

**Report**  
**on the results of the survey**  
**“Satisfaction of 2-5 year students with educational services”**  
**in 2023 – 2024 academic year**  
**Department: Architecture and Design**  
**Specialty: 6B07301 Architecture**

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 6B07301 Architecture, 191 respondents took part in the survey:

- 2 year – 87 students (68%);
- 3 year – 45 students (54,2%);
- 4 year – 59 students (74,7%).

**Mode of training**

- Budget – 155 students (81,2%);
- Paid – 36 students (18,8%).

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

**Indicators:**

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

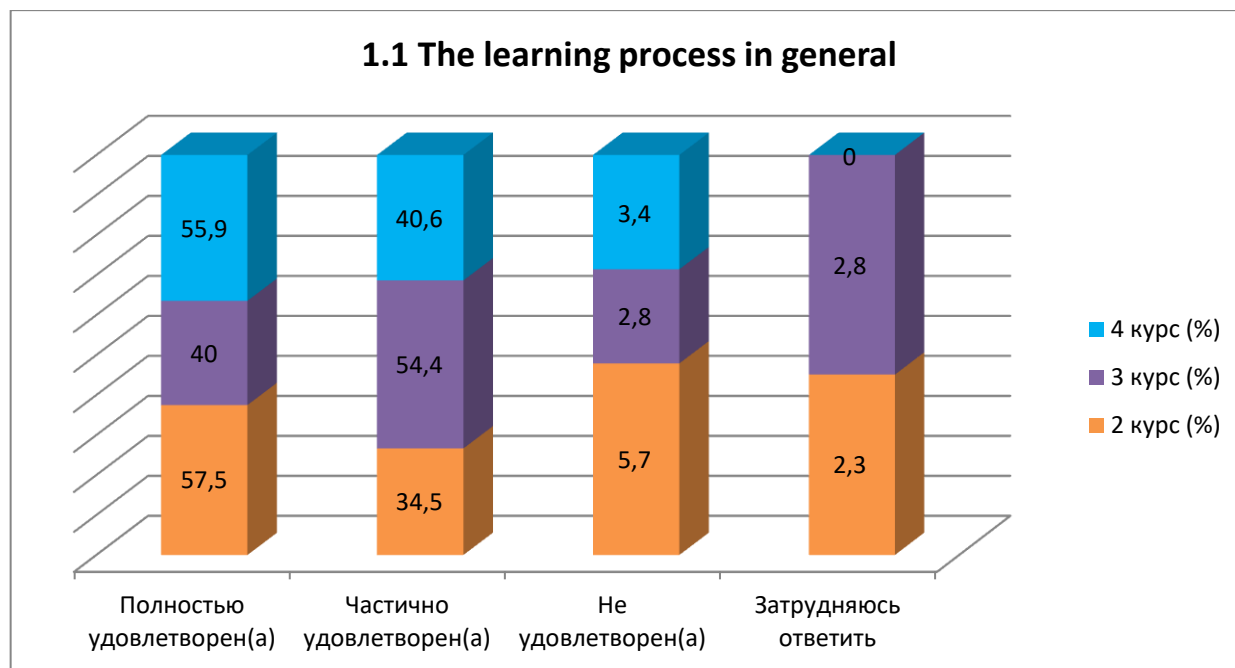
1.1 The learning process in general
1.2 Class schedule
1.3 Organization of independent work
1.4 Practices
1.5 Organizing and conducting SIWT
1.6 Organizing and conducting laboratory work
1.7 Satisfaction with the library work
1.8 Possibility of access to full-text databases of scientific publications
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. \_\_\_\_\_

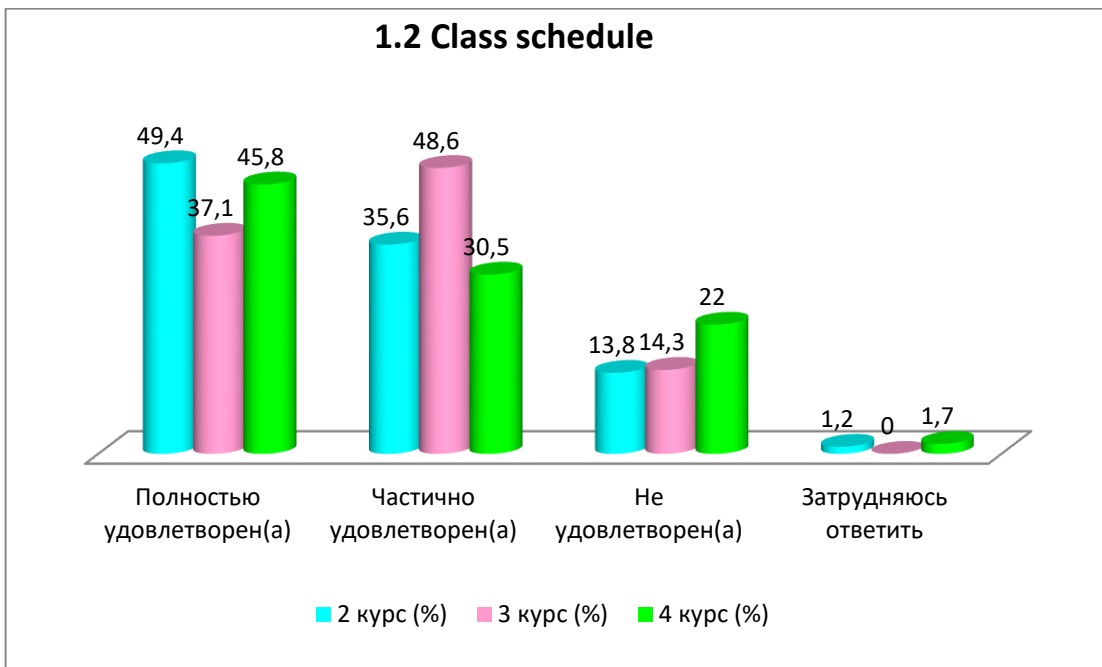
## 1.1 The learning process in general

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	57.5	40	55.9
<i>Partially satisfied</i>	34.5	54.4	40.6
<i>Not satisfied</i>	5.7	2.8	3.4
<i>I find it difficult to answer</i>	2.3	2.8	-



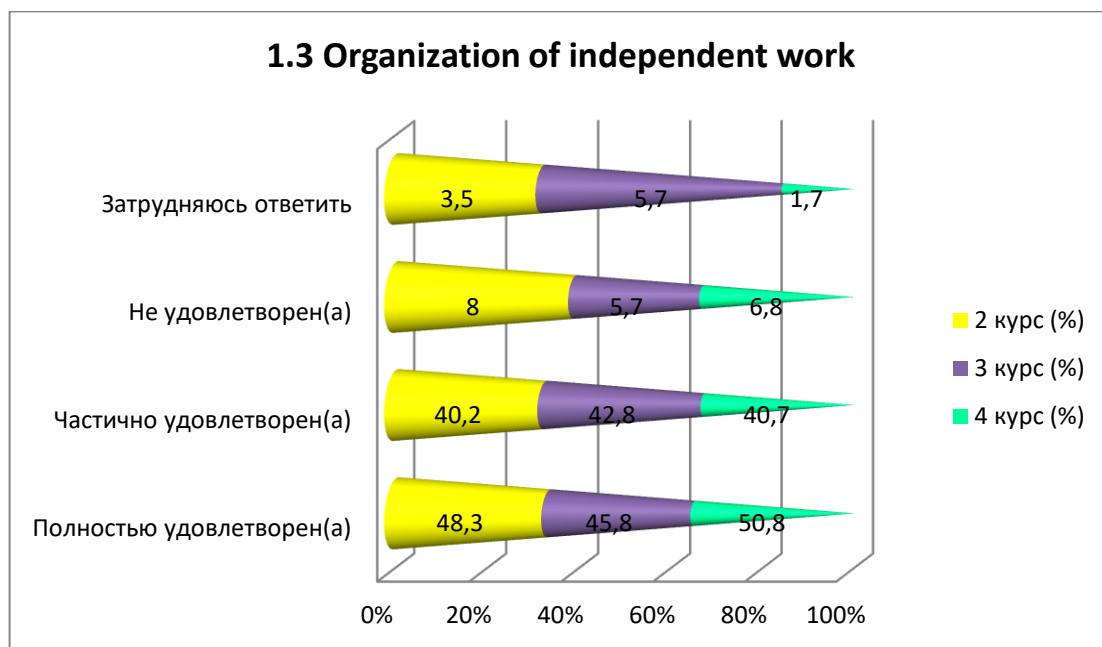
## 1.2 Class schedule

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	49.4	37.1	45.8
<i>Partially satisfied</i>	35.6	48.6	30.5
<i>Not satisfied</i>	13.8	14.3	22
<i>I find it difficult to answer</i>	1.2	-	1.7



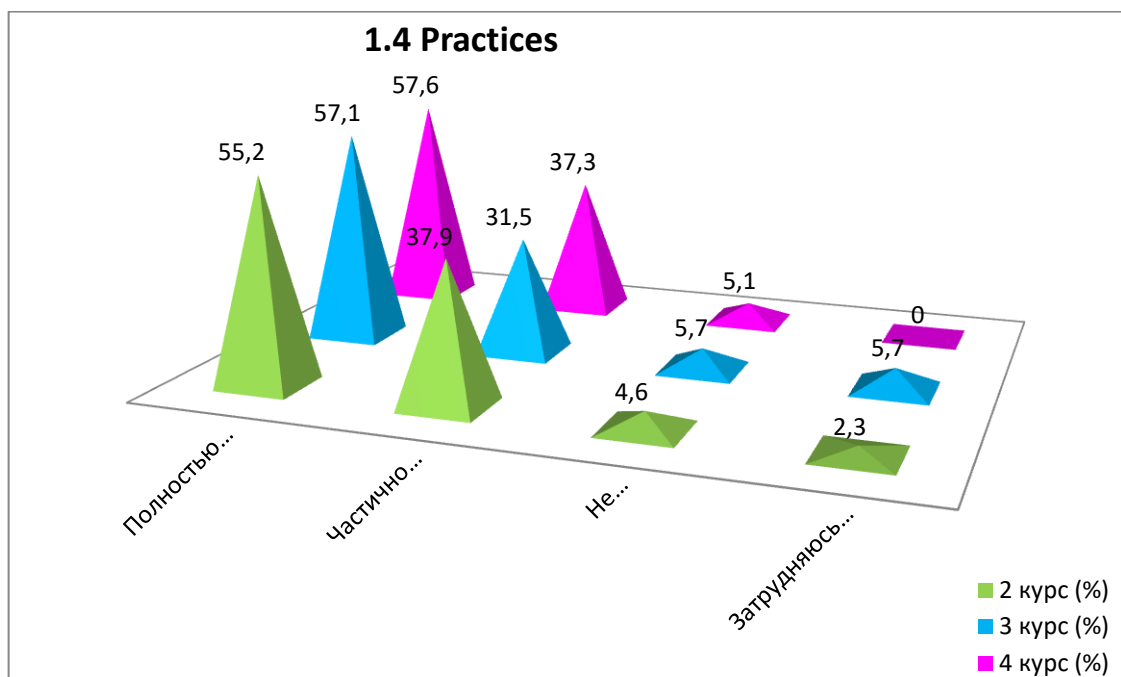
### 1.3 Organization of independent work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	48.3	45.8	50.8
<i>Partially satisfied</i>	40.2	42.8	40.7
<i>Not satisfied</i>	8	5.7	6.8
<i>I find it difficult to answer</i>	3.5	5.7	1.7



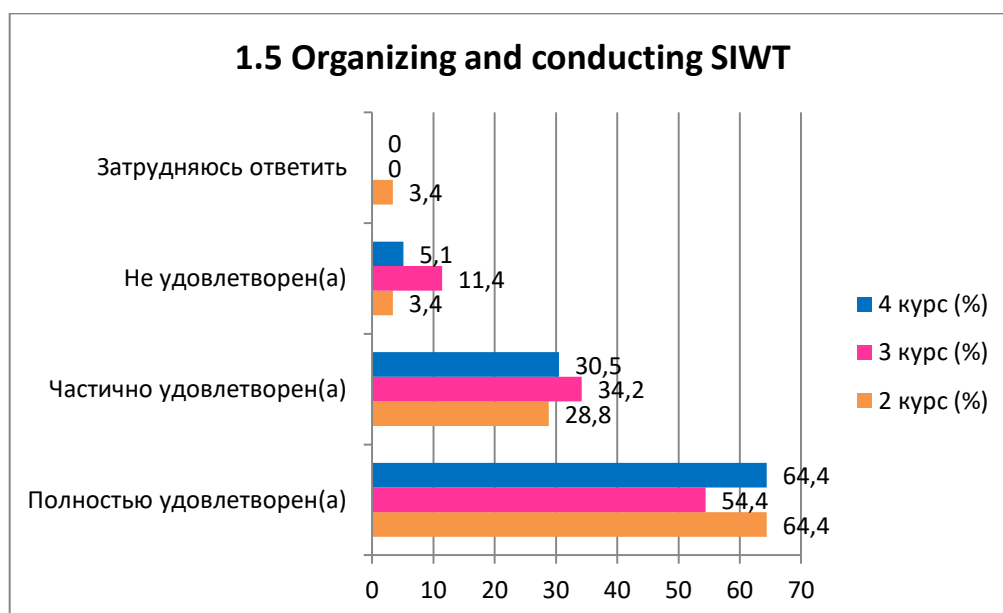
### 1.4 Practices

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	55.2	57.1	57.6
<i>Partially satisfied</i>	37.9	31.5	37.3
<i>Not satisfied</i>	4.6	5.7	5.1
<i>I find it difficult to answer</i>	2.3	5.7	-



### 1.5 Organizing and conducting SIWT

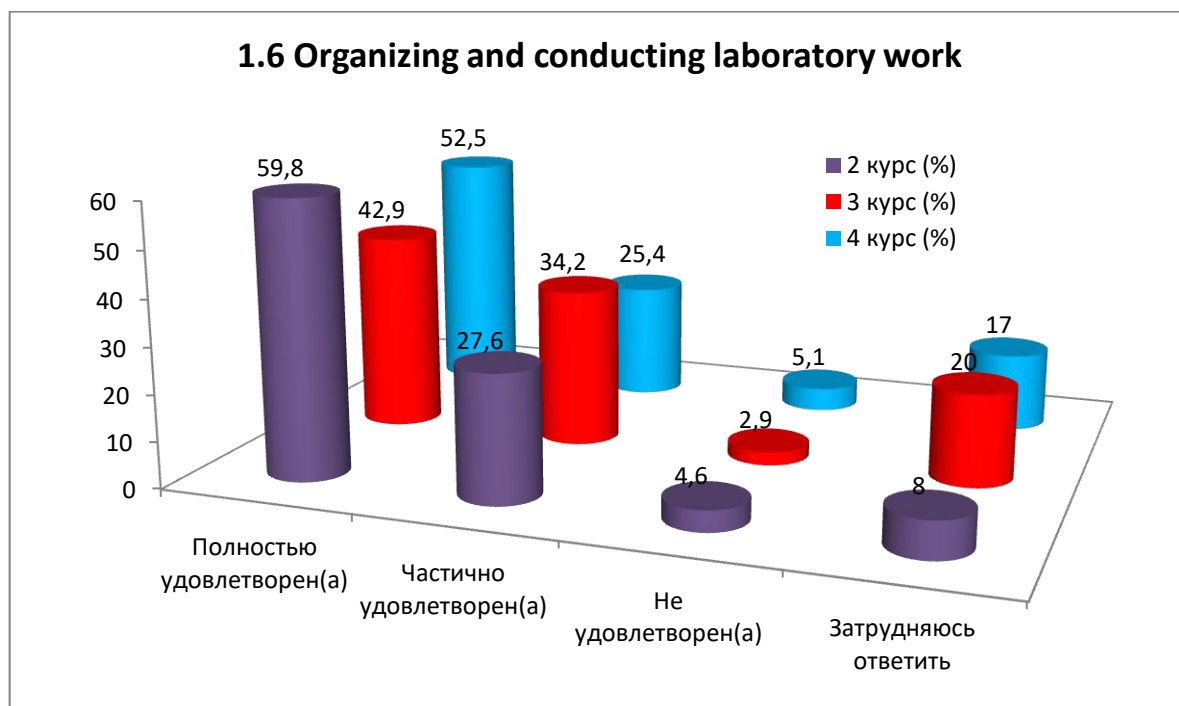
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	64.4	54.4	64.4
<i>Partially satisfied</i>	28.8	34.2	30.5
<i>Not satisfied</i>	3.4	11.4	5.1
<i>I find it difficult to answer</i>	3.4	-	-



### 1.6 Organizing and conducting laboratory work

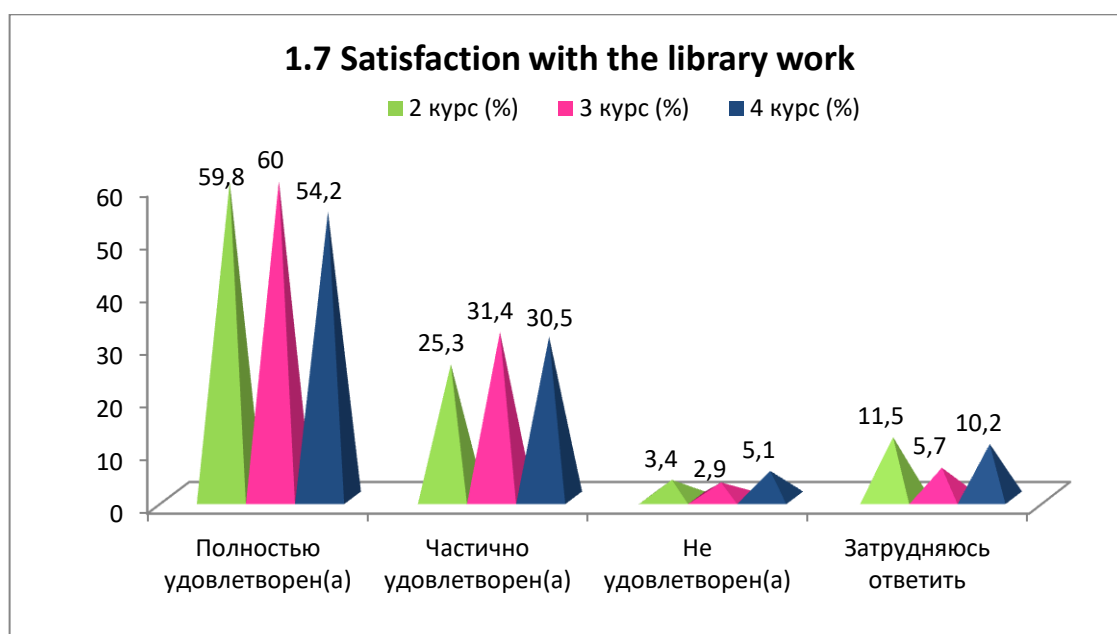
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	59.8	42.9	52.5
<i>Partially satisfied</i>	27.6	34.2	25.4
<i>Not satisfied</i>	4.6	2.9	5.1
<i>I find it difficult to answer</i>	8	20	17

### 1.6 Organizing and conducting laboratory work



### 1.7 Satisfaction with the library work

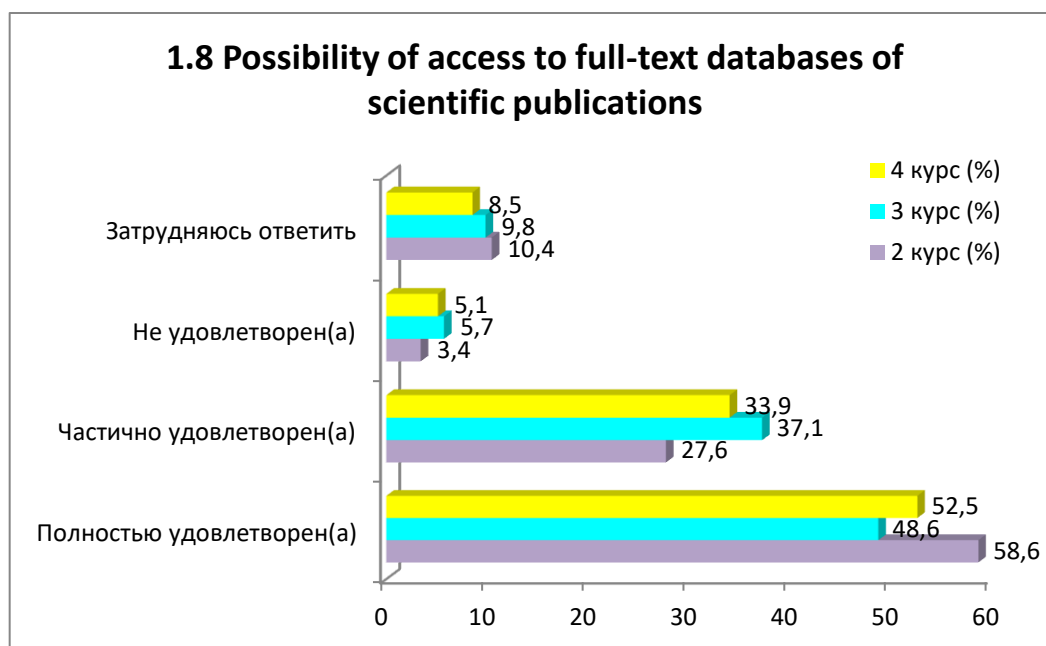
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	59.8	60	54.2
<i>Partially satisfied</i>	25.3	31.4	30.5
<i>Not satisfied</i>	3.4	2.9	5.1
<i>I find it difficult to answer</i>	11.5	5.7	10.2



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

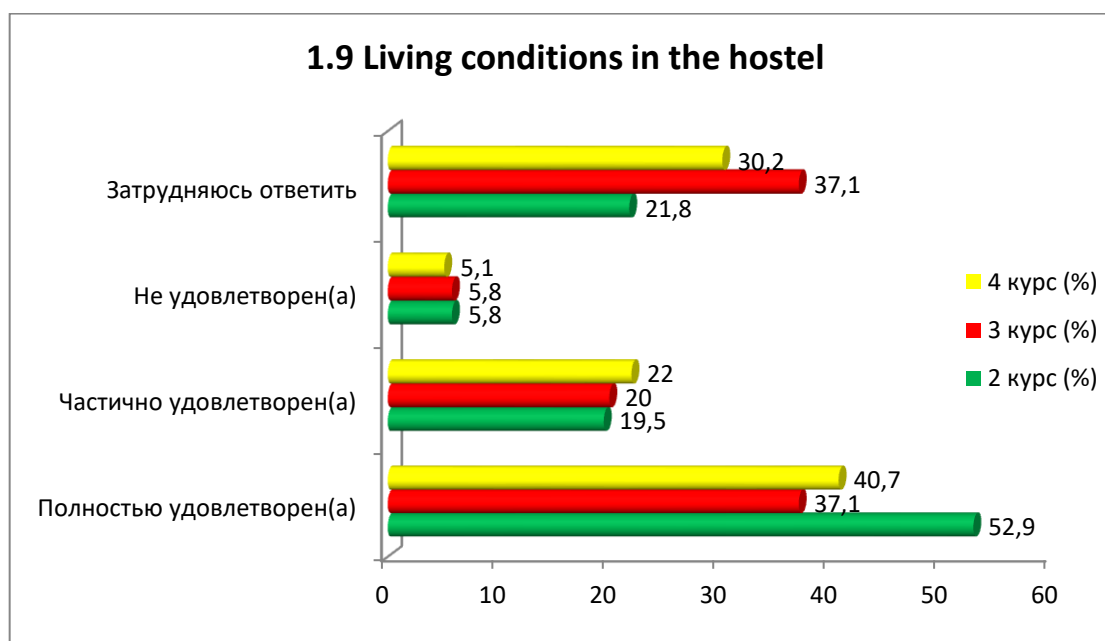
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	58.6	48.6	52.5
<i>Partially satisfied</i>	27.6	37.1	33.9
<i>Not satisfied</i>	3.4	5.7	5.1

<i>I find it difficult to answer</i>	10.4	9.8	8.5
--------------------------------------	------	-----	-----



### 1.9 Living conditions in the hostel

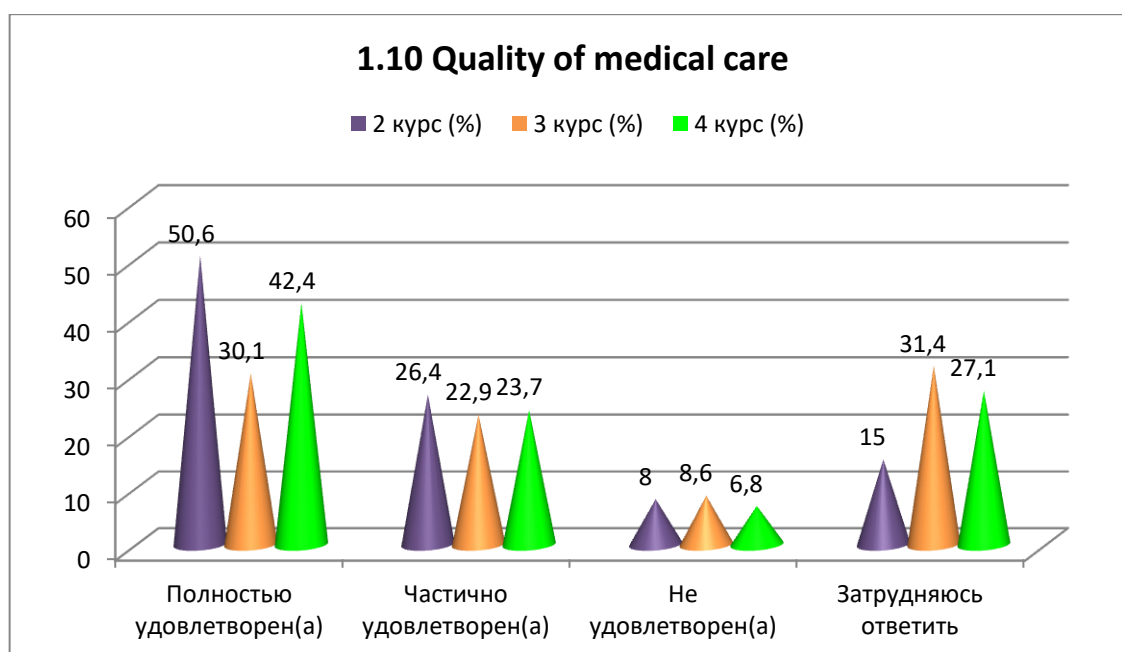
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	52.9	37.1	40.7
<i>Partially satisfied</i>	19.5	20	22
<i>Not satisfied</i>	5.8	5.8	5.1
<i>I find it difficult to answer</i>	21.8	37.1	30.2



### 1.10 Quality of medical care

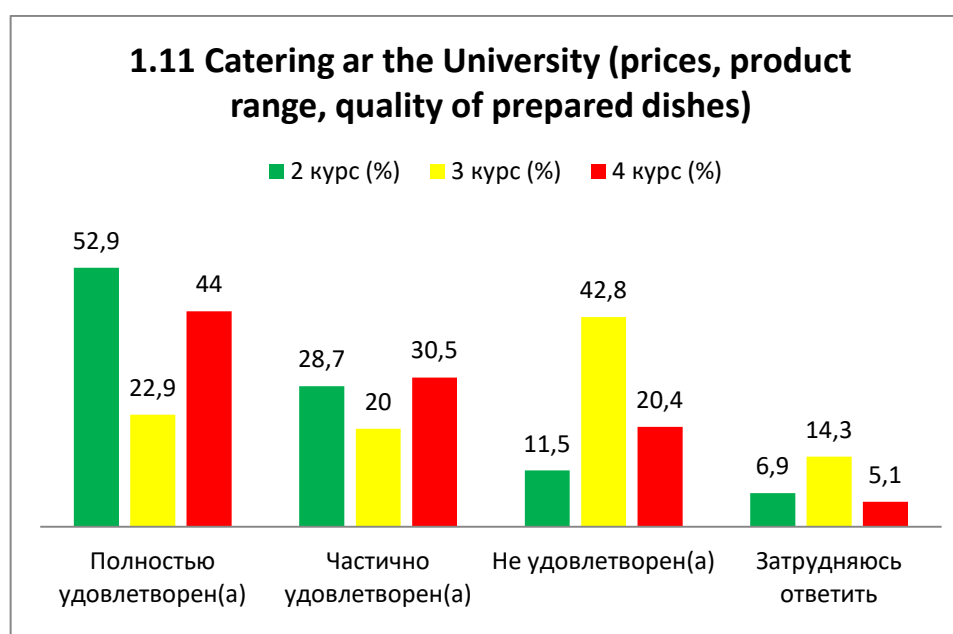
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	50.6	30.1	42.4
<i>Partially satisfied</i>	26.4	22.9	23.7
<i>Not satisfied</i>	8	8.6	6.8

<i>I find it difficult to answer</i>	15	31.4	27.1
--------------------------------------	----	------	------



### 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>	52.9	22.9	44
<i>Partially satisfied</i>	28.7	20	30.5
<i>Not satisfied</i>	11.5	42.8	20.4
<i>I find it difficult to answer</i>	6.9	14.3	5.1



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

\*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

2 year	3 year	4 year
<ul style="list-style-type: none"> <li>- I don't know about living in a hostel, so I answered "I'm at a loss"</li> <li>- Not satisfied</li> <li>- Everything is fine</li> </ul>	<ul style="list-style-type: none"> <li>- I got poisoned in the canteen and then flew and vomited for two days, it's terribly tasteless and life-threatening. There is no 0.5 ordinary water, everything is expensive and tasteless, the cheapest coffee bags are sold for 180 tenge.</li> <li>- The canteen is 0000000</li> </ul>	<ul style="list-style-type: none"> <li>- Sometimes you come across spoiled food in the cafeteria</li> <li>- The canteen is terrible</li> <li>- There were no calls to the medical center.</li> <li>- I don't live in a hostel.</li> <li>- Good</li> <li>- Satisfied</li> </ul>

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

2 year	3 year	4 year
<ul style="list-style-type: none"> <li>- I can't say</li> <li>- Reduce prices</li> <li>- It's not convenient that now there is only 1 buffet in the building, there is a large concentration of students, that others prefer to wait for the next break, but when they arrive there is nothing left</li> <li>- Add places where you can eat. Thousands of students study at Polytechnic University, but there are only 2 cafeterias. The distribution of subjects in the The schedule is inconvenient, and in terms of complexity For example, on Tuesday there are three pairs, on Thursday too, and on Friday only 2 and from 9. Offer: three double-classes on Monday, two on Tuesday, two on Thursday, and two on Friday</li> <li>- Adjust prices in the canteen.</li> <li>- Do not place classes on Saturday</li> <li>- if more time was added to the disciplines important for the specialty, it would be great. For example, composition. After all, the composition happens once a week.</li> <li>- Cancel classes on Saturday</li> <li>- I came after college and they immediately piled on 3 annual work, I'm not happy with this, I'll be honest. At these annual seminars we are simply told what to do and everyone is simply given a task and is not</li> </ul>	<ul style="list-style-type: none"> <li>- Classes on Saturday at 9 am</li> <li>- The goods in the buffet can lie for several days. There have been cases of poisoning.</li> <li>- Improve the range of dishes, hot dishes</li> <li>- The assortment of the university canteen can only provide products that are not entirely healthy for health, prices for students are high, and only 1 out of 2 canteens are currently open in building 1. Just as an idea, you can put paid water and snack machines on the floors.</li> <li>- Prices in the canteen do not correspond to quality. Classes are held on Saturday, although the University operates on the 4-day education system</li> <li>- It is necessary to come up with something with the canteen, so getting there during breaks is unrealistic.</li> <li>- Inconvenient SIWT schedule, I can't attend.</li> <li>- Do not try fried foods, use better quality products</li> <li>- It is necessary to improve the level of food quality in the canteen</li> <li>- the dining room there is not tasty and does not meet the requirements</li> <li>- Improve the dining room, the food, it doesn't look appetizing at all, so you have to run outside for a sandwich for 5 minutes, and the only drink there is soda, I don't drink that, but I don't want to walk around with a glass, there is no rest room, there are co-working spaces at all</li> </ul>	<ul style="list-style-type: none"> <li>- I can't say</li> <li>- The class schedule is not convenient, classes on Saturday are terribly inconvenient, coming for one class and spending two hours to get to the University and back is not convenient. The food at the buffet is ridiculous due to the size of its portions and the inappropriately expensive price.</li> <li>- Improve the cuisine!</li> <li>- Change the food supplier in the canteen. The food is edible but not tasty. Plus there is no (or in a single sample) suitable food for people with diets (for example, with a limit on flour, or people who are fasting)</li> <li>- The schedule is not suitable</li> <li>- Schedule classes either before lunch or after</li> <li>- Give a point to each student.</li> </ul>



taught anything. - Increase the assortment in the canteen and monitor the expiration date of products - Answered positively - Normal computers that do not freeze are needed	universities, even in damn, we don't even have anything similar	
---	---	--

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

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>No complaints</i>	70.1	80	67.8
<i>Discrepancy between the disciplines studied and the specialty obtained</i>	2.3	2.9	8.4
<i>Inconsistency between the importance of the subject and the number of hours</i>	8	2.9	6.8
<i>Overload with classroom activities</i>	12.7	11.4	3.4
<i>Dissatisfaction with the quality of classes</i>	6.9	2.8	6.8
<i>Dissatisfaction with the organization of tests and exams</i>	-	-	-
<i>Other</i>	-	-	6.8



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

- Satisfied with the entire educational process
- Wonderful teachers spend all their energy not on teaching classes, but on filling out some documents and reports
- Lack of practical training
- Everything is all right.

For the option “If you answered the previous question “Dissatisfaction,” please give recommendations for improvement,” students indicated the following options\*:

- The schedule is not satisfactory.

- **FIRST BUILDING.** The division of classrooms is also not satisfactory; it often happens that there is not enough space and few classrooms with the necessary **WORKING** equipment (projectors) for training. Almost all teachers complain that the projector in 112 does not work. Computers are in poor condition and work terribly. The Internet connection is also not stable and very low, often does not work.

- I would like to better adapt subjects for all specialties to specific specialties, or provide basics and basics without getting into unnecessary specifics

- Please relieve the teachers. Delegate the paperwork to individuals who do not conduct classes. Teachers spend their time filling out paperwork when they could be focusing on the subject. They would have more energy and motivation to carry out activities and creative ideas if there weren't a cheerful pile of paperwork hanging over their heads that they would then have to fill out.

- Teachers of the subject should explain the topic of the subject itself, and not talk about their lives, praising themselves to the whole couple, and the teacher should know the subject that he teaches.

- Everything is fine.

- English language.

- There are not enough hours for some disciplines.

- Not enough hours to study the history of architecture.

- Relieve students' workload and reduce the number of assignments.

- Change the schedule more evenly.

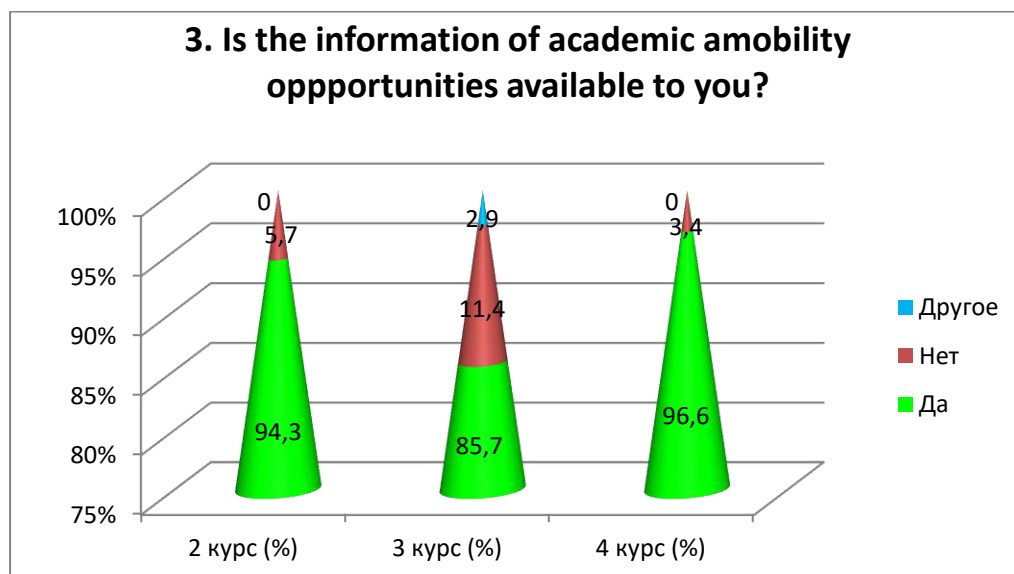
- Perhaps people in their own specialty need to take the test.

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

Answer options	2 year (%)	3 year (%)	4 year (%)
<b>Yes</b>	94.3	85.7	96.6
<b>No</b>	5.7	11.4	3.4
<b>Other</b>	-	2.9	-

For the option "Other" students gave the answer\* :

- 50/50.



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

- Answered positively.
- I haven't heard about this.
- What for?
- Patriot.

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

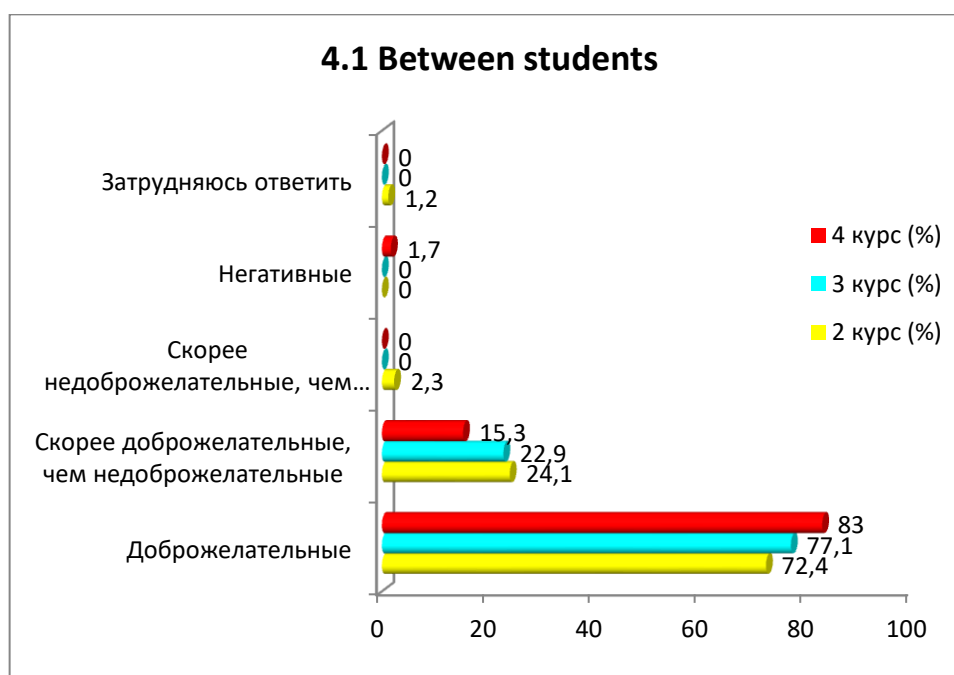
4.1 Between students
4.2 Between teachers and students (in the educational process)
4.3 Between a student and a supervisor
4.4 Between students and administration
4.5 Between students and employees of departments (library, student department, etc.)
4.6 Between students and security service

Other \_\_\_\_\_

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

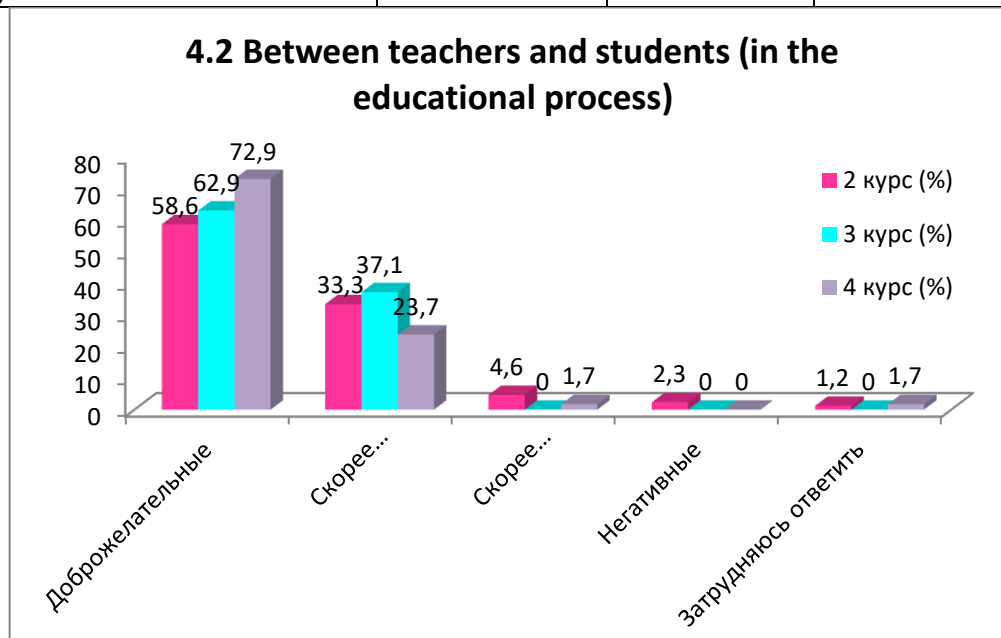
#### 4.1 Between students

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	72.4	77.1	83
<i>More friendly than unfriendly</i>	24.1	22.9	15.3
<i>More unfriendly than friendly</i>	2.3	-	-
<i>Negative</i>	-	-	1.7
<i>I find it difficult to answer</i>	1.2	-	-



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

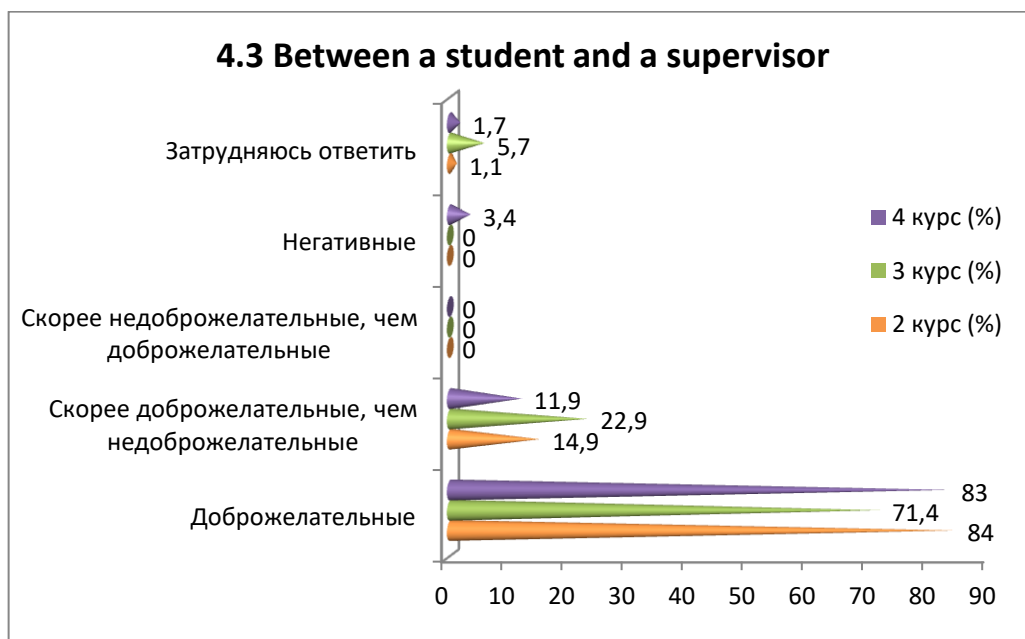
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	58.6	62.9	72.9
<i>More friendly than unfriendly</i>	33.3	37.1	23.7
<i>More unfriendly than friendly</i>	4.6	-	1.7
<i>Negative</i>	2.3	-	-
<i>I find it difficult to answer</i>	1.2	-	1.7



## 4.3 Between a student and a supervisor

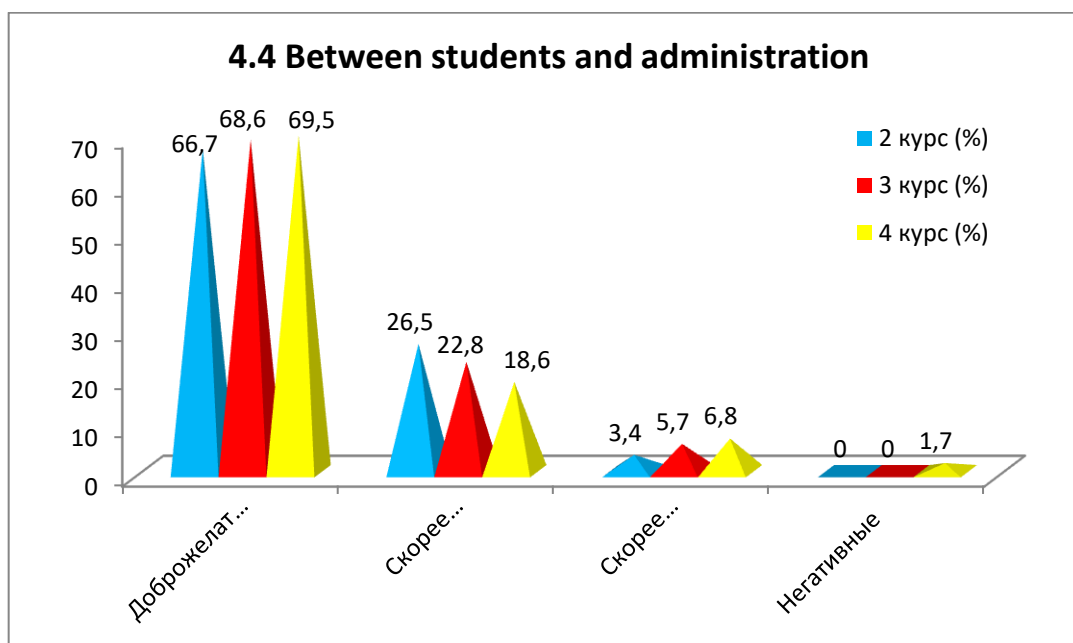
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	84	71.4	83
<i>More friendly than unfriendly</i>	14.9	22.9	11.9
<i>More unfriendly than friendly</i>	-	-	-
<i>Negative</i>	-	-	3.4
<i>I find it difficult to answer</i>	1.1	5.7	1.7

### 4.3 Between a student and a supervisor



### 4.4 Between students and administration

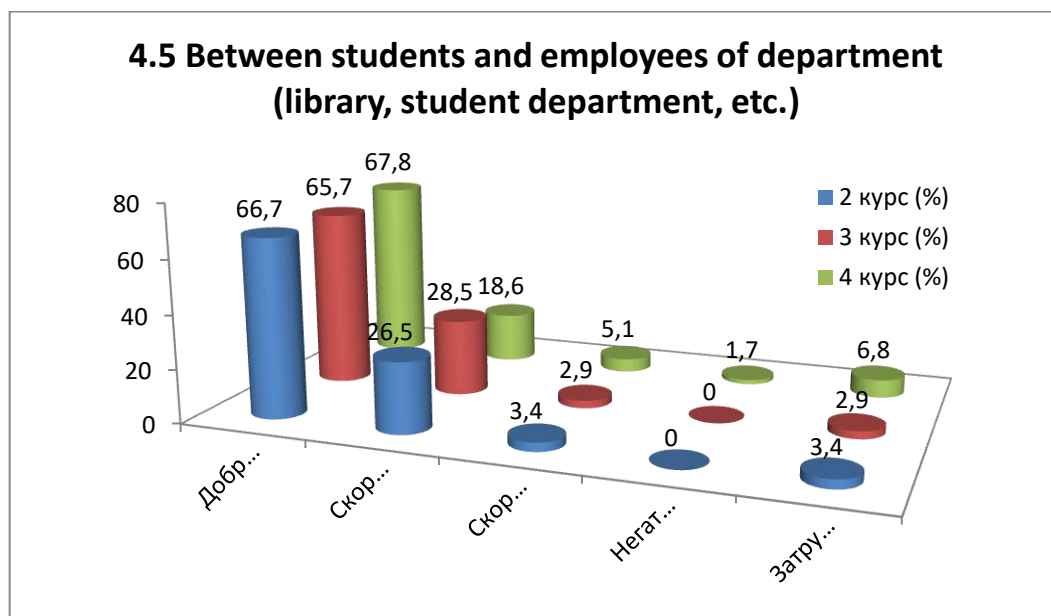
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	66.7	68.6	69.5
<i>More friendly than unfriendly</i>	26.5	22.8	18.6
<i>More unfriendly than friendly</i>	3.4	5.7	6.8
<i>Negative</i>	-	-	1.7
<i>I find it difficult to answer</i>	3.4	2.9	3.4



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

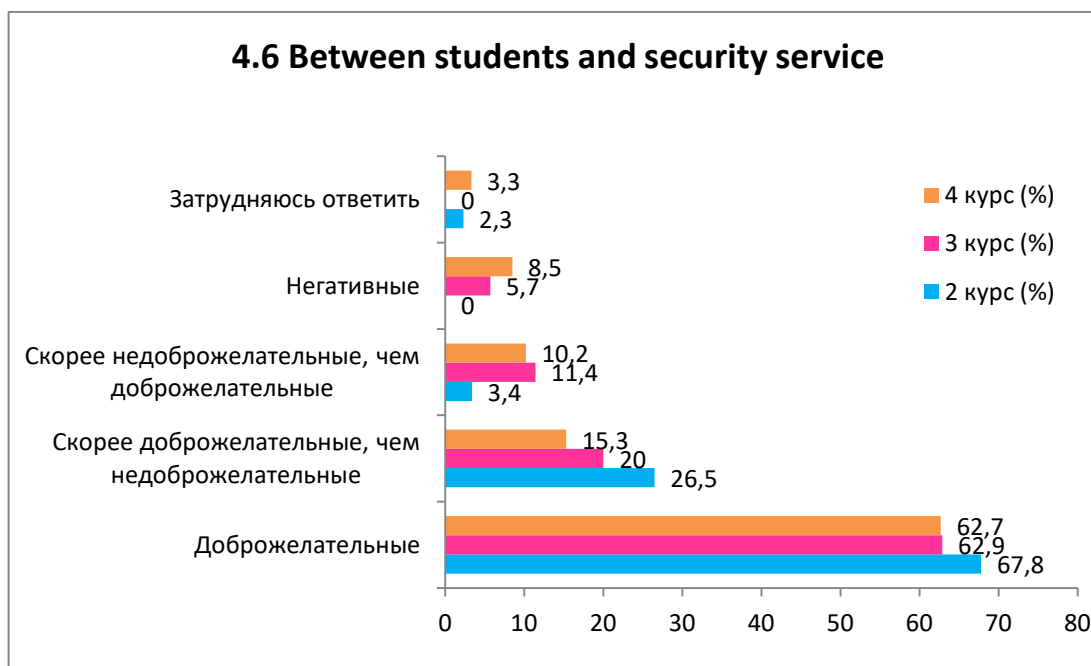
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	66.7	65.7	67.8
<i>More friendly than unfriendly</i>	26.5	28.5	18.6
<i>More unfriendly than friendly</i>	3.4	2.9	5.1

<i>Negative</i>	-	-	1.7
<i>I find it difficult to answer</i>	3.4	2.9	6.8



#### 4.6 Between students and security service

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	67.8	62.9	62.7
<i>More friendly than unfriendly</i>	26.5	20	15.3
<i>More unfriendly than friendly</i>	3.4	11.4	10.2
<i>Negative</i>	-	5.7	8.5
<i>I find it difficult to answer</i>	2.3	-	3.3



Students indicated the following answers for the “Other” option:

- During a heavy downpour, security guards kicked students out of the hall while they were waiting for a taxi, therefore, many students got sick.

- Why are shortened-mode students treated poorly, for example, in the third year, they show everything in detail and explain what is wrong, but when dealing with shortened-mode students they say it's wrong, and don't explain anything.

- There is no answer.

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

- The guards are overly rude, especially in the first building. There is no desire to contact them, everyone is somehow nervous all the time.

- Probably the guards should treat students with caution and mistrust, but sometimes it's annoying that within 4 years the same guards have been stopping you to check the same bag.

- I just know that many students have conflicts with security.

- Be more friendly.

- The guards behave worse than the strictest teachers. Some people let you in in certain clothes, some don't, without any justification, banish from the University.

- Know what professionalism is, both for teachers and administration and students, without shouting simply because you are in a bad mood

- Rude attitude towards students. Shouting the word “hey”, forced inspection of personal belongings, bags.

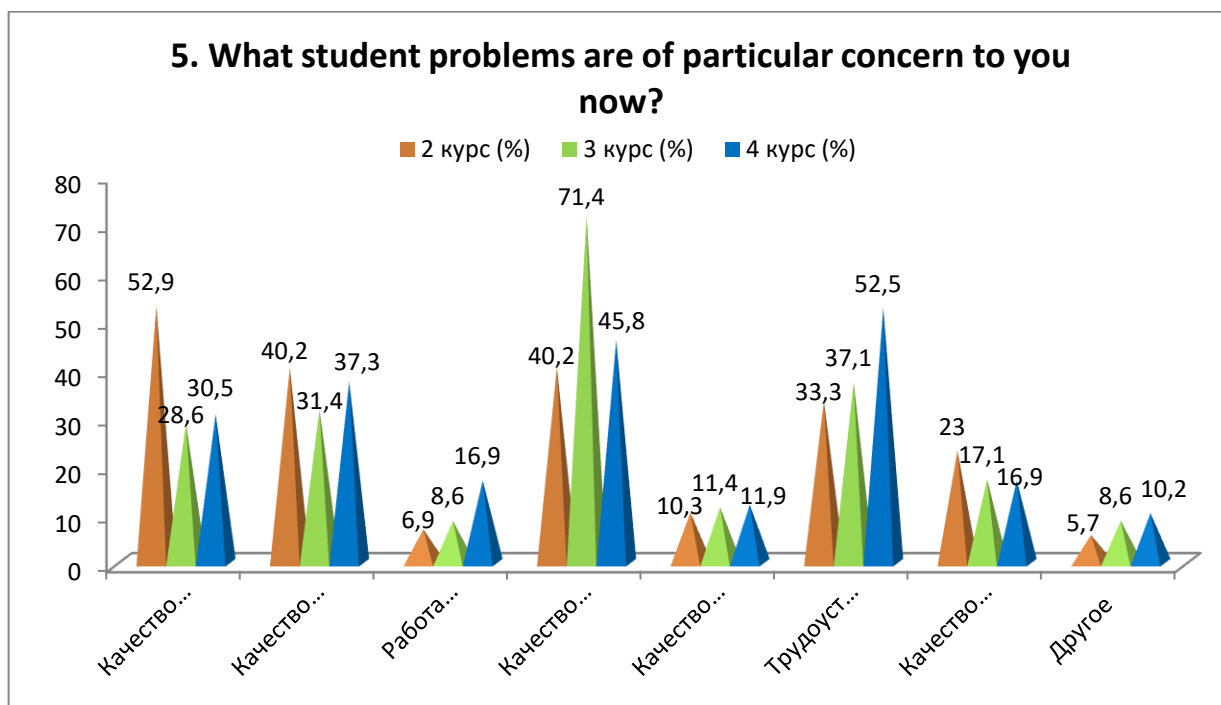
- Students and the security service cannot communicate calmly with each other. They are forced to show things (it is not clear on what basis).

- Increase the level of politeness with students.

**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>	52.9	28.6	30.5
<i>Quality of teaching (class conducting, assessment of knowledge, etc.)</i>	40.2	31.4	37.3
<i>Administration work (department, etc.)</i>	6.9	8.6	16.9
<i>Quality of food and prices in the student canteen</i>	40.2	71.4	45.8
<i>Quality of living conditions in the hostel</i>	10.3	11.4	11.9
<i>Employment by specialty</i>	33.3	37.1	52.5
<i>Quality of industrial practice organizations</i>	23	17.1	16.9
<i>Other</i>	5.7	8.6	10.2

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



Students indicated the following answers for the “Other” option:

- None.
- Finding funds to pay for training!
- I want 50 points to become easier. I just want to get my diploma in peace, I’m still studying on a paid basis.
- Passing the midterm control and examinations.
- Quality of hygiene care and human needs.
- Everything suits me.
- I find it difficult to answer.
- Everything is fine.
- None.
- I didn’t see any problems, because we don’t have any problems at the University
- Everything is fine (2).
- Absence of financial support for the birth.

**6. Do you take part in the scientific work of the University? if yes, in what forms?**

(check all that apply)

<i>Do not participate</i>	<b>2 year (%)</b>	<b>3 year (%)</b>	<b>4 year (%)</b>
<i>Sometimes, when it is necessary for formal reasons</i>	78.2	71.4	62.7
<i>In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.</i>	17.2	22.9	22
<i>In scientific projects of laboratories, clubs, circles, etc. free of charge</i>	2.3	-	1.7
<i>Attend scientific seminars, clubs and other scientific events</i>	1.1	-	5.1
<i>Speaker at a conference (including a student conference), scientific seminar</i>	5.7	5.7	10.2
<i>Participated in the competition of</i>	2.3	-	11.9



<i>scientific student works</i>			
<b><i>Published the results of his research (including in student collections)</i></b>	4.6	2.9	10.2
<b><i>Do not participate</i></b>	1.1	-	5.1

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

Students indicated the following answers for the “Other” option\*:

- Participated in a drawing competition.

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

- Lots of tasks.
- I don't want it that much.
- I don't want (2).
- No experience in this matter.
- Not interested (8).
- Lack of time spent for academic work.
- We tried to publish the article in several publications, but we didn't have time, so we never finished the job.
- There is no time or desire to do scientific work.
- I didn't see the point.
- Didn't have a chance to participate.
- Haven't had time yet.
- No time (6).
- I have more important things to do.
- I don't want to participate and have no choice.
- Due to lack of time.
- I didn't have the opportunity to participate, especially since I'm afraid to let everyone down by not being able to win.
- Too busy (3).
- No free time.
- There is no interest in this at the moment.
- Never heard.
- No idea.

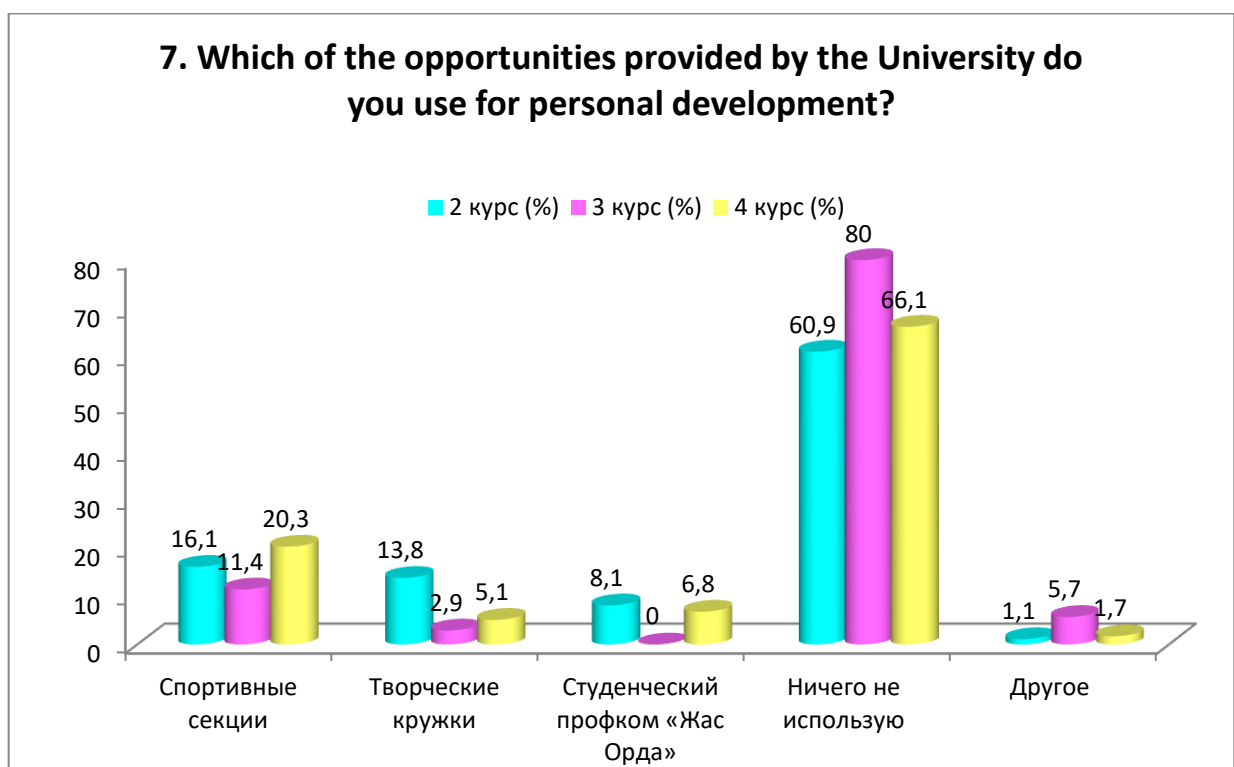
## 6. Do you take part in the scientific work of the University? if yes, in what forms?



## 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>	16.1	11.4	20.3
<i>Creative clubs</i>	13.8	2.9	5.1
<i>Student trade union committee "Zhas Orda"</i>	8.1	-	6.8
<i>I don't use anything</i>	60.9	80	66.1
<i>Other</i>	1.1	5.7	1.7

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



Students indicated the following answers for the “Other” option:

- Use of sports sections and the Trade Union Committee "Zhas Orda".
- I do it myself.
- All of the above.

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

- No time (14).
- I didn’t have time to submit an application.
- There is no need, I don’t see the point in spending my extra time on this, so I spend two hours of my life traveling to the university and back on Saturday for one couple))))
- There is no time and sufficient coverage about circles, it didn’t work out with the horror horde. Creative circles are interesting, but I don’t know anything about them, although I would like to find people with similar interests.
- Heavy workload.
- No time, schedule doesn’t match.
- Not needed (2).
- Because 1-2 years passed remotely due to the quarantine and awareness of clubs, events and mobility up to 4 years was extremely low.
- I haven’t heard.
- Not interesting (5).
- I don’t want (3).
- I am engaged in self-development.
- There is not enough time, there are a lot of tasks.
- There is no free time and desire to participate in the life of the University.
- Nothing what I’m interested in.
- I don’t want to.
- I find time for my own self-development and relaxation.
- No time for sections.
- I didn’t know there were creative clubs.
- They say there are no vacancies.
- I haven’t heard that the university provides any other opportunities.
- Studying took up a lot of time in my life.
- Do not need.

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

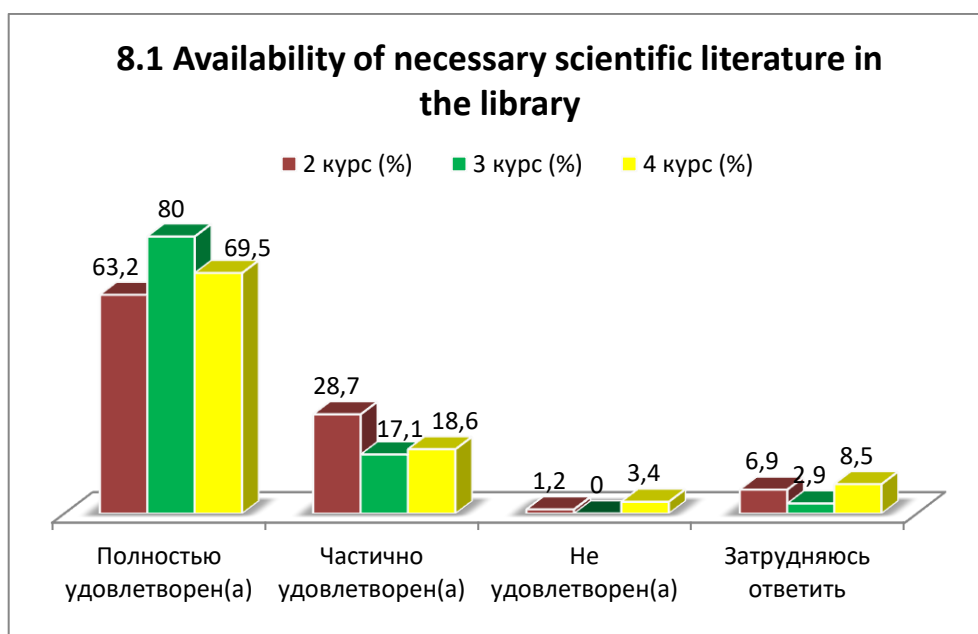
8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet channel width, its speed
8.4 Software modernity
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability of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

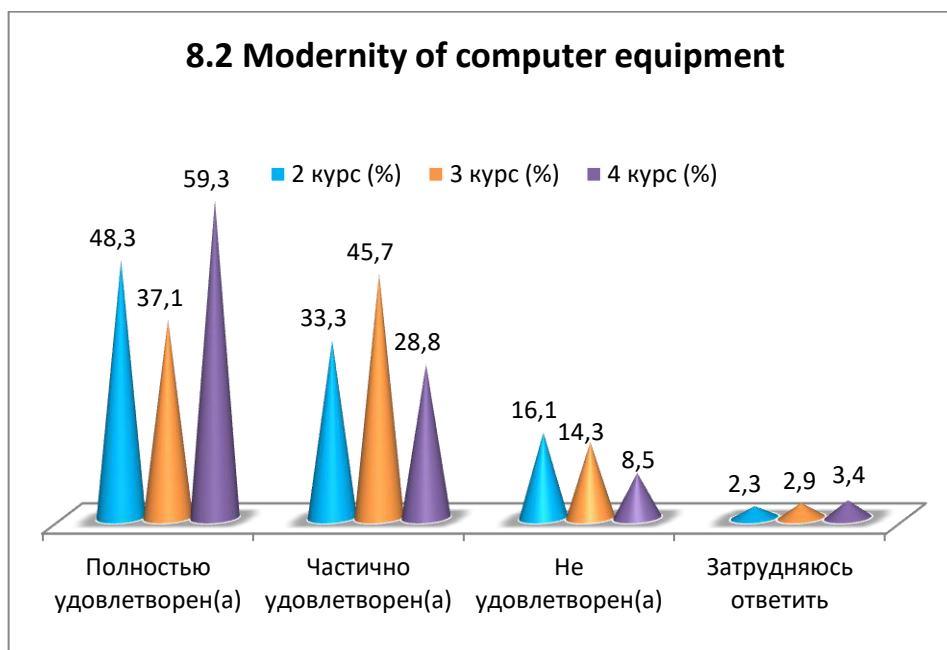
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	63.2	80	69.5
<i>Partially satisfied</i>	28.7	17.1	18.6
<i>Not satisfied</i>	1.2	-	3.4
<i>I find it difficult to answer</i>	6.9	2.9	8.5



### 8.2 Modernity of computer equipment

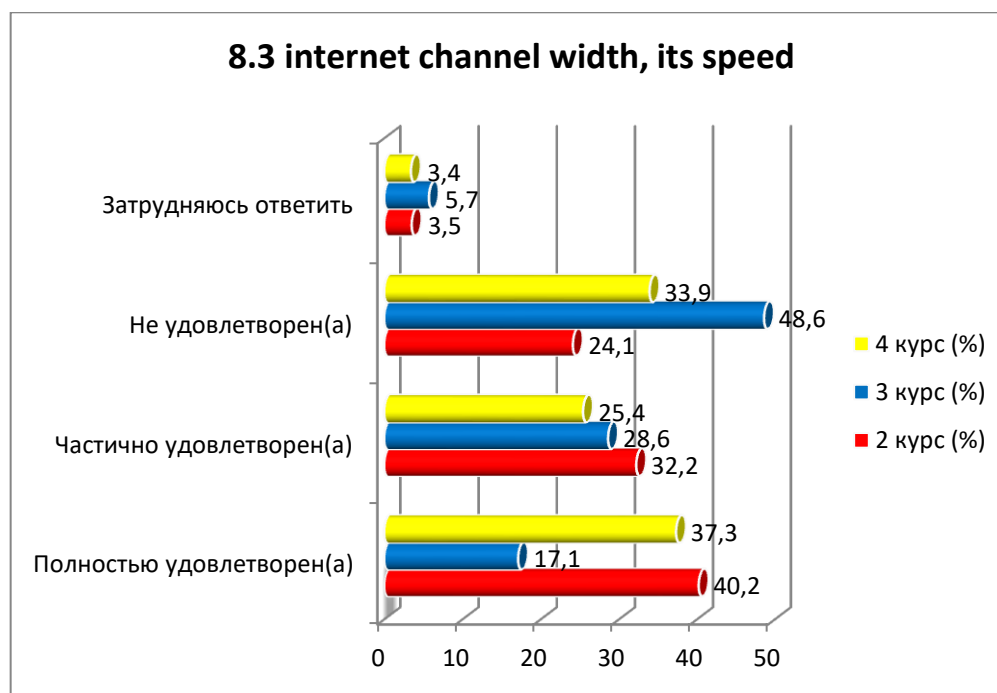
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	48.3	37.1	59.3
<i>Partially satisfied</i>	33.3	45.7	28.8
<i>Not satisfied</i>	16.1	14.3	8.5
<i>I find it difficult to answer</i>	2.3	2.9	3.4

## 8.2 Modernity of computer equipment



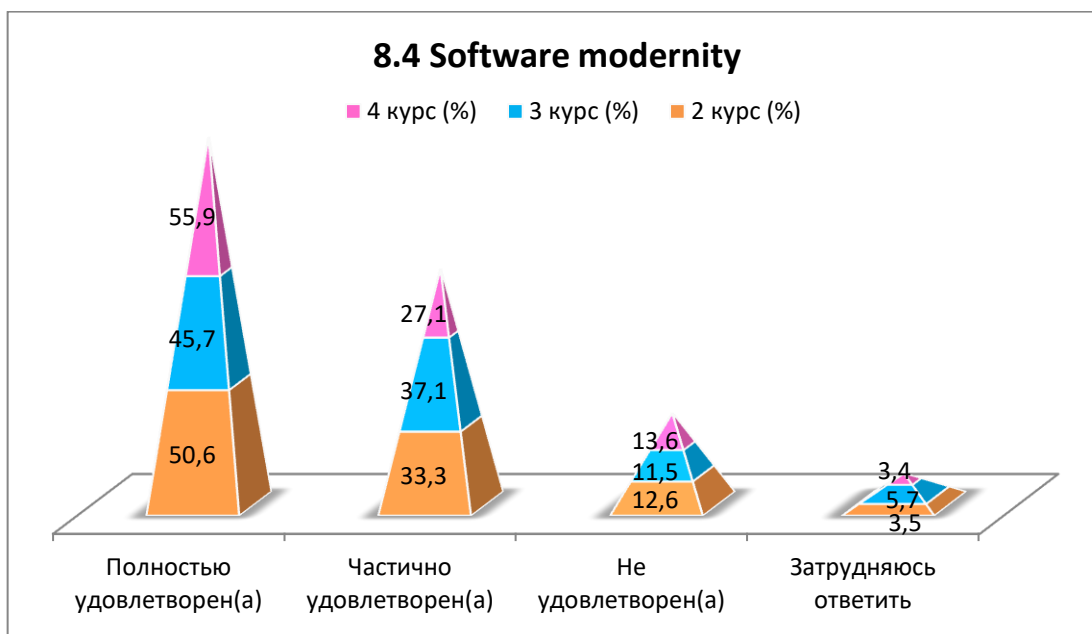
## 8.3 Internet channel width, its speed

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	40.2	17.1	37.3
<i>Partially satisfied</i>	32.2	28.6	25.4
<i>Not satisfied</i>	24.1	48.6	33.9
<i>I find it difficult to answer</i>	3.5	5.7	3.4



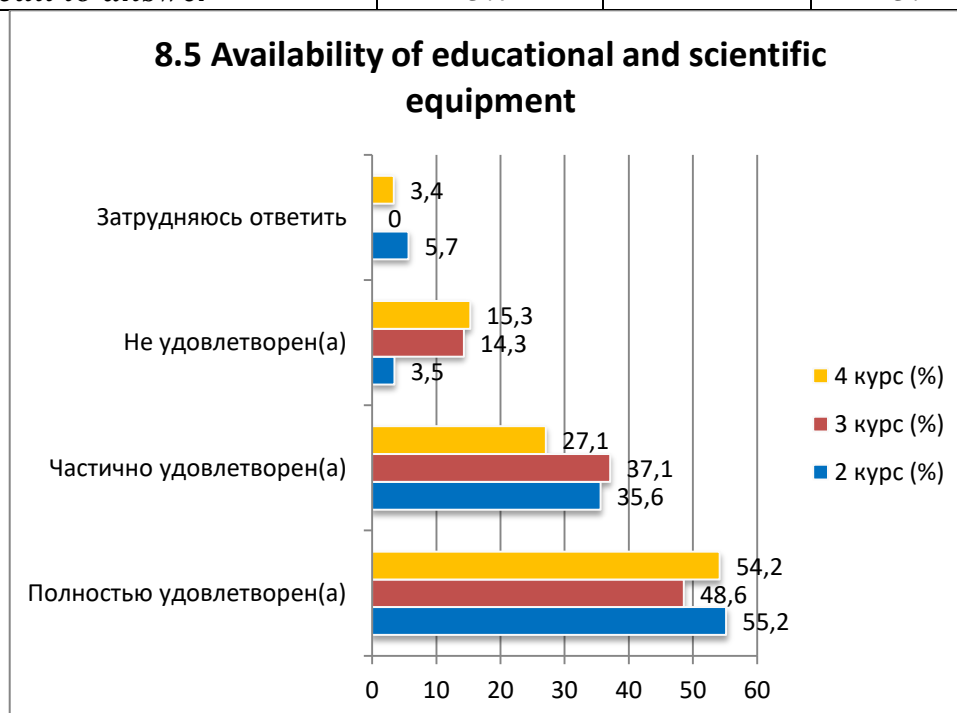
## 8.4 Software modernity

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	50.6	45.7	55.9
<i>Partially satisfied</i>	33.3	37.1	27.1
<i>Not satisfied</i>	12.6	11.5	13.6
<i>I find it difficult to answer</i>	3.5	5.7	3.4



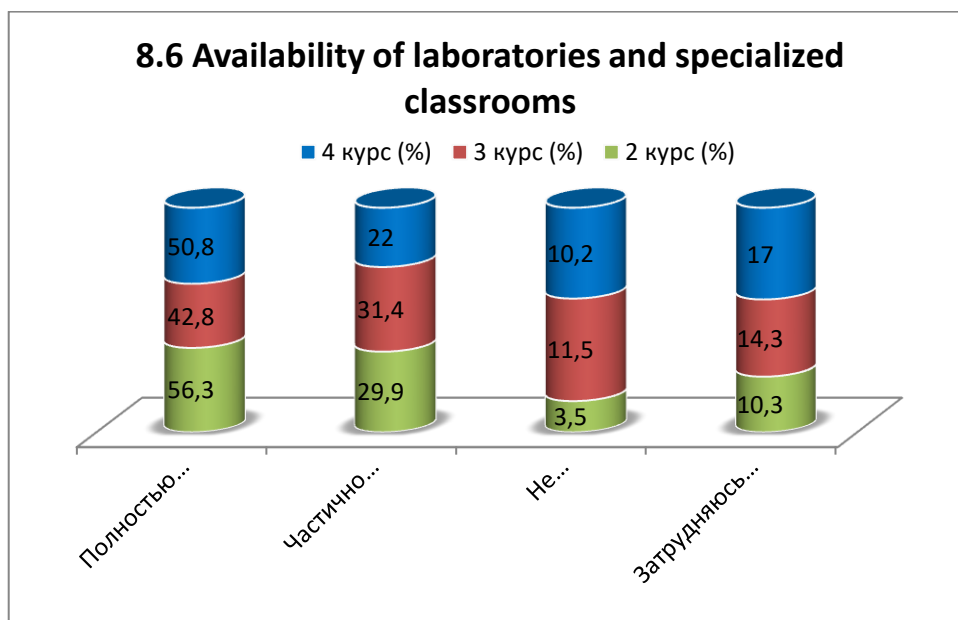
### 8.5 Availability of educational and scientific equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	55.2	48.6	54.2
<i>Partially satisfied</i>	35.6	37.1	27.1
<i>Not satisfied</i>	3.5	14.3	15.3
<i>I find it difficult to answer</i>	5.7	-	3.4



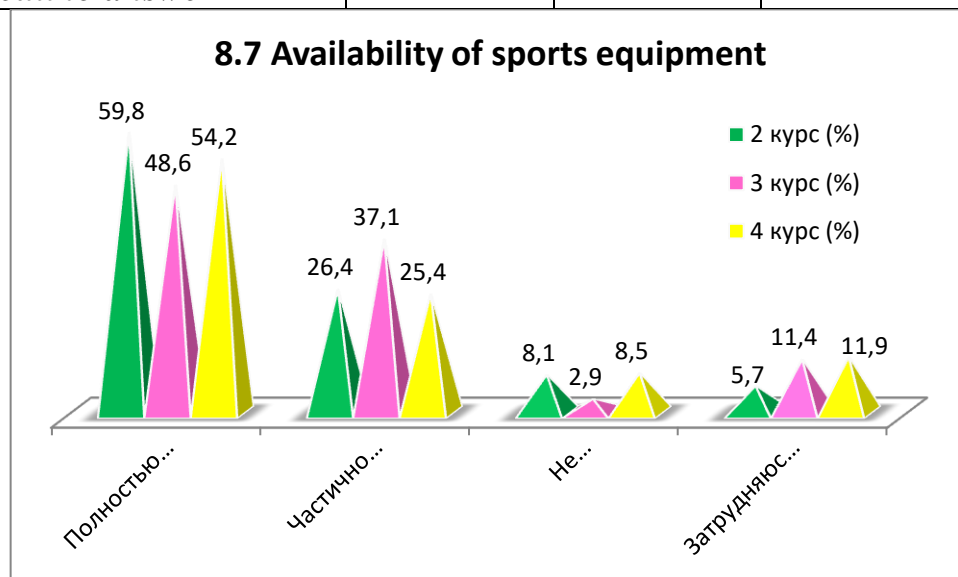
### 8.6 Availability of laboratories and specialized classrooms

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	56.3	42.8	50.8
<i>Partially satisfied</i>	29.9	31.4	22
<i>Not satisfied</i>	3.5	11.5	10.2
<i>I find it difficult to answer</i>	10.3	14.3	17



### 8.7 Availability of sports equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	59.8	48.6	54.2
<i>Partially satisfied</i>	26.4	37.1	25.4
<i>Not satisfied</i>	8.1	2.9	8.5
<i>I find it difficult to answer</i>	5.7	11.4	11.9



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

- Internet speed is very weak, it is impossible to do anything, it would be like fixing it.
- Internet does not work, mobile phone does not work, Wi-Fi does not work
- Internet is weak, all the equipment in the gym is old, it can break, and this injury is dangerous. In the classrooms where we do design work, there are no computers and not enough sockets!
- The answer was left in another question
- Architectural students need workshops in which they can study
- I don't like, not modern

- I had to work on broken easels.
- The University Internet is very slow, not all offices have good connections. After moving to the next year, there is no way to get the Internet password because it is issued only in the first year, in this case it is better to warn so that you can write down the password somewhere for yourself/remember.
- There are no sockets, although you always have to carry a laptop with you, there is nowhere to charge it.
- Low Internet speed, sometimes it doesn't work.
- Internet almost doesn't work in the hostel.
- Improve the network.
- Internet is very bad.
- To study this program in Architecture, computers cannot stand.
- Improve computer equipment.
- Improve the quality of technical equipment, replace the training range in the gym.
- Computers are too weak for modern educational programs and they will not last long.
- Change computers, everything freezes and most of the classes have to wait until it loads, some applications that we need for the program simply do not work.

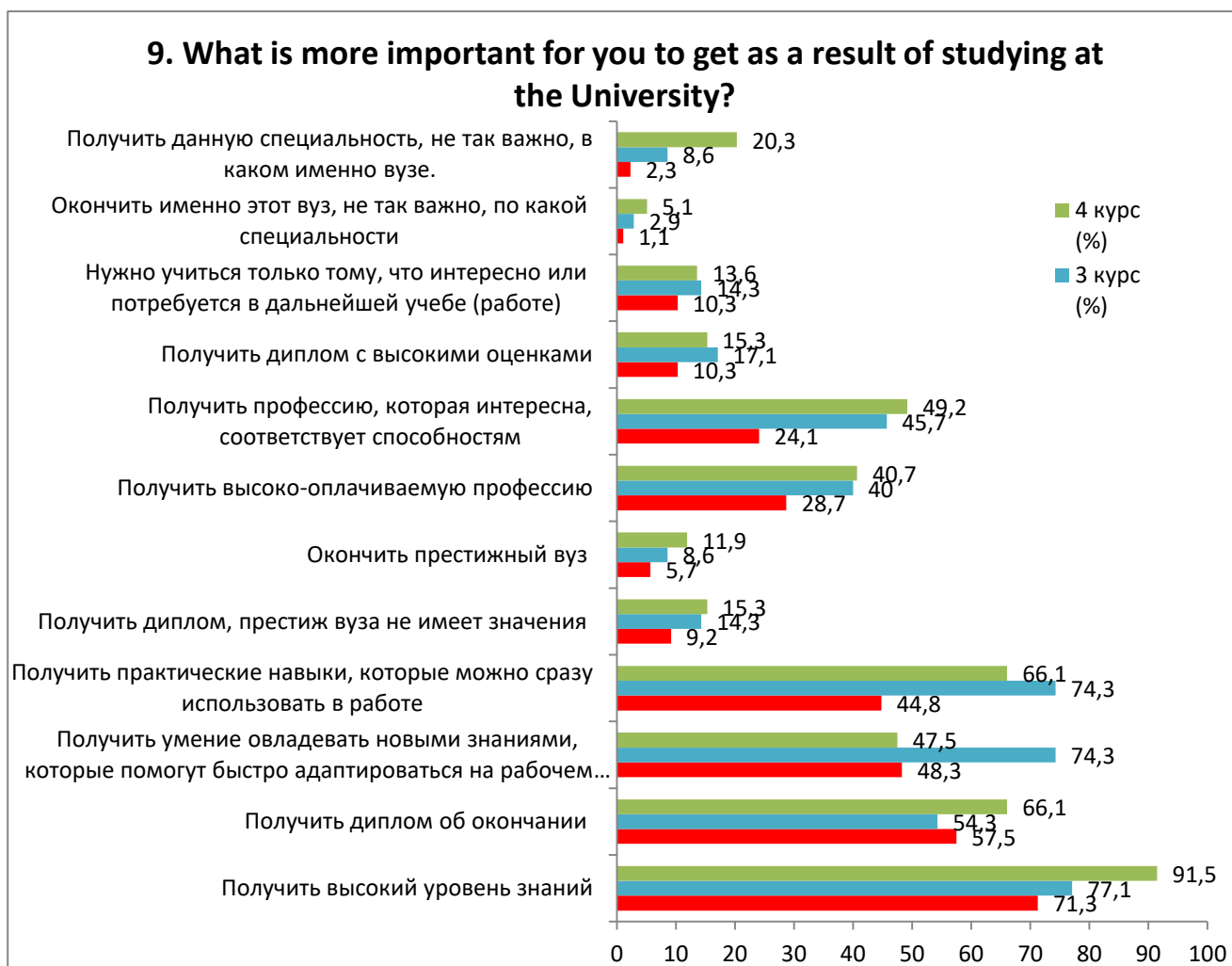
**9. What is more important for you to get as a result of studying at the University?**

*(You can select one or more answer options)*

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Acquiring a high level of knowledge</i>	71.3	77.1	91.5
<i>Receiving a diploma of completion</i>	57.5	54.3	66.1
<i>Gaining the ability to acquire new knowledge that will help one to quickly adapt to the workplace</i>	48.3	74.3	47.5
<i>Gaining practical skills that one can immediately use at work</i>	44.8	74.3	66.1
<i>Receiving a diploma. the prestige of the university does not matter</i>	9.2	14.3	15.3
<i>Graduating from a prestigious university</i>	5.7	8.6	11.9
<i>Acquiring a highly paid profession</i>	28.7	40	40.7
<i>Acquiring a profession that is interesting and matches one's abilities</i>	24.1	45.7	49.2
<i>Receiving a diploma with high grades</i>	10.3	17.1	15.3
<i>One should learn only what is interesting or will be needed in further study (work)</i>	10.3	14.3	13.6
<i>It's not so important in what specialty to graduate from this particular university</i>	1.1	2.9	5.1
<i>Acquiring a high level of knowledge</i>	2.3	8.6	20.3



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



**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):**

2 year	3 year	4 year
<ul style="list-style-type: none"> <li>- I just want to get a diploma.</li> <li>- Three criteria for which you chose to study at our university</li> <li>-Performance questions</li> </ul>	<ul style="list-style-type: none"> <li>- There are a lot of questions</li> </ul>	<ul style="list-style-type: none"> <li>- I'm waiting for a survey about the teachers' work, which will really change something, since some teachers extremely outrage by their approach, behavior, attitude towards students and the educational process.</li> <li>- Where to find out about events at the university.</li> <li>- Are students satisfied with the level of knowledge of teachers, their competence or professionalism?</li> <li>- They throw you a towel, what are your actions?</li> </ul>

Based on the results of the survey, the following conclusions can be drawn.

The analysis of the results of students filling out the questionnaire “Satisfaction of 2-5 year students with educational services” indicates a positive attitude of students towards the conditions, content, organization and quality of the educational process at the University. The majority of the students surveyed (94.3%) expressed complete satisfaction with the learning process in general. For convenience of the analysis, we will consider aspects according to the following levels of satisfaction:

Students rated the following criteria as "excellent quality" (satisfaction rates above 80%), reporting either complete or partial satisfaction:

- organizing and conducting SIWT (92.3%);
- quality of practices (92.2%)
- organization of independent work (89.5%);
- satisfaction with the library work (87.1%);
- the ability to access full-text databases of scientific publications (86.1%);
- class schedule (82.3%);
- organizing and conducting laboratory work (80.8%).

Students rated the following criteria as “good quality” (satisfaction rates below 80%): catering at the University (66.3%), quality of medical care (65.3%), living conditions in the dormitory (64.1%).

Such satisfaction indicators show that the University is successfully fulfilling its main task: providing quality education to students. However, despite these positive results, there is always room for improvement and further development. To improve the training program and the quality of services provided, students wrote their suggestions\*: “Regulate prices in the canteen”, “Do not have classes on Saturday”, “Improve the range of dishes, hot dishes”, “State classes either before lunch or after it”, “It’s an inconvenient schedule for studying, I can’t attend classes”, “There aren’t enough hours for some disciplines,” “There aren’t enough hours to study the history of architecture,” “Relieve students, reduce the number of assignments”, etc.

To the question “Is the information of academic mobility opportunities available to you?” 92.2% of respondents chose the answer option Yes. Based on this, it can be understood that the University is successfully implementing the program of outgoing and incoming academic mobility, which helps improving the quality of higher education, increasing the efficiency of scientific research, establishing internal and external integration links, and using global educational resources.

Relations “between students”, “between teachers and students (in the educational process)”, “between a student and a supervisor”, “between students and administration”, “between students and employees of departments (library, student department, etc.)”, “between students and security service” are mainly rated by respondents as “friendly” and “more friendly than unfriendly,” respectively, which fully corresponds to a high level of satisfaction with the moral and psychological climate in the student environment.

70.8% of students do not participate in the scientific work of the University. Students explain the reasons for non-participation in scientific activities by various factors, such as work and study load, absence of motivation and interest in scientific work.

The survey also revealed 69% of students who do not use the opportunities provided by the University for personal development, such as sports sections, creative clubs and the

student trade union committee "Zhas Orda". The reasons are limited time or absence of desire to use these opportunities.

The University material resources fully satisfy the needs of the majority of students surveyed. But still, students left comments where the main suggestions were related to updating software and improving Internet speed and the quality of computers.

In general, the survey results indicate the need to further improve the work of the University to improve the quality of 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).