

**Report**  
**on the results of the questionnaire**  
**«Satisfaction of 1st year students with educational services»**  
**2023-2024 academic year**

**Department:** «Technological equipment, mechanical engineering and standardization»

**Specialty:** 6B07501 Standardization, certification and metrology

Quality management and accreditation center in February 2024 conducted an annual satisfaction questionnaire students 1<sup>st</sup> year quality of services provided.

**Purpose of the survey:** Improving the learning process, increasing qualities provided educational services and other areas of the university's activities.

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

In the specialty 6B07501 Standardization, certification and metrology, 11 respondents took part in the survey, which amounted to 73.3% of the total number of students. The following data were obtained during the questionnaire:

**1. Which factor played a decisive role in your choice of specialty?**

Criteria	Indicators (%)
Prestige of the specialty	18,2
Personal inclination towards a certain type of activity, self-assessment	9
Opinion and recommendations of parents/relatives	27,3
Friends are studying	-
Low passing score for the specialty	-
Labor market requirements (employment opportunities)	18,2
I find it difficult to answer	27,3
Other	-



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

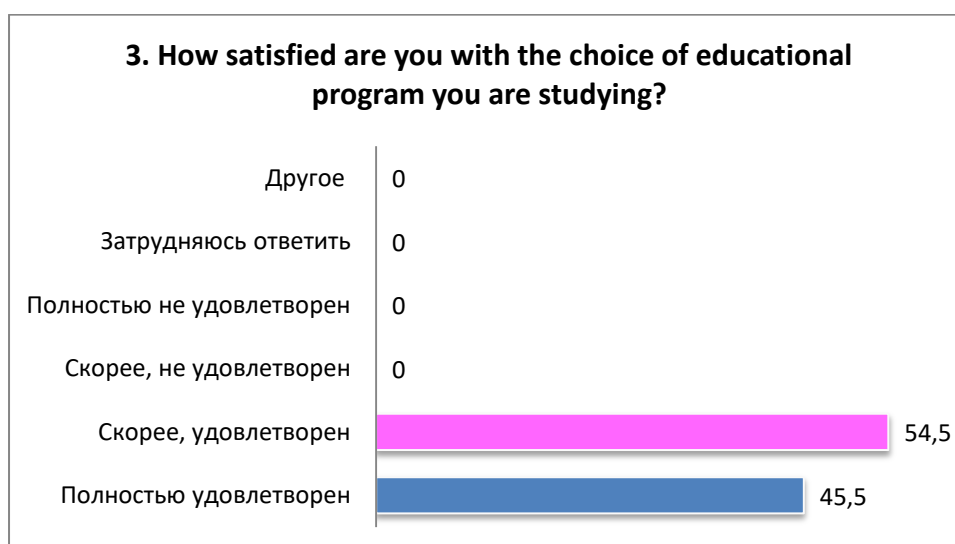
Criteria	Indicators (%)
Official website of the university	9,1
Relatives, acquaintances	54,5
School teachers	-
Advertising brochures	-
Representatives of the university, those who came to school with	9,1

advertisements	
Social media	27,3
Other	-



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

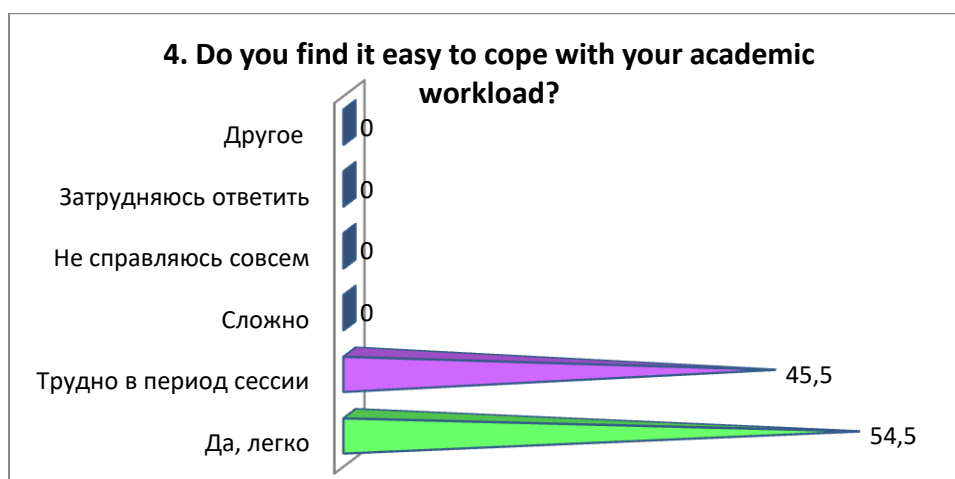
Criteria	Indicators (%)
Completely satisfied	45,5
Rather satisfied	54,5
Rather, not satisfied	-
Not completely satisfied	-
I find it difficult to answer	-
Other	-



**4. Do you find it easy to cope with your academic workload?**

Criteria	Indicators (%)
Yes, it's easy.	54,5
It's difficult during the session period	45,5
Difficult	-
I can't cope at all	-

I find it difficult to answer	-
Other	-



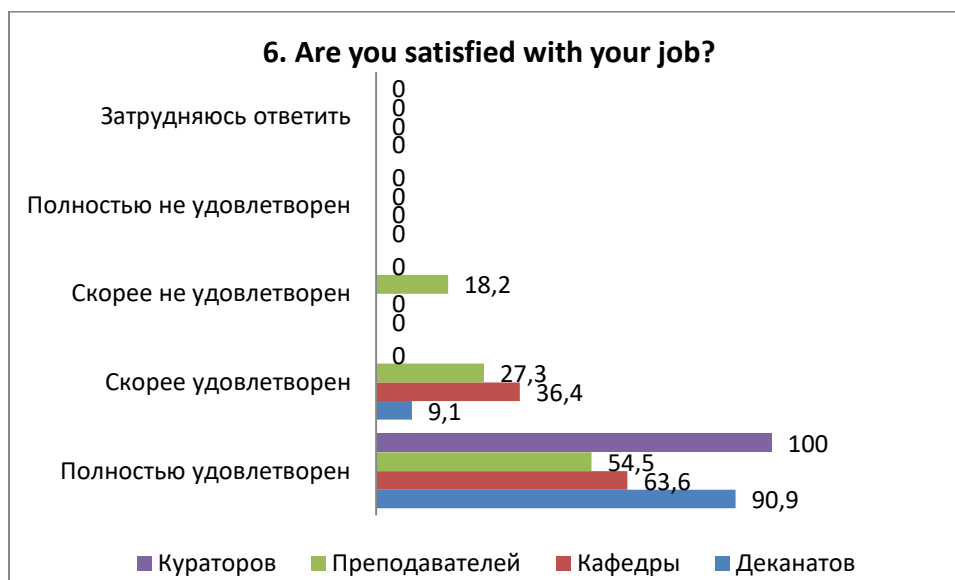
### 5. Problems you experience during the learning process

Criteria	Indicators (%)
Lack of perseverance	9,1
Lack of knowledge	9,1
Lack of willpower	18,2
I can't speak organize your own time	-
No self-organization skills	-
I don't have any problems	54,5
I find it difficult to answer	9,1
Other	-



### 6. Are you satisfied with your job?

Criteria	Completely satisfied	Rather satisfied	Rather dissatisfied	Not completely satisfied	I find it difficult to answer
Dean's offices	90,9	9,1	-	-	-
Chairs	63,6	36,4	-	-	-
Teachers	54,5	27,3	18,2	-	-
Curators	100	-	-	-	-

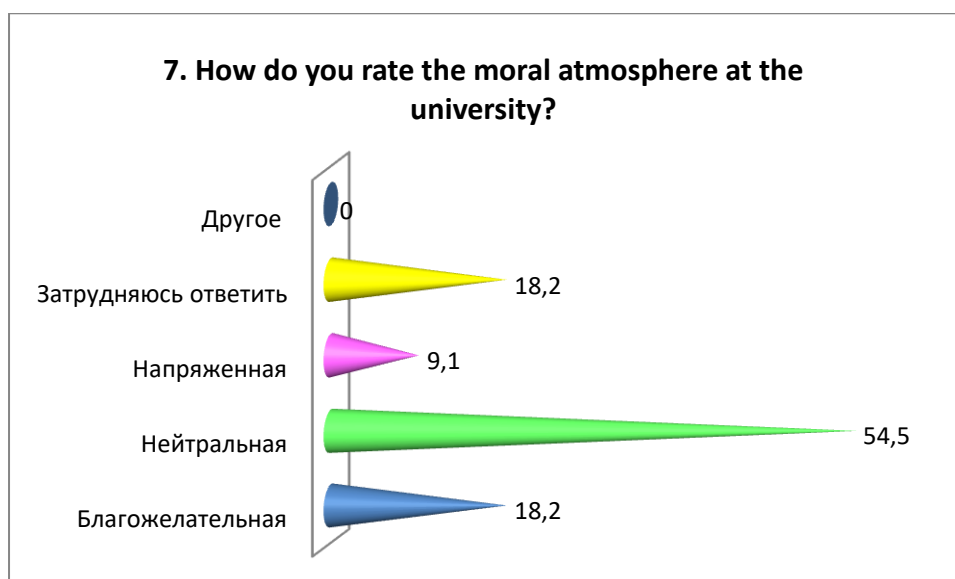


On a variant «If you answered rather dissatisfied or not completely satisfied» Please provide recommendations for improvement" students indicated the following options\*:

- Everything is fine
- Fully.

**7. How do you rate the moral atmosphere at the university?**

Criteria	Indicators (%)
Benevolent	18,2
Neutral	54,5
Tense	9,1
I find it difficult to answer	18,2
Other	-



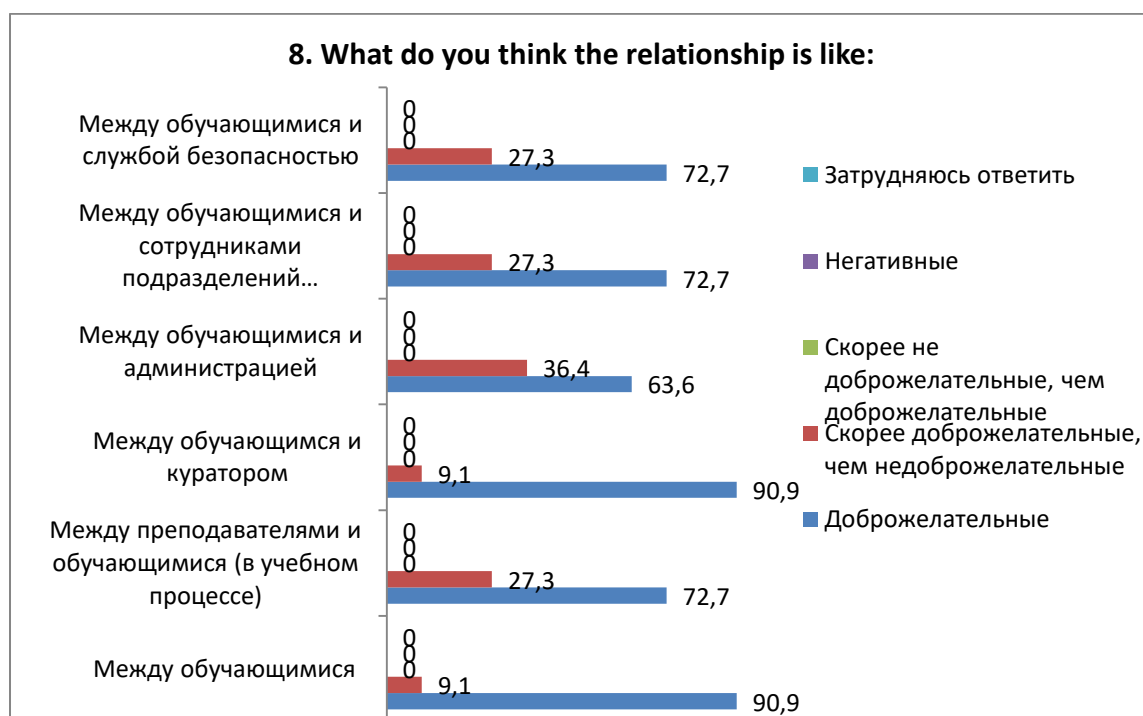
On a variant «If you answered «to the previous question tense», write why» students indicated the following options\* :

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

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

Criteria	Benevolent	Quickerfriendly, than ill-disposed	Probably notfriendly, than benevolent	Negative	I find it difficult to answer
Between students	90,9	9,1	-	-	-
Between teachers and students (in the educational process)	72,7	27,3	-	-	-
Between the student and the supervisor	90,9	9,1	-	-	-
Between students and administration	63,6	36,4	-	-	-
Between students and department staff (library, student department, etc.)	72,7	27,3	-	-	-
Between students and security service	72,7	27,3	-	-	-



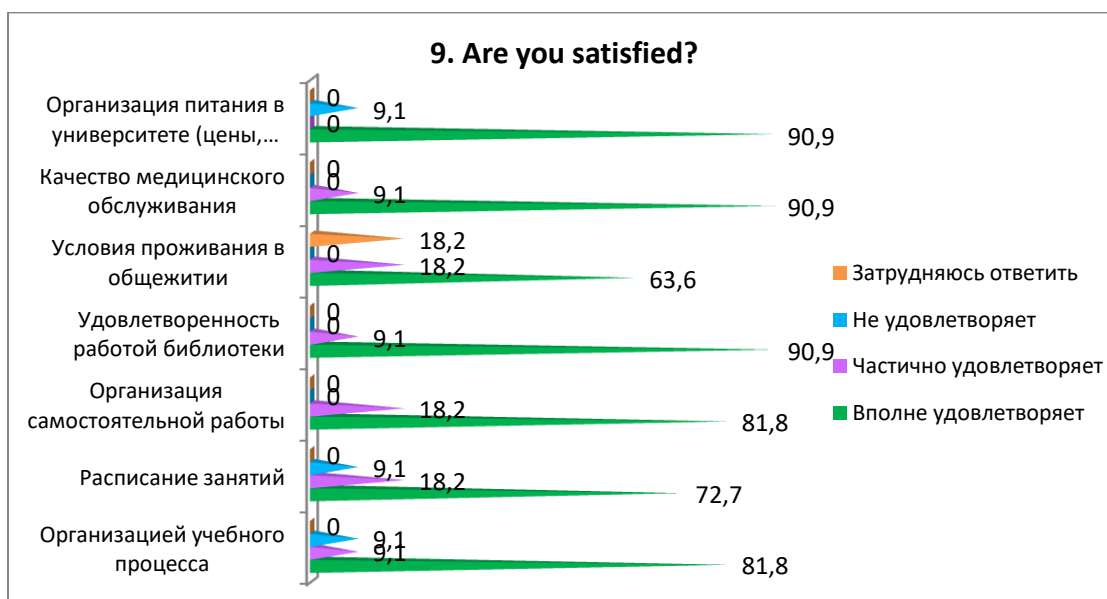
On a variant «If you answered «Rather unfriendly than friendly or negative» to the previous question, please write why.» students indicated the following options\*:

- With good will.

### 9. Are you satisfied?

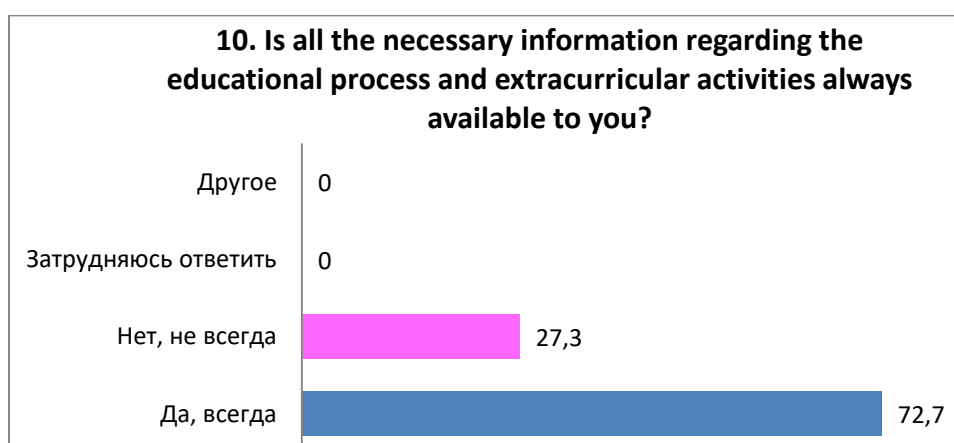
Criteria	Quite satisfactory	Partially satisfies	Not satisfying	I find it difficult to answer
Organization of the educational process	81,8	9,1	9,1	-
Class Schedule	72,7	18,2	9,1	-
Organizing independent work	81,8	18,2	-	-
Satisfaction with library work	90,9	9,1	-	-

Living conditions in the hostel	63,6	18,2	-	18,2
Quality of medical care	90,9	9,1	-	-
Organization of catering at the university (prices, product range, to (quality of prepared dishes)	90,9	-	9,1	-



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

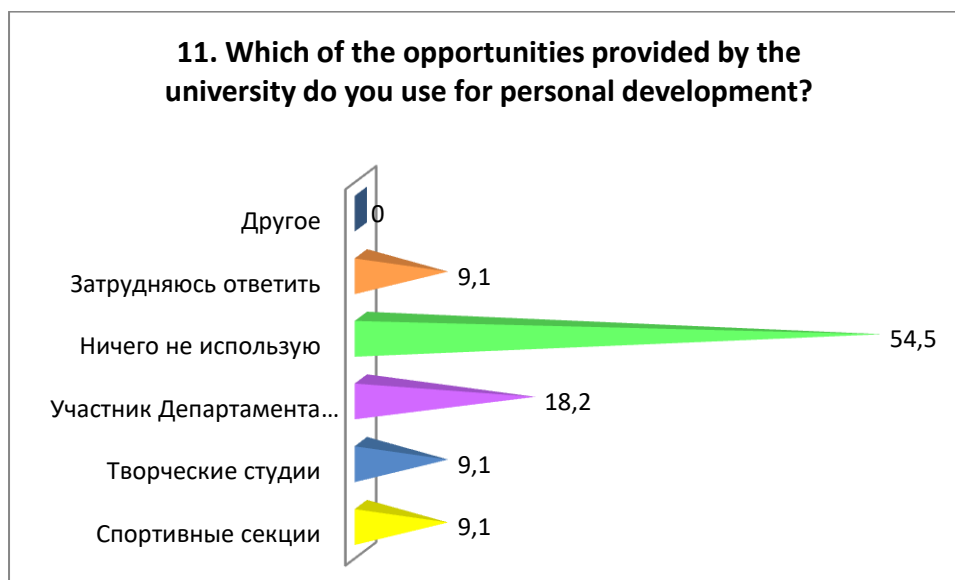
Criteria	Indicators (%)
Yes, always.	72,7
No, not always.	27,3
I find it difficult to answer	-
Other	-



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

Criteria	Indicators (%)
Sports sections	9,1
Creative studios	9,1
Participant department of youth policy	18,2
I don't use anything	54,5
I find it difficult to answer	9,1
Other	-

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



**12. How do you rate the quality of the classes?**

Criteria	Compl etely satisfie d	Satisfie d	Rather satisfie d	Rather , not satisfie d	Not complet ely satisfied	I find it difficult to answer
The material is presented clearly, accessibly, in a logical sequence.	90,9	9,1	-	-	-	-
During the classes, the main points are highlighted and well-founded conclusions are made.	90,9	9,1	-	-	-	-
During the classes, a friendly atmosphere is maintained towards to students	90,9	9,1	-	-	-	-
During the classes, the pace of presentation of the material is convenient for perception and recording	81,8	18,2	-	-	-	-
Tasks for independent work are clearly formulated students, its implementation is supported	90,9	9,1	-	-	-	-
Evaluation of results training in the discipline transparent and objective	81,8	9,1	9,1	-	-	-



On a variant «**Other**» students indicated the following options\*:

- No.

**Please write your suggestions, wishes, also what questions, in your opinion, should be added to this questionnaire to improve the training program, increase 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.)*

- Everything is fine.

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



Based on the results of the student survey, the following can be concluded:  
**Conclusions:**

The choice of specialty was determined by various factors. The main ones were advice and recommendations from parents/relatives, which played a decisive role for 27,3% of students. Labor market requirements and the reputation of the specialty also were taken into account when choosing a specialty. However, for some (27,3%) main fact the choice remained uncertain.

Students chose their 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 and visits of university representatives to schools also had an impact.

You abusive educational program students expressed 100% satisfaction, which indicates that the program meets their interests and expectations.

In the learning process with students face various problems, such as a lack of knowledge, willpower, time management and study load 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 high: deanery (100%), departments (100%), teachers (81.8%) 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.

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

Besides, high students' satisfaction with the quality of classes underlines the success of teaching work and suggests maintaining this high level in the future.

### **Recommendations:**

The head of the department should familiarize the staff and students with the results of the survey and discuss them during curatorial 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 survey results via email from the quality management center studies and accreditations [cqma\\_kstu@mail.ru](mailto:cqma_kstu@mail.ru).