

**Report**  
**on the results of the questionnaire**  
**“Satisfaction of 1st year students with educational services”**  
**for the 2022-2023 academic year**  
**Department: “Architecture and Design”**  
**Specialty: 6B07301 Architecture**

The Center for Quality Management and Accreditation conducted an annual questionnaire in February 2023 on the satisfaction of 1st year students with the quality of services provided.

**The purpose of the study:** Improvement of the learning process, improvement of the quality of educational services and other activities of the university.

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

In the specialty 6B07301 Architecture 133 respondents took part in the questionnaire, which was 96% of the total number of students.

During the questionnaire process, the following data was obtained:

**What factor played a decisive role in choosing your specialty?**

Criteria	Indicators (%)
Prestige of the specialty;	23,3
Personal inclination to a certain type of activity, assessment of one's own abilities;	54,1
Opinion and recommendations from parents/relatives;	9
Friends are being trained;	-
Low passing grade for the major;	1,5
Labor market requirements (employment opportunities);	3,8
I find it difficult to answer;	7,5
Other	0,8

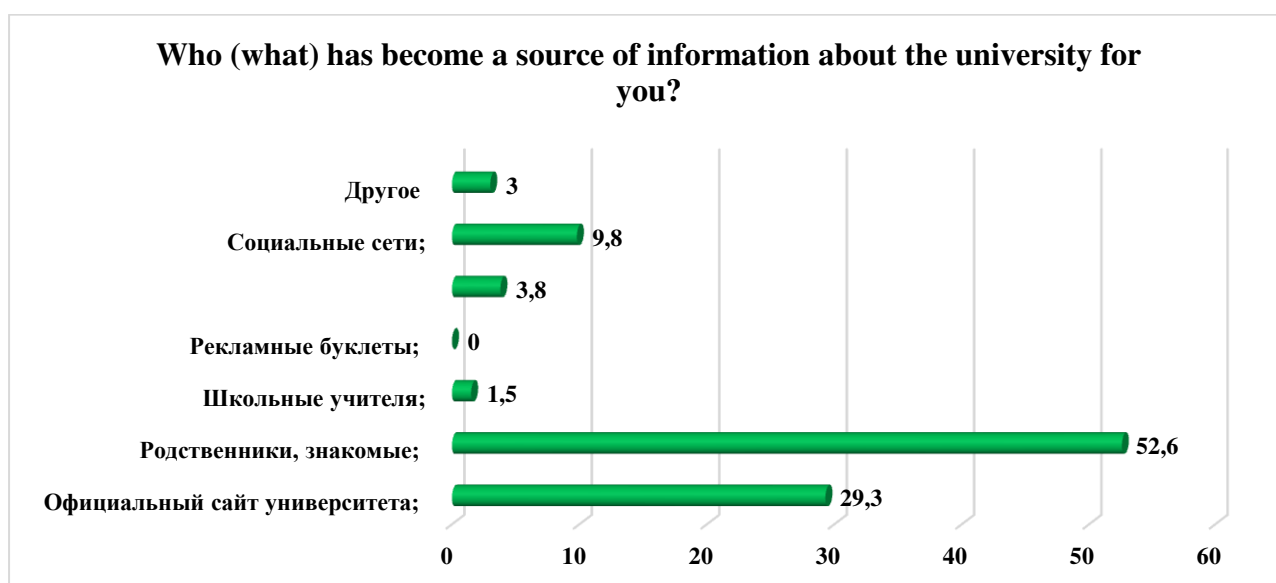


The students indicated the following options for the “Other” option \*:  
 - I like to draw and make a house project interesting.

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

## 2. Who (what) has become a source of information about the university for you?

Criteria	Indicators (%)
The official website of the university;	29,3
Relatives, acquaintances;	52,6
School teachers;	1,5
Advertising booklets;	-
Representatives of the university who came to the school with advertisements;	3,8
Social networks;	9,8
Other	3



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

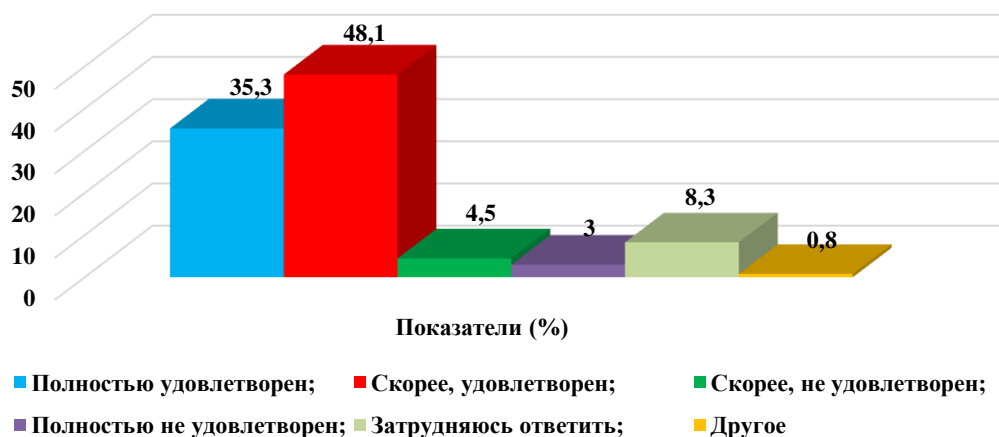
- friend;
- no one;
- don't remember;
- There is only one such person in Karaganda.

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

Criteria	Indicators (%)
Completely satisfied;	35,3
Rather, satisfied;	48,1
Rather, not satisfied;	4,5
I am not completely satisfied;	3
I find it difficult to answer;	8,3
Other	0,8

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

### How satisfied are you with the choice of the educational program you are studying?

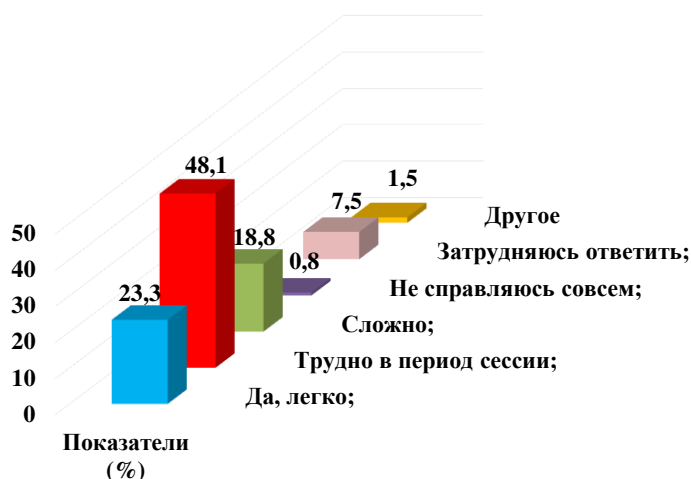


For the option “**Other**” the trainees indicated the following options \*:  
 - I think school subjects can be removed.

### 4. Do you find it easy to cope with the study load?

Criteria	Indicators (%)
Yeah, easy;	23,3
Difficult during the session;	48,1
Difficult;	18,8
I can't cope at all;	0,8
Difficult to answer;	7,5
Other	1,5

### Do you find it easy to cope with the study load?



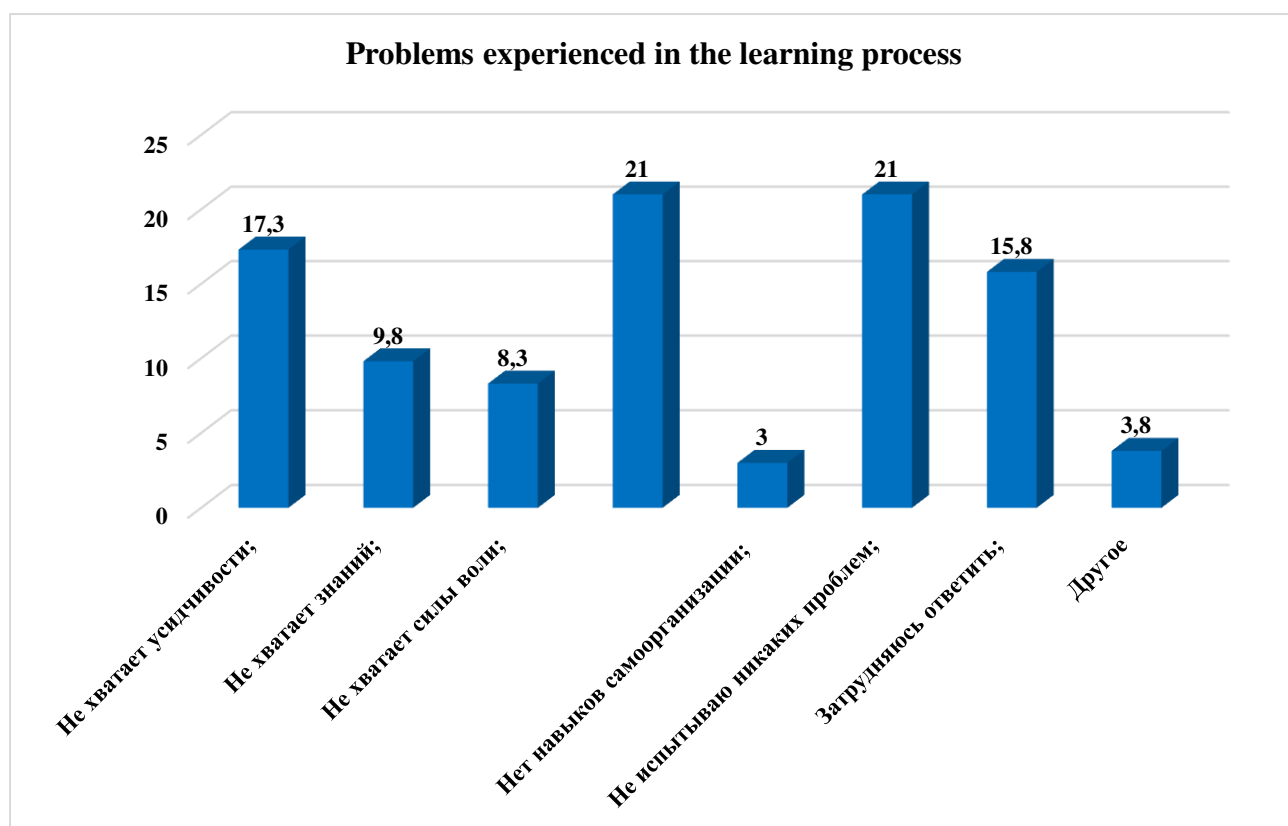
For the option “**Other**” the trainees indicated the following options \*:

- Relatively not bad;
- The assignments are difficult because the teacher does not want to explain the topic.

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

## 5. Problems experienced in the learning process

Criteria	Indicators (%)
Lack of perseverance;	17,3
Not enough knowledge;	9,8
Lack of willpower;	8,3
I don't know how to organize my own time;	21
No self-organization skills;	3
I don't have any problems;	21
Difficult to answer;	15,8
Other	3,8



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

- No problem;
- Not enough time;
- Lots of homework, no time for rest and sleep;
- Heavy workload;
- One water, teachers with no interest in the subject, lack of teachers, no specificity in subjects and useless practice.

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

## 6. Are you satisfied with the work?

Criteria	Completely satisfied	Rather, satisfied	Rather, not satisfied	I am not completely satisfied	I find it difficult to answer
Deans	70,7	23,3	3,8	-	2,3
Departments	66,9	26,3	1,5	0,8	4,5
Teachers	60,9	28,6	4,5	3	3
Supervisors	72,2	12	7,5	6,8	1,5



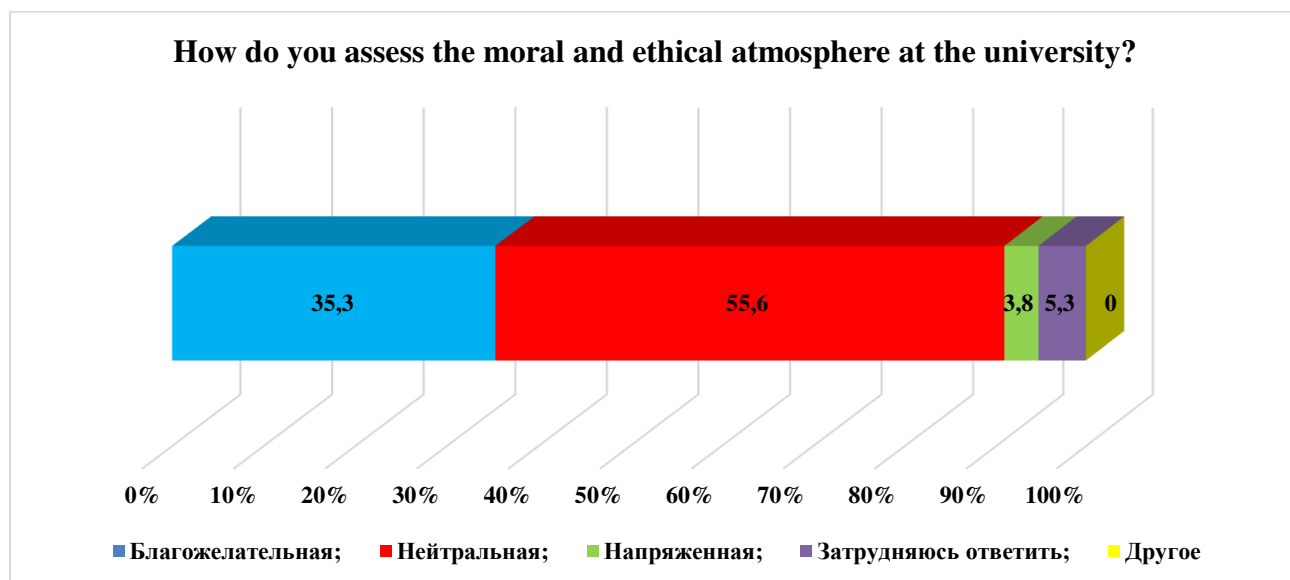
For the option **“If you answered rather, not satisfied or not completely satisfied give recommendations for improvement”** the trainees indicated the following options

- Give information about the events in a detailed form\* :
- Explain, and don't demand much;
- I am completely satisfied;
- Pay more attention to students;
- I find it difficult to answer;
- Completely satisfied;
- No answers of this type;
- Why on reductionists added school subjects that we do not need we want to study in our specialty, not to repeat everything again, we are not interested in it, we want to get more knowledge in their specialty and not learn school subjects;
- As such, the connection and support is not felt;
- Change supervisor;
- Keep silent;
- Supervisors should spend more time with students;
- It's okay;
- Eat your cereal;
- Negligence towards my request or help, there is a reason for it;
- (Teachers) Not leaving the room, giving me a chance to cheat and start working normally helping students. And to stop helping with the creative writing entrance exams.

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

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

Criteria	Indicators (%)
Favorable;	35,3
Neutral;	55,6
Tense;	3,8
Difficult to answer;	5,3
Other	-



For the option “If you answered “Tense” to the previous question, write why”, learners indicated the following options\*:

-There's more charity and aid than creative work at the university, and that's a good thing;

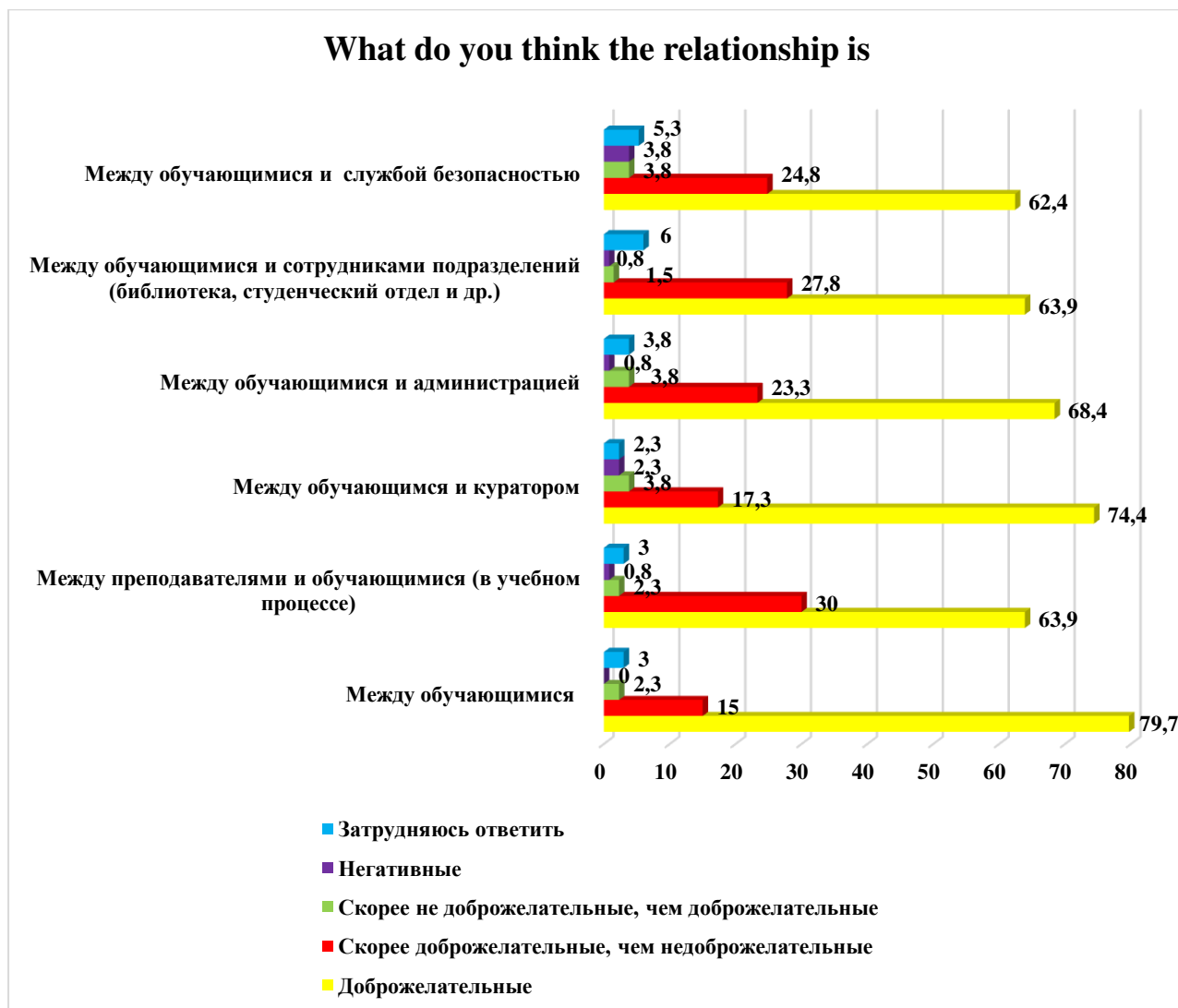
- Uncultured students;
- Nothing;
- Other answer choice;
- Personal problems with classmates;
- All is well.

## 8. What do you think the relationship is:

Criteria	Benevolent	More likely to be benevolent than unfriendly	Rather not benevolent than benevolent	Negative	Difficult to answer
Between students	79,7	15	2,3	-	3
Between teachers and students (in the learning process)	63,9	30	2,3	0,8	3
Between student and supervisor	74,4	17,3	3,8	2,3	2,3
Between students and administration	68,4	23,3	3,8	0,8	3,8

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

Between students and the staff of departments (library, student department, etc.).	63,9	27,8	1,5	0,8	6
Between students and security service	62,4	24,8	3,8	3,8	5,3



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

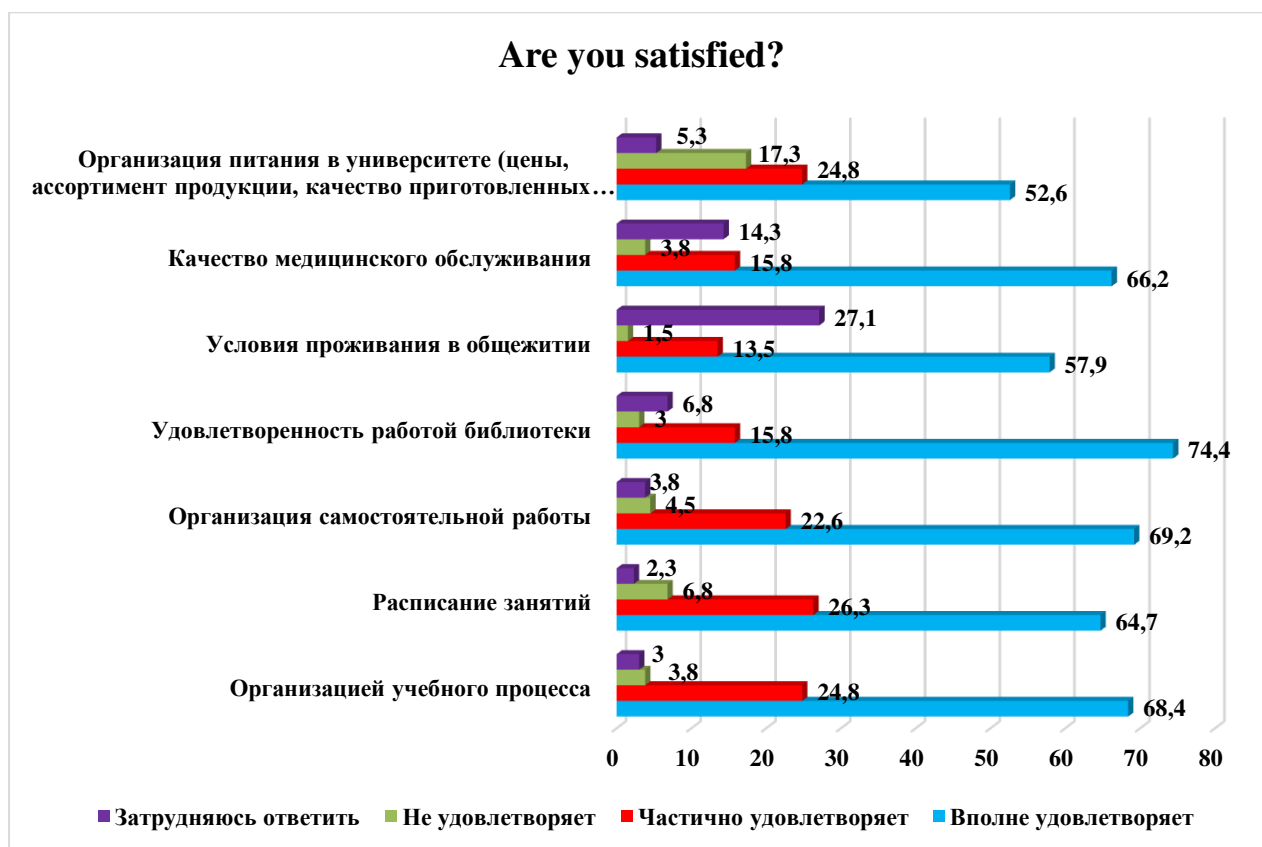
- It interferes with the learning process I think;
- Everyone is very rude, sad and angry;
- A different type of response is selected;
- Rude attitude from security;
- Security at the entrance to the first building, rude . At an inconvenient moment ( with a lot of items in their hands ), demand to show the contents of bags, boxes ( in which are works ). After passing through the turnstile, they may shout.

## 9. Are you satisfied?

Criteria	Completely satisfied	Partially satisfied	Not satisfied	I find it difficult
----------	----------------------	---------------------	---------------	---------------------

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

				to answer
Organization of the educational process	68,4	24,8	3,8	3
Class schedule	64,7	26,3	6,8	2,3
Organization of independent work	69,2	22,6	4,5	3,8
Satisfaction with the work of the library	74,4	15,8	3	6,8
Living conditions in the dormitory	57,9	13,5	1,5	27,1
Quality of medical service	66,2	15,8	3,8	14,3
Organization of catering at the university (prices, range of products, quality of prepared meals)	52,6	24,8	17,3	5,3



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

- Dormitory is a separate story, everything is not very good, it seems in the canteen is expensive (medics I do not even know, they do not believe when you feel bad, in the library just so accused of a torn book, although there are almost all books torn give;

- Check salads for expiration date, as well as the lack of normal food, soups (first courses);

- Slightly lower prices;

- Not quality products;

- I just don't know, I haven't gone to these places yet;

- Special drawing subject is two days in a row, because of this it is hard to be prepared.

I suggest putting the schedule 2-3 days apart;

- Selected Other answer;

- Food can stand for days;

- A bigger dining room;

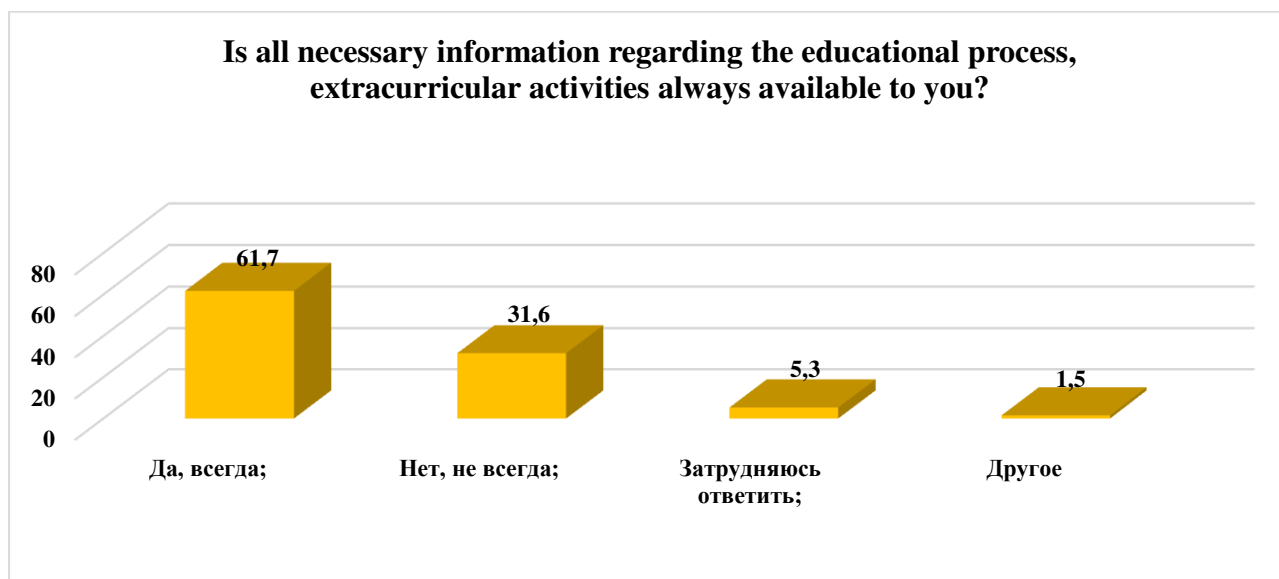
\* Students' answers are presented in the original. The author's spelling and punctuation have been preserved.



- Classes until late;
- High prices for students, lack of healthy food choices. I would appreciate the opportunity to choose fruits or nuts, etc. instead of fried buns, because sweets, flour, fried food has a negative impact on health, hence on the learning process. Taking into account that we (students) are at the university almost all day long, we just need to have a balanced diet;
- In the canteen I like the quality of cooked dishes, not tasty, small assortment of full-fledged food, not pies, prices in my opinion overpriced a bit;
- High prices for students; not enough healthy balanced meals;
- A few times there has been poisoning after going to the canteen. The buns can be very hard, apparently they have been lying around for more than one day.

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

Criteria	Indicators (%)
Yes, always;	61,7
No, not always;	31,6
Difficult to answer;	5,3
Other	1,5

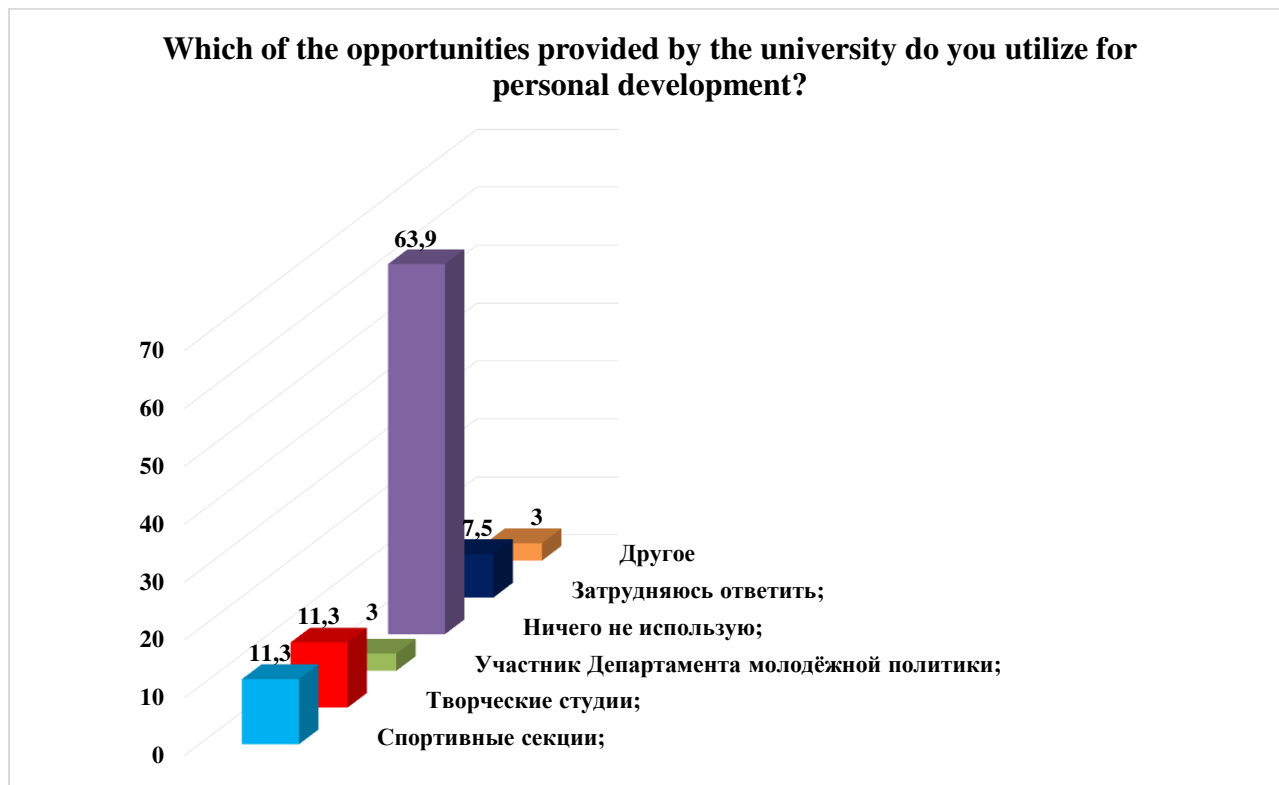


On “other” the students indicated\*:

- Never;
- No, not always, there is no such map with the schedule of tasks that we will do, to see the start and end date. Something like that is on the website, but the website is a separate story. The site is already 20 years old, and still there is no money or desire to hire normal programmers, to rebrand, to make it convenient for everyone, so that on it you want to stay and was able to perform all communications with the dean's office, library, references, etc. And not so that half of the services in the university, the other on the site for students kstu, the third on the official site. Not convenient.

## 11. Which of the opportunities provided by the university do you utilize for personal development?

Criteria	Indicators (%)
Sports sections;	11,3
Creative studios;	11,3
Participant of the Youth Policy Department;	3
I don't use anything;	63,9
Difficult to answer;	7,5
Other	3



On “other” the students indicated \*:

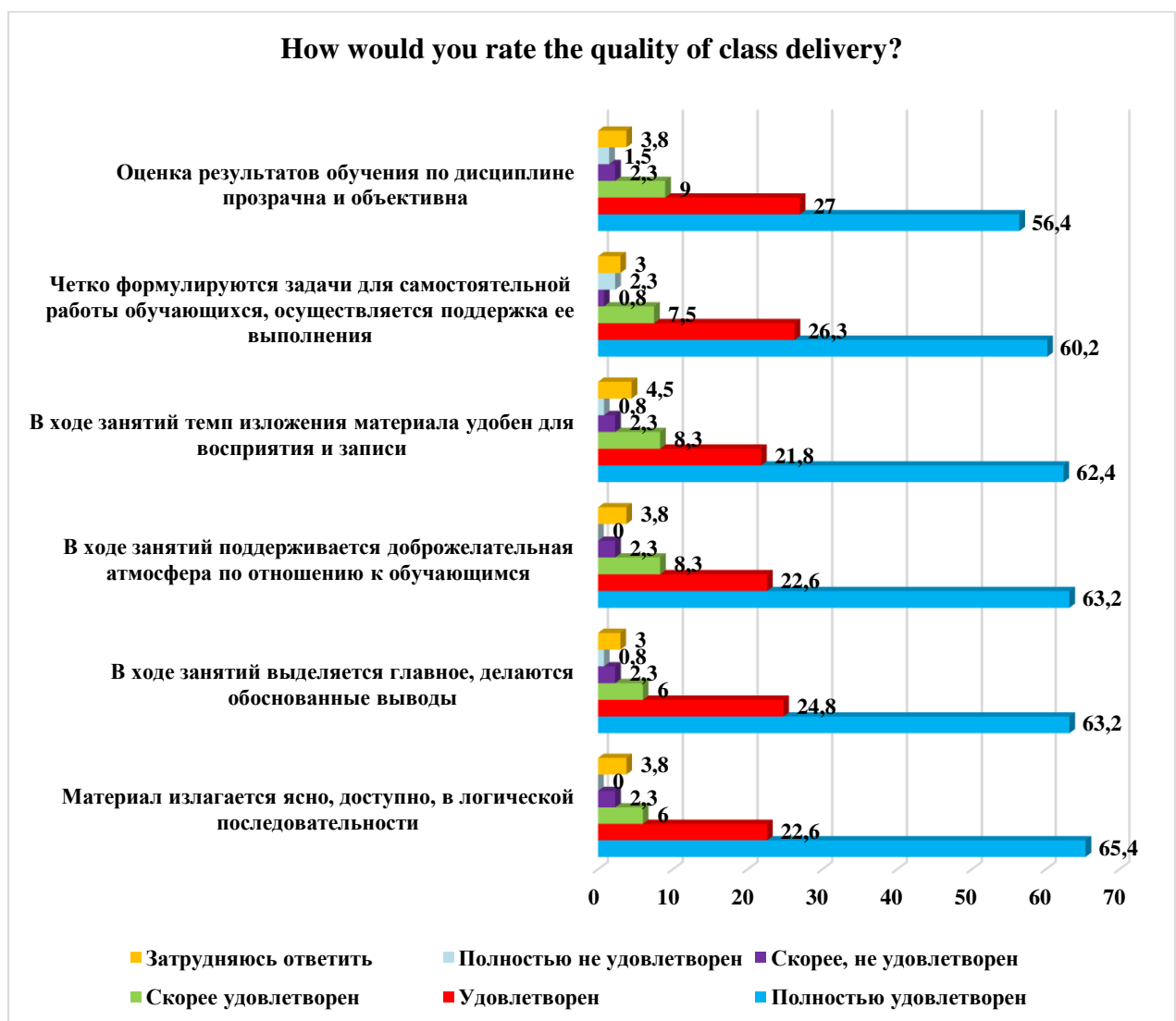
- I was not accepted into the ranks of activists 😞;
- Zhas Orda;
- Zhas Orda youth association.

## 12. How would you rate the quality of class delivery?

	Compl etely satisfie d	Satisfie d	Rathe r satisfie d	Rather not satisfie d	I am not comple tely satisfie d	I find it difficul t to answer
The material is presented in a clear, accessible and logical sequence	65,4	22,6	6	2,3	-	3,8
During the lessons the main points are emphasized and reasonable	63,2	24,8	6	2,3	0,8	3

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

conclusions are drawn						
During the lessons, a friendly atmosphere is maintained towards the students	63,2	22,6	8,3	2,3	-	3,8
During the lessons, the pace of presentation of the material is convenient for perception and recording	62,4	21,8	8,3	2,3	0,8	4,5
The tasks for independent work of students are clearly formulated, and support is provided for its fulfillment.	60,2	26,3	7,5	0,8	2,3	3
Assessment of learning outcomes of the discipline is transparent and objective	56,4	27	9	2,3	1,5	3,8



On "other" the students indicated \*:

- No;
- Support is provided, but there is only one teacher, it is not possible to provide it to all equally, there is no way to avoid this problem;
- I think we need more drawing teachers).

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

- Hire normal teachers who will explain the material in detail;
- Satisfied;
- A different type of answer;
- All is good;
- Grades in some disciplines are not given in a timely manner.

**Please write, please, your suggestions, wishes, as well as what questions in your opinion should 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.** (*Students' answers are presented in the original. The author's spelling and punctuation have been preserved.*)

- A questionnaire about computer technology and how it works;
- no questions asked;
- In order to form a strong architect, do you need to improve the quality of the right items in terms of functionality?
- don't know;
- None;
- No recommendation, the questionnaire looks at all aspects;
- Have you changed your opinion after a while about the training?
- Change the guards;
- Do you think it is necessary to conduct curatorial hour offline?
- Are you satisfied with our website?

According to the results of the questionnaire, the following **conclusions** can be drawn:

The choice of specialty is a very important aspect in the life of young people. Some do it consciously, others unconsciously, by the coincidence of external circumstances.

The study showed that the main factor in choosing a specialty for 54.1% of surveyed students is personal inclination to a certain type of activity and assessment of their own abilities. Other relatively significant criteria were: “prestige of the specialty” - 23.3% and “opinion and recommendations of parents/relatives” - 9%.

The source of obtaining information about the university, faculties and specialties among the majority of first-year students are relatives, acquaintances (52.6%).

The majority of students report their satisfaction with the choice of educational program on which they study - 83.4%.

To the question “Do you cope with the study load easily?” only 23.3% of students answered that it is easy. The rest 48.1% answered “it is difficult during the session”, 18.8% “it is difficult”, 0.8% “I do not cope at all” and 7.5% found it difficult to answer.

Relationships “between students”, “between teachers and students (in the educational process)”, “between student and supervisor”, “between students and administration”, “between students and employees of departments (library, student department, etc.)”, “between students and security service” are assessed by respondents, mainly as “benevolent” and “rather not benevolent than benevolent” respectively, which fully

---

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

corresponds to a high level of satisfaction with the moral and psychological climate in the student environment.

However, it should be noted that a small part of respondents noted such answer options as **“rather not benevolent than benevolent”** and **“negative”** in relations **“between students”**, **“between teachers and students (in the educational process)”**, **“between students and supervisor”**, **“between students and administration”**, **“between students and employees of departments (library, student department, etc.)”**, **“between students and security service”**.

For the option **“If you answered the previous question “Rather unfriendly than friendly” and “Negative write down why”** the students indicated the following answers: **“It interferes with the educational process I think”**, **“Everyone is very rude, sad and angry”**, **“Rude attitude from the security service”**, **“Security guards at the entrance to the first building, they are rude. At an inconvenient moment (with a lot of items in their hands), they demand to show the contents of bags, boxes (in which there are works). After passing through the turnstile, they may shout”**, etc.

61.7% of students noted that they always have access to the necessary information regarding the educational process and extracurricular activities. However, 31.6% of respondents chose the answer **“no, not always”**.

In response to the question **“How would you rate the quality of class delivery?”** the following information was obtained:

- **“The material is presented clearly, accessible, in a logical sequence”** satisfaction of students amounted to 94%;
- **“During the lessons the main thing is emphasized, reasonable conclusions are made”** satisfaction of students amounted to 94%;
- **“During the lessons of the lessons a friendly atmosphere is maintained in relation to the students”** satisfaction of students amounted to 94.1%;
- **“The pace of presentation of the material during the lessons is easy to perceive and write down”** students' satisfaction amounted to 92.5%;
- **“The tasks for independent work of students are clearly formulated, support is provided for its implementation”** satisfaction of students amounted to 94%;
- **“Assessment of learning outcomes in the discipline is transparent and objective”** satisfaction of students amounted to 92.4%.

At the end of the questionnaire, students are asked to make questions that in their opinion should be added to this questionnaire to improve the training program, improve the quality of services provided and other areas of the university. Students proposed the following questions: **“Have you changed your opinion after a while about training?”**, **“Do you think it is necessary to hold the supervisor's hour in offline mode?”**, **“Are you satisfied with the work of our website?”**, etc.

### **Recommendations:**

Head of the department to familiarize the staff and students with the results of the questionnaire, if necessary, to develop an action plan to improve the quality of educational services.