

Report
based on survey results
"Satisfaction of 1st year students with educational services"

2022-2023 academic year year

Department:"Automation of production processes"

Speciality:6B07101 "Automation and control"

In February 2023, the Center for Quality Management and Accreditation conducted an annual survey 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 the services provided educational services and other areas of the university's activities.

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

In specialty 6B07101 "Automation and Control," 70 respondents took part in the survey, which amounted to 92.1% of the total number of students.

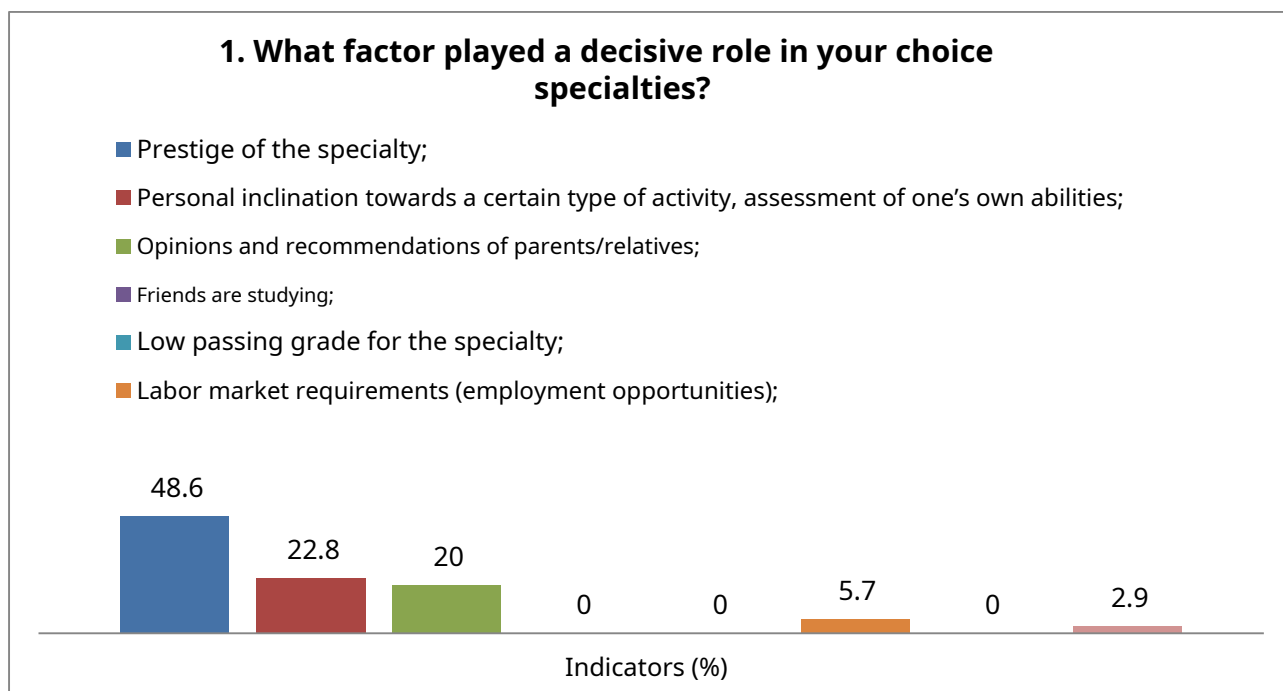
During the survey process, the following data was obtained:

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

Criteria	Indicators (%)
Prestige of the specialty;	48.6
Personal inclination towards a certain type of activity, assessment of one's own abilities;	22.8
Opinions and recommendations of parents/relatives;	20
Friends are studying;	-
Low passing grade for the specialty;	-
Labor market requirements (employment opportunities);	5.7
I find it difficult to answer;	-
Other	2.9

For option "**Other**" students indicated the following options:-

- Urgent need for education.

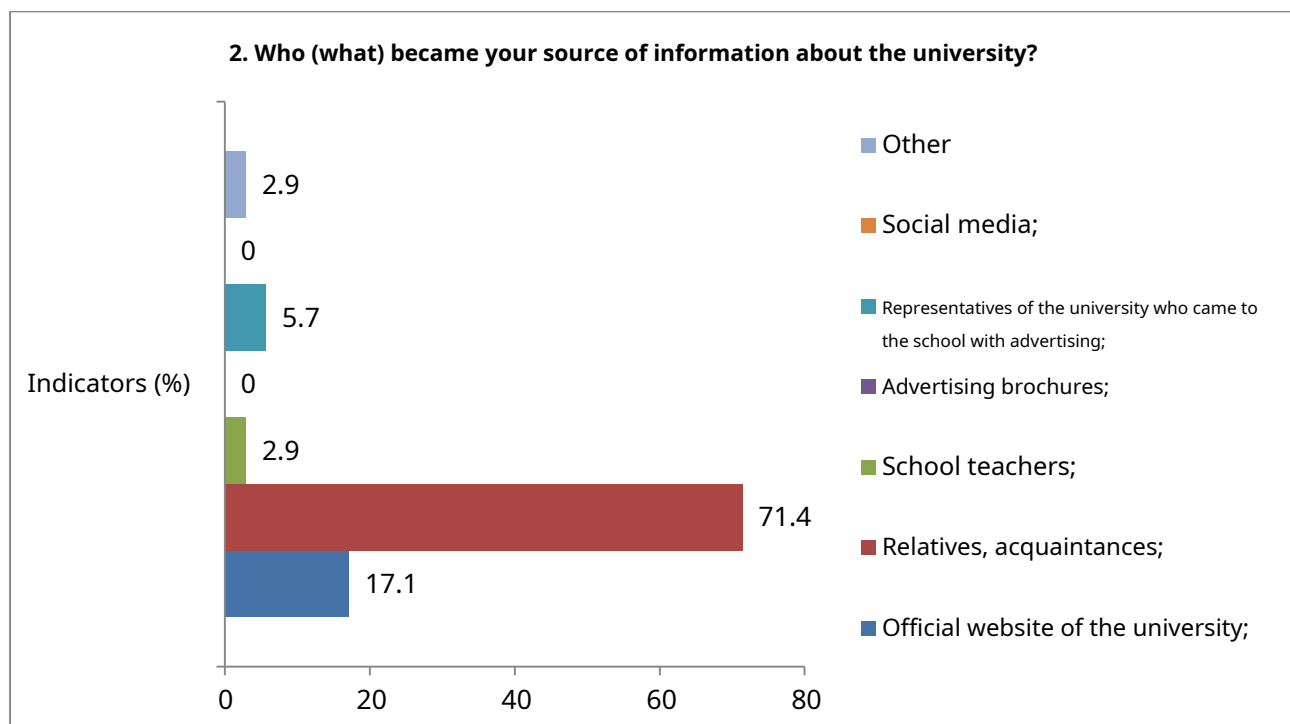


2. Who (what) became your source of information about the university?

Criteria	Indicators (%)
Official website of the university;	17.1
Relatives, acquaintances;	71.4
School teachers;	2.9
Advertising brochures;	-
Representatives of the university who came to the school with advertising;	5.7
Social media;	-
Other	2.9

For option "**Other**" students indicated the following options:-

- Proximity to the place of residence.

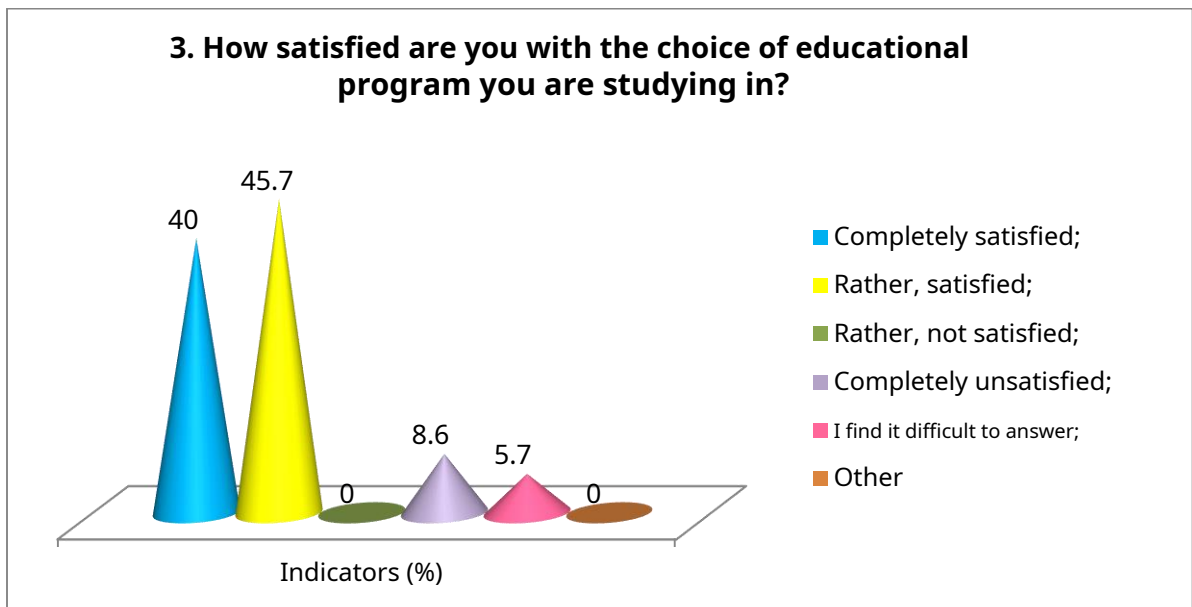


3. How satisfied are you with the choice of educational program for which

Are you studying?

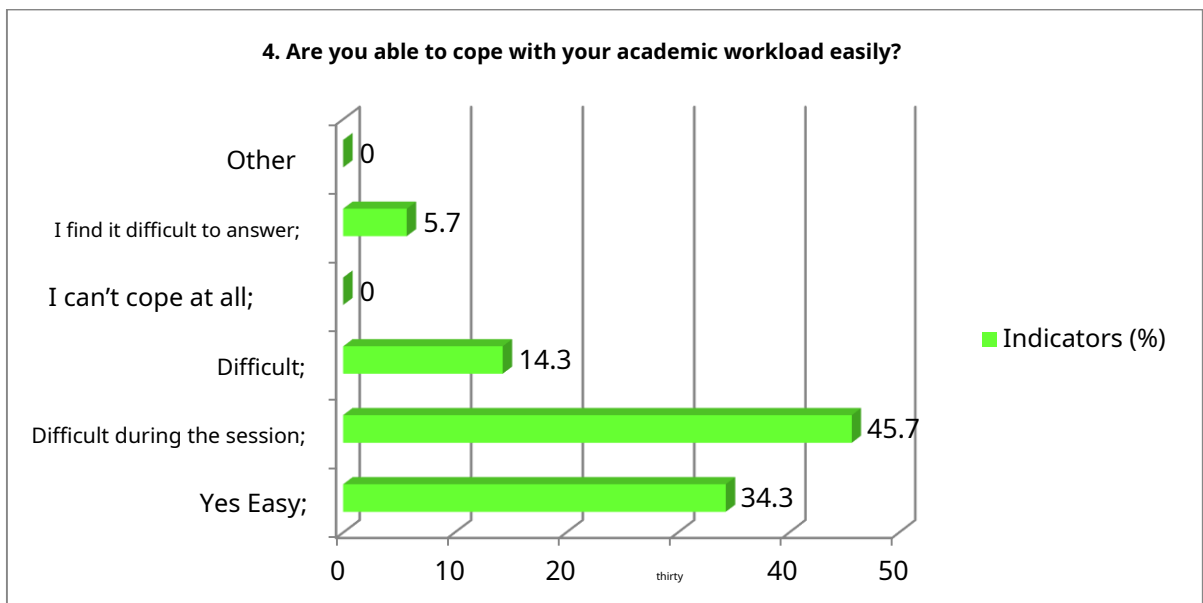
Criteria	Indicators (%)
Completely satisfied;	40
Rather, satisfied;	45.7
Rather, not satisfied;	-
Completely unsatisfied;	8.6
I find it difficult to answer;	5.7
Other	-

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



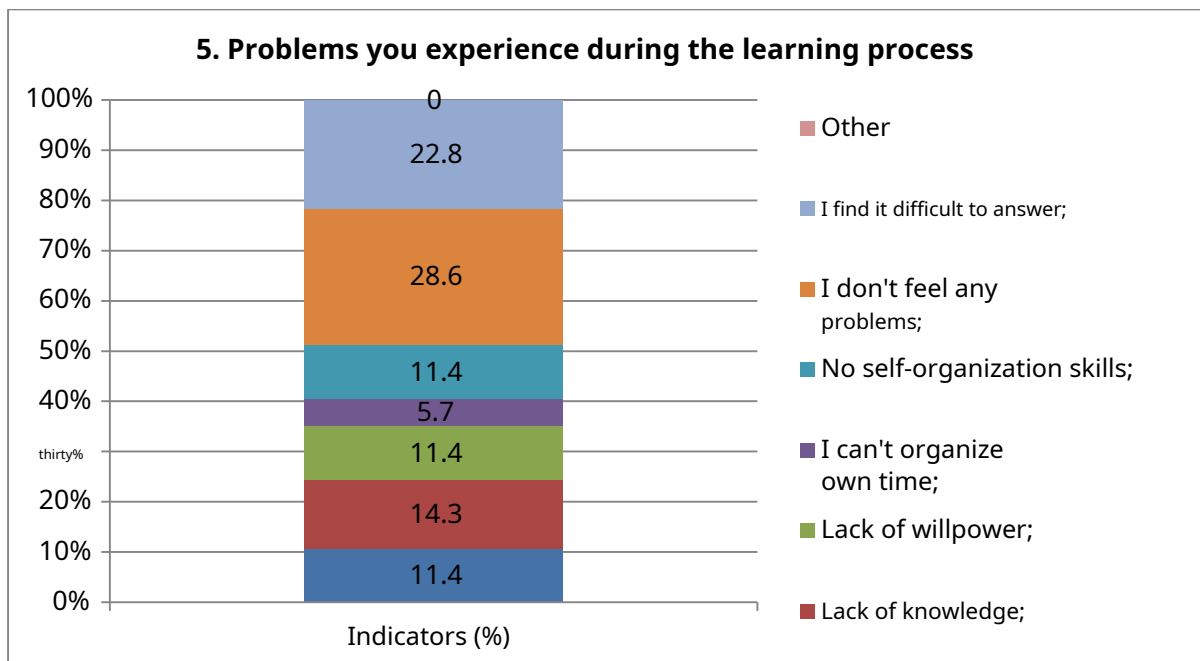
4. Are you able to cope with your academic workload easily?

Criteria	Indicators (%)
Yes Easy;	34.3
Difficult during the session;	45.7
Difficult;	14.3
I can't cope at all;	-
I find it difficult to answer;	5.7
Other	-



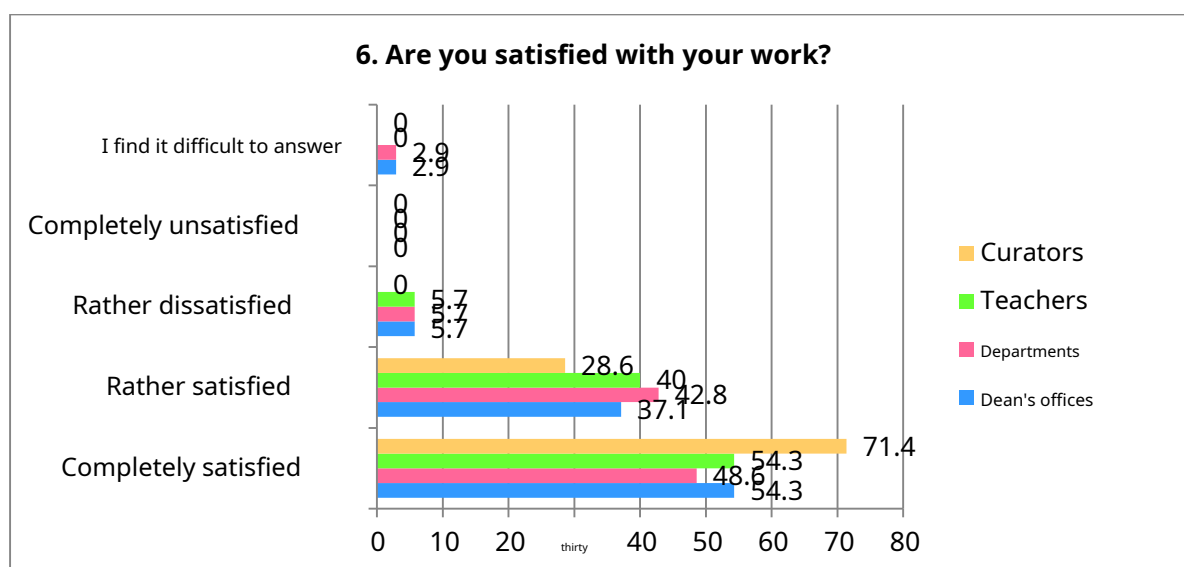
5. Problems you experience during the learning process

Criteria	Indicators (%)
Lacks perseverance;	11.4
Lack of knowledge;	14.3
Lack of willpower;	11.4
I don't know how to organize my own time;	5.7
No self-organization skills;	11.4
I don't have any problems;	28.6
I find it difficult to answer;	22.8
Other	-



6. Are you satisfied with your work?

Criteria	Fully satisfied en	Quicker satisfied Ren	Probably not satisfied Ren	Completely I don't satisfied oren	Difficulty I'm answer
Dean's offices	54.3	37.1	5.7	-	2.9
Departments	48.6	42.8	5.7	-	2.9
Teachers	54.3	40	5.7	-	-
Curators	71.4	28.6	-	-	-



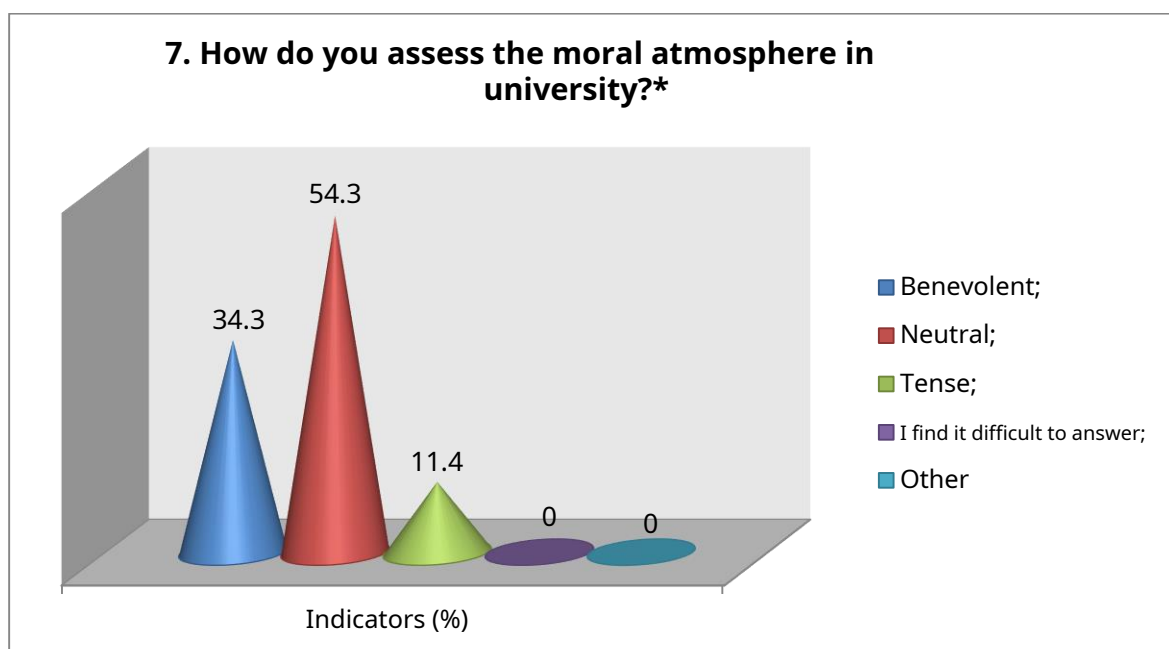
For option **"If you answered "rather dissatisfied or completely dissatisfied" give recommendations for improvement"** students indicated the following options:-

- Meet students more;
- Couldn't help get an increased scholarship;
- Attitude towards students and speed of work;
- No;

- completely satisfied;
- Loyalty to students.

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

Criteria	Indicators (%)
Benevolent;	34.3
Neutral;	54.3
Tense;	11.4
I find it difficult to answer;	-
Other	-



For option **"If you answered "Tense" to the previous question, write Why"** students indicated the following options:-

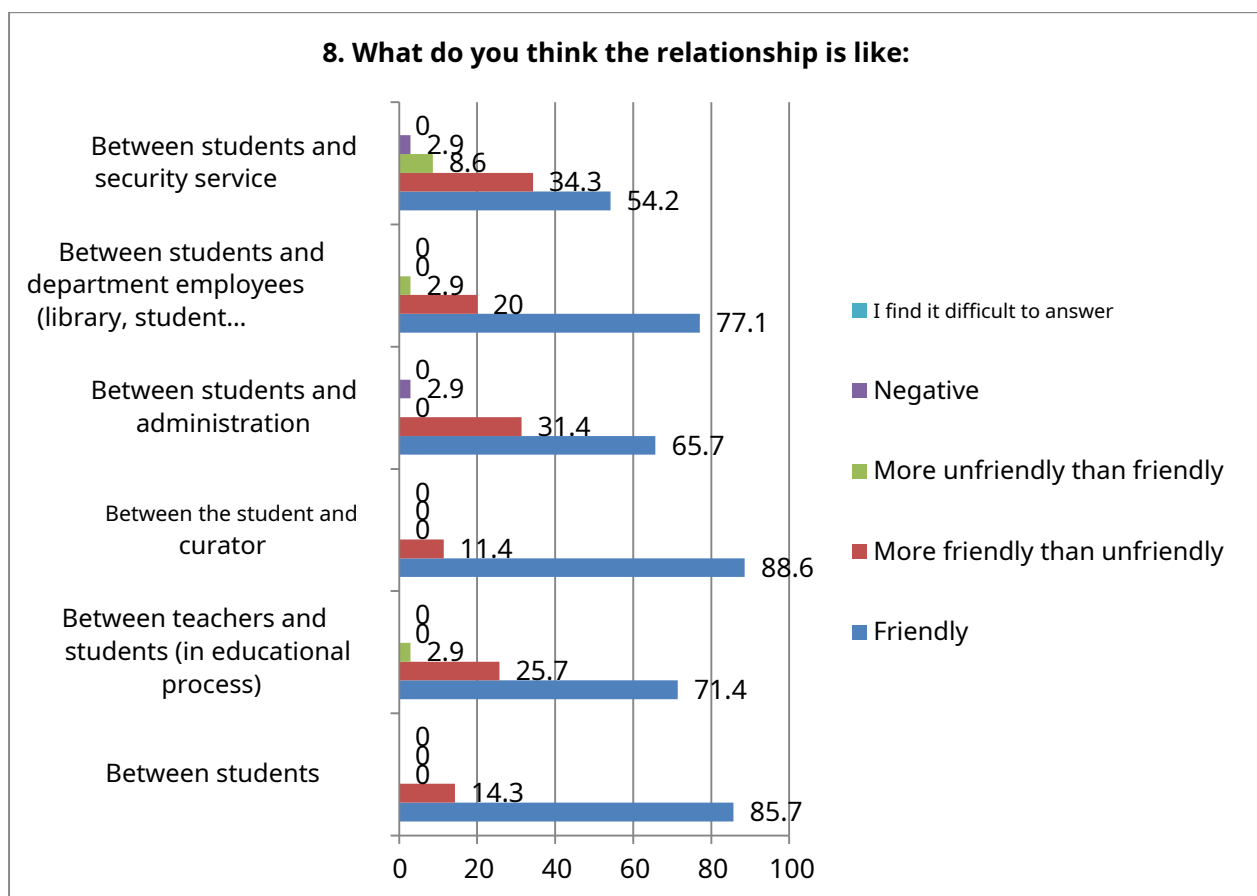
- Many teachers are strange;
- Stress due to thoughts of how to get more points;
- No;
- neutral.

8. What do you think the relationship is like:

Criteria	Dobrozhela body	Quicker good wishes better than unkind body	Quicker good wishes better than good wishes linen	Not Negative new	Difficulty I'm answer
Between students	85.7	14.3	-	-	-
Between teachers and students (in educational process)	71.4	25.7	2.9	-	-
Between the student and curator	88.6	11.4	-	-	-
Between students and administration	65.7	31.4	-	2.9	-
Between students and	77.1	20	2.9	-	-

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

employees divisions (library, student etc.)	Department	And			
Between students and security service	54.2	34.3	8.6	2.9	-

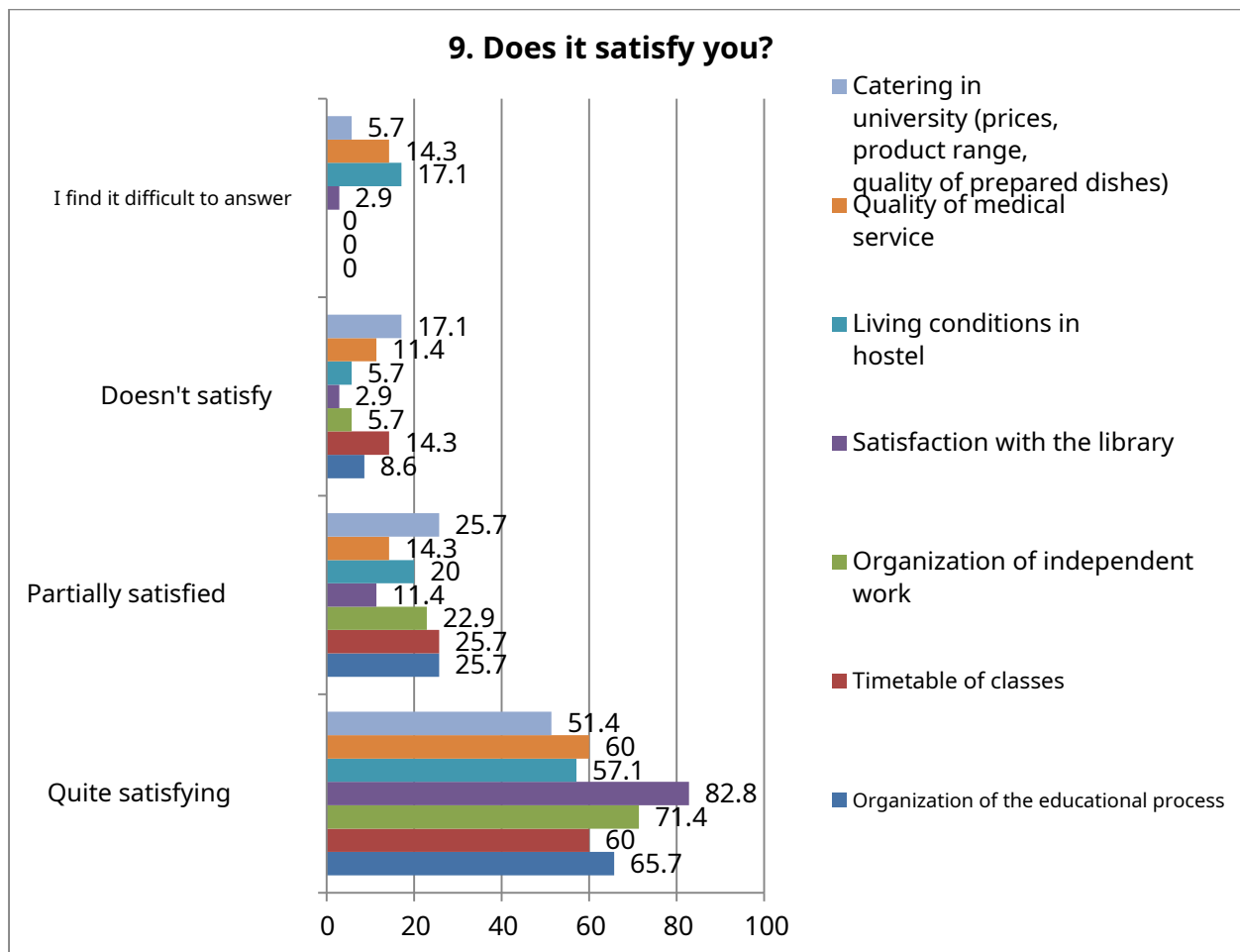


For option **“If you answered the previous question “Rather not friendly, than friendly or negative”, write why”** students indicated the following options:

“It’s just that the guards check your bags every time.”

9. Does it satisfy you?

Criteria	Quite satisfied barks	Partially satisfied yells	Not satisfied yells	Difficulty I'm answer
Organization of the educational process	65.7	25.7	8.6	-
Timetable of classes	60	25.7	14.3	-
Organization of independent work	71.4	22.9	5.7	-
Satisfaction with the library	82.8	11.4	2.9	2.9
Living conditions in the hostel	57.1	20	5.7	17.1
Quality of medical care	60	14.3	11.4	14.3
Catering at the university (prices, product range, quality of prepared dishes)	51.4	25.7	17.1	5.7

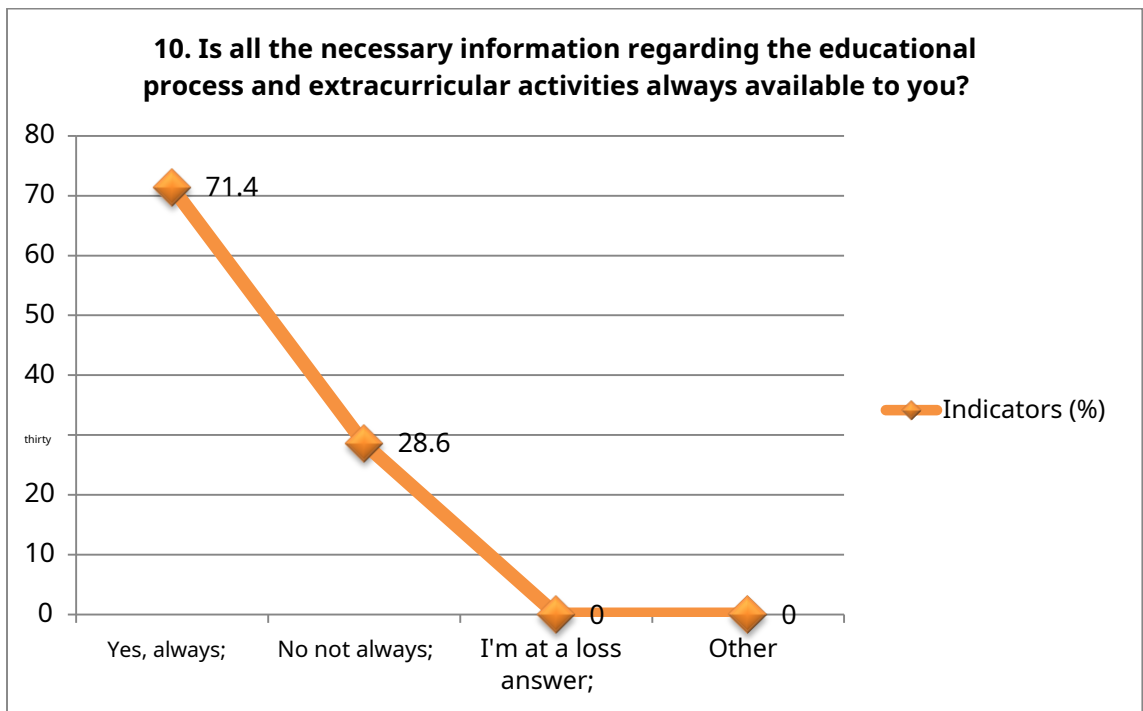


For option **"If you answered "Not satisfactory," please provide recommendations for improvement."** students indicated the following options:

- place pairs from 9-13;
- The price is a little high (I think so);
- quite satisfies;
- Too little food and high prices;
- A peculiar schedule, in many ways the case is not convenient.

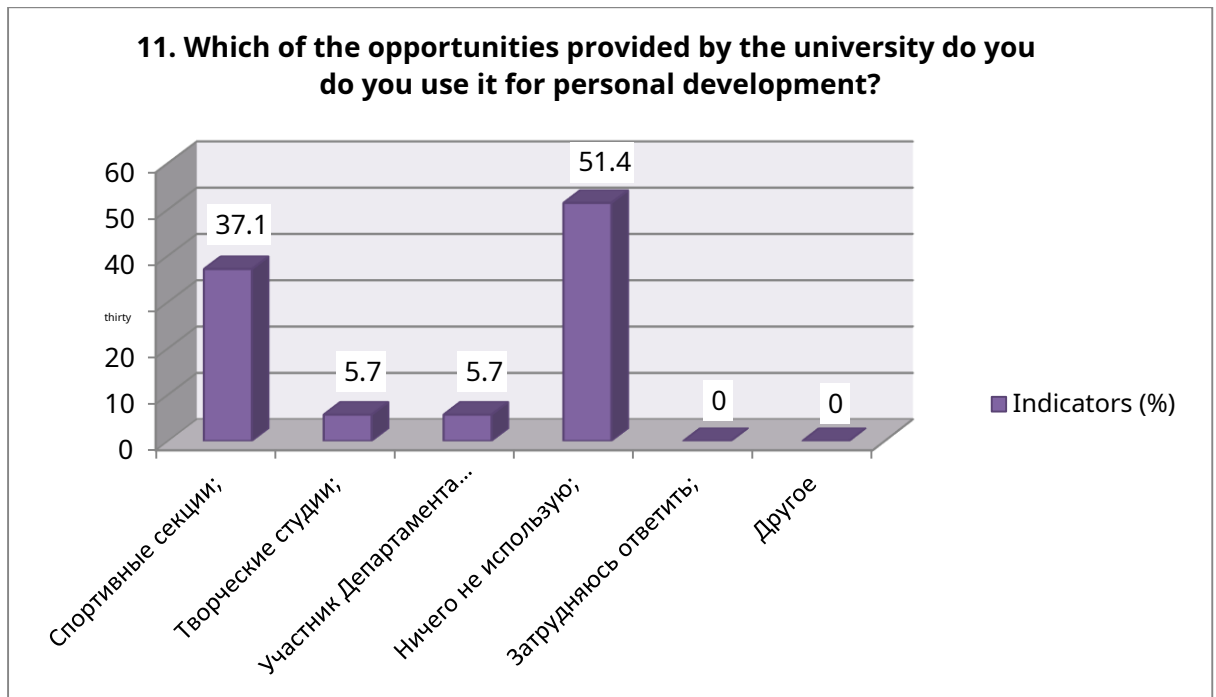
10. Is all the necessary information regarding the study always available to you? process, extracurricular activities?

Criteria	Indicators (%)
Yes, always;	71.4
No not always;	28.6
I find it difficult to answer;	-
Other	-



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

Criteria	Indicators (%)
Sport sections;	37.1
Creative studios;	5.7
Member of the Youth Policy Department;	5.7
I don't use anything;	51.4
I find it difficult to answer;	-
Other	-

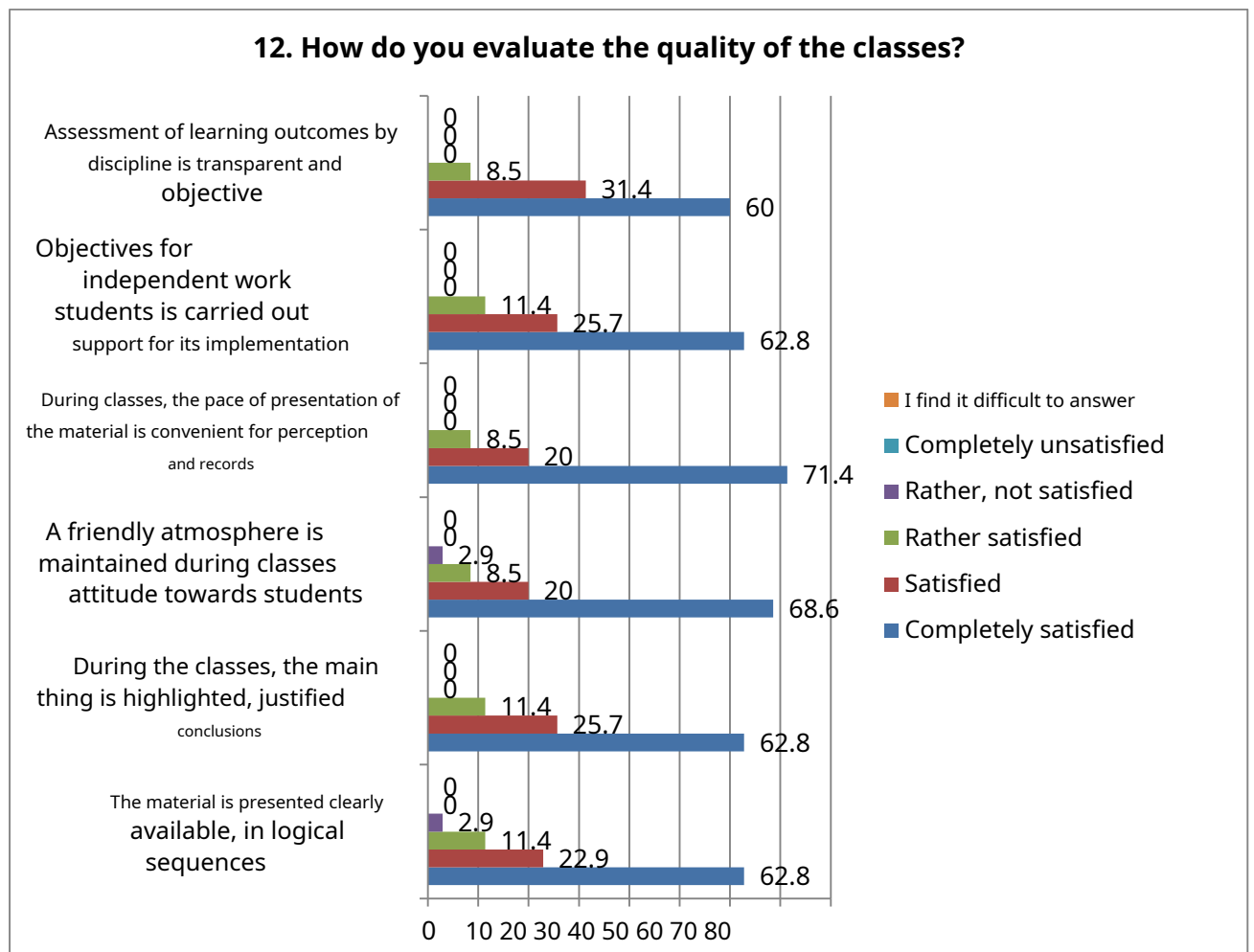


12. How do you evaluate the quality of the classes?

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	Satisfied created	n	satisfied creative en	Satisfied created	Not Satisfied created	answer t
Material is stated ^{It's clear,} V logical sequences	62.8	22.9	11.4	2.9	-	-
IN ^{progress} classes stands out the main thing is that reasonable conclusions are drawn	62.8	25.7	11.4	-	-	-
During classes, a friendly atmosphere towards students is maintained	68.6	20	8.5	2.9	-	-
During classes, the pace of presentation of the material is convenient for perception and recording	71.4	20	8.5	-	-	-
Tasks for independent work students, carried out support for its implementation	62.8	25.7	11.4	-	-	-
Assessment of learning outcomes in the discipline is transparent and objective	60	31.4	8.5	-	-	-

For option "**Other**" students indicated the following options:
- completely satisfied.



For option **"If you answered the previous question "rather, not satisfied and completely dissatisfied", give recommendations for improvement"** students indicated the following options:

- completely satisfied.

Please write your suggestions, wishes, as well as what questions in your opinion need to be added to this questionnaire in order 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' responses are presented in original. The author's spelling and punctuation have been preserved).*

- None;
- Completely satisfied;
- The importance of the subject and its brevity;
- Don't know;
- Additional and understandable sources on the site to prepare yourself for the lesson, milestone, sessions, etc.;
- I don't have any questions;
- You need to be a little active, but the polytechnic is very boring;
- None.

Based on the results of the survey, the following can be done: **conclusions:**

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 for 48.6% of surveyed students was the "prestige of the specialty." Other relatively significant criteria were: "personal inclination towards a certain type of activity, assessment of one's own abilities" - 22.8% and "opinion and recommendations of parents/relatives" - 20%.

The source of information about the university, faculties and specialties among the majority of first-year students are relatives and acquaintances (71.4%).

The majority of students report their satisfaction with the choice of the educational program in which they are studying - 45.7%.

To the question "Are you able to cope with your academic workload easily?" only 34.3% of students answered that it was easy. The remaining 45.7% answered "difficult during the session", 14.3% "difficult" and 5.7% 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 rated by respondents mainly as "friendly" and "rather friendly than unfriendly."

However, it should be noted that a small proportion of respondents noted such answer options as **"rather unfriendly than benevolent" and "negative"** in a relationship **"between teachers and students (in the educational process)", "between students and administration", "between students and employees of departments (library, student department, etc.)", "between students and the security service."**

71.4% of students noted that they always have access to the necessary information regarding educational process, extracurricular activities. However, 28.6% 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, and in a logical sequence" satisfaction students accounted for 97.1%;
- "During the classes, the main thing is highlighted, well-founded conclusions are drawn" satisfaction students accounted for 99.9%;

- "During the classes, a friendly atmosphere is maintained towards students" student satisfaction was 99.9%;

- "During classes, the pace of presentation of the material is convenient for perception and recording" student satisfaction was 99.9%;

- "Tasks for independent work of students are clearly formulated, support for its implementation", student satisfaction was 94%;

- "Assessment of learning outcomes in the discipline is transparent and objective" satisfaction students accounted for 99.9%.

At the end of the survey, students are asked to add questions that, in their opinion, need to be added to this questionnaire to improve the training program, improve the quality of services provided and other areas of the university's activities. Students offered the following suggestions: "The importance of the subject and its conciseness", "You need to be a little active, but it's very boring at the polytechnic", "Additional and understandable sources on the site to prepare yourself for the lesson, marking, sessions, etc.", etc.

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.