

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

2022-2023 academic year year

**Departments:**"Automation of production processes" and "Energy systems"

**Speciality:**6B07109 "Electric power"

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 the specialty 6B07109 "Electrical power engineering", 99 respondents took part in the survey, which amounted to 83.9% of the total number of students.

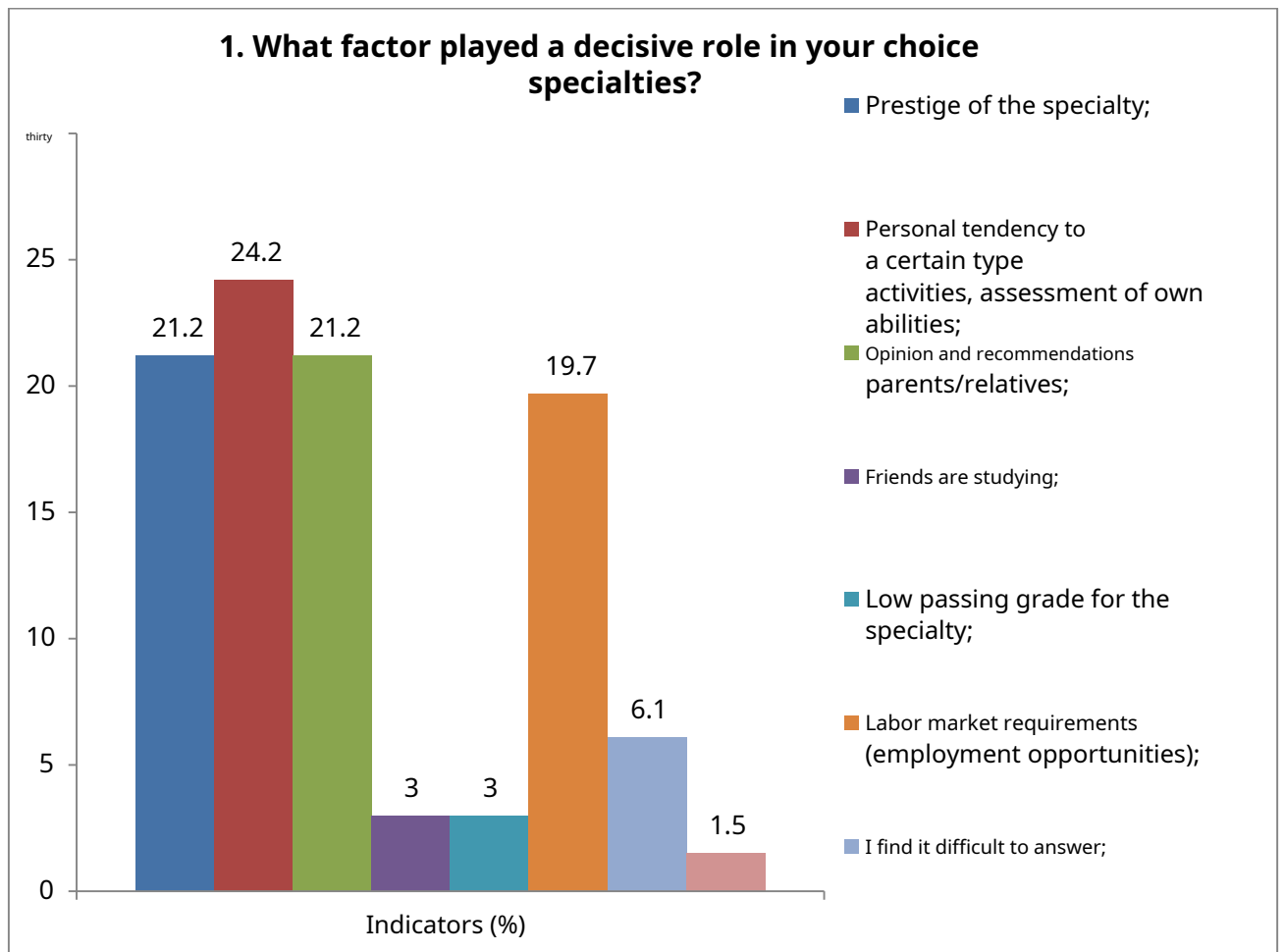
During the survey process, the following data was obtained:

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

Criteria	Indicators (%)
Prestige of the specialty;	21.2
Personal inclination towards a certain type of activity, assessment of one's own abilities;	24.2
Opinions and recommendations of parents/relatives;	21.2
Friends are studying;	3
Low passing grade for the specialty;	3
Labor market requirements (employment opportunities);	19.7
I find it difficult to answer;	6.1
Other	1.5

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

- by pure chance.

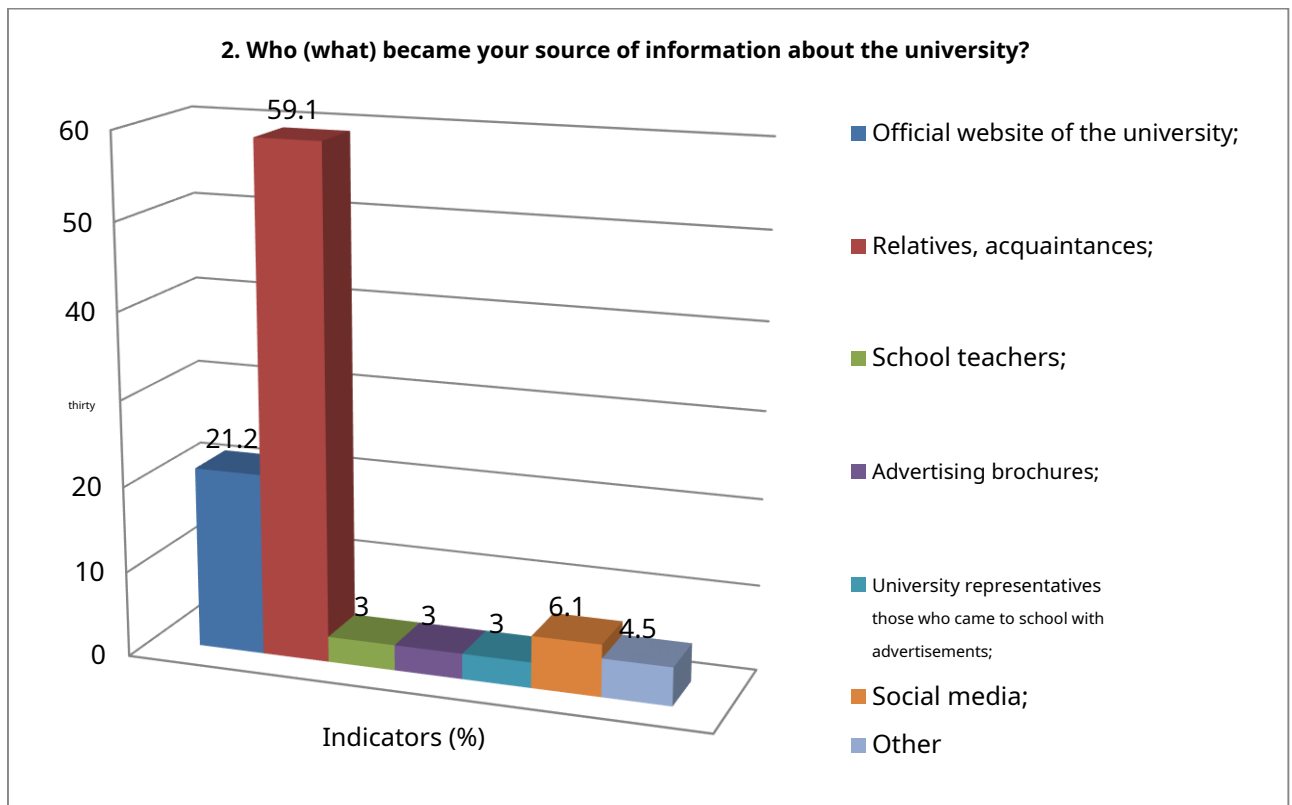


### 2. Who (what) became your source of information about the university?

Criteria	Indicators (%)
Official website of the university;	21.2
Relatives, acquaintances;	59.1
School teachers;	3
Advertising brochures;	3
Representatives of the university who came to the school with advertising;	3
Social media;	6.1
Other	4.5

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

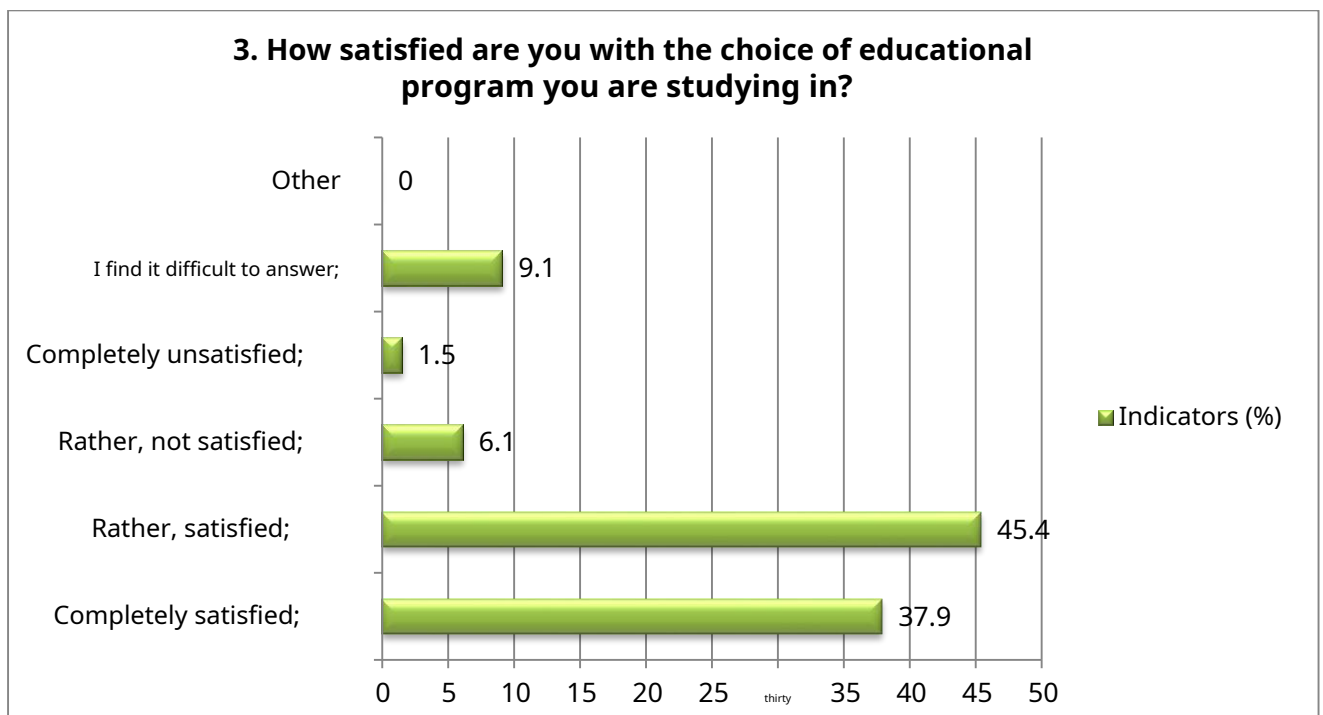
- Nobody;
- Advertising;
- I initially knew about KarTU.



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

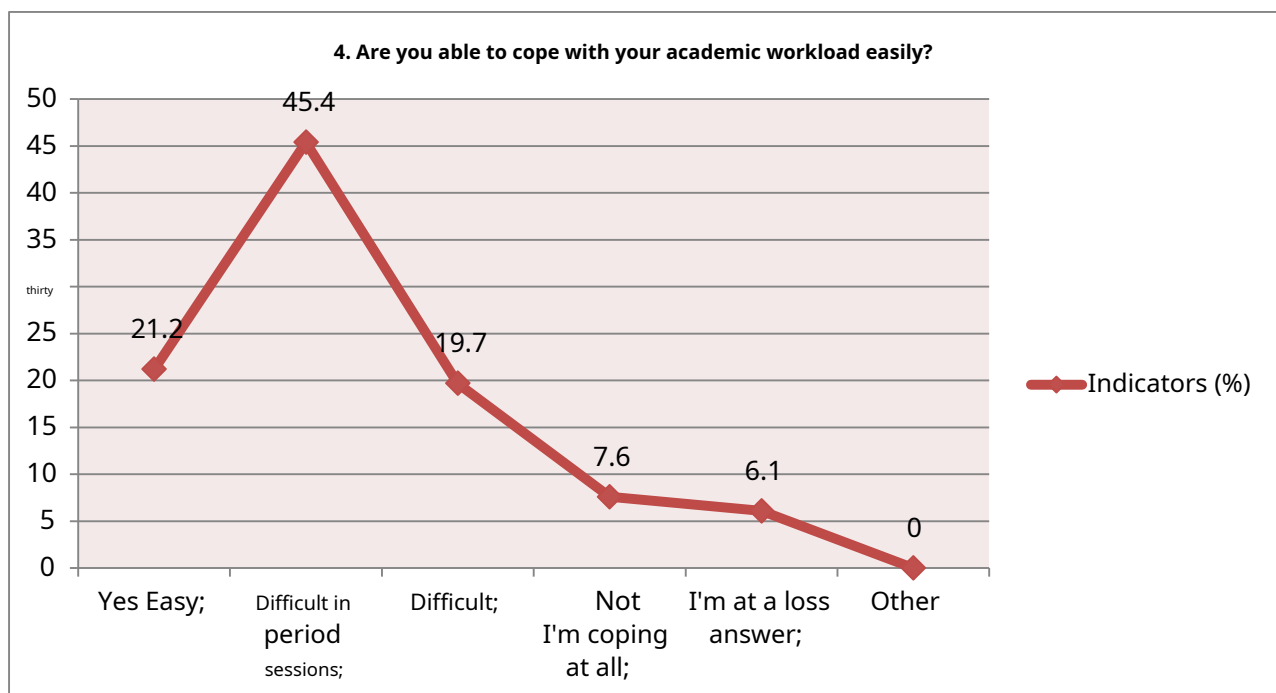
Are you studying?

Criteria	Indicators (%)
Completely satisfied;	37.9
Rather, satisfied;	45.4
Rather, not satisfied;	6.1
Completely unsatisfied;	1.5
I find it difficult to answer;	9.1
Other	-



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

Criteria	Indicators (%)
Yes Easy;	21.2
Difficult during the session;	45.4
Difficult;	19.7
I can't cope at all;	7.6
I find it difficult to answer;	6.1
Other	-



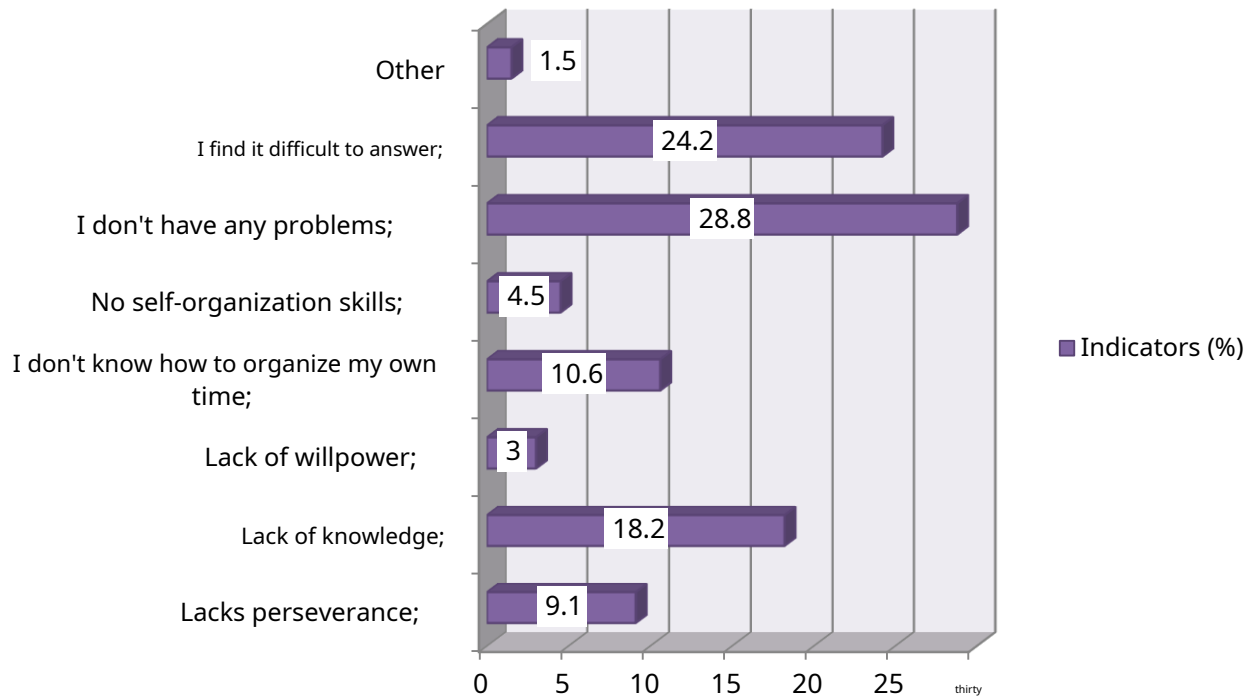
#### 5. Problems you experience during the learning process

Criteria	Indicators (%)
Lacks perseverance;	9.1
Lack of knowledge;	18.2
Lack of willpower;	3
I don't know how to organize my own time;	10.6
No self-organization skills;	4.5
I don't have any problems;	28.8
I find it difficult to answer;	24.2
Other	1.5

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

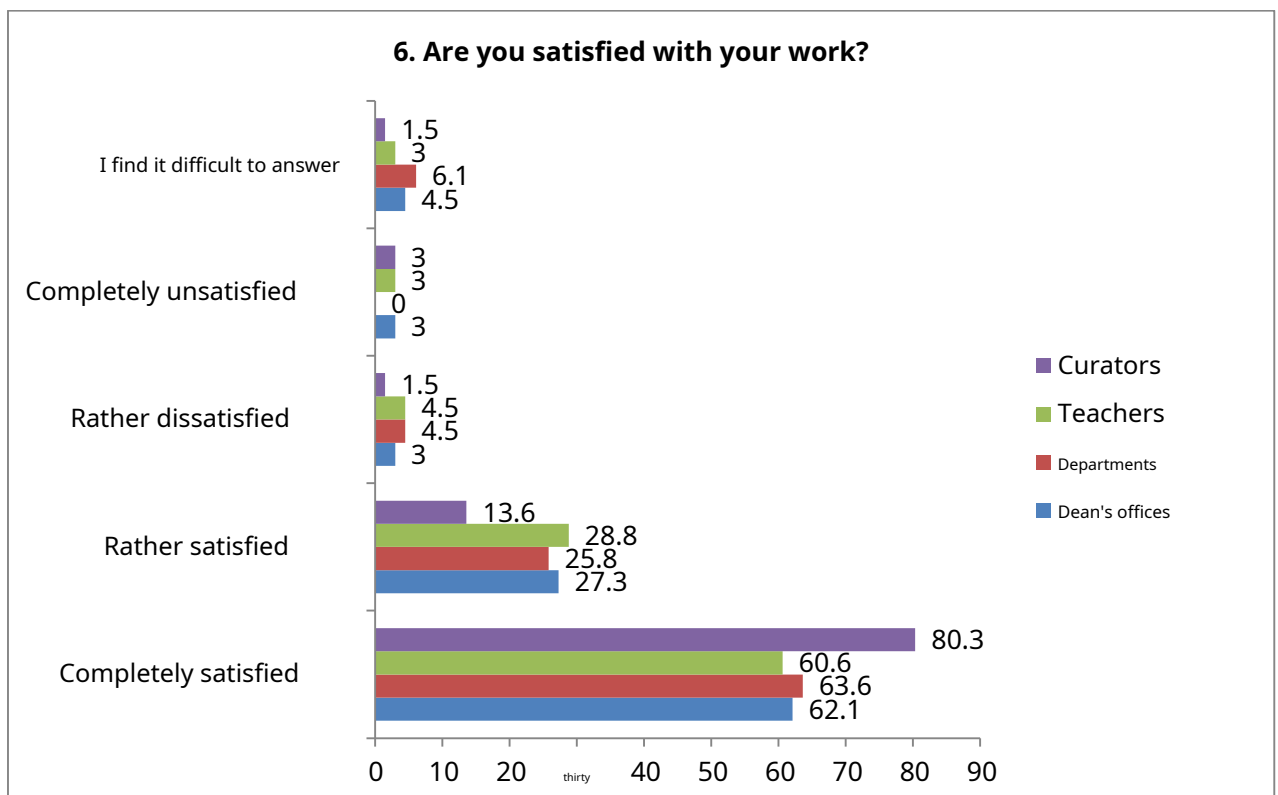
- Most problems do not come from me.

### 5. Problems you experience during the learning process



### 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	62.1	27.3	3	3	4.5
Departments	63.6	25.8	4.5	-	6.1
Teachers	60.6	28.8	4.5	3	3
Curators	80.3	13.6	1.5	3	1.5

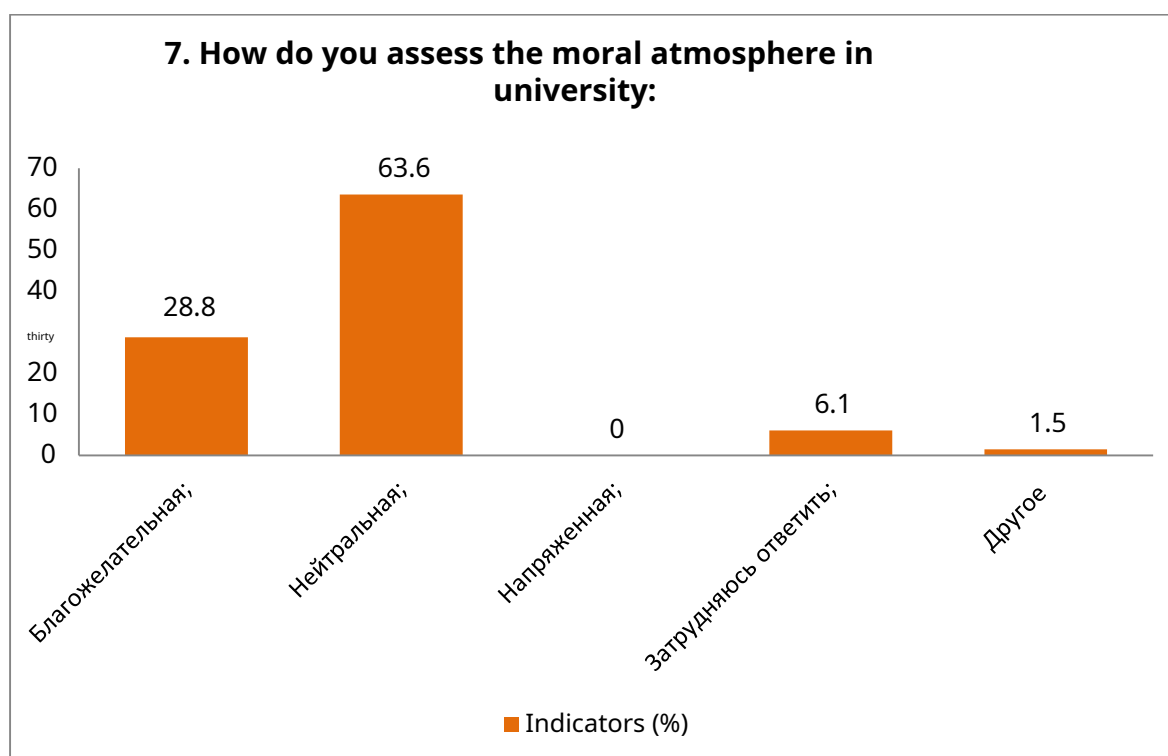


For option "If you answered "rather dissatisfied or completely dissatisfied" give recommendations for improvement" students indicated the following options:-

- Convey the material more clearly;
- SOME teachers lack interest in teaching students or are unable to do so.

### 7. How do you assess the moral atmosphere at the university:

Criteria	Indicators (%)
Benevolent;	28.8
Neutral;	63.6
Tense;	-
I find it difficult to answer;	6.1
Other	1.5



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

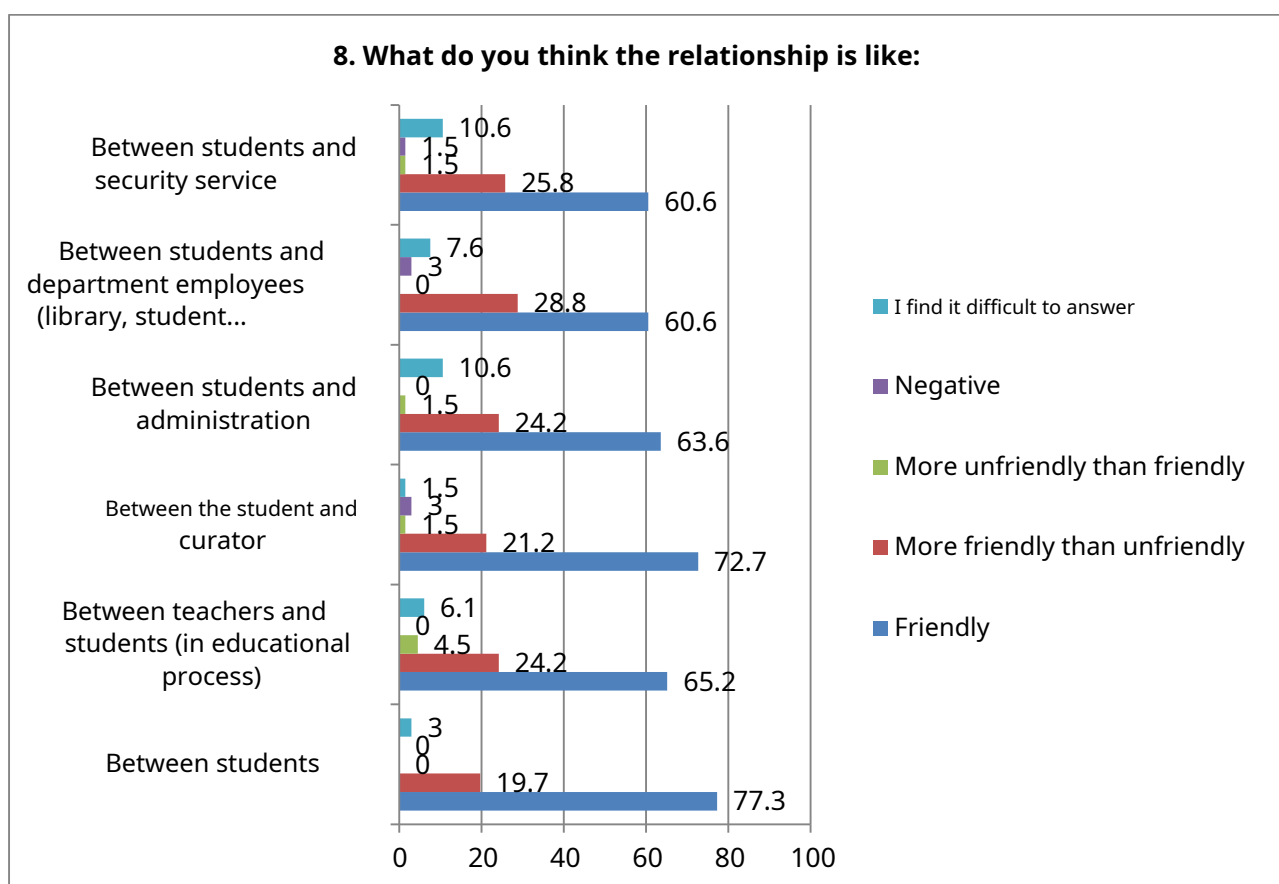
- All good;
- That's OK.

### 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	77.3	19.7	-	-	3
Between teachers	65.2	24.2	4.5	-	6.1

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

and students (in educational process)					
Between the student and curator	72.7	21.2	1.5	3	1.5
Between students and administration	63.6	24.2	1.5	-	10.6
Between students and employees divisions (library, student department and etc.)	60.6	28.8	-	3	7.6
Between students and security service	60.6	25.8	1.5	1.5	10.6



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

- The guards think too highly of themselves. I believe that not only the student, but also people in general, need to be treated with respect. It is enough to answer the student in the same way: “Hello,” so that both your and our day will be a little embellished. I'm not saying that all guards are so unfriendly, but at least 20 percent of them;
- The answer was given above;
- Boorish attitude of the security service.

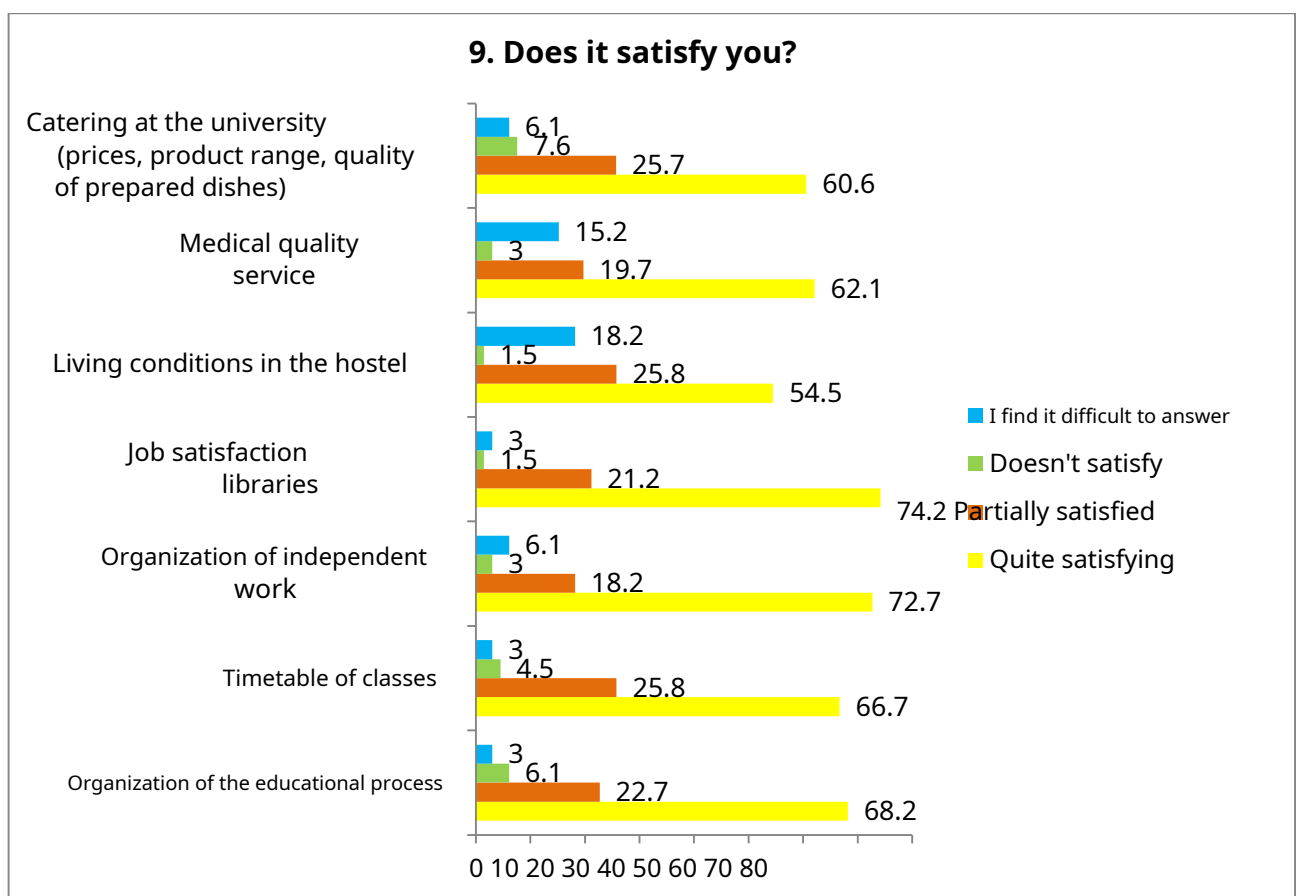
### 9. Does it satisfy you?

Criteria	Quite satisfied	Partially satisfied	Not satisfied	Difficulty I'm
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	barks	yells	yells	answer
Organization of the educational process	68.2	22.7	6.1	3
Timetable of classes	66.7	25.8	4.5	3
Organization of independent work	72.7	18.2	3	6.1
Satisfaction with the library	74.2	21.2	1.5	3
Living conditions in the hostel	54.5	25.8	1.5	18.2
Quality of medical care	62.1	19.7	3	15.2
Catering at the university (prices, product range, quality of prepared dishes)	60.6	25.7	7.6	6.1

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

- recently increased prices in the dining room;
- I don't live in a dormitory.



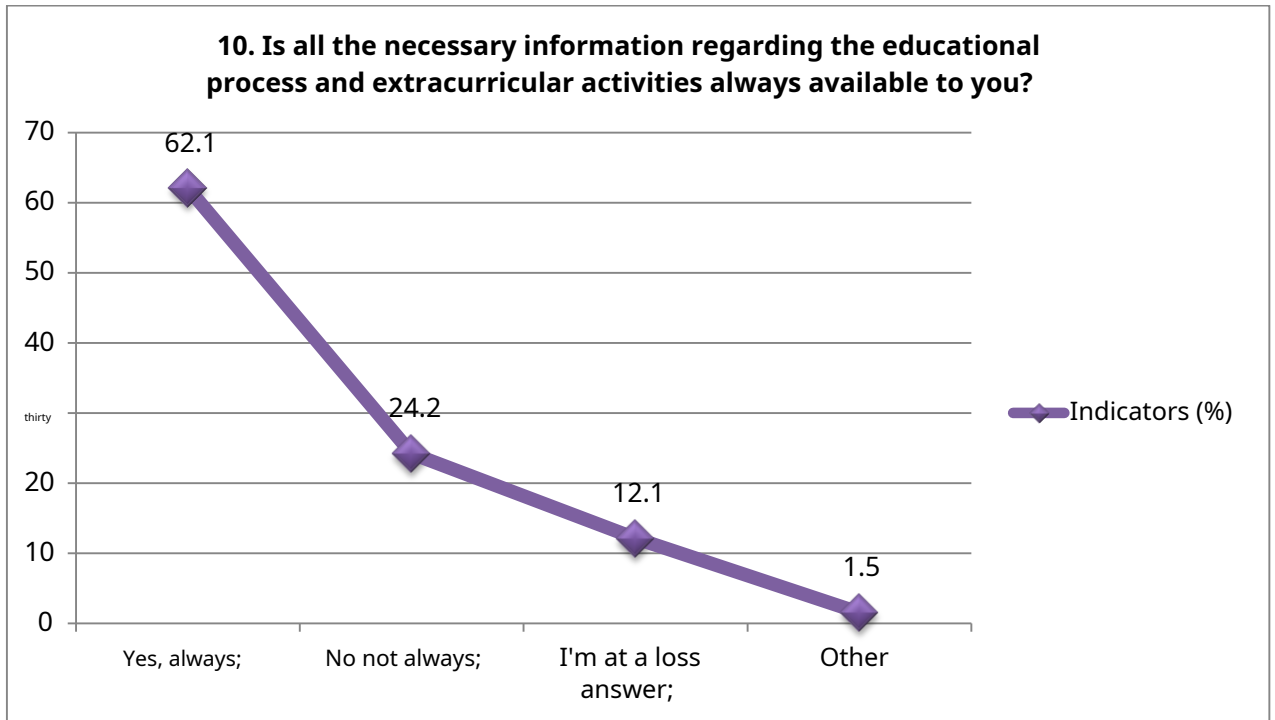
**10. Is all the necessary information regarding the study always available to you? process, extracurricular activities?**

Criteria	Indicators (%)
Yes, always;	62.1
No not always;	24.2
I find it difficult to answer;	12.1
Other	1.5



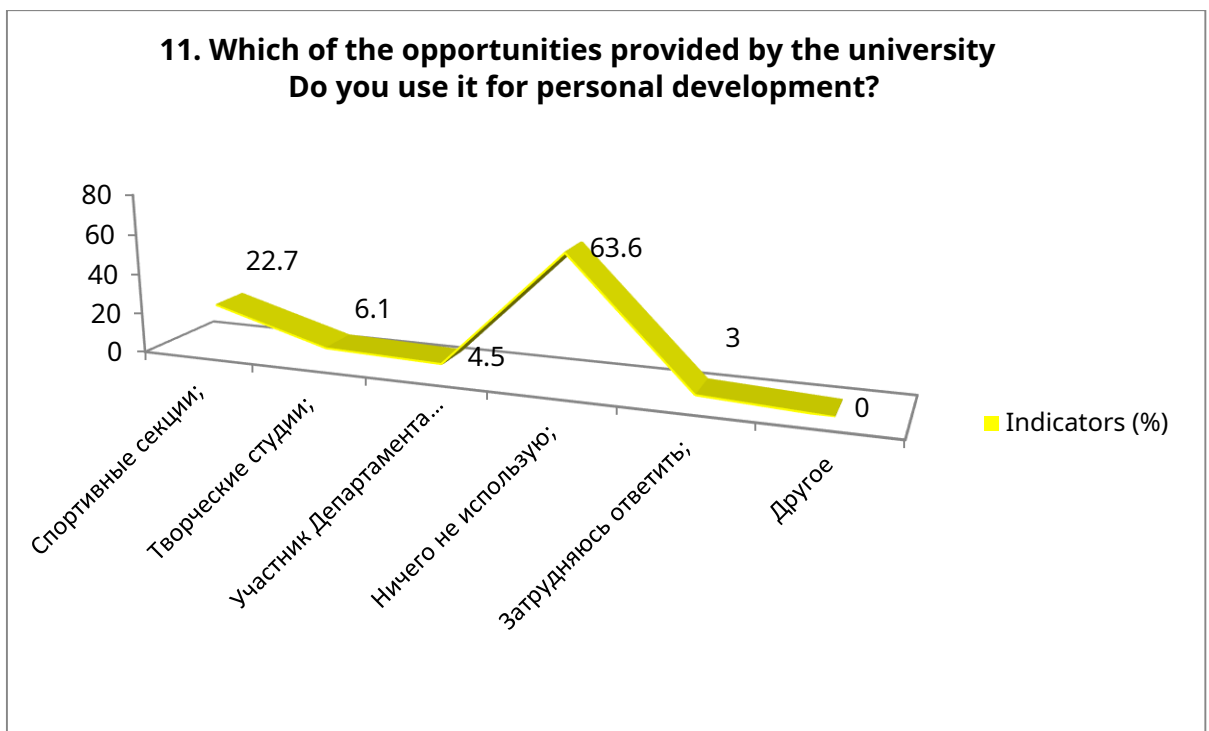
For option "Other" students indicated the following options:-

- Yes, but sometimes there is not.



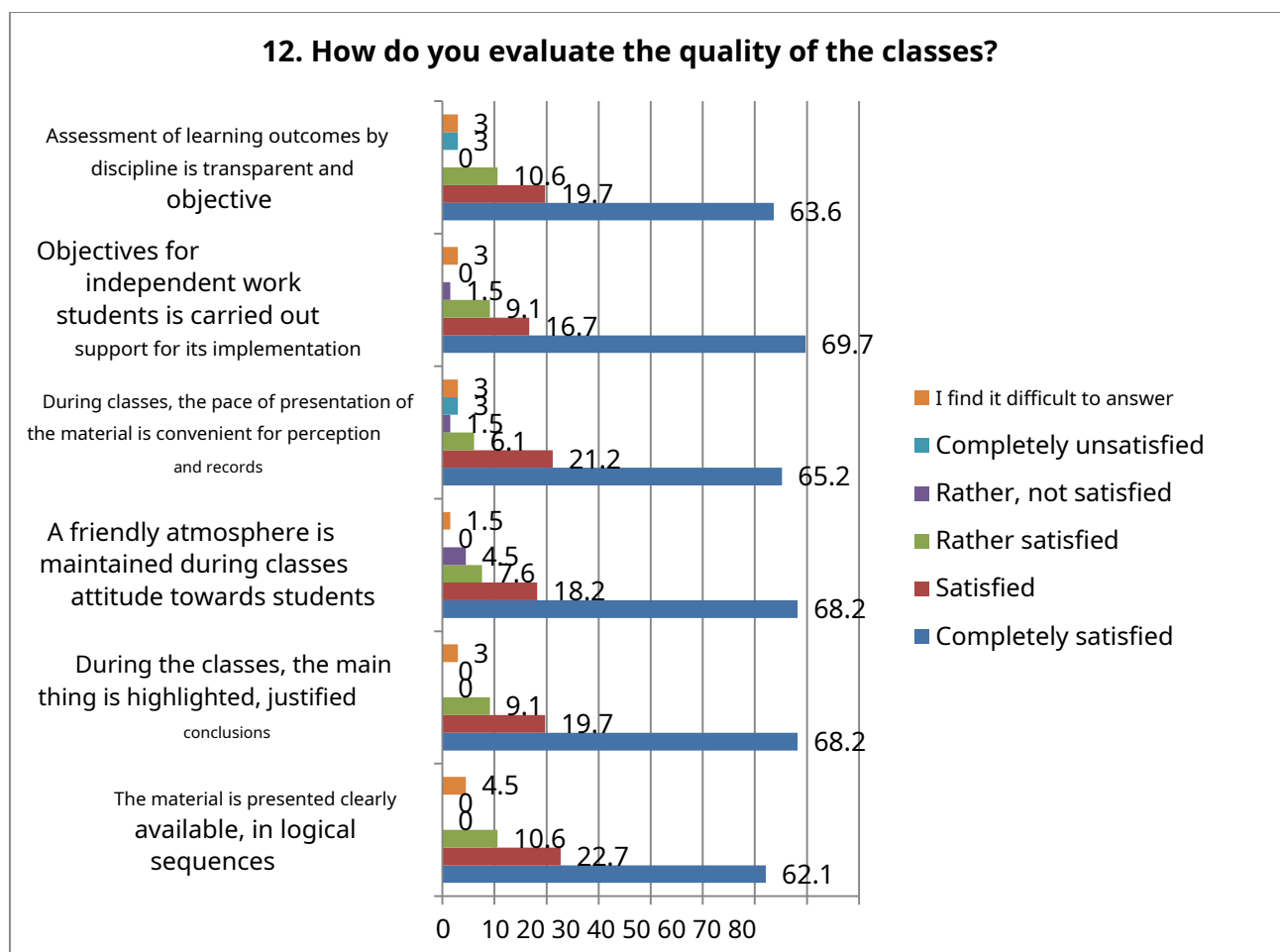
**11. Which of the opportunities provided by the university do you use to personal development?**

Criteria	Indicators (%)
Sport sections;	22.7
Creative studios;	6.1
Member of the Youth Policy Department;	4.5
I don't use anything;	63.6
I find it difficult to answer;	3
Other	-



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

	Complete stu Satisfied created	Satisfactory yet n	Score her satisfied creative en	Soon eh, no Satisfied created	Complete stu Not Satisfied created	Trouble I'm sorry answer t
Material is stated <small>It's clear,</small> available, V logical sequences	62.1	22.7	10.6	-	-	4.5
IN <small>progress</small> classes stands out the main thing is that reasonable conclusions are drawn	68.2	19.7	9.1	-	-	3
During classes, a friendly atmosphere towards students is maintained	68.2	18.2	7.6	4.5	-	1.5
During classes, the pace of presentation of the material is convenient for perception and recording	65.2	21.2	6.1	1.5	3	3
Tasks for independent students, <small>work</small> carried out support for its implementation	69.7	16.7	9.1	1.5	-	3
Assessment of learning outcomes in the discipline is transparent and objective	63.6	19.7	10.6	-	3	3



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

- This does not apply to all teachers, but there is a small group of people who do not understand that with such a speed of information delivery it is impossible to understand it.

**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' responses are presented in original. The author's spelling and punctuation have been preserved).*

- Why that test, about my opinion about university, in English, when major part of students don't understand language;

- Bilmaymin;

- It is necessary to carry out some tasks on the covered topics, somewhere simplification training programs, etc.;

- I find it difficult to answer;

- I think we need to ask students what they don't like;

- Are you satisfied with the wardrobe service?

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 24.2% of surveyed students is personal inclination towards a certain type of activity and assessment of one's own abilities. Other relatively significant criteria were: "prestige of the specialty" and "opinion and recommendations of parents/relatives" - 21.2%.

The source of information about the university, faculties and specialties among the majority of first-year students are relatives and acquaintances (59.1%).

The majority of students report their satisfaction with the choice of the educational program in which they are studying - 83.3%.

To the question "Are you able to cope with your academic workload easily?" only 21.2% of students answered that it was easy. The remaining 45.4% answered "difficult during the session", 19.7% "difficult", 7.6% "can't cope at all" and 6.1% 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 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 curators", "between students and administration", "between students and employees of departments (library, student department, etc.)", "between students and the security service."**

For option **"If you answered the previous question "Rather unfriendly, than friendly" and "Negative" write why"** students indicated the following answer options: "The guards have too high an opinion of themselves. I believe that not only the student, but also people in general, need to be treated with respect. It is enough to answer the student in the same way: "Hello," so that both your and our day will be a little embellished. I'm not saying that all security guards are so unfriendly, but at least 20 percent of them," "Boorish attitude of the security service," etc.

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62.1% of students noted that they always have access to the necessary information regarding educational process, extracurricular activities. However, 24.2% of respondents chose the answer "no, not always."

To the question "How satisfied are you with the material resources of our university?" the following information was received:

- "The material is presented clearly, accessibly, and in a logical sequence" satisfaction students accounted for 95.4%;

- "During the classes, the main thing is highlighted, well-founded conclusions are drawn" satisfaction students accounted for 97%;

- "During the classes, a friendly atmosphere is maintained towards for students" student satisfaction was 94%;

- "During classes, the pace of presentation of the material is convenient for perception and recording" student satisfaction was 92.5%;

- "Tasks for independent work of students are clearly formulated, support for its implementation", student satisfaction was 95.5%;

- "Assessment of learning outcomes in the discipline is transparent and objective" satisfaction students accounted for 93.9%.

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 suggested the following questions: "Are you satisfied with the service of the wardrobe?", "I think we should ask the students what they are not happy with," 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.