

**Report**  
**on the results of the survey**  
**“Satisfaction of 2-5 year students with educational services”**  
**in 2023 – 2024 academic year**  
**Department:** Enterprise Economics and Management  
**Specialty:** 6B04108 Accounting and Auditing in Industry

In October 2023, the Center of Quality Management and Accreditation conducted an annual survey on the satisfaction of 2-5 year students with the quality of services provided.

The survey purpose: To identify the degree of respondents’ satisfaction with the quality of the educational services provided and the other areas of the University activities.

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

In specialty 6B04108 Accounting and Auditing in Industry, 31 respondents took part in the survey:

- 2 year – 7 students (87,5%);
- 3 year – 15 students (100%);
- 4 year – 9 students (90%).

**Mode of training**

- Budget – 0
- Paid – 31 students (100%).

In the course of the survey there were obtained the following results.

Indicators:

**1. Are you satisfied with the quality of the services provided?**

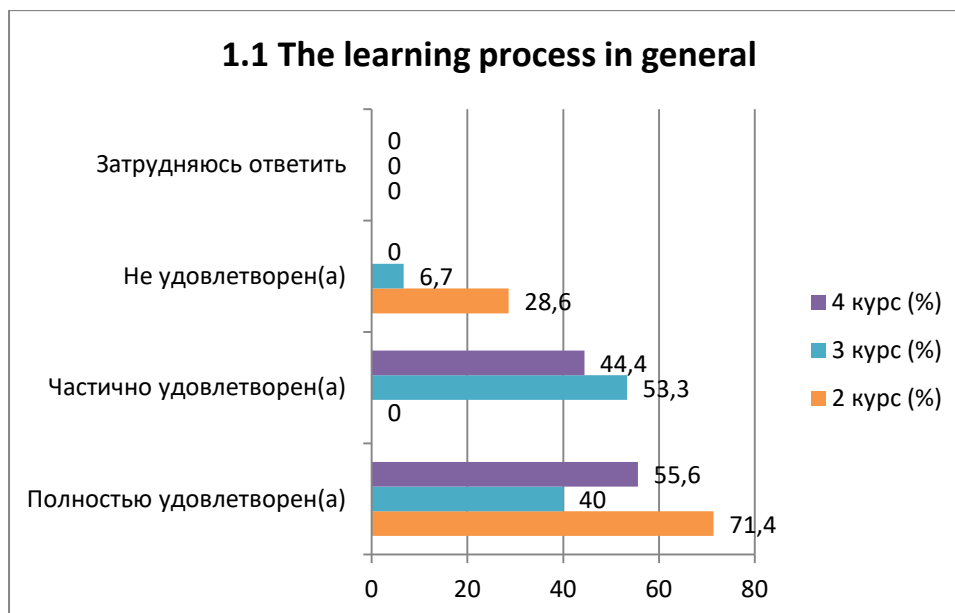
1.1 The learning process in general
1.2 Class schedule
1.3 Organization of independent work
1.4 Practices
1.5 Organizing and conducting SIWT
1.6 Organizing and conducting laboratory work
1.7 Satisfaction with the library work
1.8 Possibility of access to full-text databases of scientific publications
1.9 Living conditions in the hostel
1.10 Quality of medical care
1.11 Catering at the University (prices, product range, quality of prepared dishes)

Other \_\_\_\_\_

If you answered the previous question “not satisfied”, please give recommendations for improving the services provided. \_\_\_\_\_

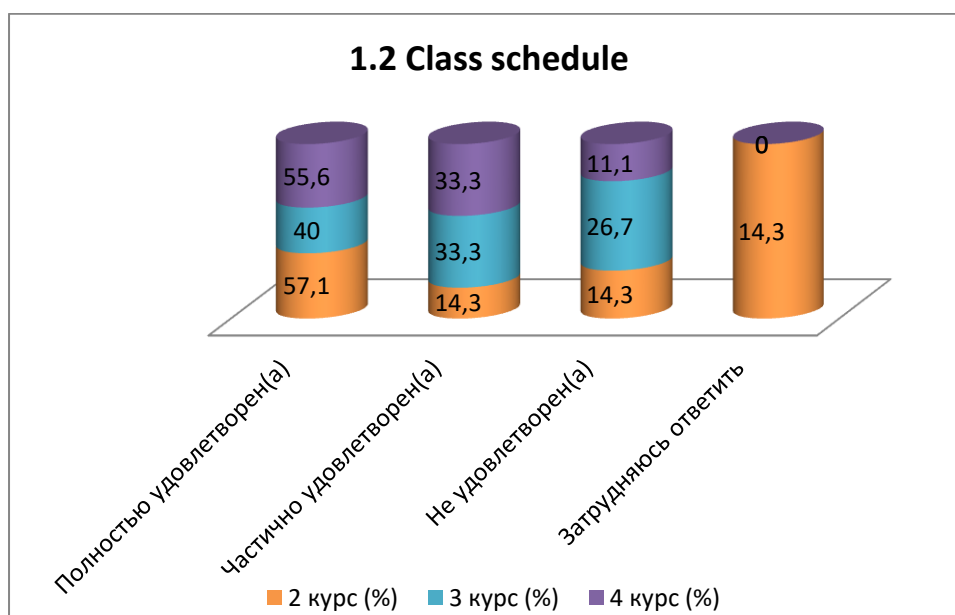
## 1.1 The learning process in general

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	71.4	40	55.6
<i>Partially satisfied</i>	-	53.3	44.4
<i>Not satisfied</i>	28.6	6.7	-
<i>I find it difficult to answer</i>	-	-	-



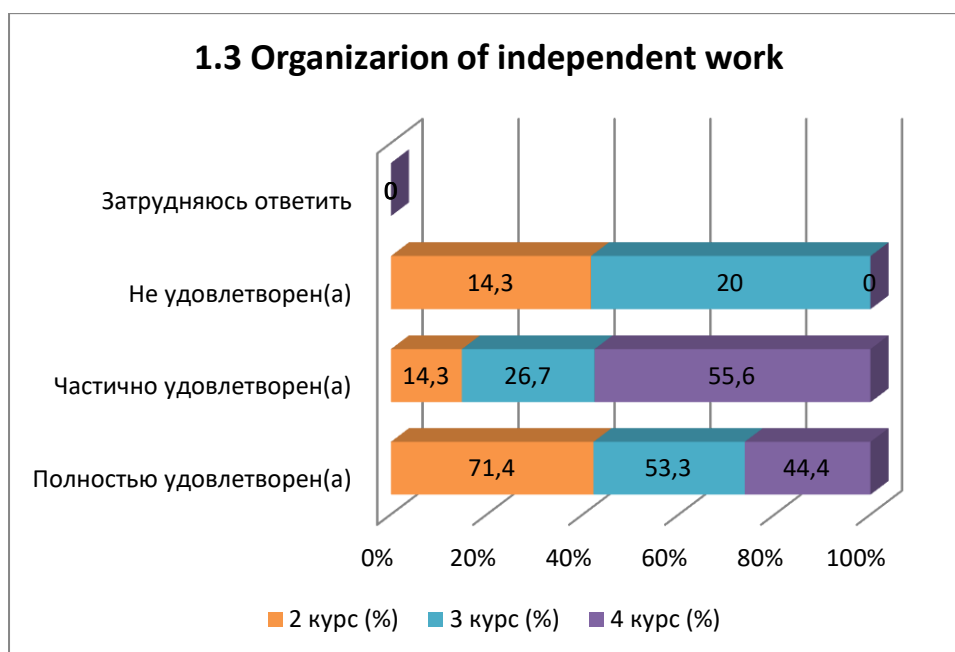
## 1.2 Class schedule

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	57.1	40	55.6
<i>Partially satisfied</i>	14.3	33.3	33.3
<i>Not satisfied</i>	14.3	26.7	11.1
<i>I find it difficult to answer</i>	14.3	-	-



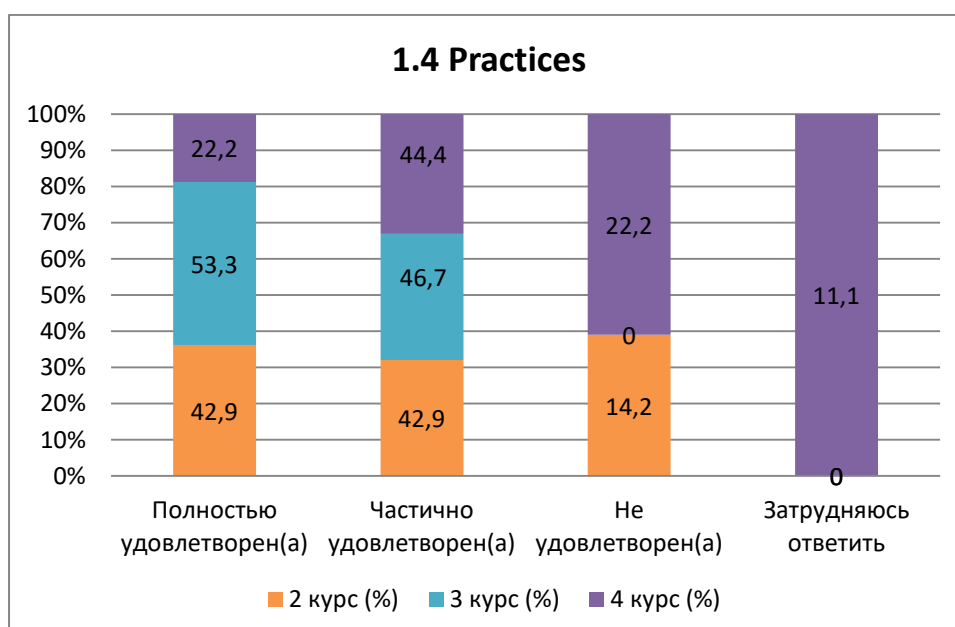
### 1.3 Organization of independent work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	71.4	53.3	44.4
<i>Partially satisfied</i>	14.3	26.7	55.6
<i>Not satisfied</i>	14.3	20	-
<i>I find it difficult to answer</i>	-	-	-



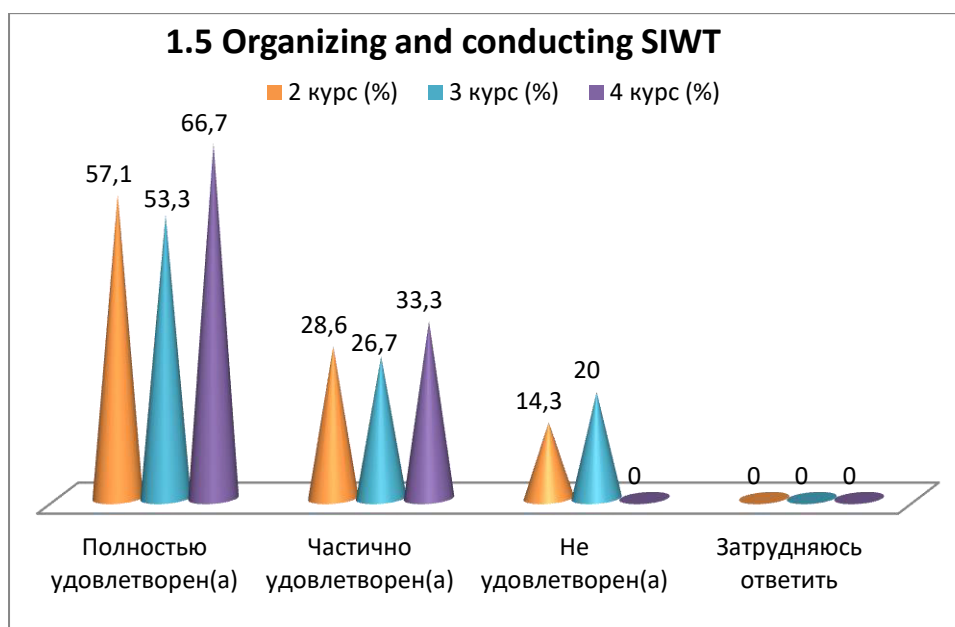
### 1.4 Practices

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	42.9	53.3	22.2
<i>Partially satisfied</i>	42.9	46.7	44.4
<i>Not satisfied</i>	14.2	-	22.2
<i>I find it difficult to answer</i>	-	-	11.1



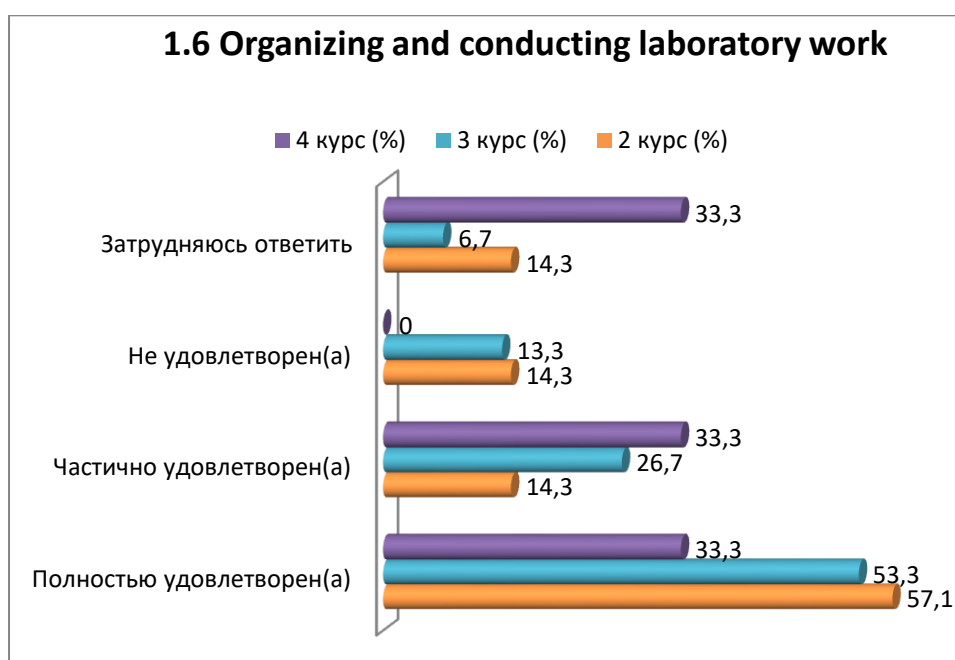
## 1.5 Organizing and conducting SIWT

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	57.1	53.3	66.7
<i>Partially satisfied</i>	28.6	26.7	33.3
<i>Not satisfied</i>	14.3	20	-
<i>I find it difficult to answer</i>	-	-	-



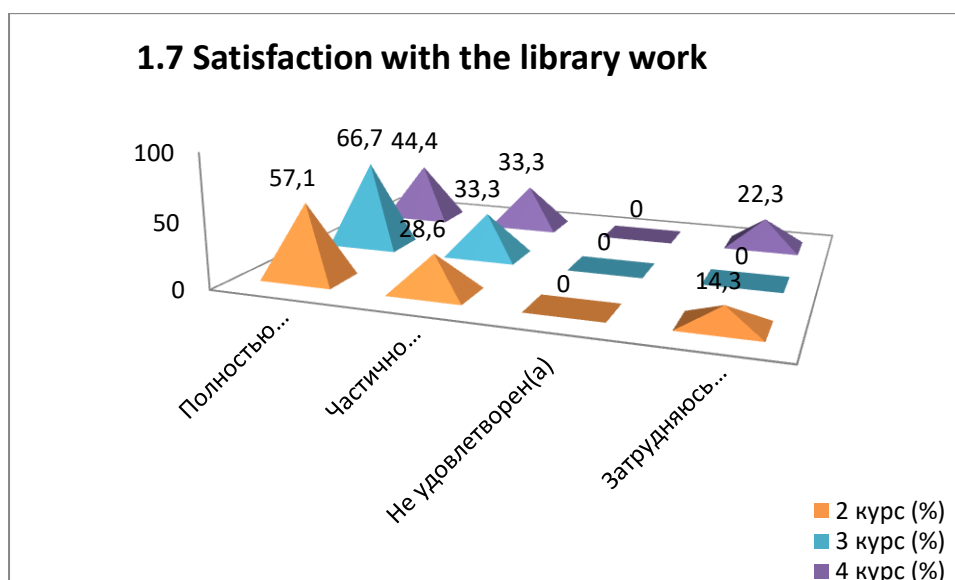
## 1.6 Organizing and conducting laboratory work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	57.1	53.3	33.3
<i>Partially satisfied</i>	14.3	26.7	33.3
<i>Not satisfied</i>	14.3	13.3	-
<i>I find it difficult to answer</i>	14.3	6.7	33.3



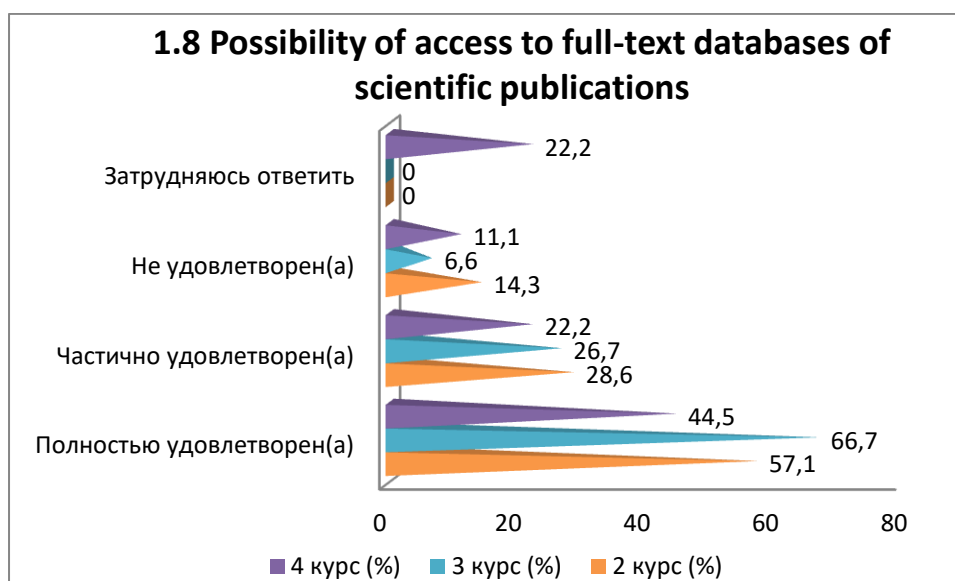
## 1.7 Satisfaction with the library work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	57.1	66.7	44.4
<i>Partially satisfied</i>	28.6	33.3	33.3
<i>Not satisfied</i>	-	-	-
<i>I find it difficult to answer</i>	14.3	-	22.3



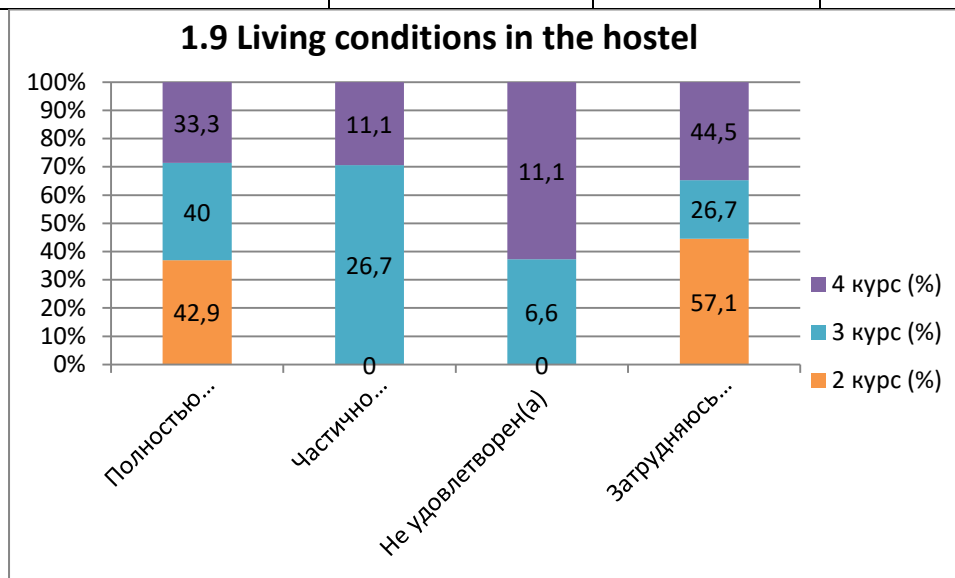
## 1.8 Possibility of access to full-text databases of scientific publications

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	57.1	66.7	44.5
<i>Partially satisfied</i>	28.6	26.7	22.2
<i>Not satisfied</i>	14.3	6.6	11.1
<i>I find it difficult to answer</i>	-	-	22.2



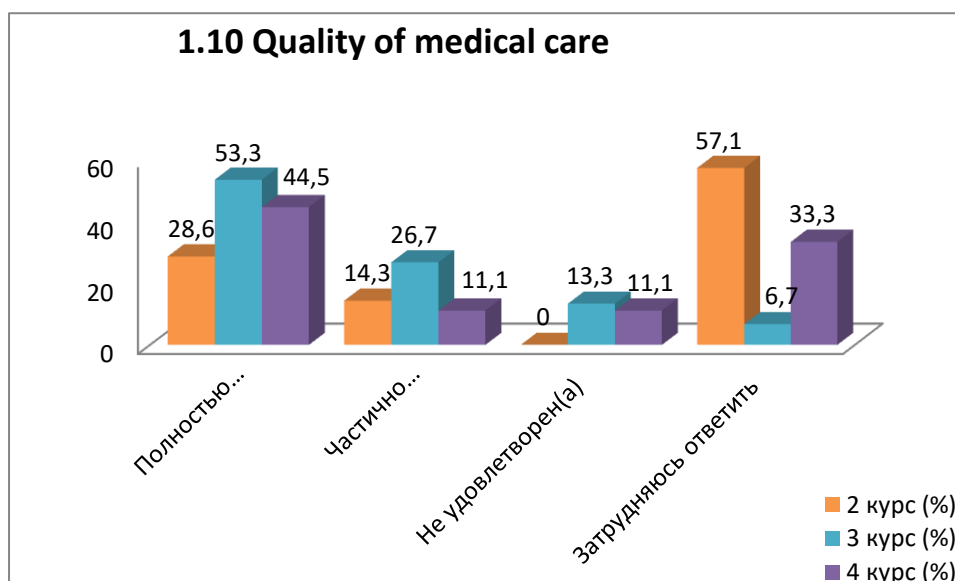
## 1.9 Living conditions in the hostel

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	42.9	40	33.3
<i>Partially satisfied</i>	-	26.7	11.1
<i>Not satisfied</i>	-	6.6	11.1
<i>I find it difficult to answer</i>	57.1	26.7	44.5



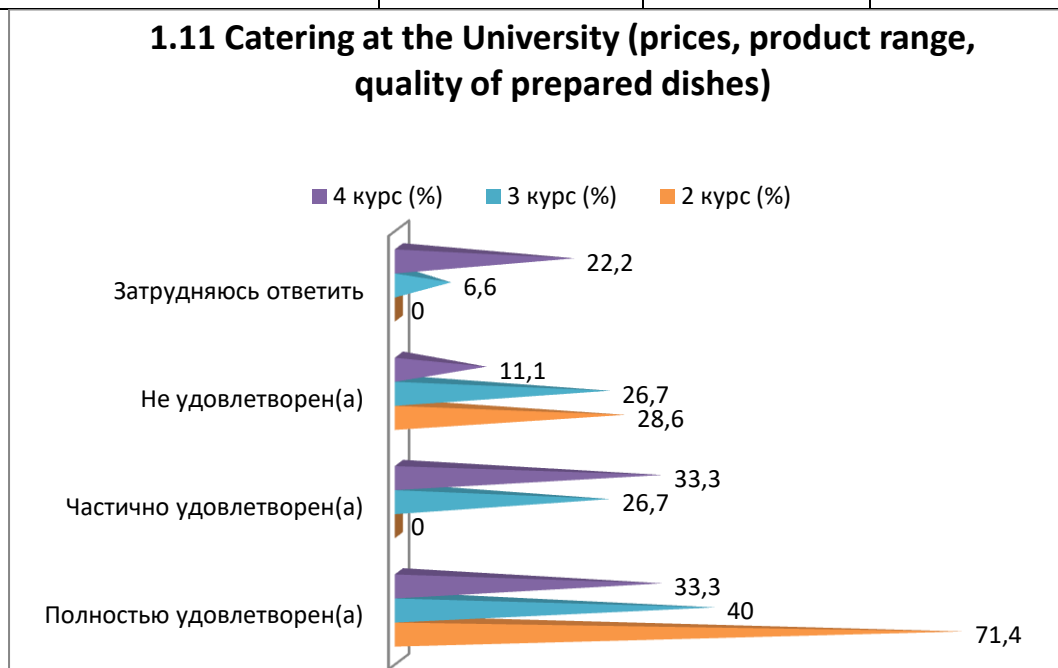
## 1.10 Quality of medical care

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	28.6	53.3	44.5
<i>Partially satisfied</i>	14.3	26.7	11.1
<i>Not satisfied</i>	-	13.3	11.1
<i>I find it difficult to answer</i>	57.1	6.7	33.3



## 1.11 Catering at the University (prices, product range, quality of prepared dishes)

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	71.4	40	33.3
<i>Partially satisfied</i>	-	26.7	33.3
<i>Not satisfied</i>	28.6	26.7	11.1
<i>I find it difficult to answer</i>	-	6.6	22.2



For the option "Other", students indicated the following answers\*:

- Everything is fine
- Good
- Everything is satisfactory.

For the option "If you answered "not satisfied" to the previous question, give recommendations for improving the services provided", students indicated the following options\*:

- Everything is fine
- Make the break is longer, it is impossible to sit in class for 1.45, not everyone lets you go even for five minutes
- Good
- Everything is satisfactory
- The food is often not fresh, change the water to better quality, at least return the Snickers
- Some teachers think only about their own convenience. There is no normal food in the canteen, you can't pay for QR, it is very inconvenient
- Sell fresh baked goods, better quality water, or at least return the Snickers

## 2. Your attitude to the quality of organizing the educational process

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>No complaints</i>	71.4	86.6	77.8
<i>Discrepancy between the disciplines studied and the specialty obtained</i>	-	-	11.1
<i>Inconsistency between the importance of the subject and the number of hours</i>	-	6.7	-
<i>Overload with classroom activities</i>	-	-	-
<i>Dissatisfaction with the quality of classes</i>	28.6	6.7	11.1
<i>Dissatisfaction with the organization of tests and exams</i>	-	-	-
<i>Other (you option)</i>	-	-	-



To the option “If you answered “Does not correspond or is not satisfactory” to the previous question, please provide recommendations for improvement”, the students indicated the following options□:

- Everything is satisfactory
- I think nothing will help

## 3. Is the information of academic mobility opportunities available to you?

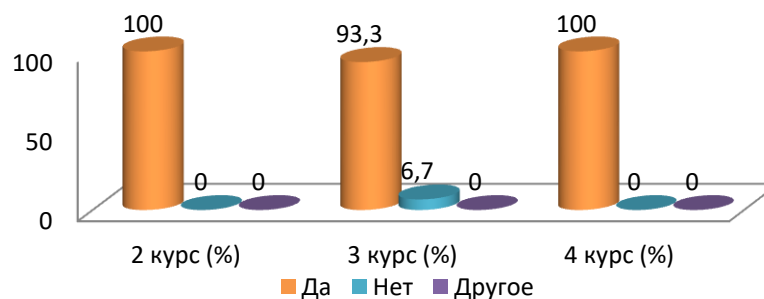
Answer options	2 year (%)	3 year (%)	4 year (%)
<b>Yes</b>	100	93.3	100
<b>No</b>	-	6.7	-
<b>Other</b>	-	-	-

For the option “If you answered “No” to the previous question, write why,” students indicated the following options\*:



<b>2 year</b>	<b>3 year</b>	<b>4 year</b>
-	- It would be convenient if all the information was on the website.	-

### 3. Is the information of academic mobility opportunities available to you?



### 4. What do you think the relationship is like

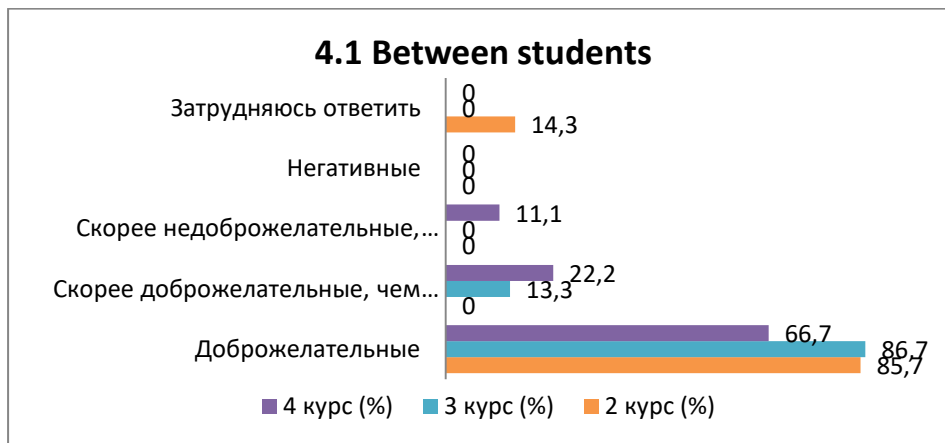
4.1 Between students
4.2 Between teachers and students (in the educational process)
4.3 Between a student and a supervisor
4.4 Between students and administration
4.5 Between students and employees of departments (library, student department, etc.)
4.6 Between students and security service

Other \_\_\_\_\_

If you answered the previous question “More unfriendly than friendly” and “Negative”, give recommendations for improvement \_\_\_\_\_

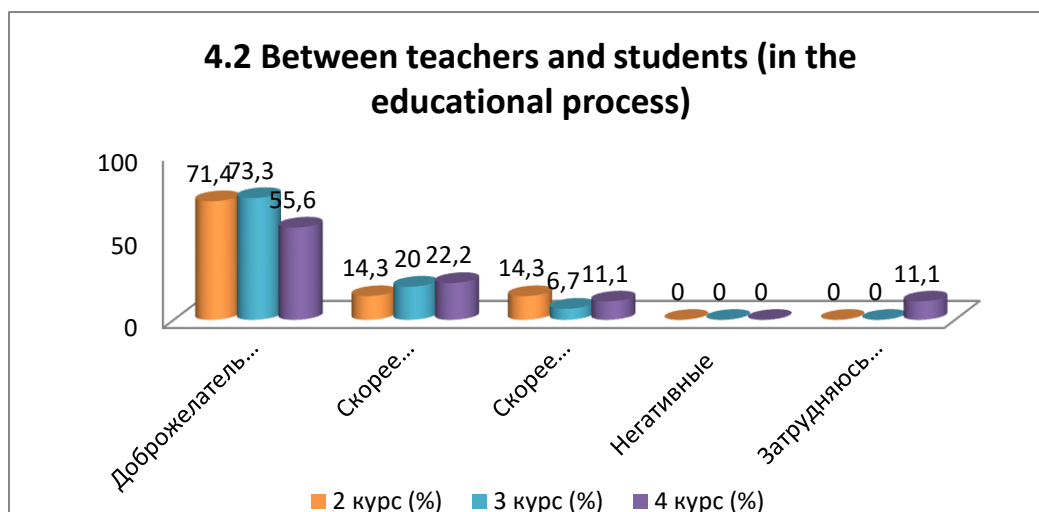
#### 4.1 Between students

Answer options	2 year (%)	3 year (%)	4 year (%)
<b><i>Friendly</i></b>	85.7	86.7	66.7
<b><i>More friendly than unfriendly</i></b>	-	13.3	22.2
<b><i>More unfriendly than friendly</i></b>	-	-	11.1
<b><i>Negative</i></b>	-	-	-
<b><i>I find it difficult to answer</i></b>	14.3	-	-



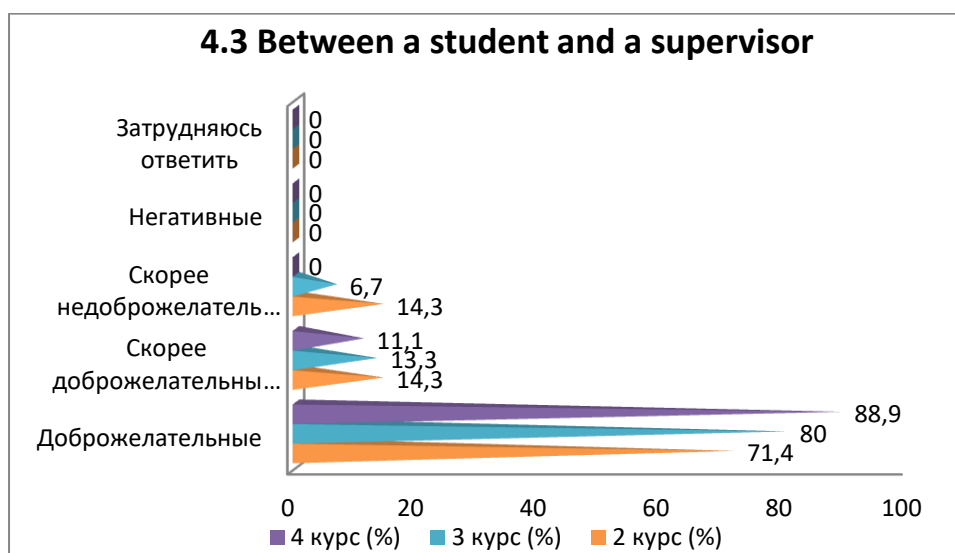
### 4.2 Between teachers and students (in the educational process)

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	71.4	73.3	55.6
<i>More friendly than unfriendly</i>	14.3	20	22.2
<i>More unfriendly than friendly</i>	14.3	6.7	11.1
<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	-	-	11.1



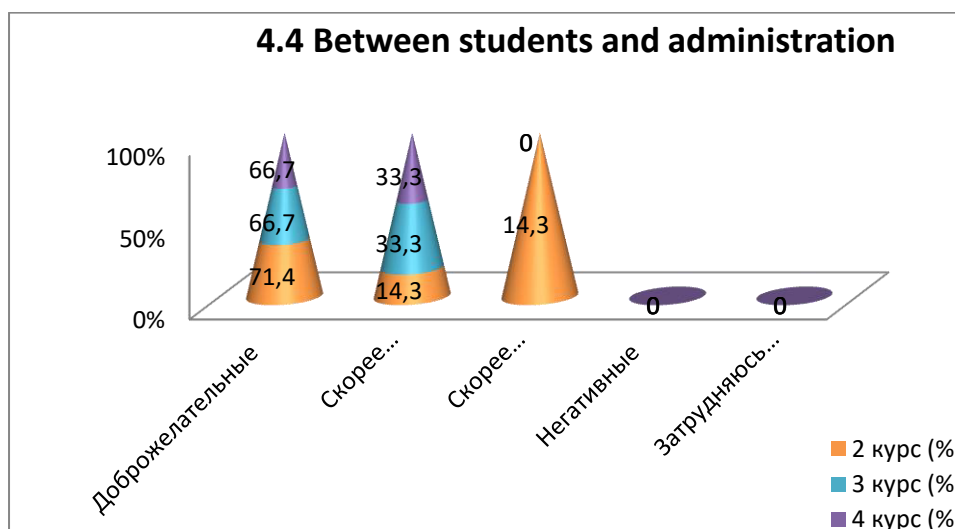
### 4.3 Between a student and a supervisor

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	71.4	80	88.9
<i>More friendly than unfriendly</i>	14.3	13.3	11.1
<i>More unfriendly than friendly</i>	14.3	6.7	-
<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	-	-	-



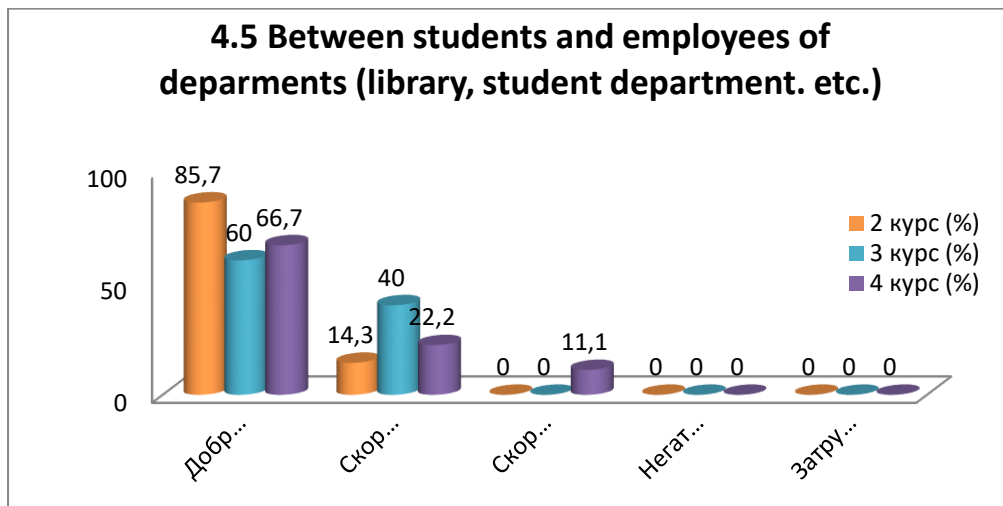
#### 4.4 between students and administration

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	71.4	66.7	66.7
<i>More friendly than unfriendly</i>	14.3	33.3	33.3
<i>More unfriendly than friendly</i>	14.3	-	-
<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	-	-	-



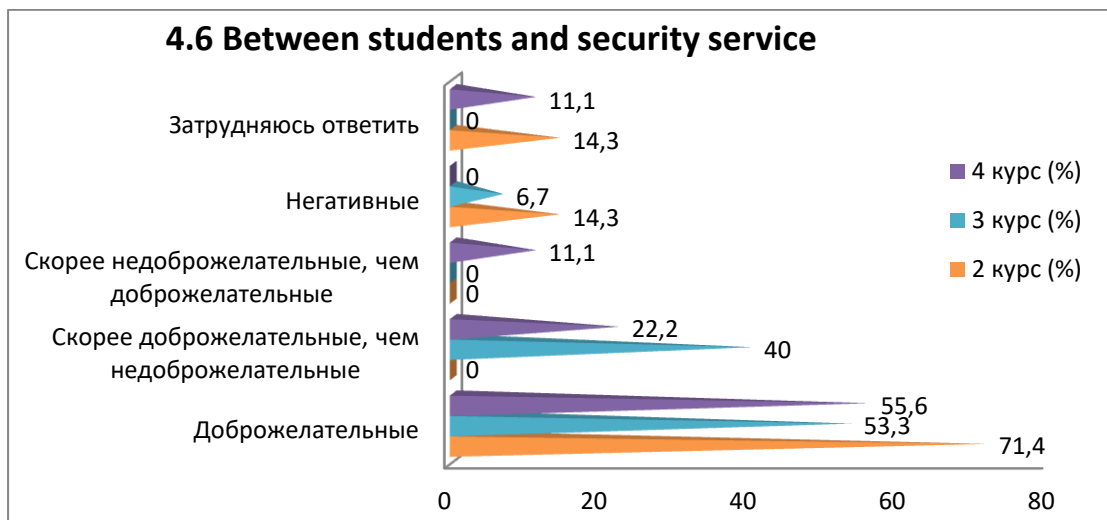
#### 4.5 Between students and employees of departments (library, student department. etc.)

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	85.7	60	66.7
<i>More friendly than unfriendly</i>	14.3	40	22.2
<i>More unfriendly than friendly</i>	-	-	11.1
<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	-	-	-



### 4.6 Between students and security service

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	71.4	53.3	55.6
<i>More friendly than unfriendly</i>	-	40	22.2
<i>More unfriendly than friendly</i>	-	-	11.1
<i>Negative</i>	14.3	6.7	-
<i>I find it difficult to answer</i>	14.3	-	11.1



For the option “Other”, students indicated the following options\*:

- Good
- Everything is satisfactory

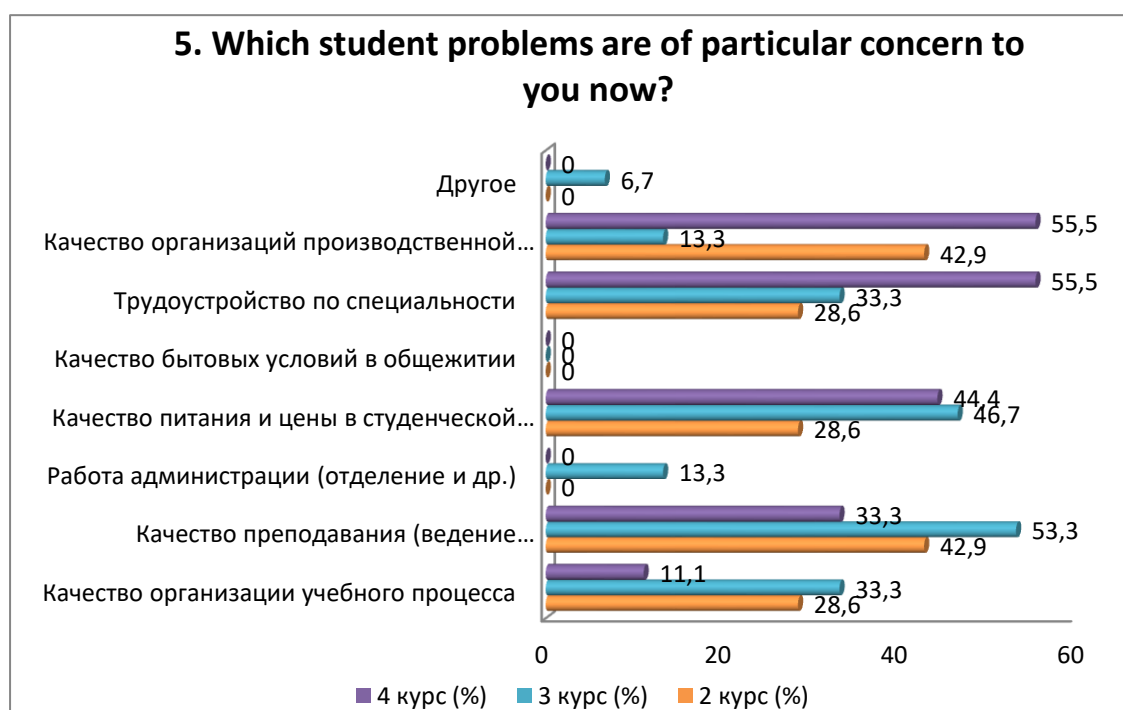
For the option “If you answered “Rather unfriendly than friendly” and “Negative” to the previous question, give recommendations for improvement”, students indicated the following options\*:

- They evaluate it unclearly.

5. Which student problems are of particular concern to you now? (choose no more than 3 answer options)

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Quality of organizing the educational process</i>	28.6	33.3	11.1
<i>Quality of teaching (class conducting, assessment of knowledge, etc.)</i>	42.9	53.3	33.3
<i>Administration work (department, etc.)</i>	-	13.3	-
<i>Quality of food and prices in the student canteen</i>	28.6	46.7	44.4
<i>Quality of living conditions in the hostel</i>	-	-	-
<i>Employment by specialty</i>	28.6	33.3	55.5
<i>Quality of industrial practice organizations</i>	42.9	13.3	55.5
<i>Other</i>	-	6.7	-

\*Сумма в % не равна 100, т.к. предполагался выбор нескольких вариантов ответов



For the option Other, students gave the following answers\*:

- Everything is satisfactory.

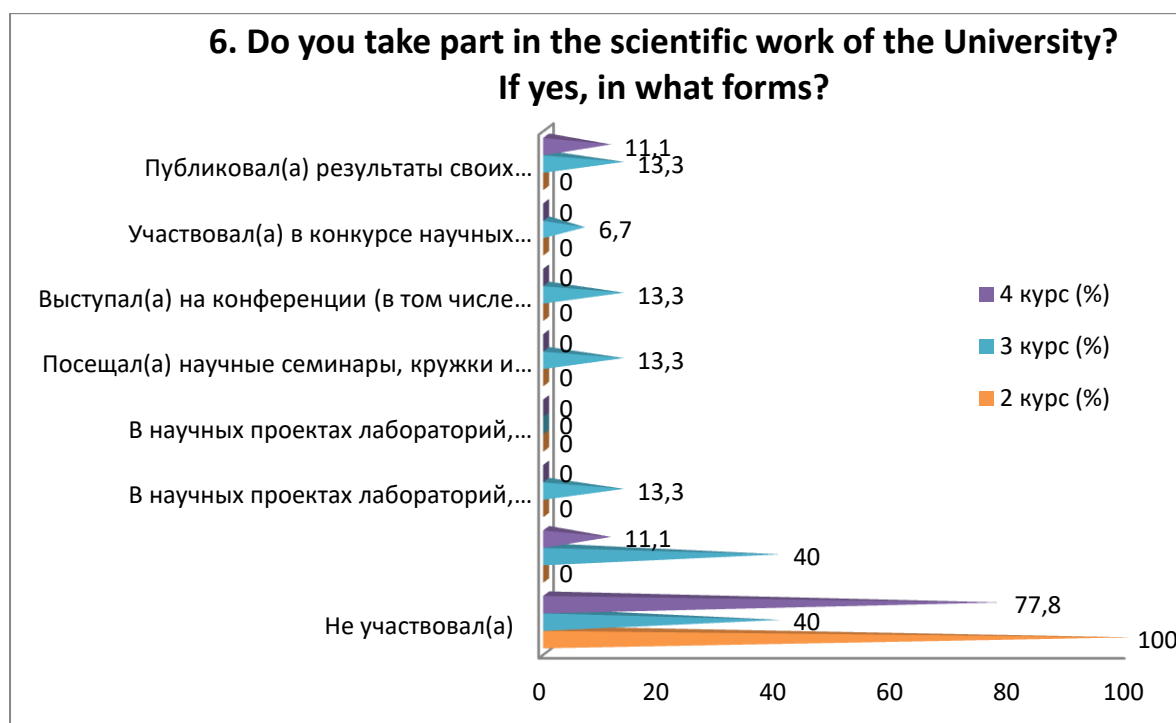
6. Do you take part in the scientific work of the University? If yes, in what forms? (check all that apply)

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Do not participate</i>	100	40	77.8

\* Students' answers to the option "other" and "if you answered "not satisfied..." to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

<i>Sometimes, when it is necessary for formal reasons</i>	-	40	11.1
<i>In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.</i>	-	13.3	-
<i>In scientific projects of laboratories, clubs, circles, etc. free of charge</i>	-	-	-
<i>Attend scientific seminars, clubs and other scientific events</i>	-	13.3	-
<i>Speaker at a conference (including a student conference), scientific seminar)</i>	-	13.3	-
<i>Participated in the competition of scientific student works</i>	-	6.7	-
<i>Published the results of his research (including in student collections)</i>	-	13.3	11.1

\* The amount in % is not equal to 100, because multiple answer options were expected



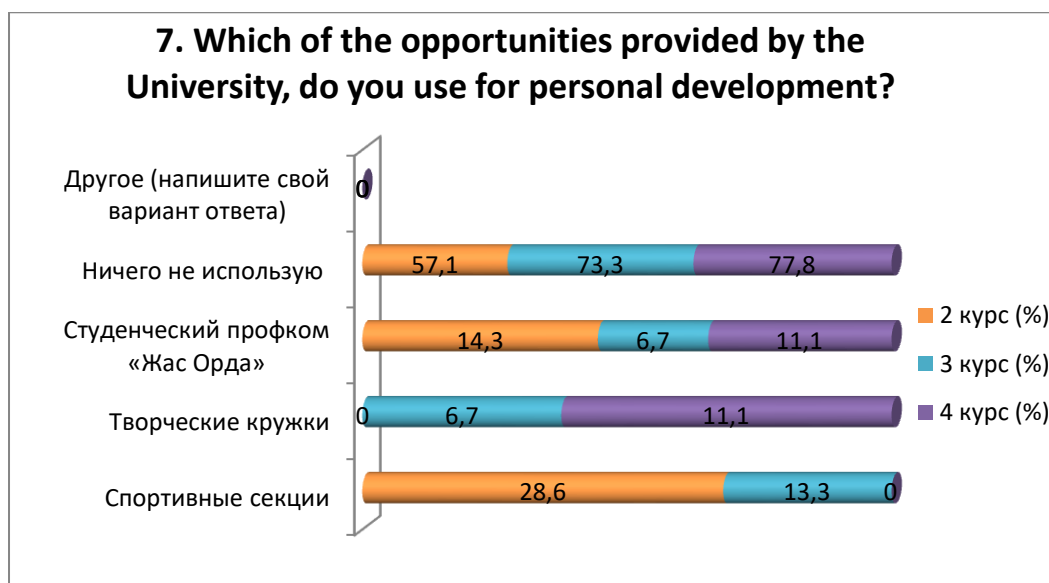
To the option “If you answered “Did not participate” to the previous question, write why,” the students indicated the following options□:

- I don't want
- I'm not interested.

**7. Which of the opportunities provided by the University do you use for personal development?**

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Sport sections</i>	28.6	13.3	-
<i>Creative clubs</i>	-	6.7	11.1
<i>Student trade union committee "Zhas Orda"</i>	14.3	6.7	11.1

<i>I don't use anything</i>	57.1	73.3	77.8
<i>Other (you option)</i>	-	-	-



For the option “If you answered “I don’t use anything” to the previous question, write why,” students indicated the following options\*:

2 year	3 year	4 year
- I don't want - It is my choice	- Not interested - No time	-

### 8 How much satisfied are you with the material resources of our University?

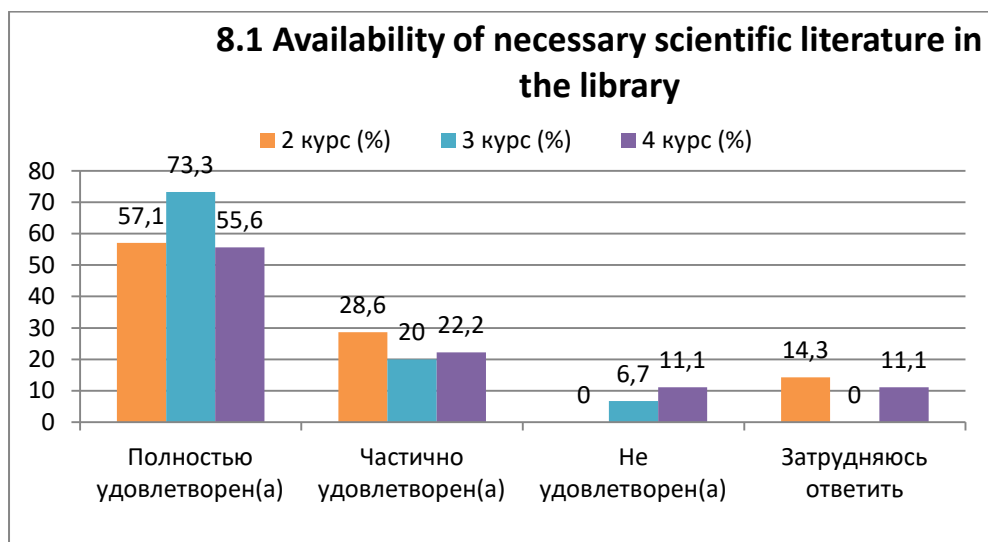
8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet channel width, its speed
8.4 Software modernity
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability of sports equipment

Other \_\_\_\_\_

If you answered the previous question “not satisfied”, give recommendations for improving the services provided \_\_\_\_\_

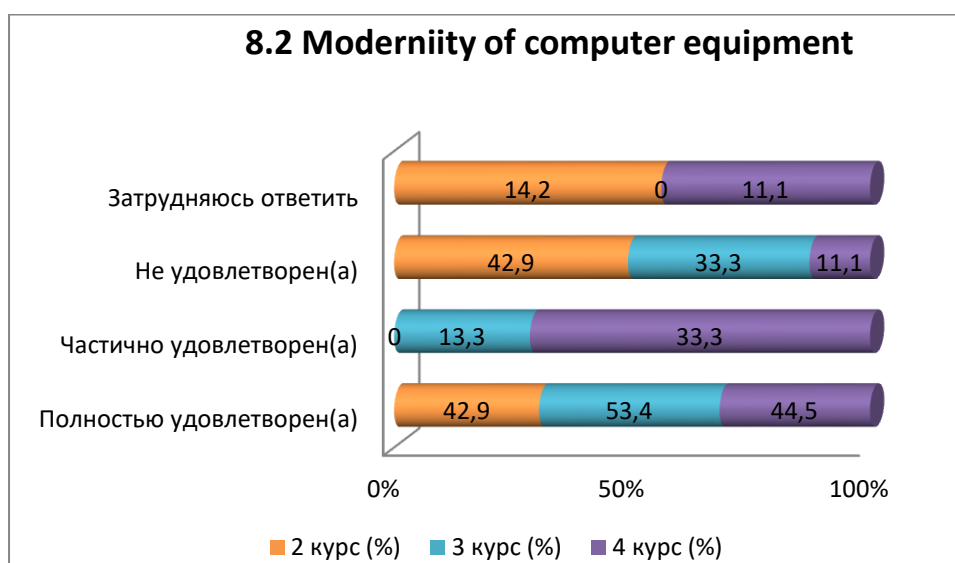
#### 8.1 Availability of necessary scientific literature in the library

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	57.1	73.3	55.6
<i>Partially satisfied</i>	28.6	20	22.2
<i>Not satisfied</i>	-	6.7	11.1
<i>I find it difficult to answer</i>	14.3	-	11.1



### 8.2 Modernity of computer equipment

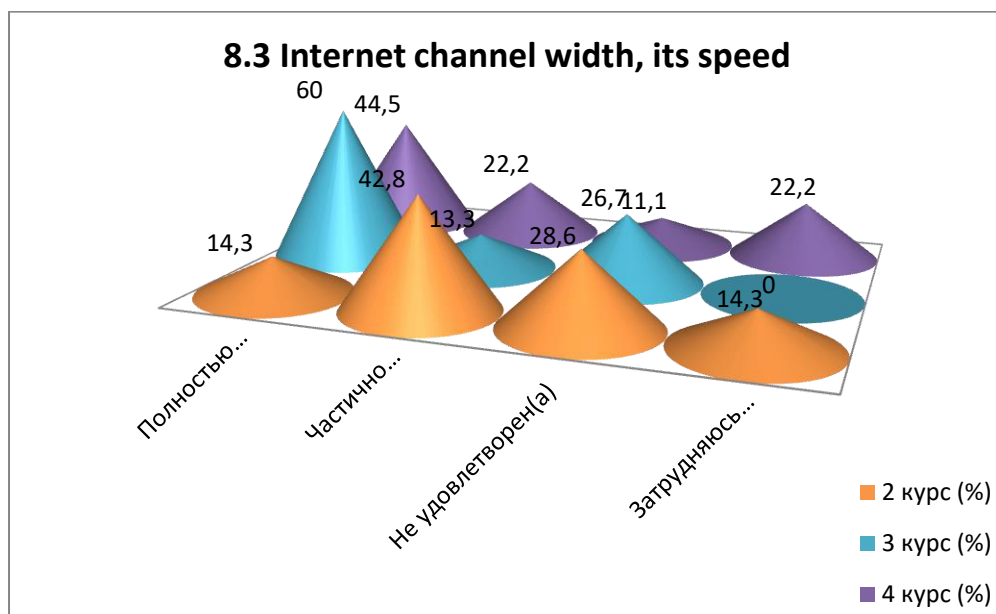
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	42.9	53.4	44.5
<i>Partially satisfied</i>	-	13.3	33.3
<i>Not satisfied</i>	42.9	33.3	11.1
<i>I find it difficult to answer</i>	14.2	-	11.1



### 8.3 Internet channel width, its speed

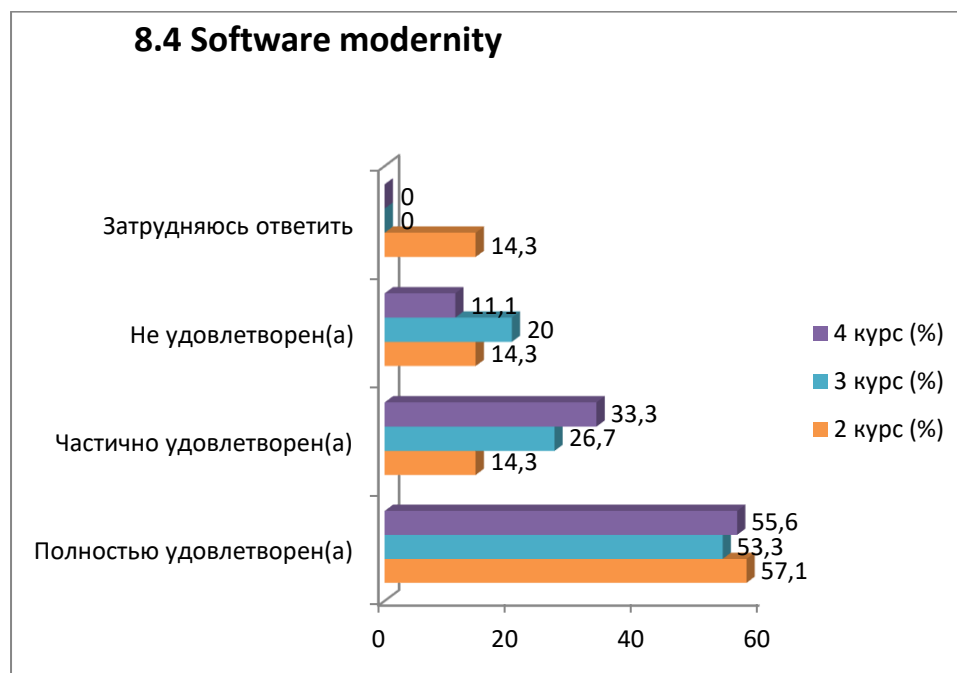
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	14.3	60	44.5
<i>Partially satisfied</i>	42.8	13.3	22.2
<i>Not satisfied</i>	28.6	26.7	11.1
<i>I find it difficult to answer</i>	14.3	-	22.2





### 8.4 Software modernity

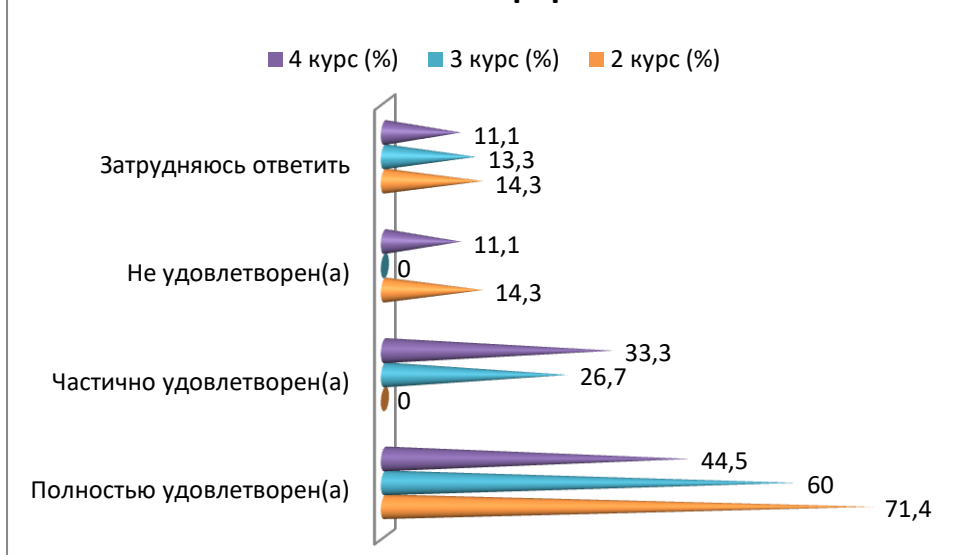
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	57.1	53.3	55.6
<i>Partially satisfied</i>	14.3	26.7	33.3
<i>Not satisfied</i>	14.3	20	11.1
<i>I find it difficult to answer</i>	14.3	-	-



### 8.5 Availability of educational and scientific equipment

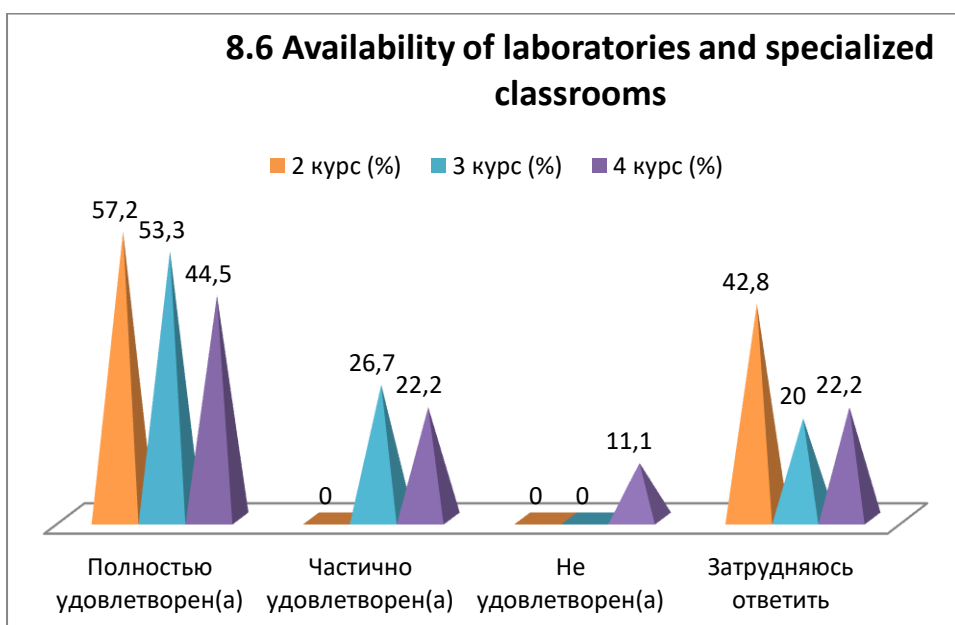
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	71.4	60	44.5
<i>Partially satisfied</i>	-	26.7	33.3
<i>Not satisfied</i>	14.3	-	11.1
<i>I find it difficult to answer</i>	14.3	13.3	11.1

### 8.5 Availability of educational and scientific equipment



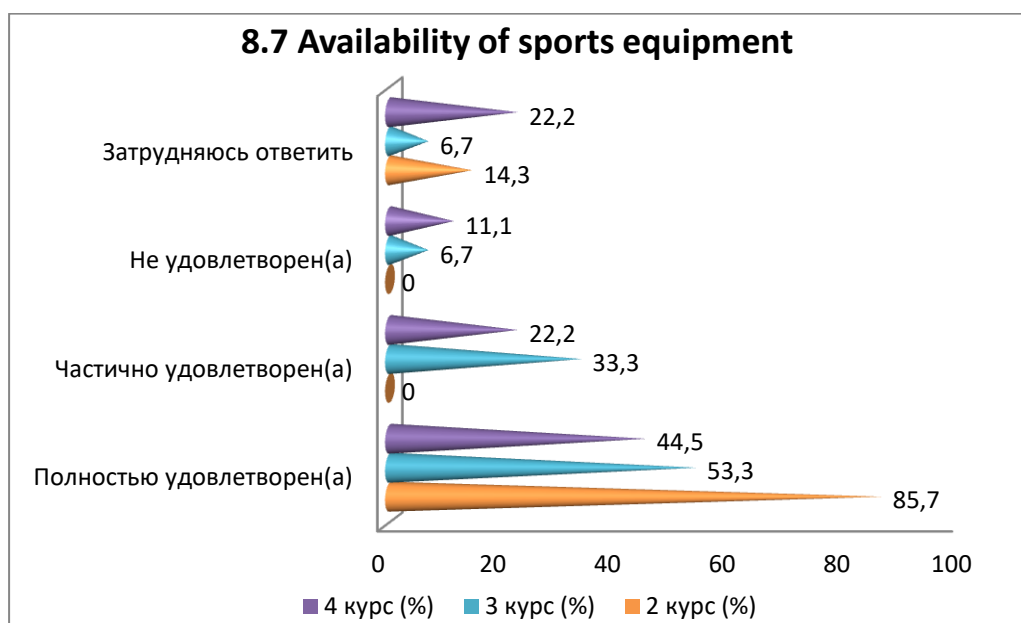
### 8.6 Availability of laboratories and specialized classrooms

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	57.2	53.3	44.5
<i>Partially satisfied</i>	-	26.7	22.2
<i>Not satisfied</i>	-	-	11.1
<i>I find it difficult to answer</i>	42.8	20	22.2



### 8.7 Availability of sports equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	85.7	53.3	44.5
<i>Partially satisfied</i>	-	33.3	22.2
<i>Not satisfied</i>	-	6.7	11.1
<i>I find it difficult to answer</i>	14.3	6.7	22.2



For the option “If you answered the previous question “Partly satisfied” and “Not satisfied, give recommendations for improvement,” students indicated the following options\*:

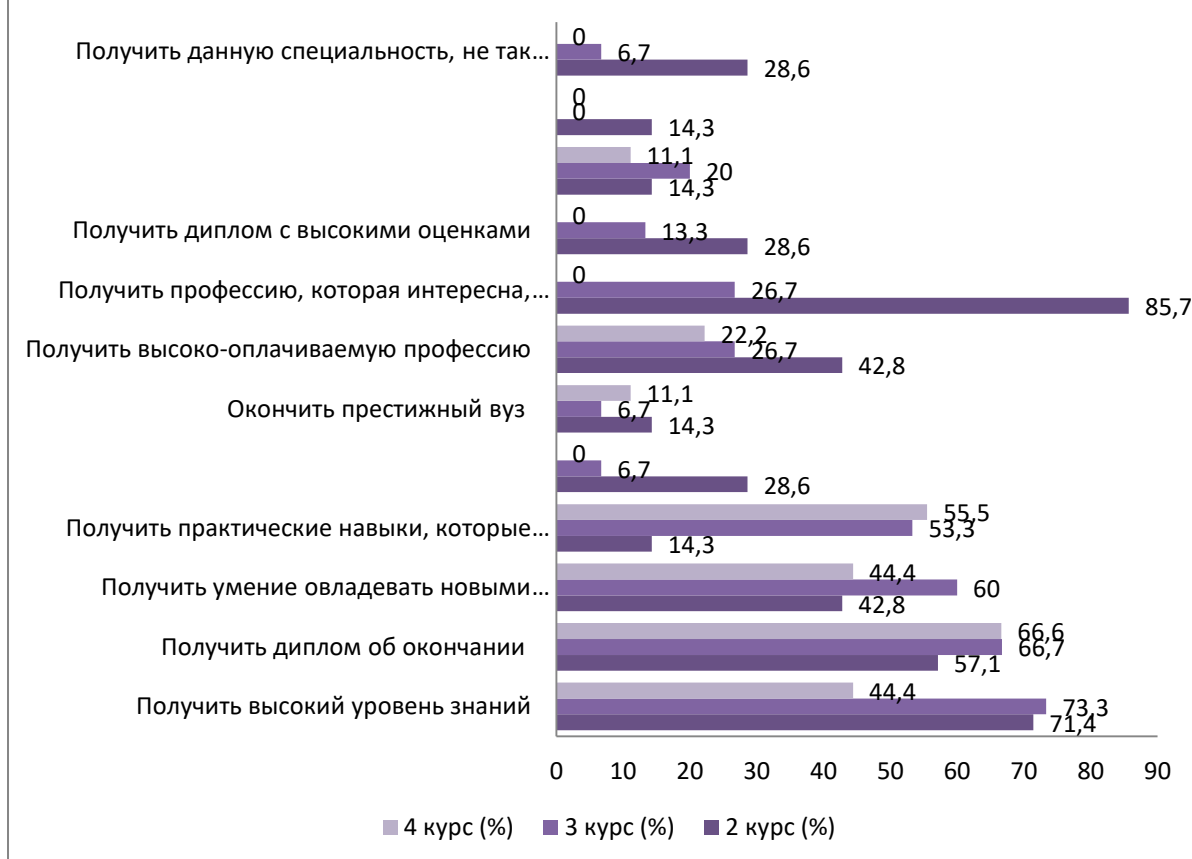
2 year	3 year	4 year
- Computers fail very often	- Wi-fi does not work normally, Internet does not work at all	-

**9. What is more important for you to get as a result of studying at the University?**  
(You can select one or more answer options)

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Acquiring a high level of knowledge</i>	71.4	73.3	44.4
<i>Receiving a diploma of completion</i>	57.1	66.7	66.6
<i>Gaining the ability to acquire new knowledge that will help one to quickly adapt to the workplace</i>	42.8	60	44.4
<i>Gaining practical skills that one can immediately use at work</i>	14.3	53.3	55.5
<i>Receiving a diploma, the prestige of the university does not matter</i>	28.6	6.7	-
<i>Graduating from a prestigious university</i>	14.3	6.7	11.1
<i>Acquiring a highly paid profession</i>	42.8	26.7	22.2
<i>Acquiring a profession that is interesting and matches one’s abilities</i>	85.7	26.7	-
<i>Receiving a diploma with high grades</i>	28.6	13.3	-
<i>One should learn only what is interesting or will be needed in further study (work)</i>	14.3	20	11.1
<i>It’s not so important in what specialty to graduate from this particular university</i>	14.3	-	-
<i>Getting this specialty is not so important in which university.</i>	28.6	6.7	-

\*The amount in % is not equal to 100, because multiple answer options were expected

### 9. What is more important for you to get as a result of studying at the University?



**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, to improve the quality of services provided, to improve the quality of distance learning and the other areas of the University activities. (Students' answers are presented in the original. The author's spelling and punctuation have been preserved):**

- Difficult to answer
- Nothing
- I think the teachers need more evaluation.

Based on the survey results, the following conclusions can be made:

The analysis of the results of students filling out the questionnaire "Satisfaction of 2-5 year old students with educational services" indicates a positive attitude of students to the conditions, content, organization and quality of the educational process at the University. The majority of the surveyed students (88.3%) expressed satisfaction with the educational process as a whole. For ease of analysis, let us consider in more detail the criteria by which respondents assessed their satisfaction with educational services.

According to the data obtained, 77.9% of respondents are satisfied with the class schedule, which indicates a satisfactory level of its organization. Meanwhile, 17.4% of students expressed dissatisfaction with the class schedule, indicating the following in the open-ended answer option\*: "Make the break is longer, it is impossible to sit in class for 1.45, not everyone lets you go even for five minutes".

The independent work of students with the teachers of the department is also at a high level. More than 88% are satisfied with the SIWT.

84.2% of the students surveyed are satisfied with the organization of the practices. This indicates that most students have a positive impression of the practice and consider it to be organized well enough. 12.1% of students expressed dissatisfaction with the internship process, but did not indicate the reason for their dissatisfaction. And another 3.7% of respondents found it difficult to answer. Perhaps this is due to uncertainty in their assessment of the practice.

The level of satisfaction with the library's work can be assessed as high, positively noted by 87.8% of the surveyed students. 12.2% expressed their dissatisfaction, but did not write an explanation for their answers.

During the survey, a significant part of the recommendations for improving the services provided were given regarding organization of catering at the University (19.3% were partially satisfied and 20.6% were not satisfied). The following shortcomings were identified: a small range of dishes offered, inflated prices, lack of certain assortments, etc.

In general, students evaluate organization of independent work (88.6%), laboratory work (72.7%), the ability to access full-text databases of scientific publications (81.9%), the quality of medical care (59.5%), and living conditions in the dormitory (51.3%) well.

To the question "Is the information of academic mobility opportunities available to you?" the answer option Yes was chosen by 97.8% of respondents. Based on this, it can be understood that the university is successfully implementing a program of outgoing and incoming academic mobility, which contributes to improving the quality of higher education, increasing the effectiveness of scientific research, establishing internal and external integration links, and using global educational resources.

It can be seen from the presented results, the relationships between students, teachers and students (in the educational process), curators and students, administration and students, department staff (library, student department, etc.) and students, security service and students are assessed by respondents mainly as "friendly" and "more friendly than unfriendly", respectively, which fully corresponds to the high level of satisfaction, is a good indicator of the moral and psychological climate in the student environment.

72.6% of students do not participate in the scientific work of the University. Students explain the reasons for not participating in scientific activities by various factors, such as absence of motivation and of interest in scientific work.

The survey also revealed 69.4% of students who do not use the opportunities provided by the university for personal development, such as sports sections, creative circles and the student trade union "Zhas Orda". The reasons are limited time or lack of desire to use these opportunities. The University material resources fully satisfy the needs of most of the students surveyed. However, students still left comments where the main suggestions are related to improving the speed of the Internet and the quality of computer equipment.

To the question "What is more important for you to get as a result of studying at your University?" students put "To receive a diploma of completion" in first place - 63.5%. Next is "To obtain a high level of knowledge" - 63%. In third place is "To acquire the ability to master new knowledge that will help you quickly adapt to the workplace" - 62.4%.

In general, the survey results indicate the need for further improvement of the university's work to improve the quality of the organization of the educational process, as well as to form conditions for the active involvement of students in scientific and extracurricular activities.

**Recommendations:**

The head of the department needs to familiarize the staff and students with the results of the survey and to discuss them during supervisory hours; if necessary, to develop an action plan to improve the quality of educational services.

Students can request the survey results by email from the Center of Quality Management and Accreditation [cqma\\_kstu@mail.ru](mailto:cqma_kstu@mail.ru).