

**Report
on the results of the survey
First year students' satisfaction with educational services
in 2023-2024 academic year**

Department: Technological Equipment, Machine Building and Standardization
Specialty: 6B07111 Technological Machines and Equipment

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 Technological Machines and Equipment, 16 respondents took part in the survey, which amounted to 100% 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	-
Personal inclination to a certain type of activity, assessment of one's own abilities	37,4
Opinion and recommendations of parents/relatives	25
Friends studying	-
Low passing score for the specialty	25
Labor market requirements (employment opportunities)	6,3
I find it difficult to answer	-
Other	6,3

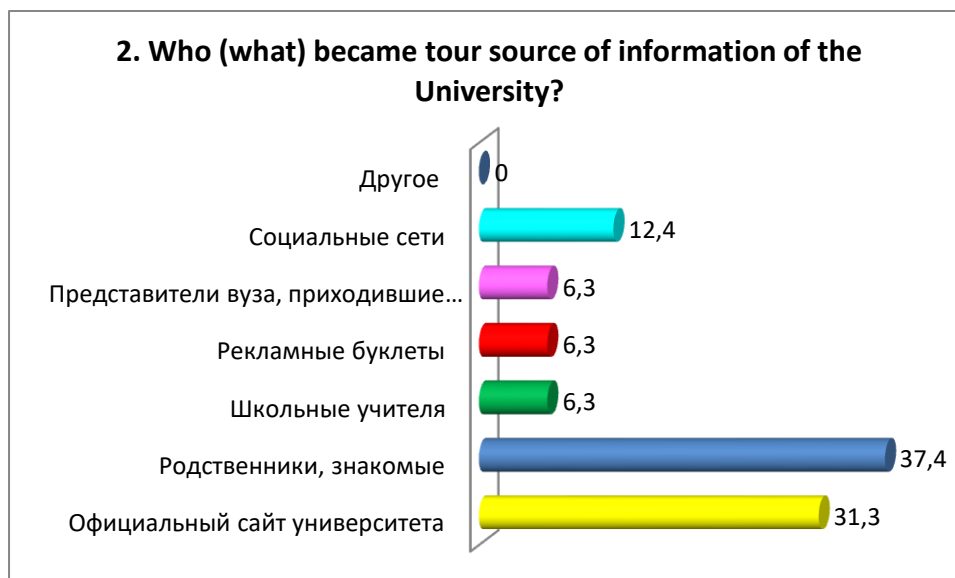


For the “Other” option, students indicated the following options*:

- I would like to learn about mechanics; it would be good to learn about mechanics and the structure of machines.

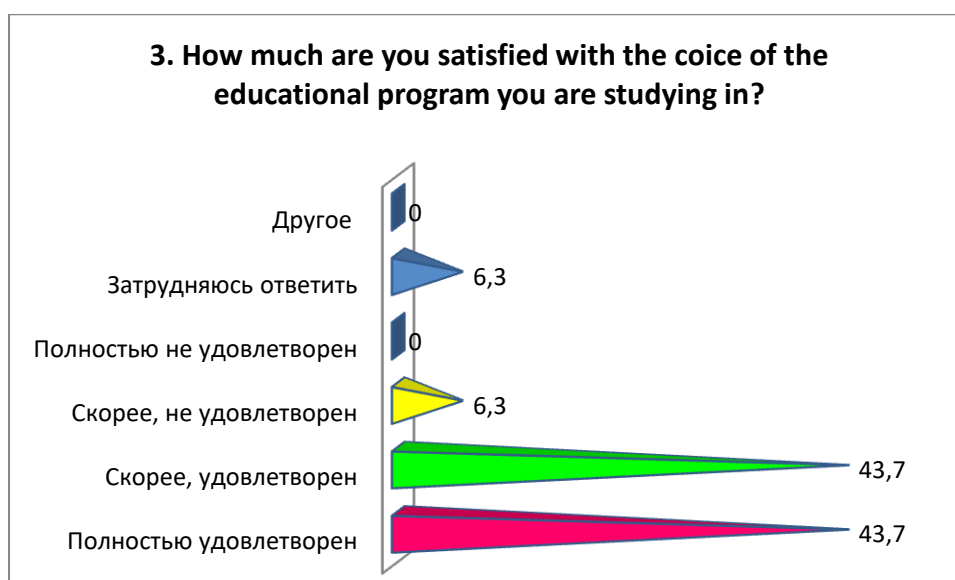
2. Who (what) became your source of information of the University

Criteria	Indicators (%)
Official website of the university	31,3
Relatives, acquaintances	37,4
School teachers	6,3
Advertising brochures	6,3
University representatives who came to the school with advertising	6,3
Social networks	12,4
Other	-



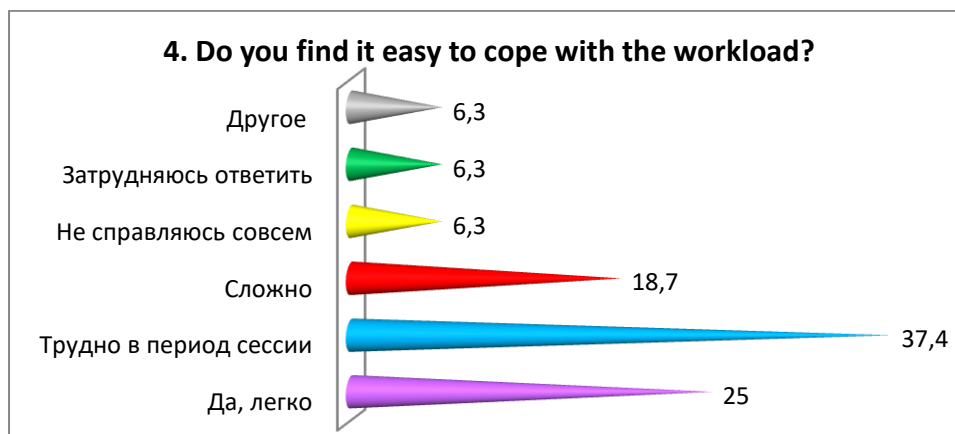
3. How much are you satisfied with the choice of the educational program you are studying in?

Criteria	Indicators (%)
Completely satisfied	43,7
Rather satisfied	43,7
Rather dissatisfied	6,3
Completely dissatisfied	-
Difficult to answer	6,3
Other	-



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

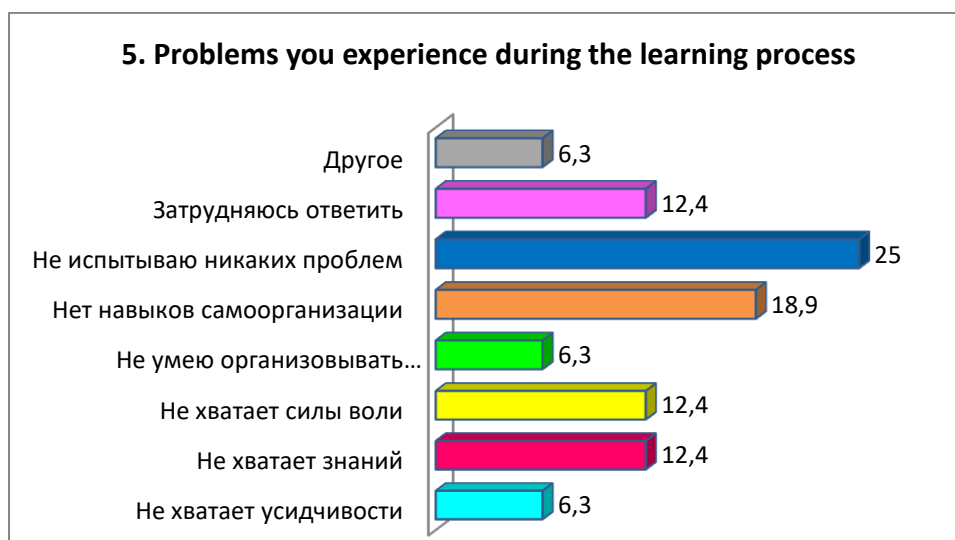
Criteria	Indicators (%)
Yes, easy	25
Difficult during the session	37,4
Difficult	18,7
Can't cope at all	6,3
Difficult to answer	6,3
Other	6,3



For the “Other” option, students indicated the following options*:
 - Sometimes.

5. Problems you experience during the learning process

Criteria	Indicators (%)
Lack of perseverance	6,3
Lack of knowledge	12,4
Lack of willpower	12,4
I can't organize my own time	6,3
No self-organization skills	18,9
I don't have any problems	25
I find it difficult to answer	12,4
Other	6,3



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

Criteria	Completely satisfied	Rather satisfied	Rather dissatisfied	Completely dissatisfied	Difficult to answer
Dean's Offices	81,2	6,3	-	-	12,5
Departments	68,7	6,3	6,3	-	18,7
Teachers	50	31,2	6,3	-	12,5
Curators	81,2	12,5	-	-	6,3



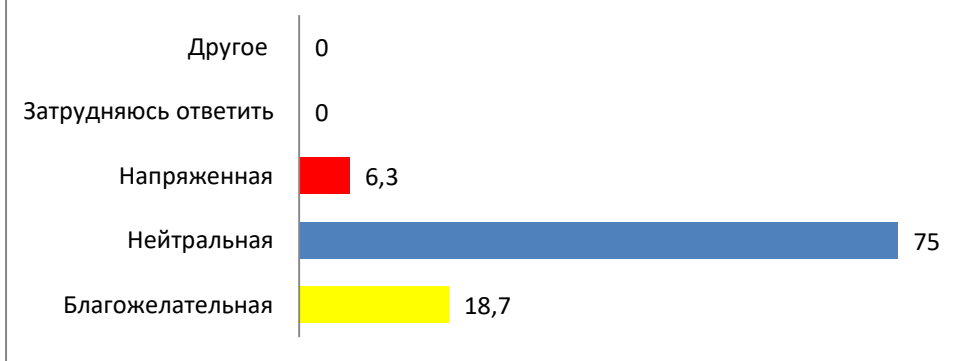
For the option “If you answered “rather dissatisfied or completely dissatisfied,” provide recommendations for improvement,” students indicated the following options*:

- Prejudiced attitude of teachers
- I don't like studying with other groups.

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

Criteria	Indicators (%)
Benevolent	18,7
Neutral	75
Tense	6,3
Difficult to answer	-
Other	-

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



8. What do you the relationship is like:

Criteria	Friendly	Rather friendly than unfriendly	Rather unfriendly than friendly	Negative	Difficult to answer
Between students	81,2	12,5	6,3	-	-
Between teachers and students (in the educational process)	50	43,7	6,3	-	-
Between a student and a supervisor	81,2	12,5	6,3	-	-
Between students and administration	68,7	25	6,3	-	-
Between students and department staff (library, student department, etc.)	62,4	25	6,3	-	6,3
Between students and security service	68,7	12,5	12,5	-	6,3

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	81,3	18,7	-	-
Class schedule	62,5	25	12,5	-
Organization of independent work	75	18,7	-	6,3
Satisfaction with the library work	87,5	12,5	-	-
Living conditions in the hostel	75	6,3	-	18,7
Quality of medical care	75	18,7	-	6,3
Organization of catering at the University (prices, product range, quality of prepared dishes)	75	12,4	6,3	6,3



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

- the schedule is busy very inconvenient sometimes there is no free time I do not live in a dormitory I live in an apartment I did not go to medical care.

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

Criteria	Indicators (%)
Yes, always	75
No, not always	25
Difficult to answer	-
Other	-



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

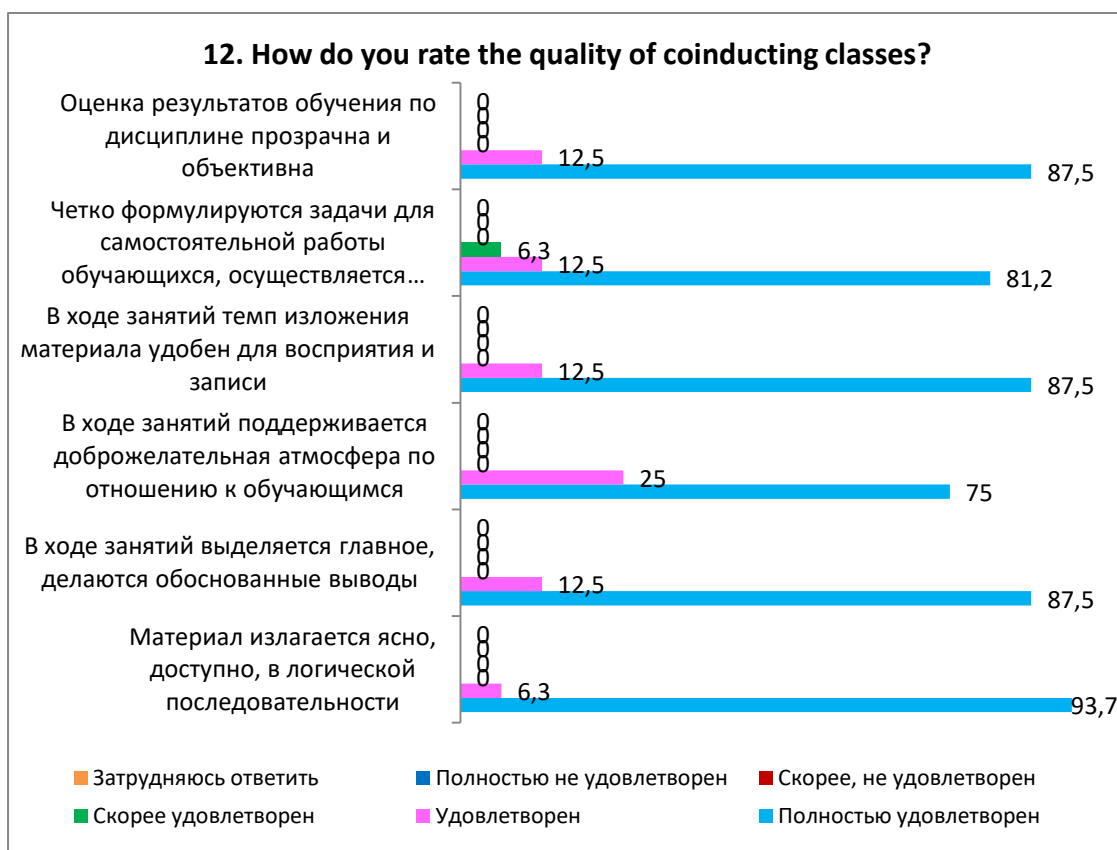
Criteria	Indicators (%)
Sports sections	31,3
Creative studios	31,3
Member of the Department of Youth Policy	12,4
I don't use anything	25
I find it difficult to answer	-
Other	-



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	93,7	6,3	-	-	-	-
In classes, the main points are highlighted, and well-founded conclusions are made	87,5	12,5	-	-	-	-
In classes, a friendly atmosphere is	75	25	-	-	-	-

maintained towards the students						
In classes, the pace of the presentation of the material is convenient for perception and recording	87,5	12,5	-	-	-	-
Tasks for independent work of students are clearly formulated, and support for its implementation is provided	81,2	12,5	6,3	-	-	-
The assessment of learning outcomes in the discipline is transparent and objective	87,5	12,5	-	-	-	-



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)..

- None
- I don't know
- You are treated with bias (by teachers, administration).

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 main ones were personal inclinations and assessment of one's own abilities, which played a decisive role for 37.4% of students. The opinion of parents/relatives and a low passing score played an

important role (25% each) for respondents. The demands of the labor market were also taken into account when choosing a specialty.

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 (87.4%) 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 above average: the dean's office (87.5%), departments (75%), teachers (81.2%) and curators (93.7%). 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.