

**Report**  
**on the results of the questionnaire**  
**“Satisfaction of 1st year students with educational services”**  
**for the 2023-2024 academic year**  
**Department: “Industrial Transport”**

**Specialty:** 6B11301 Organization of transportation, traffic and operation of transport

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 6B11301 Organization of transportation, traffic and operation of transport 20 respondents took part in the questionnaire, which is 80% 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?**

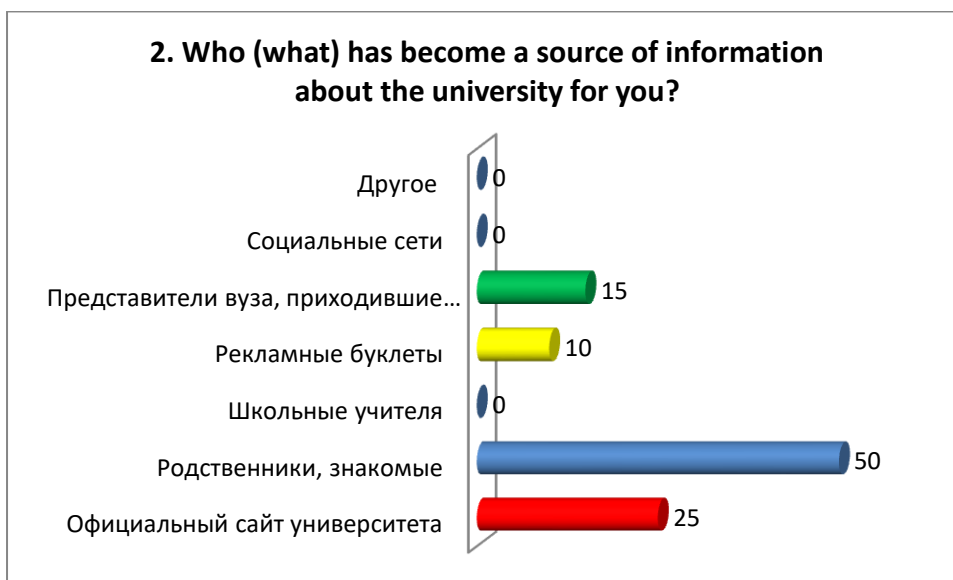
Criteria	Indicators (%)
Prestige of the specialty;	15
Personal inclination to a certain type of activity, assessment of one's own abilities;	35
Opinion and recommendations from parents/relatives;	30
Friends are being trained;	-
Low passing grade for the major;	5
Labor market requirements (employment opportunities);	10
I find it difficult to answer;	5
Other	-



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

Criteria	Indicators (%)
Official website of the university;	25
Relatives, acquaintances;	50

School teachers;	-
Advertising booklets;	10
Representatives of the university who came to the school with advertisements;	15
Social networks;	-
Other	-



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

Criteria	Indicators (%)
Completely satisfied;	45
Rather, satisfied;	35
Rather, not satisfied;	5
I am not completely satisfied;	10
I find it difficult to answer;	5
Other	-



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

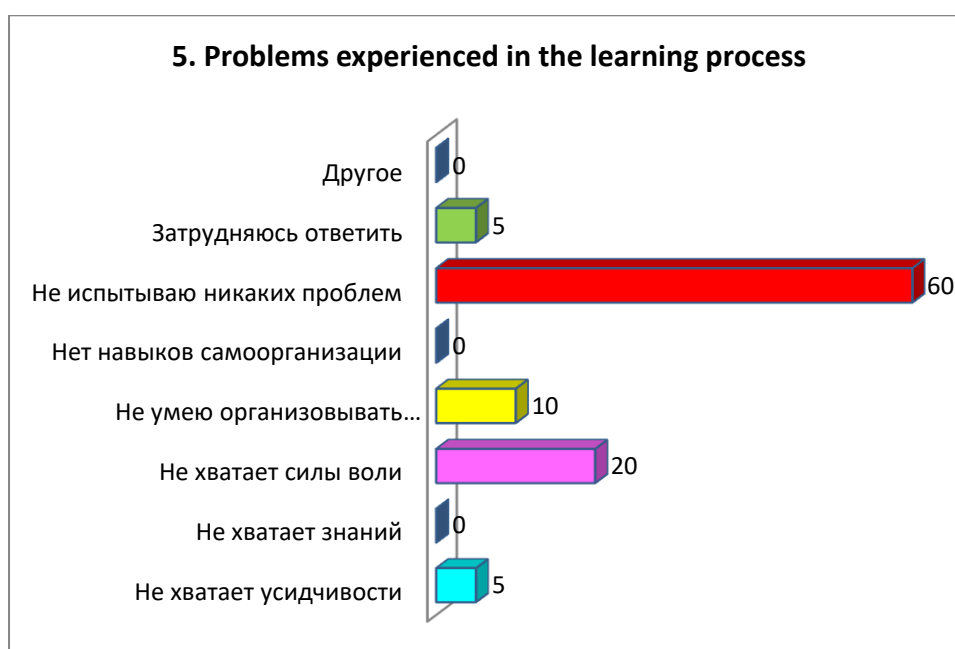
Criteria	Indicators (%)
Yeah, easy;	25

Difficult during the session;	60
Difficult;	15
I can't cope at all;	-
Difficult to answer;	-
Other	-



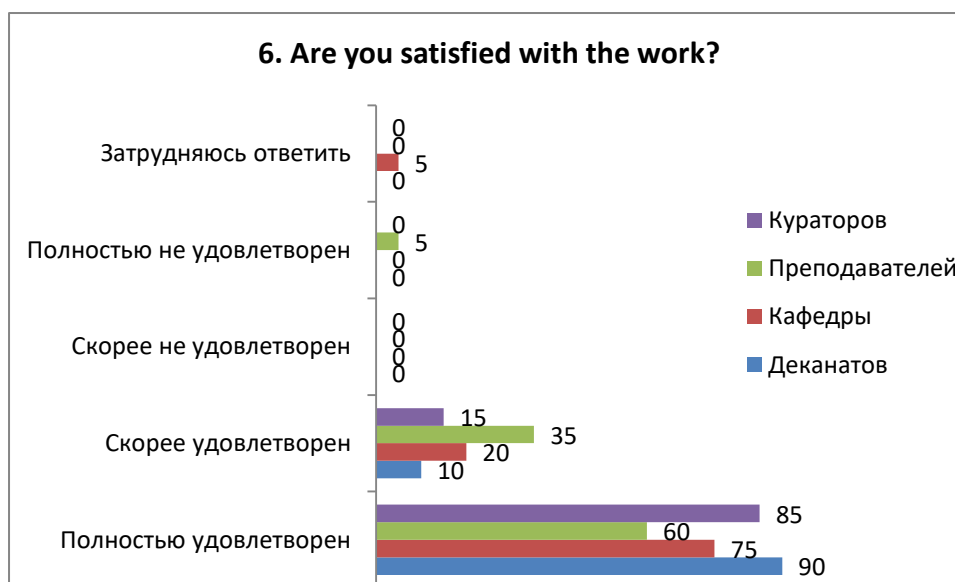
### 5. Problems experienced in the learning process

Criteria	Indicators (%)
Lack of perseverance;	5
Not enough knowledge;	-
Lack of willpower;	20
I don't know how to organize my own time;	10
No self-organization skills;	-
I don't have any problems;	60
Difficult to answer;	5
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	90	10	-	-	-
Departments	75	20	-	-	5
Teachers	60	35	-	5	-
Supervisors	85	15	-	-	-



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

- Completely satisfied.
- No
- I'm satisfied with everything.
- No
- Completely satisfied.

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

Criteria	Indicators (%)
Favorable;	50
Neutral;	40
Tense;	5
Difficult to answer;	5
Other	-

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

- Benevolent.
- No.
- it's all good!
- No.

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

- At university, not much difficult to find communication. And so many people on a positive note.

- Neutral.



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

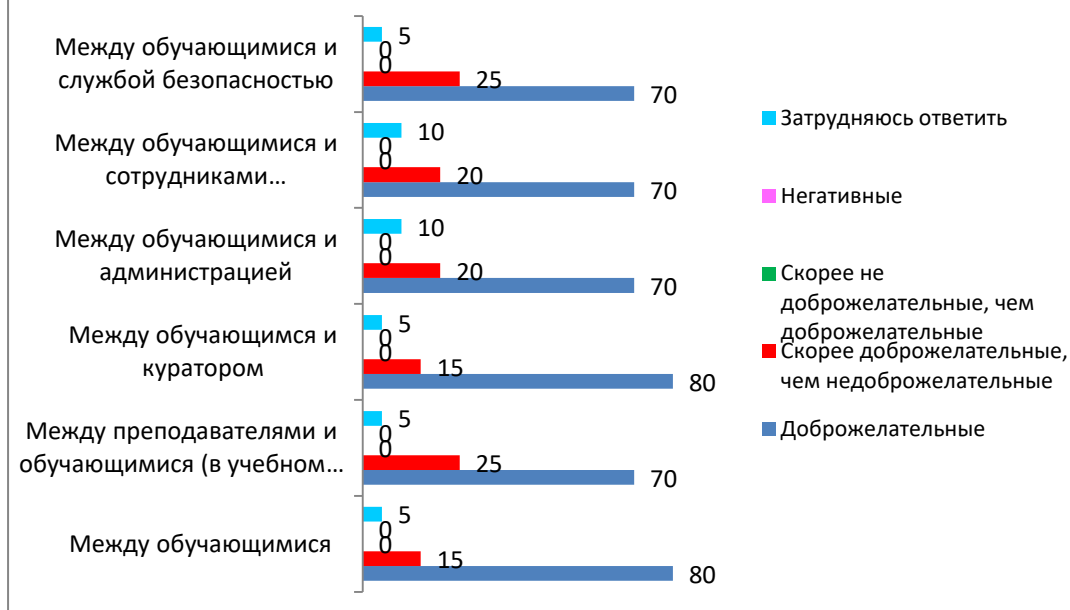
Criteria	Benevolent	More likely to be benevolent than unfriendly	Rather not benevolent than benevolent	Negative	Difficult to answer
Between students	80	15	-	-	5
Between teachers and learners (in the learning process)	70	25	-	-	5
Between learner and supervisor	80	15	-	-	5
Between students and administration	70	20	-	-	10
Between students and the staff of the departments (library, student department, etc.).	70	20	-	-	10
Between students and security service	70	25	-	-	5

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

- Benevolent.
- No.
- I said everyone's friendly.
- No, they're not.

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

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



### 9. Are you satisfied?

Criteria	Completely satisfied	Partially satisfied	Not satisfied	I find it difficult to answer
Organization of the educational process	85	15	-	-
Class schedule	80	10	10	-
Organization of independent work	85	10	-	5
Satisfaction with the work of the library	80	15	-	5
Living conditions in the dormitory	70	10	-	20
Quality of medical service	70	15	5	10
Organization of catering at the university (prices, range of products, quality of prepared meals)	75	20	-	5

### 9. Are you satisfied?



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

- Quite satisfying.
- No
- Change the class from 1:00 p.m. to 10:55 a.m. or 9:00 a.m.
- None.

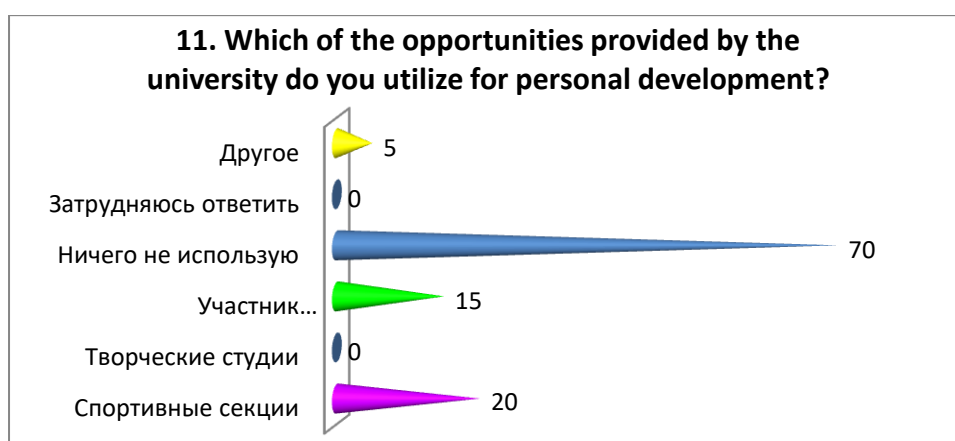
**10. Is all necessary information regarding the educational process, extracurricular activities always available to you?**

Criteria	Indicators (%)
Yes, always;	70
No, not always;	20
Difficult to answer;	10
Other	-



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

Criteria	Indicators (%)
Sports sections;	20
Creative studios;	-
Participant of the Youth Policy Department;	15
I don't use anything;	70
Difficult to answer;	-
Other	5



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

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

- I participate in events that are organised, participate in competitions.

## 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	70	20	10	-	-	-
During the lessons the main points are emphasized and reasonable conclusions are drawn	70	25	5	-	-	-
During the lessons, a friendly atmosphere is maintained towards the students	65	30	5	-	-	-
During the lessons, the pace of presentation of the material is convenient for perception and recording	60	40	-	-	-	-
The tasks for independent work of students are clearly formulated, and support is provided for its fulfillment.	65	30	5	-	-	-
Assessment of learning outcomes of the discipline is transparent and objective	70	25	5	-	-	-



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



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

- Completely satisfied.

- No

- No.

- No

- Some teachers are very kind and very positive, but there are some teachers with whom it is not much difficult to find a language, but they are good.

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\*:

- Completely satisfied.

- No

- No.

**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*).

- No.

- I don't know.

- I don't have any questions, for improvement, it's fine.

- I 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 in choosing a speciality:* personal preferences and assessment of their own abilities were the main factors in choosing a speciality for 35% of respondents. The opinion of parents/relatives (30%) and the prestige of the speciality (15%) also influenced the students' decision. However, for some (5%) 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, as well as through the university's official website. Other sources included advertising booklets and representatives of the university.

*3. Satisfaction with the chosen educational programme:* 80% 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 the structural units of the university is high:*

- Dean's office: 100% 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: 95% of the surveyed students highly appreciated the work of the departments, emphasising the efficiency and professionalism of teachers in their field.

- Teachers: 95% of students expressed satisfaction with the work of teachers, noting the high level of knowledge and competence in teaching disciplines.

- Supervisors: 100% of the surveyed students rated the work of the supervisors as highly satisfactory, indicating significant support and assistance provided to students in dealing with 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. Satisfaction of students with the quality of educational services:* 100% of respondents expressed satisfaction with the organisation of the educational process, 95% - with independent work, library work and catering, 90% - with the class schedule, 85% - with the quality of medical care, and 80% - with the living conditions in the dormitory. These data indicate the good quality of services and support provided by the university to ensure successful learning and comfort of students.

*8. Availability of information related to the academic process and extracurricular activities:* 70% of students claim that it is always available, while 20% noted that this is not always the case. 10% of respondents were uncertain about this issue.

It is important to note that not all students are actively utilising the personal development opportunities provided, which may reduce their overall educational experience. Understanding the reasons for this lack of engagement and developing activities to encourage participation can improve the situation.

In addition, full student satisfaction with the quality of the sessions emphasises the success of the pedagogy and suggests that this high level will be maintained in the future.

## **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).