

Survey form
“Satisfaction of 1st year students with educational services”
2023-2024 academic year

In order to improve the learning process, improve the quality of services provided and other activities of the university, the Center for Quality Management and Accreditation conducts an electronic anonymous survey. We ask you to take part in the survey.

To answer the questions of the survey form, you must carefully read the question and circle the answer options that you agree with, and if there are no such options, then briefly state your answer option in the “Other” section.

The results of this survey will be processed and presented in a generalized form. We guarantee the confidentiality of your personal opinion.

Faculty*

1. Architecture and Construction faculty
2. Mining faculty
3. Mechanical Engineering faculty
4. Transport and Road faculty
5. Faculty of Engineering Economics and Management
6. Faculty of Innovative Technologies
7. Faculty of Energy, Automation and Telecommunications

Department*

1. “Building Materials and Technology”
2. “Architecture and Design”
3. “Development of Mineral Deposits”
4. “Mine Surveying and Geodesy”
5. “Mine Aerology and Occupational Safety”
6. “Geology and Mineral Exploration”
7. “Nanotechnology and Metallurgy”
8. “Technological Equipment, Mechanical Engineering and Standardization”
9. “Transport Equipment and Logistic Systems”
10. “Industrial Transport”
11. “Economics of the enterprise”
12. “Information Technologies and Security” (ITS)
13. “Information Computation Systems” (ICS)
14. “Chemistry and Chemical Technologies”
15. “Automation of Production Processes”
16. “Technology of Systems and Communication”
17. “Power Engineering Systems”

Speciality* _____

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

- A) Prestige of the specialty;
- B) Personal inclination to a certain type of activity, assessment of one's own abilities;
- C) Opinions and recommendations of parents/relatives;
- D) Friends are learning;
- E) Low passing score for the specialty;
- F) Labor market requirements (opportunities for jobs);
- G) Difficult to answer;
- E) Other (write your answer) _____.

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

- A) University official website;
- B) Relatives, acquaintances;
- C) School teachers;
- D) Advertising booklets;
- E) Representatives of the university who came with advertising to the school;
- F) Social networking website;
- G) Other (write your answer) _____.

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

- A) Completely satisfied;
- B) More like satisfied;
- C) More like dissatisfied;
- D) Completely dissatisfied;
- E) Difficult to answer;
- F) Other (write your answer) _____.

4. Do you easily cope with the academic load? *

- A) Yes, easy;
- B) Difficult during the session;
- C) Difficult;
- D) I don't cope at all;
- E) Difficult to answer;
- F) Other (write your answer) _____.

5. Problems that you experience in the learning process *

- A) Lack of perseverance;
- B) Lack of knowledge;
- C) Lack of willpower;
- D) Can't organize my own time;
- E) No self-organization skills;
- F) I don't have any problems;
- G) Difficult to answer;

H) Other (write your answer) _____.

6. Are you satisfied with work? *

	Completely satisfied	More like satisfied	More like dissatisfied	Completely dissatisfied	Difficult to answer
Deans					
Departments					
Teachers					
Curators					

If you answered “**more like dissatisfied**” or “**completely dissatisfied**” to the previous question, give recommendations for improvement

7. How would you rate the moral atmosphere at the university? *

- A) Benevolent;
- B) Neutral;
- C) Tense;
- D) Difficult to answer;
- E) Other (write your answer) _____.

If you answered "Tense" to the previous question, write why _____

8. What do you think the relationship is:*

	Benevolent	More benevolent than unfriendly	More unfriendly than benevolent	Negative	Difficult to answer
Between students					
Between teachers and students (in the educational process)					
Between students and curator					
Between students and administration					
Between students and employees of departments (library, student department,					

etc.)					
Between students and security					

If you answered “**More unfriendly than benevolent**” or “**negative**” to the previous question, write why _____

9. Are you satisfied?*

	Quite satisfied	Partially satisfied	Not Satisfied	Difficult to answer
Organization of the educational process				
Timetable of classes				
Organization of independent work				
Satisfaction with the work of the library				
Conditions of living in the dormitory				
Quality of medical care				
Organization of catering at the university (prices, product range, quality of prepared dishes)				

If you answered “**Not satisfied**” to the previous question, give recommendations for improvement _____

10. Do you always have access to all the necessary information regarding the educational process, extracurricular activities? *

- A) Yes, always;
- B) No, not always.;
- C) Difficult to answer;
- D) Other (write your answer) _____.

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

- A) Sport sections;
- B) Creative studios;
- C) Member of the Youth Policy Department;
- D) I don't use anything;
- E) Difficult to answer;
- F) Other (write your answer) _____.

12. How would you rate the quality of the classes? *

	Completely satisfied	Satisfied	More like satisfied	More like dissatisfied	Completely dissatisfied	Difficult to answer
The material is presented clearly, accessible, in a logical sequence.						
In the course of the classes, the main thing is highlighted, reasonable conclusions are made						
During the course, a friendly atmosphere is maintained in relation to the students.						
During classes, the pace of presentation of the material is convenient for perception and recording						
Tasks for independent work of students are clearly formulated, support for it's implementation is provided						
Evaluation of learning outcomes in the discipline is transparent and objective						

Other (write your answer) _____

If you answered “**more like dissatisfied**” or “**completely dissatisfied**” to the previous question, give recommendations for improvement _____

Please write what questions, in your opinion, should be added to this questionnaire in order to improve the training program, improve the quality of services provided and other activities of the university. _____

In case of incorrect filling out of the survey forms, if you have any questions, please write to e-mail cqma_kstu@mail.ru.

Thank you for your participation!