

Report
based on questionnaire results
«Satisfaction of 1st year students with educational services»
2022-2023 academic year

Department: «Transport technology and logistics systems»

Speciality: 6B07106 – «Transport, transport equipment and technologies»

In February 2023, the center for quality management and accreditation conducted an annual questionnaire on the satisfaction of 1st year students with the quality of services provided.

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 questionnaire were processed and presented in a summarized form, guaranteeing the confidentiality of students' personal opinions.

In specialty 6B07106 – «Transport, transport equipment and technologies» 36 respondents took part in the questionnaire, which amounted to 72% of the total number of students.

During the questionnaire process, the following data was obtained:

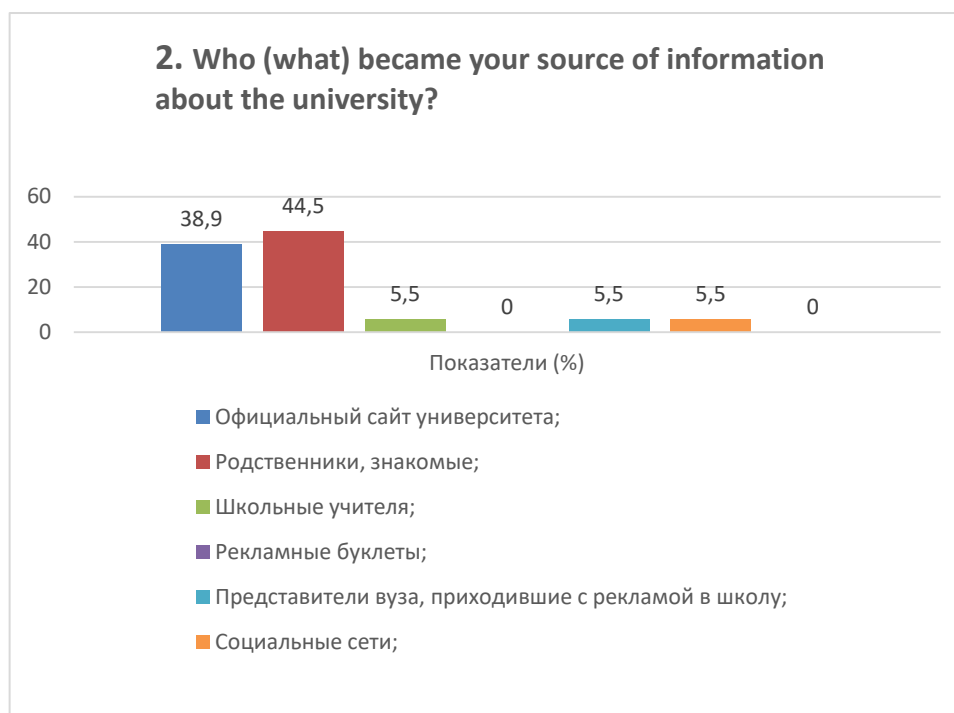
1. What factor played a decisive role in your choice of specialty?

| Criteria | Indicators (%) |
|---|----------------|
| Prestige of the specialty; | 11.2 |
| Personal inclination towards a certain type of activity, assessment of one's own abilities; | 66.7 |
| Opinions and recommendations of parents/relatives; | 5.5 |
| Friends are studying; | |
| Low passing grade for the specialty; | 5.5 |
| Labor market requirements (employment opportunities); | 5.5 |
| I find it difficult to answer; | 5.5 |
| Other | |



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

| Criteria | Indicators (%) |
|--|----------------|
| Official website of the university; | 38.9 |
| Relatives, acquaintances; | 44.5 |
| School teachers; | 5.5 |
| Advertising brochures; | - |
| Representatives of the university who came to the school with advertising; | 5.5 |
| Social media; | 5.5 |
| Other | - |



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

| Criteria | Indicators (%) |
|--------------------------------|----------------|
| Completely satisfied; | 50 |
| Rather, satisfied; | 44.5 |
| Rather, not satisfied; | - |
| Completely unsatisfied; | - |
| I find it difficult to answer; | 5.5 |
| Other | - |

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



4. Is it easy for you to cope with your academic workload?

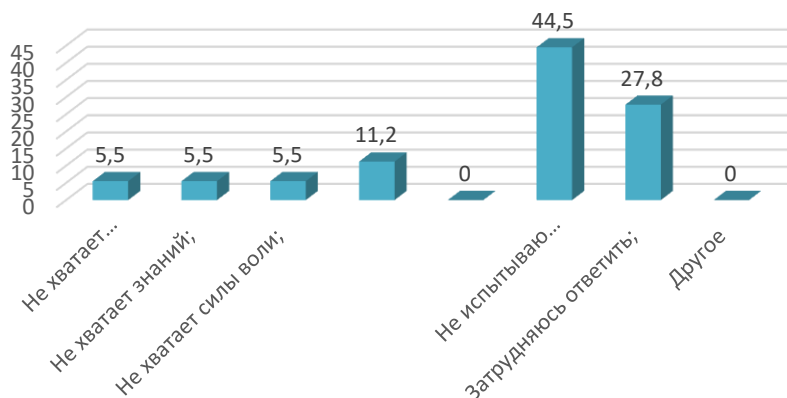
| Criteria | Indicators (%) |
|--------------------------------|----------------|
| Yes Easy; | 38.9 |
| Difficult during the session; | 38.9 |
| Difficult; | - |
| I can't cope at all; | - |
| I find it difficult to answer; | 11.1 |
| Other | 11.1 |



5. Problems you experience during the learning process

| Criteria | Indicators (%) |
|---|----------------|
| Lacks perseverance; | 5.5 |
| Lack of knowledge; | 5.5 |
| Lack of willpower; | 5.5 |
| I don't know how to organize my own time; | 11.2 |
| No self-organization skills; | - |
| I don't have any problems; | 44.5 |
| I find it difficult to answer; | 27.8 |
| Other | - |

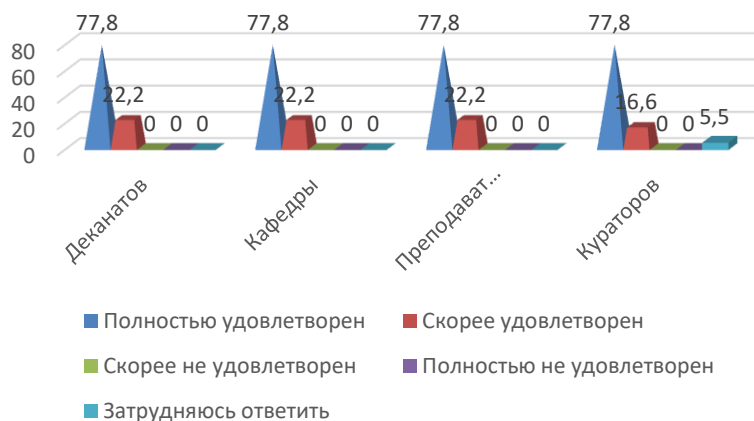
5. Problems you experience during the learning process



6. Are you satisfied with the work?

| Criteria | Completely satisfied | Rather satisfied | Rather dissatisfied | Completely unsatisfied | I find it difficult to answer |
|----------------|----------------------|------------------|---------------------|------------------------|-------------------------------|
| Dean's offices | 77.8 | 22.2 | - | - | - |
| Departments | 77.8 | 22.2 | - | - | - |
| Teachers | 77.8 | 22.2 | - | - | - |
| Curators | 77.8 | 16.6 | - | - | 5.5 |

6. Are you satisfied with the work?



For the option «If you answered «rather dissatisfied or not completely satisfied «give recommendations for improvement» students indicated the following options*:

- Can not answer

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

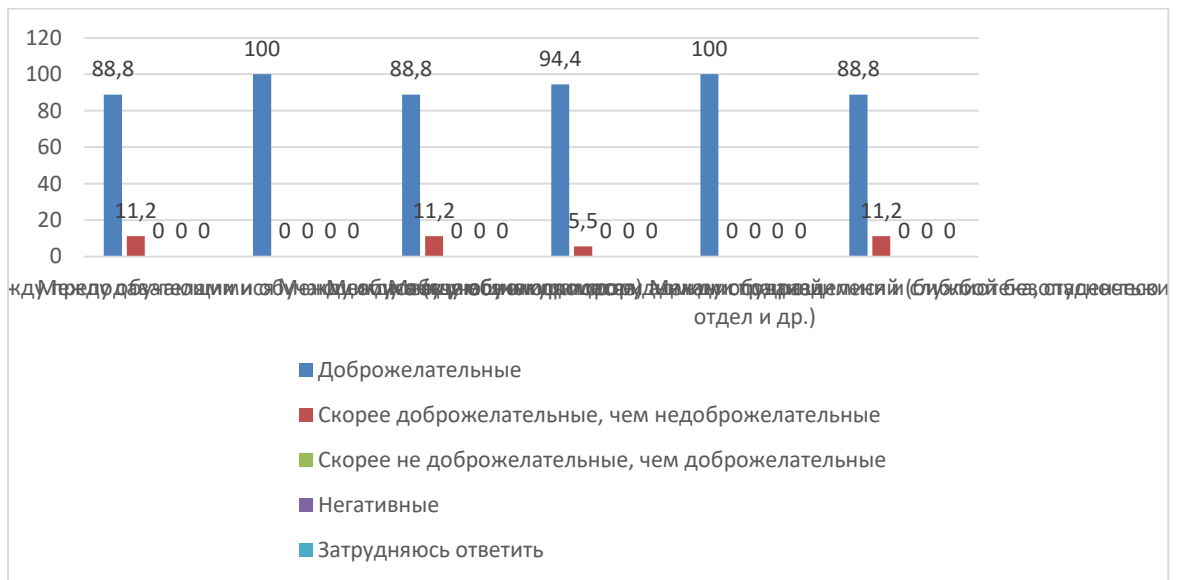
| Criteria | Indicators (%) |
|----------|----------------|
|----------|----------------|

| | |
|--------------------------------|------|
| Benevolent; | 50 |
| Neutral; | 11.1 |
| Tense; | 38.9 |
| I find it difficult to answer; | - |
| Other | - |



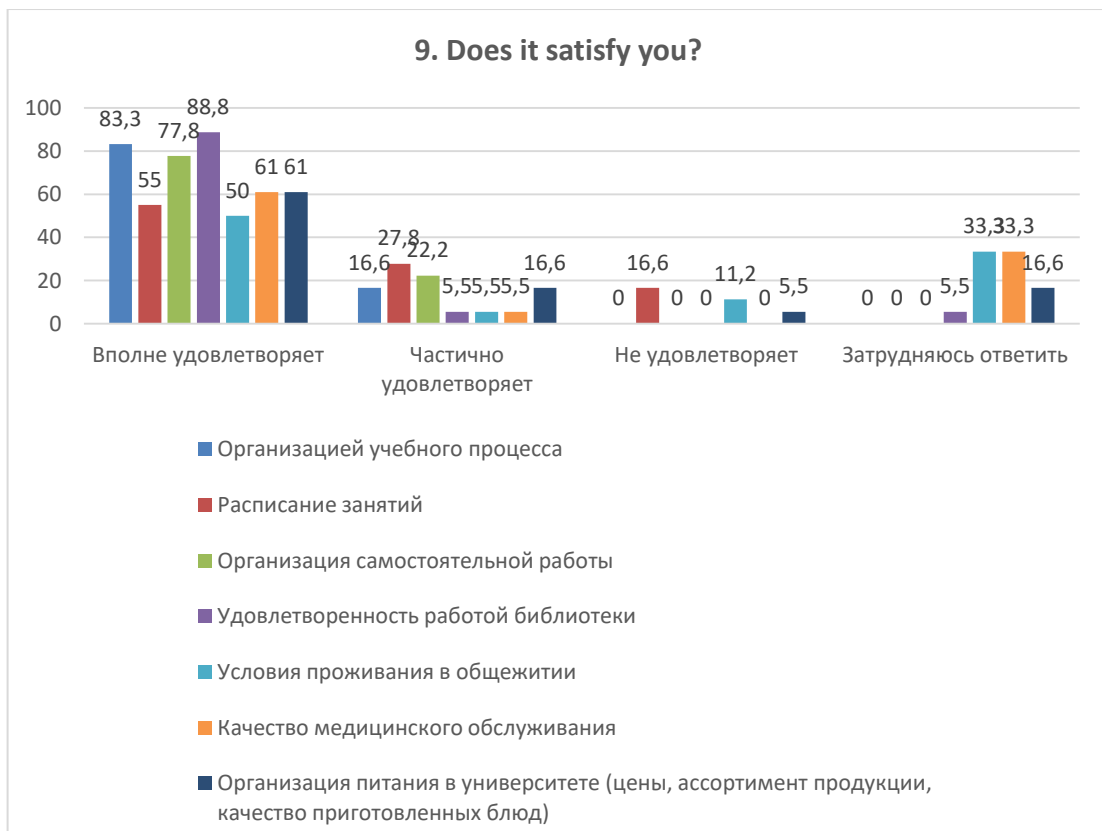
8.What do you think the relationship is like:

| Criteria | Friendly | More friendly than unfriendly | More unfriendly than friendly | Negative | I find it difficult to answer |
|---|----------|-------------------------------|-------------------------------|----------|-------------------------------|
| Between students | 88.8 | 11.2 | - | - | - |
| Between teachers and students (in the educational process) | 100 | - | - | - | - |
| Between the student and the curator | 88.8 | 11.2 | - | - | - |
| Between students and administration | 94.4 | 5.5 | - | - | - |
| Between students and employees of departments (library, student department, etc.) | 100 | - | - | - | - |
| Between students and security service | 88.8 | 11.2 | - | - | - |



9. Does it satisfy you?

| Criteria | Quite satisfying | Partially satisfied | Doesn't satisfy | I find it difficult to answer |
|--|------------------|---------------------|-----------------|-------------------------------|
| Organization of the educational process | 83.3 | 16.6 | - | - |
| Timetable of classes | 55 | 27.8 | 16.6 | - |
| Organization of independent work | 77.8 | 22.2 | - | - |
| Satisfaction with the library | 88.8 | 5.5 | - | 5.5 |
| Living conditions in the hostel | 50 | 5.5 | 11.2 | 33.3 |
| Quality of medical care | 61 | 5.5 | - | 33.3 |
| Catering at the university (prices, product range, quality of prepared dishes) | 61 | 16.6 | 5.5 | 16.6 |



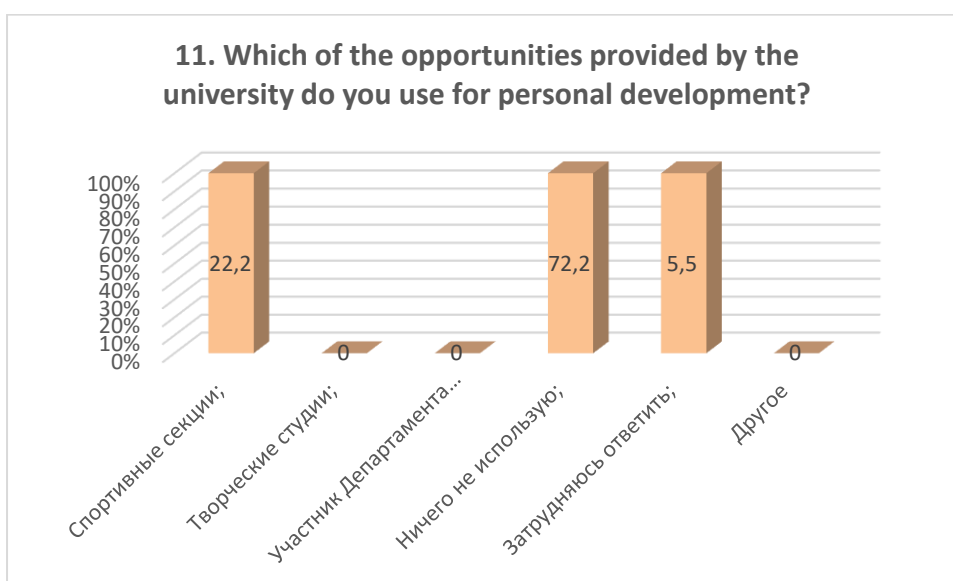
10. Is all the necessary information regarding the educational process and extracurricular activities always available to you?

| Criteria | Indicators (%) |
|--------------------------------|----------------|
| Yes, always; | 50 |
| No not always; | 27.8 |
| I find it difficult to answer; | 22.2 |
| Other | - |



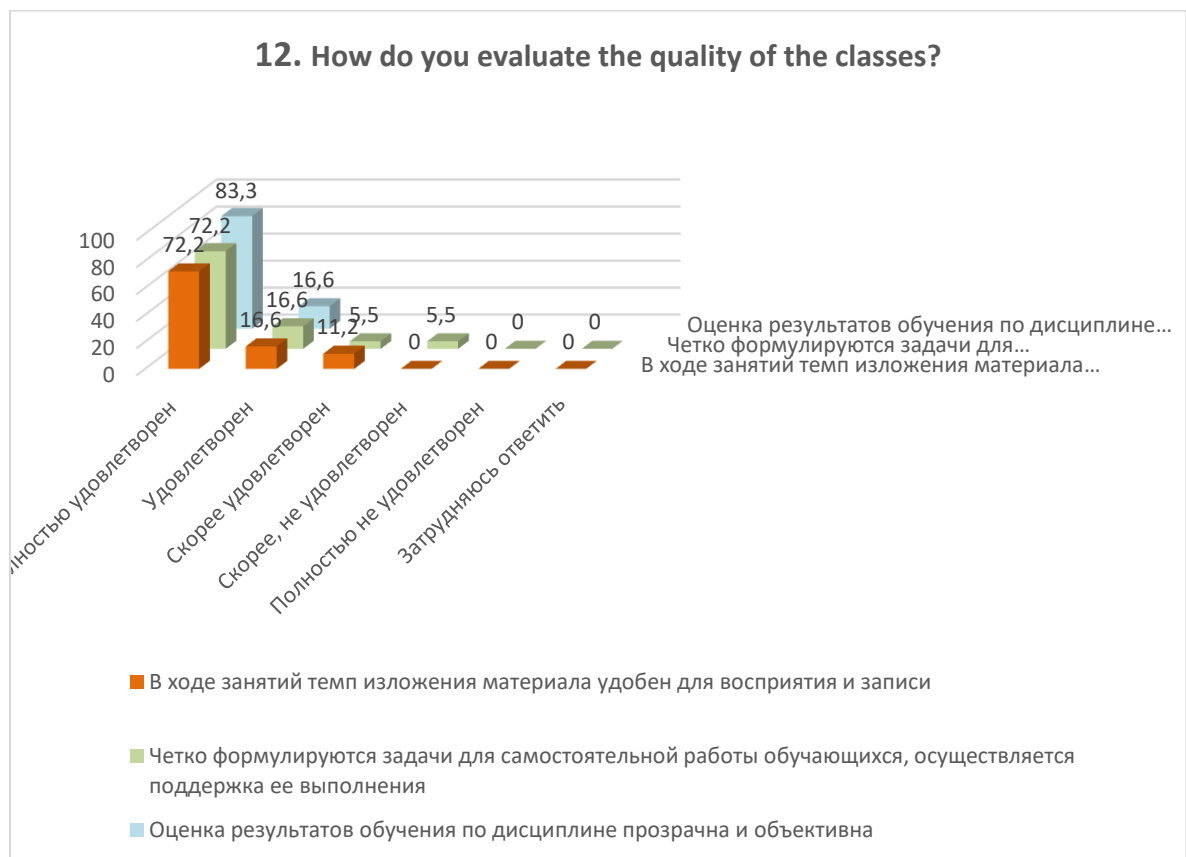
11. Which of the opportunities provided by the university do you use for personal development?

| Criteria | Indicators (%) |
|--|----------------|
| Sport sections; | 22.2 |
| Creative studios; | - |
| Member of the Youth Policy Department; | - |
| I don't use anything; | 72.2 |
| I find it difficult to answer; | 5.5 |
| Other | - |



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

| | Compl etely satisfie d | Satisfie d | Rathe r satisfi ed | Rather , not satisfie d | Compl etely unsatisfie d | I find it difficul t to answer |
|---|---------------------------------|---------------|-----------------------------|----------------------------------|-----------------------------------|--|
| The material is presented clearly, accessibly, and in a logical sequence | 77.8 | 22.2 | - | - | - | - |
| During the classes, the main thing is highlighted and substantiated conclusions are drawn. | 83.3 | 16.6 | - | - | - | - |
| During classes, a friendly atmosphere towards students is maintained | 77.8 | 22.2 | - | - | - | - |
| During classes, the pace of presentation of the material is convenient for perception and recording | 72.2 | 16.6 | 11.2 | - | - | - |
| Tasks for students' independent work are clearly formulated and support is provided for its implementation. | 72.2 | 16.6 | 5.5 | 5.5 | - | - |
| Assessment of learning outcomes in the discipline is transparent and objective | 83.3 | 16.6 | | | | |



Please write your suggestions, wishes, as well as what questions in your opinion need to 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's activities.*(Students' answers are presented in the original. The author's spelling and punctuation have been preserved.)*

- None

Based on the results of the questionnaire, the following conclusions can be drawn:

Choosing a specialty is a very important aspect in the life of young people. Some people do this consciously, while others do it unconsciously, due to a coincidence of external circumstances.

The study showed that the main factor in choosing a specialty among the surveyed students was 66.7% stands out personal inclination towards a certain type of activity, assessment of one's own abilities. Other relatively significant criteria were: Prestige of the specialty - 11.2%; for other questions, answers were equally distributed - 5.5%.

The source of information about the university, faculties and specialties among the majority of first-year students are relatives and acquaintances (44.5%) and «Official website of the university» - 38.9%.

The majority of students overall report their satisfaction with the choice of educational program in which they are studying – 94.5%.

To the question «Are you able to cope with your course load easily»? only 38.9% of students answered that it was easy. The remaining 38.9% answered «difficult during the session» 11.1% found it difficult to answer.

Relations «between students», «between teachers and students (in the educational process)», «between students and curators», «between students and administration», «between students and employees of departments (library, student department, etc.)», «between students and the security service» are being assessed by respondents, mainly as «friendly» and «with more benevolent than unfriendly» accordingly, which fully corresponds to the high level of satisfaction with the moral and psychological climate in the student environment.

The positive thing to note is that there is not a single negative answer.

To the question «Is all the necessary information regarding the educational process and extracurricular activities always available to you?» 50% of students noted that they always have access to the necessary information regarding the educational process and extracurricular activities. However, 27.8% of respondents chose the answer «no, not always.»

To the question «How do you evaluate the quality of the classes»? The following information was received:

- «The material is presented clearly, accessibly, in a logical sequence» student satisfaction was 100%;

- «During the classes, the main thing is highlighted, well-founded conclusions are made» the total satisfaction of students was 100%;

- «During the classes, a friendly atmosphere towards students is maintained», student satisfaction was 100%;

- «During the classes, the pace of presentation of the material is convenient for perception and recording», the total satisfaction of students was 100%;

- «Tasks for independent work of students are clearly formulated, support for its implementation is provided», student satisfaction was 94.5% and 5.5% chose the option «Rather dissatisfied»

- «Assessment of learning outcomes in the discipline is transparent and objective»
student satisfaction totaled 99.9%.

At the end of the survey, students are asked to add questions that, in their opinion, should be added to this questionnaire to improve the training program, improve the quality of services provided and other activities university.

Students proposed the following questions: - «Questions regarding the operation of wardrobes»

Recommendations:

The head of the department should familiarize staff and students with the results of the survey and, if necessary, develop an action plan to improve the quality of educational services.