

Report
on the results of the questionnaire
«Satisfaction of 1st year students with educational services»
2023-2024 academic year
Department: «Architecture and Design»
Specialty: 6B07306 Transport construction

Quality management and accreditation center in February 2024 conducted an annual satisfaction questionnaire students 1st 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 6B07306 Transport construction, 14 respondents took part in the questionnaire, which amounted to 70% 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?

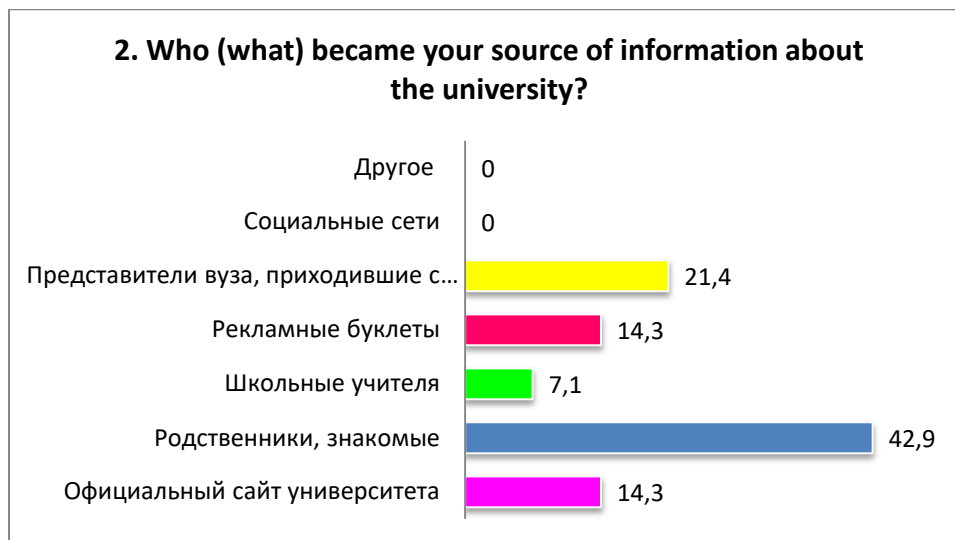
Criteria	Indicators (%)
Prestige of the specialty	21,4
Personal inclination towards a certain type of activity, self-assessment	50
Opinion and recommendations of parents/relatives	14,4
Friends are studying	7,1
Low passing score for the specialty	-
Labor market requirements (employment opportunities)	7,1
I find it difficult to answer	-
Other	-



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

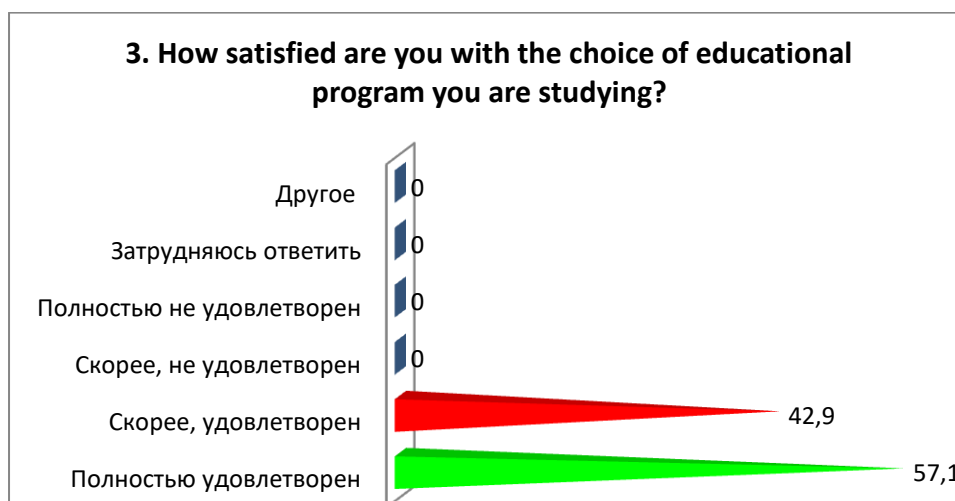
Criteria	Indicators (%)
Official website of the university	14,3
Relatives, acquaintances	42,9
School teachers	7,1

Advertising brochures	14,3
Representatives of the university, those who came to school with advertisements	21,4
Social media	-
Other	-



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

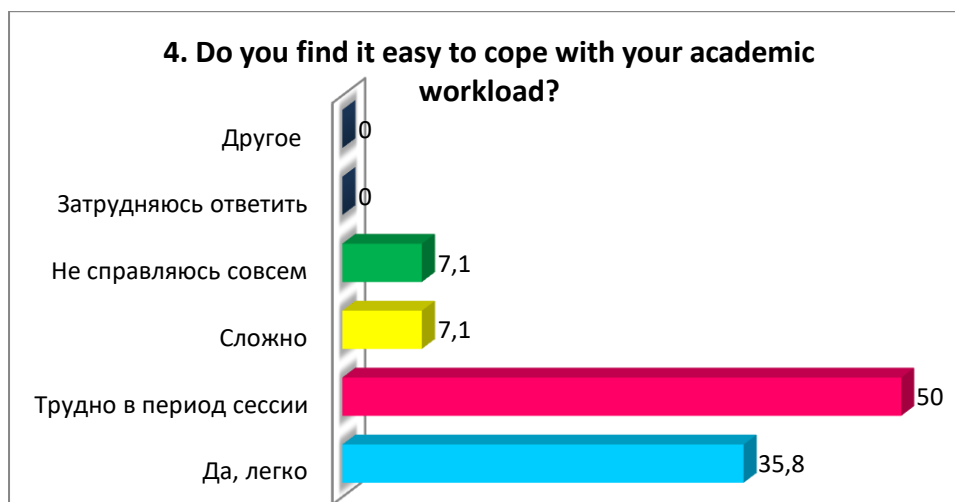
Criteria	Indicators (%)
Completely satisfied	57,1
Rather satisfied	42,9
Rather, not satisfied	-
Not completely satisfied	-
I find it difficult to answer	-
Other	-



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

Criteria	Indicators (%)
Yes, it's easy.	35,8
It's difficult during the session period	50
Difficult	7,1
I can't cope at all	7,1

I find it difficult to answer	-
Other	-



5. Problems you experience during the learning process

Criteria	Indicators (%)
Lack of perseverance	-
Lack of knowledge	14,3
Lack of willpower	42,9
I can't speak organize your own time	21,4
No self-organization skills	7,1
I don't have any problems	14,3
I find it difficult to answer	-
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	71,4	28,6	-	-	-
Chairs	57,1	42,9	-	-	-

Teachers	71,4	21,5	7,1	-	-
Curators	71,4	28,6	-	-	-

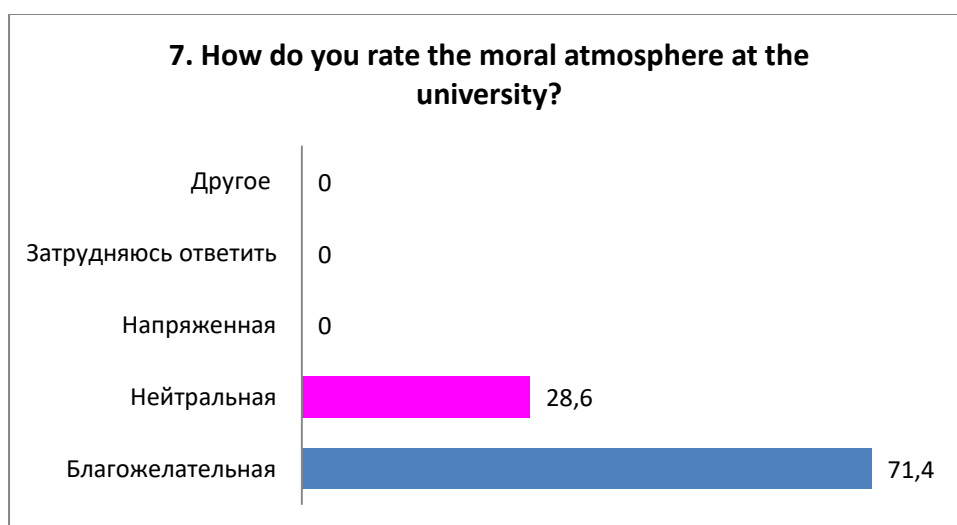


On a variant «If you answered «rather dissatisfied or not completely satisfied» Please provide recommendations for improvement» students indicated the following options*:

- I don't even know.

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

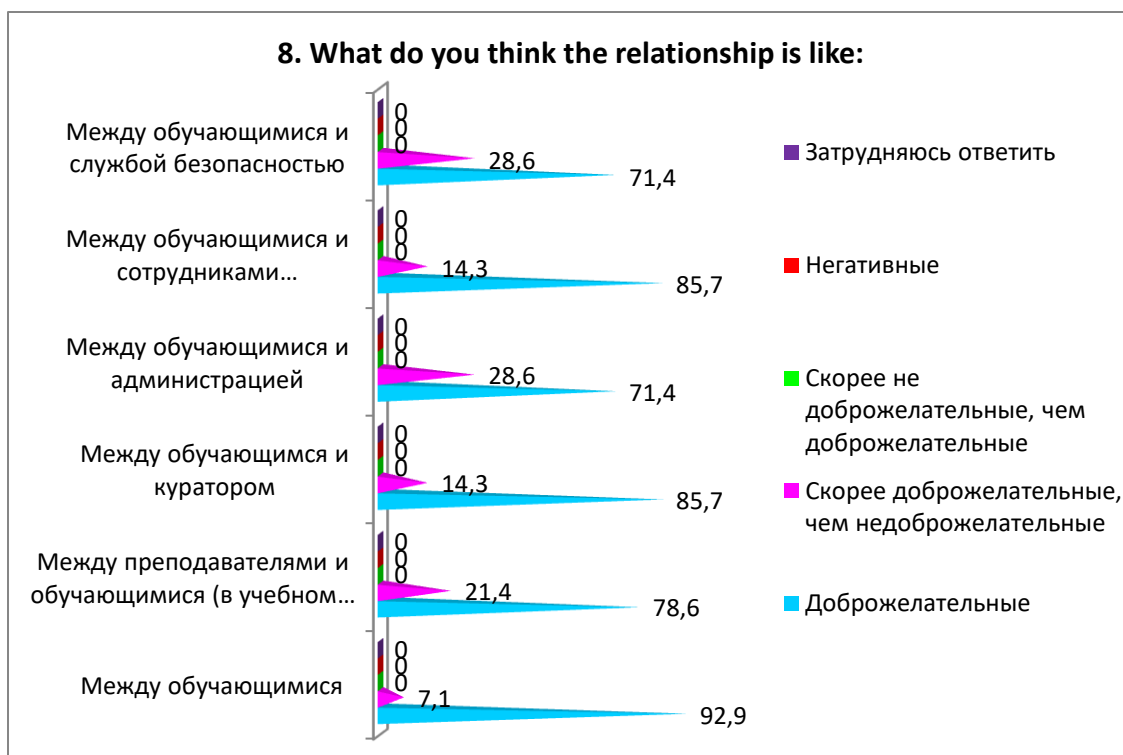
Criteria	Indicators (%)
Benevolent	71,4
Neutral	28,6
Tense	-
I find it difficult to answer	-
Other	-



8. What do you think the relationship is like:

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

Criteria	Benevolent	Quickerfriendly, than ill-disposed	Probably notfriendly, than benevolent	Negative	I find it difficult to answer
Between students	92,9	7,1	-	-	-
Between teachers and students (in the educational process)	78,6	21,4	-	-	-
Between the student and the supervisor	85,7	14,3	-	-	-
Between students and administration	71,4	28,6	-	-	-
Between students and department staff (library, student department, etc.)	85,7	14,3	-	-	-
Between students and security service	71,4	28,6	-	-	-



9. Are you satisfied?

Criteria	Quite satisfactory	Partially satisfies	Not satisfying	I find it difficult to answer
Organization of the educational process	92,9	7,1	-	-
Class Schedule	57,1	42,9	-	-
Organizing independent work	85,7	14,3	-	-
Job satisfaction libraries	71,4	28,6	-	-
Living conditions in the hostel	85,7	14,3	-	-
Quality of medical care	71,4	28,6	-	-
Organization of catering at the university (prices, product range, to (quality of prepared dishes)	64,3	35,7	-	-



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

Criteria	Indicators (%)
Yes, always.	85,7
No, not always.	14,3
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	14,3
Creative studios	14,3
Participant department of youth policy	7,1
I don't use anything	64,3
I find it difficult to answer	-
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.	92,9	7,1	-	-	-	-
During the classes, the main points are highlighted and well-founded conclusions are made.	71,4	28,6	-	-	-	-
During the classes, a friendly atmosphere is maintained towards students	64,2	21,5	14,3	-	-	-
During the classes, the pace of presentation of the material is convenient for perception and recording	71,5	21,4	7,1	-	-	-
Tasks for independent work are clearly formulated students, its implementation is supported	85,8	7,1	7,1	-	-	-
Evaluation of results training in the discipline transparent and objective	71,4	28,6	-	-	-	-

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.

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



The questionnaire results revealed the following: **conclusions:**

The choice of a specialty is determined by various factors. The main ones were personal inclinations and assessment of their own abilities, which played a decisive role for 50% of the students. The prestige of the specialty had a significant impact on 21.4% of the respondents. The opinion of parents/relatives, the requirements of the labor market, as well as the influence of friends were taken into account when choosing a specialty.

Majority students received information about the university from relatives and friends (42,9%), as well as through university representatives (21.4%). Other sources included the university's official website, advertising brochures, and school teachers.

Students are 100% satisfied with their choice of image educational program, which indicates that the chosen program meets their expectations and goals.

During the learning process, students face various problems such as lack of knowledge, willpower, time management and workload 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 (92,9%) 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.

In addition, the complete satisfaction of students with the quality of classes underlines the success of pedagogical 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 the results of the survey by e-mail from the center for quality management and accreditation cqma_kstu@mail.ru.