

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

**Department:** “Transport Equipment and Logistic Systems”

**Specialty:** 6B07106 Transport, transport equipment and technologies

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.

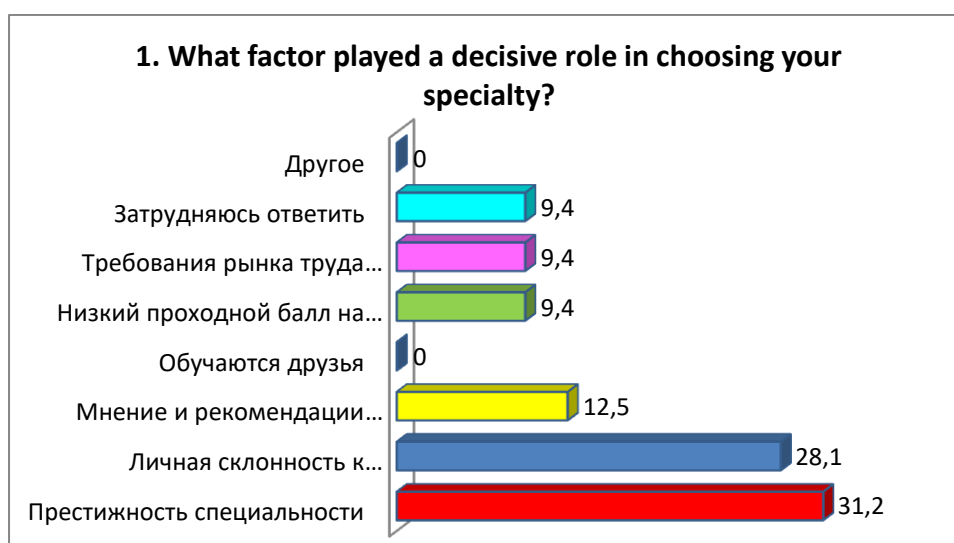
The results of the questionnaire were processed and presented in a summarized form with the guarantee of confidentiality of students' personal opinions.

In the speciality 6B07106 Transport, transport equipment and technologies 32 52 respondents took part in the questionnaire, which is 72,7% 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?**

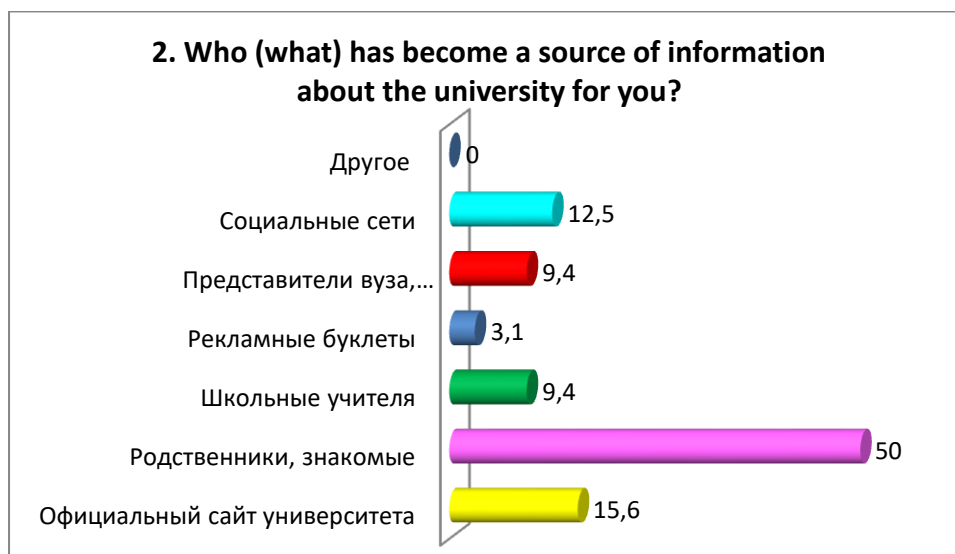
| Criteria   | Indicators (%) |
|--|----------------|
| Prestige of the specialty;   | 31,2           |
| Personal inclination to a certain type of activity, assessment of one's own abilities; | 28,1           |
| Opinion and recommendations from parents/relatives;                                    | 12,5           |
| Friends are being trained;   | -              |
| Low passing grade for the major;   | 9,4            |
| Labor market requirements (employment opportunities);                                  | 9,4            |
| I find it difficult to answer;   | 9,4            |
| Other  | -              |



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

| Criteria                            | Indicators (%) |
|-------------------------------------|----------------|
| Official website of the university; | 15,6           |
| Relatives, acquaintances;           | 50             |

|   |      |
|---|------|
| School teachers;  | 9,4  |
| Advertising booklets;   | 3,1  |
| Representatives of the university who came to the school with advertisements; | 9,4  |
| Social networks;  | 12,5 |
| Other   | -    |



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

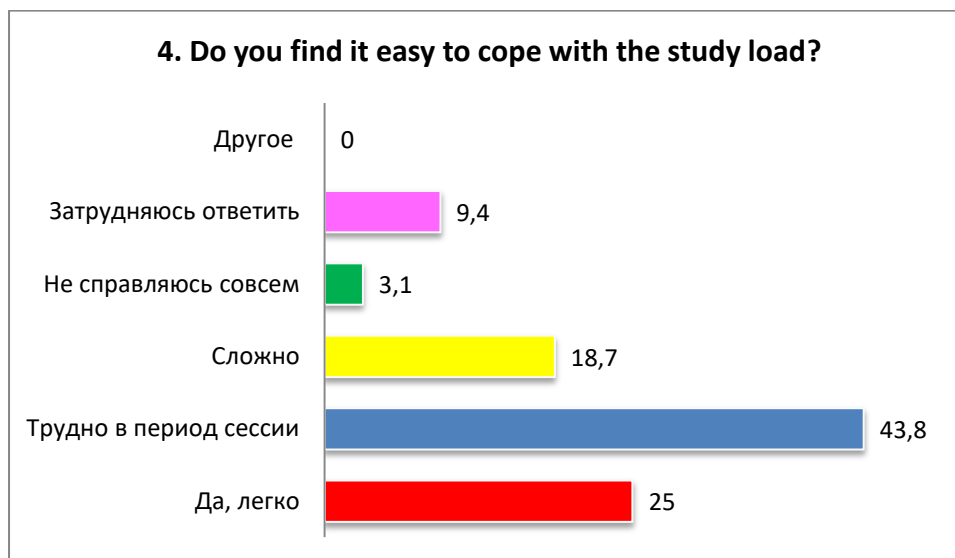
| Criteria                       | Indicators (%) |
|--------------------------------|----------------|
| Completely satisfied;          | 40,6           |
| Rather, satisfied;             | 37,5           |
| Rather, not satisfied;         | 9,4            |
| I am not completely satisfied; | 3,1            |
| I find it difficult to answer; | 9,4            |
| Other                          | -              |



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

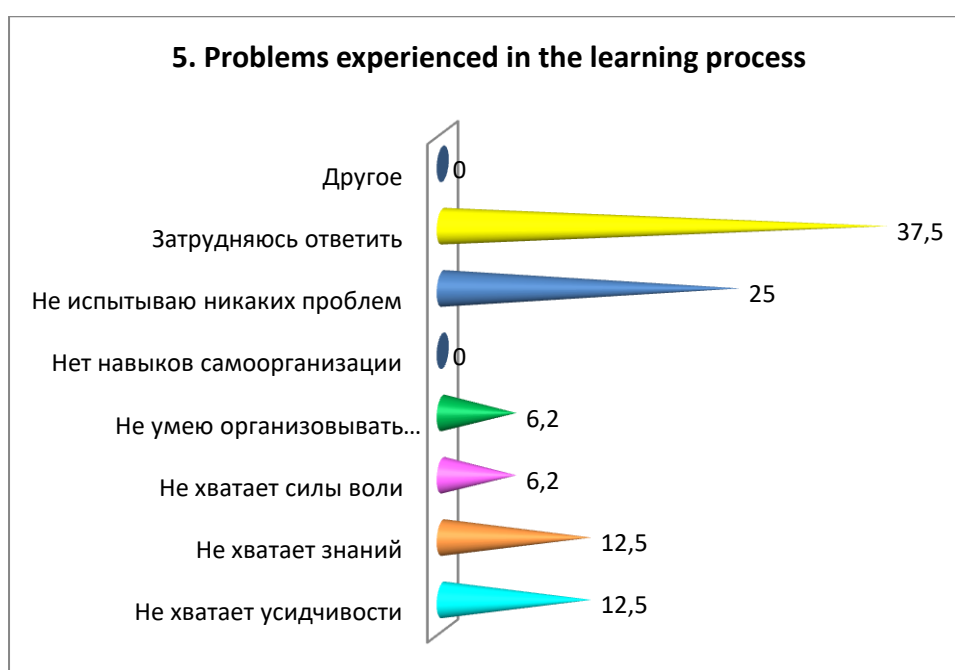
| Criteria    | Indicators (%) |
|-------------|----------------|
| Yeah, easy; | 25             |

|                               |      |
|-------------------------------|------|
| Difficult during the session; | 43,8 |
| Difficult;                    | 18,7 |
| I can't cope at all;          | 3,1  |
| Difficult to answer;          | 9,4  |
| Other                         | -    |



## 5. Problems experienced in the learning process

| Criteria                                  | Indicators (%) |
|---|----------------|
| Lack of perseverance;                     | 12,5           |
| Not enough knowledge;                     | 12,5           |
| Lack of willpower;                        | 6,2            |
| I don't know how to organize my own time; | 6,2            |
| No self-organization skills;              | -              |
| I don't have any problems;                | 25             |
| Difficult to answer;                      | 37,5           |
| 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       | 68,7                 | 31,3              | -                     | -                             | -                             |
| Departments | 68,7                 | 31,3              | -                     | -                             | -                             |
| Teachers    | 53,1                 | 34,4              | 9,4                   | 3,1                           | -                             |
| Supervisors | 71,9                 | 18,7              | 9,4                   | -                             | -                             |



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

- I don't know
- Late notification of changes
- Provide information in a clear and understandable way.

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

| Criteria             | Indicators (%) |
|----------------------|----------------|
| Favorable;           | 46,9           |
| Neutral;             | 43,8           |
| Tense;               | 3,1            |
| Difficult to answer; | 6,2            |
| Other                | -              |

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

- I don't know
- Because.

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

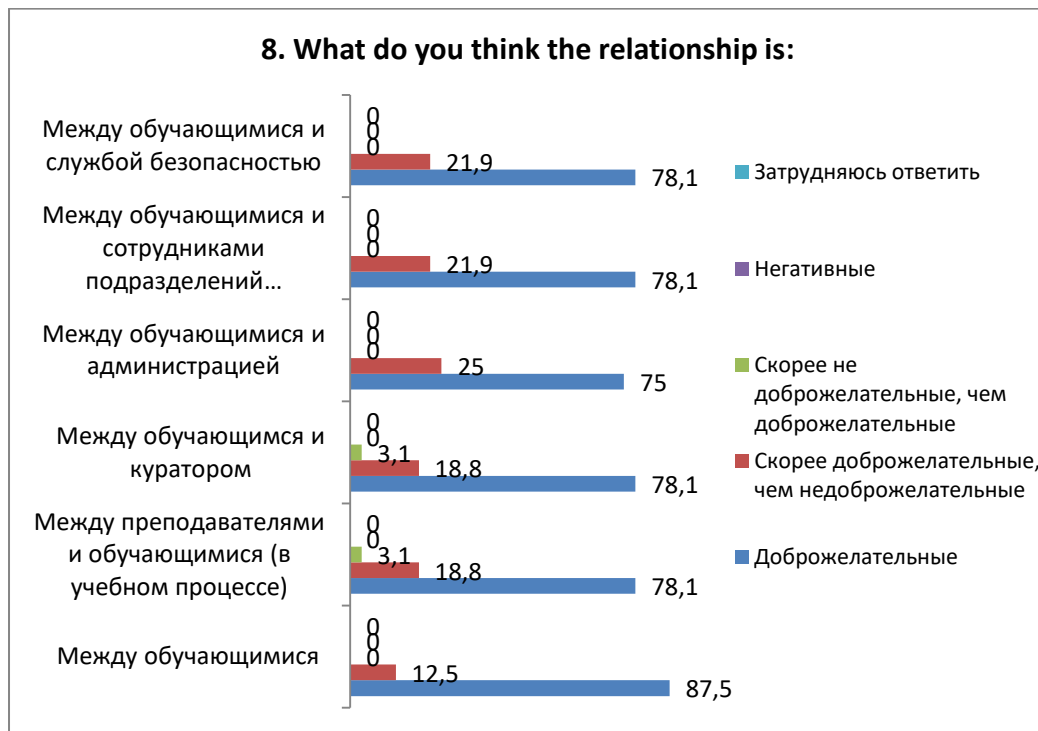


### 8. What do you think the relationship is:

| Criteria   | Benevolent | More likely to be benevolent than unfriendly | Rather not benevolent than benevolent | Negative | Difficult to answer |
|--|------------|--|---------------------------------------|----------|---------------------|
| Between students   | 87,5       | 12,5   | -                                     | -        | -                   |
| Between teachers and learners (in the learning process)                                | 78,1       | 18,8   | 3,1                                   | -        | -                   |
| Between learner and supervisor   | 78,1       | 18,8   | 3,1                                   | -        | -                   |
| Between students and administration  | 75         | 25   | -                                     | -        | -                   |
| Between students and the staff of the departments (library, student department, etc.). | 78,1       | 21,9   | -                                     | -        | -                   |
| Between students and security service  | 78,1       | 21,9   | -                                     | -        | -                   |

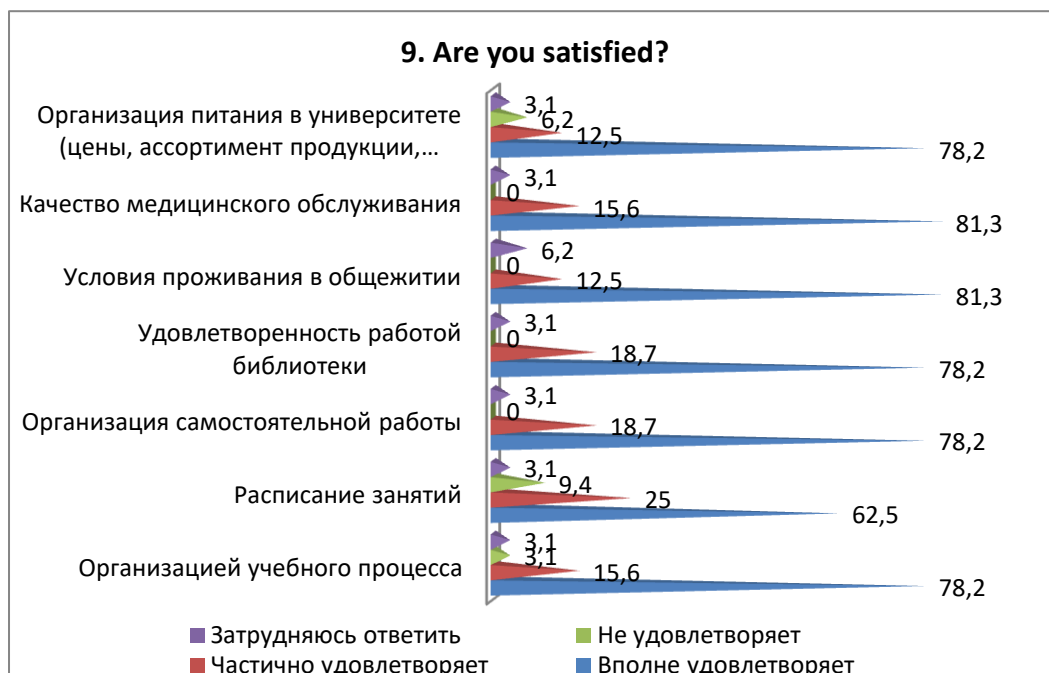
For the option ‘If you answered “Rather not benevolent than benevolent or negative” to the previous question, write why’, students gave the following options\*:  
 - Simple.

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



## 9. Are you satisfied?

| Критерии  | Вполне удовлетворяет | Частично удовлетворяет | Не удовлетворяет | Затрудняюсь ответить |
|---|----------------------|------------------------|------------------|----------------------|
| Organization of the educational process   | 78,2                 | 15,6                   | 3,1              | 3,1                  |
| Class schedule  | 62,5                 | 25                     | 9,4              | 3,1                  |
| Organization of independent work  | 78,2                 | 18,7                   | -                | 3,1                  |
| Satisfaction with the work of the library   | 78,2                 | 18,7                   | -                | 3,1                  |
| Living conditions in the dormitory  | 81,3                 | 12,5                   | -                | 6,2                  |
| Quality of medical service  | 81,3                 | 15,6                   | -                | 3,1                  |
| Organization of catering at the university (prices, range of products, quality of prepared meals) | 78,2                 | 12,5                   | 6,2              | 3,1                  |

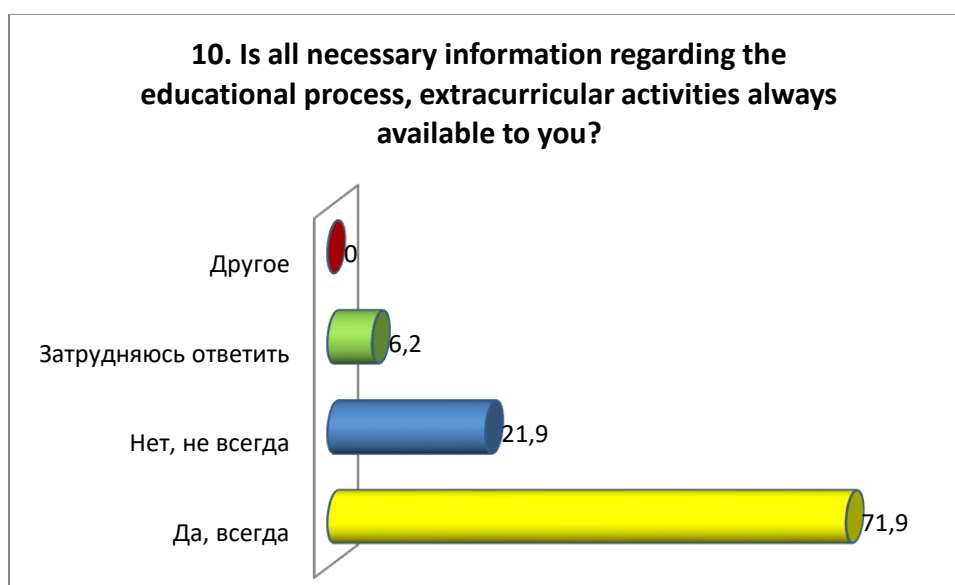


For the option ‘If you answered “Not satisfied” give recommendations for improvement’, the students indicated the following options\* :

- Prosta
- Dining room darling
- I don't get enough sleep.
- On Tuesday, after gym, they put English on. It's hard for us to study after gym.

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

| Criteria             | Indicators (%) |
|----------------------|----------------|
| Yes, always;         | 71,9           |
| No, not always;      | 21,9           |
| Difficult to answer; | 6,2            |
| Other                | -              |



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

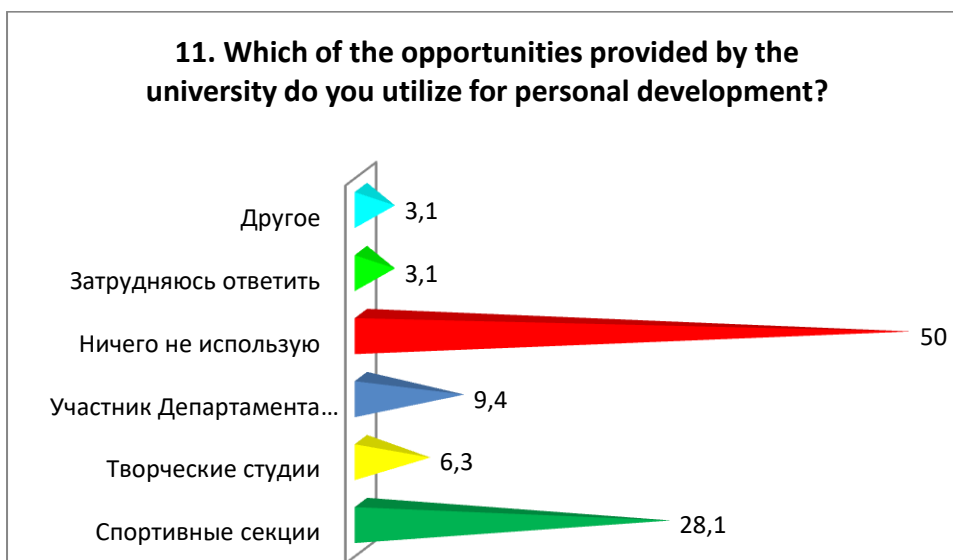
| Criteria                                    | Indicators (%) |
|---|----------------|
| Sports sections;                            | 28,1           |
| Creative studios;                           | 6,3            |
| Participant of the Youth Policy Department; | 9,4            |
| I don't use anything;                       | 50             |
| Difficult to answer;                        | 3,1            |
| Other                                       | 3,1            |

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

- Activists.

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

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



**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   | 81,3                 | 9,4       | 3,1              | 3,1                  | -                             | 3,1                           |
| During the lessons the main points are emphasized and reasonable conclusions are drawn                          | 75                   | 15,7      | 3,1              | 3,1                  | -                             | 3,1                           |
| During the lessons, a friendly atmosphere is maintained towards the students                                    | 78,1                 | 12,5      | 3,1              | 3,1                  | -                             | 3,1                           |
| During the lessons, the pace of presentation of the material is convenient for perception and recording         | 78,1                 | 12,5      | 3,1              | 3,1                  | -                             | 3,1                           |
| The tasks for independent work of students are clearly formulated, and support is provided for its fulfillment. | 75                   | 15,7      | 3,1              | 3,1                  | -                             | 3,1                           |
| Assessment of learning outcomes of the discipline is transparent and objective                                  | 78,1                 | 12,5      | 3,1              | 3,1                  | -                             | 3,1                           |

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

- Simple
- Not an answer.

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\*:

- Simple
- No answer.
- Satisfaction.

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



## 12. How would you rate the quality of class delivery?



**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*).

- Simple
- No answer
- None
- No
- Don't know

According to the results of the questionnaire, the following **conclusions** can be drawn:

The choice of speciality was determined by various factors. The prestige of the speciality had the greatest influence (31.2%), followed by personal inclination to a certain type of activity and assessment of one's own abilities (28.1%). Opinion of parents/relatives, labour market requirements and low pass rate for a specialty also influenced the choice, but to a lesser extent.

Students chose a university based on different sources of information. The main ones were recommendations from relatives and friends, as well as information from the university's official website. Social networks, school teachers and visits of university representatives to schools were also influential.

The vast majority of students (78.1%) expressed satisfaction with the chosen educational programme, which indicates that the programme meets their interests and expectations.

In the process of studying, students face various problems such as lack of knowledge, willpower, time organisation and managing the study load. Some students experience difficulties, especially during the session period, while others have no problems in their studies.

Satisfaction with the work of university structural units is high: dean's office (100%), chairs (100%), lecturers (87.5%) and supervisors (90.6%). This indicates a positive assessment of the university environment and the support provided to them during their studies.

Relations between students, teachers, supervisors and administration are assessed as friendly or rather friendly, which indicates a favourable moral and psychological atmosphere at the university.

The University successfully organises the educational process, which is reflected in the high degree of student satisfaction with class schedules, independent work, library work and catering.

It is important to pay attention to the fact that not all students actively use the provided opportunities for personal development, which may reduce their overall educational experience. Understanding the reasons for this non-involvement and developing activities to encourage participation can improve the situation.

In addition, high student satisfaction with the quality of lessons emphasises the success of the pedagogical work 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).