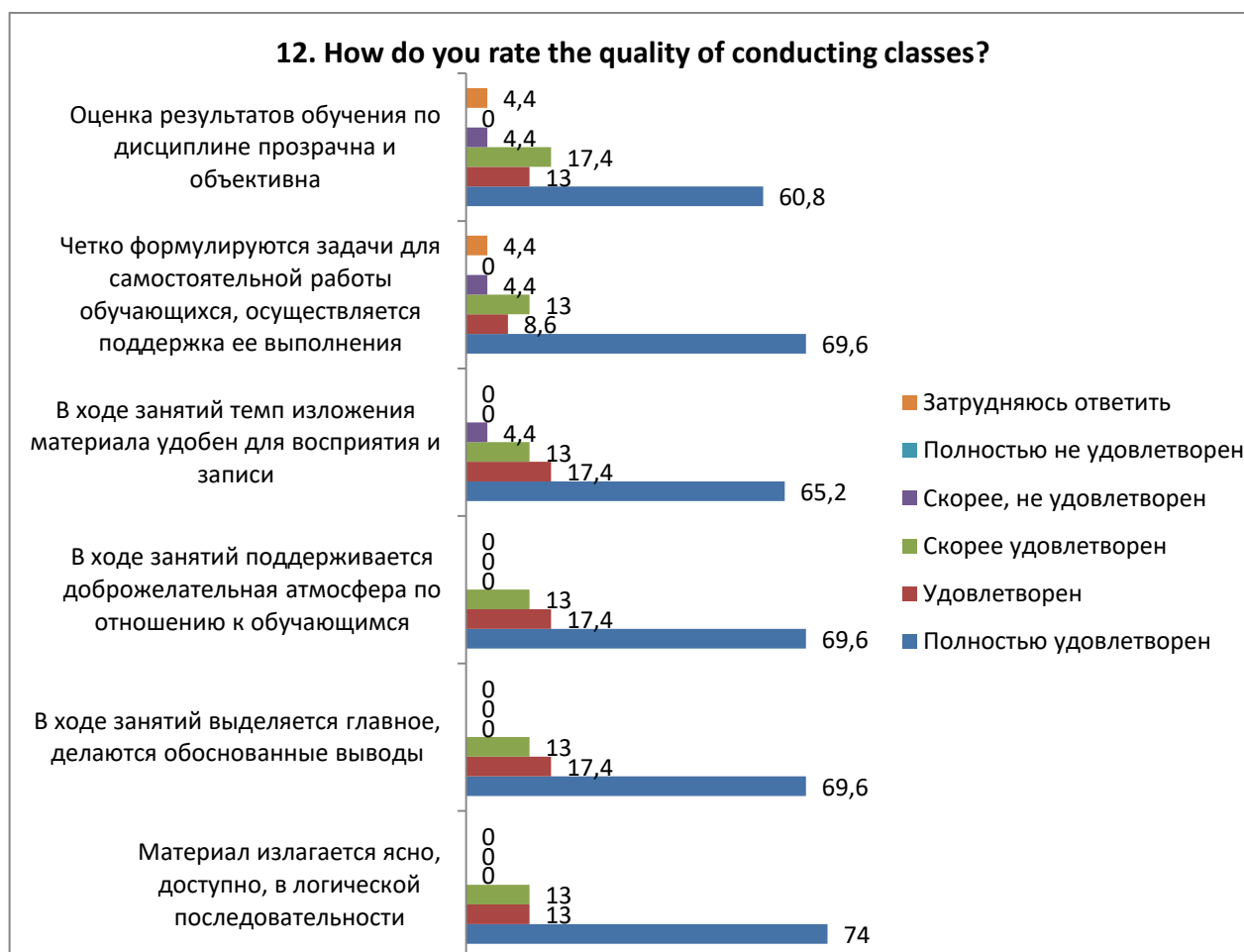
Criteria	Indicators (%)
Sports sections	13
Creative studios	8,7
Member of the Department of Youth Policy	-
I don't use anything	69,6
I find it difficult to answer	8,7
Other	-



**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	74	13	13	-	-	-
In classes, the main points are highlighted, and well-founded conclusions are made	69,6	17,4	13	-	-	-
In classes, a friendly atmosphere is maintained towards the students	69,6	17,4	13	-	-	-

In classes, the pace of the presentation of the material is convenient for perception and recording	65,2	17,4	13	4,4	-	-
Tasks for independent work of students are clearly formulated, and support for its implementation is provided	69,6	8,6	13	4,4	-	4,4
The assessment of learning outcomes in the discipline is transparent and objective	60,8	13	17,4	4,4	-	4,4



**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).**

- Teachers.

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 prestige of the specialty had the greatest influence (56.6%), followed by personal inclination towards a certain type of activity and assessment of one's own abilities (21.7%). The opinion and



recommendations of parents/relatives, a low passing score for the specialty 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 and visits of university representatives to schools. Social networks and school teachers also had an influence.

The majority of students (86.8%) 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 session 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 (100%), departments (100%), teachers (91.2%) and curators (86.9%). This indicates a positive assessment of the university environment and the support provided to them during their studies.

Relationships between students, teachers, supervisors 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.

It is important to note that not all the 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.

In addition, high student satisfaction with the quality of 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](mailto:cqma_kstu@mail.ru).