

**Report**  
**based on the questionnaire results**  
**«Satisfaction of 2nd-5th year students with educational services»**  
**2023 – 2024 academic year**

**Department:** «Economics and management of the enterprise»

**Specialty:** 6B03109 Assessment (by industry)

In October 2023, the quality management and accreditation center conducted an annual questionnaire on the satisfaction of 2nd-5th year students with the quality of services provided.

**Purpose of the survey:** To determine the degree of satisfaction of respondents with the quality of educational services provided and other areas of the university's activities.

In specialty 6B03109 «Assessment (by industry)» 7 respondents took part in the questionnaire.

- 2nd year – 3 students (60%);
- 3rd year – 4 students (100%).

**Form of study**

- Budget – 2 students (28.6%);
- Fee-paying – 5 students (71.3%).

The following data were obtained during the questionnaire:

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

1.1 The learning process as a whole
1.2 Schedule of classes
1.3 Organization of independent work
1.4 Internship
1.5 Organization and implementation of the SIWT
1.6 Organization and implementation of laboratory work
1.7 Satisfaction with the library's 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 Organization of catering at the university (prices, range of products, quality of prepared dishes)

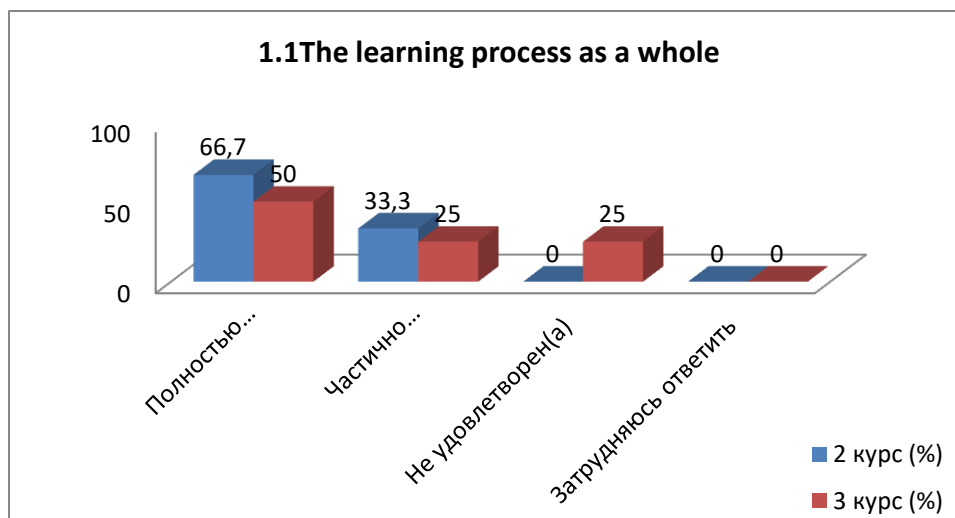
Other \_\_\_\_\_

If you answered «to the previous question **not satisfied**», please provide **recommendations for improving the services provided** \_\_\_\_\_

**1.1 The learning process as a whole**

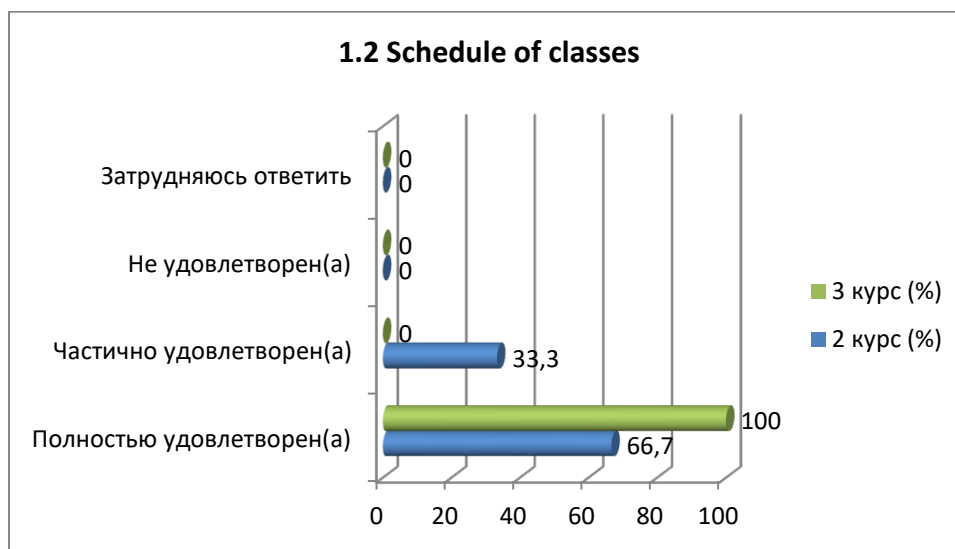
Answer options	2nd year (%)	3rd year (%)
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<b>Completely satisfied</b>	66.7	50
<b>Partially satisfied</b>	33.3	25
<b>Not satisfied</b>	-	25
<b>I find it difficult to answer</b>	-	-



### 1.2 Schedule of classes

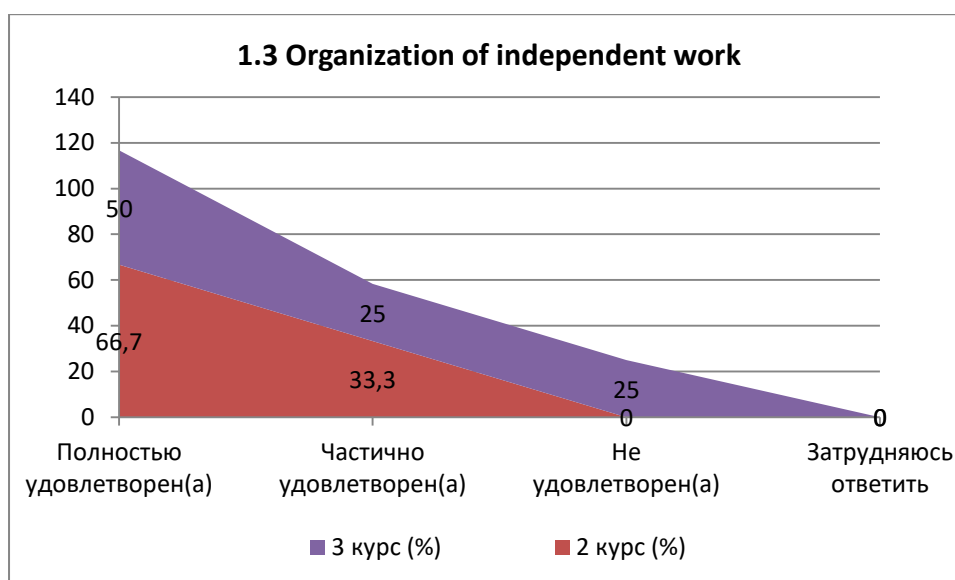
Answer options	2nd year (%)	3rd year (%)
<b>Completely satisfied</b>	66.7	100
<b>Partially satisfied</b>	33.3	-
<b>Not satisfied</b>	-	-
<b>I find it difficult to answer</b>	-	-



### 1.3 Organization of independent work

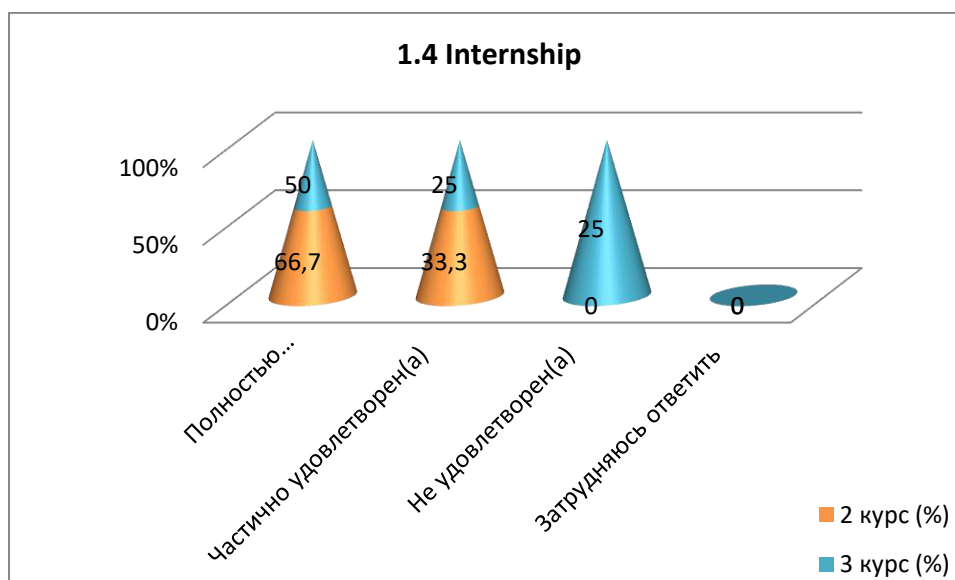
Answer options	2nd year (%)	3rd year (%)
<b>Completely satisfied</b>	66.7	50
<b>Partially satisfied</b>	33.3	25
<b>Not satisfied</b>	-	25

<b>I find it difficult to answer</b>	-	-
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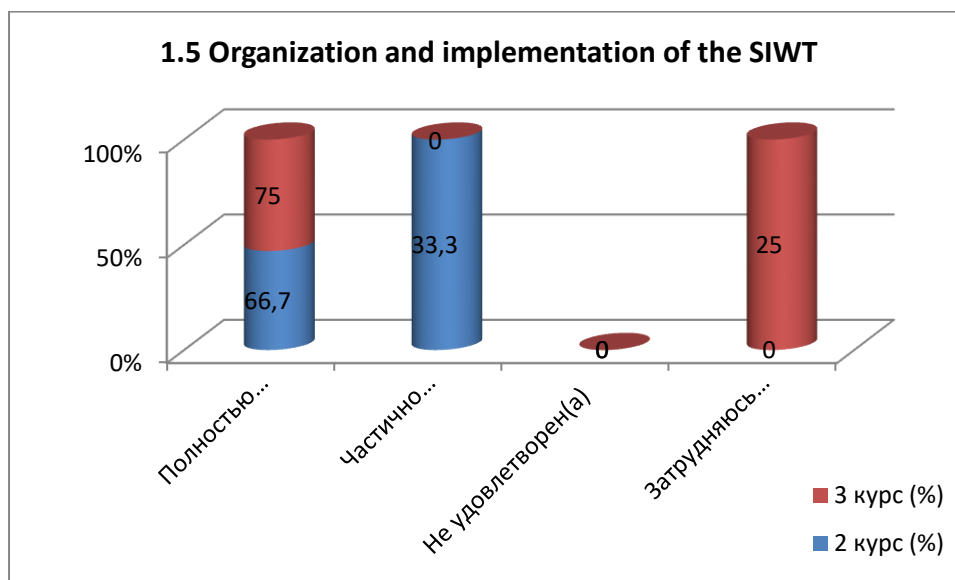
### 1.4 Internship

Answer options	2nd year (%)	3rd year (%)
<b>Completely satisfied</b>	66.7	50
<b>Partially satisfied</b>	33.3	25
<b>Not satisfied</b>	-	25
<b>I find it difficult to answer</b>	-	-



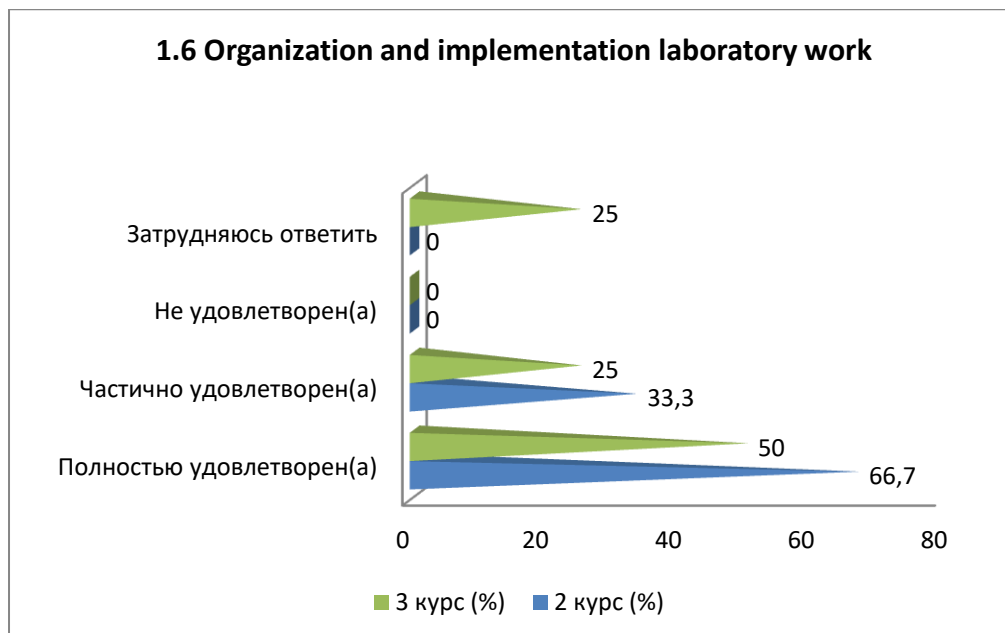
### 1.5 Organization and implementation of the SIWT

Answer options	2nd year (%)	3rd year (%)
<b>Completely satisfied</b>	66.7	75
<b>Partially satisfied</b>	33.3	-
<b>Not satisfied</b>	-	-
<b>I find it difficult to answer</b>	-	25



### 1.6 Organization and implementation laboratory work

Answer options	2nd year (%)	3rd year (%)
<b>Completely satisfied</b>	66.7	50
<b>Partially satisfied</b>	33.3	25
<b>Not satisfied</b>	-	-
<b>I find it difficult to answer</b>	-	25



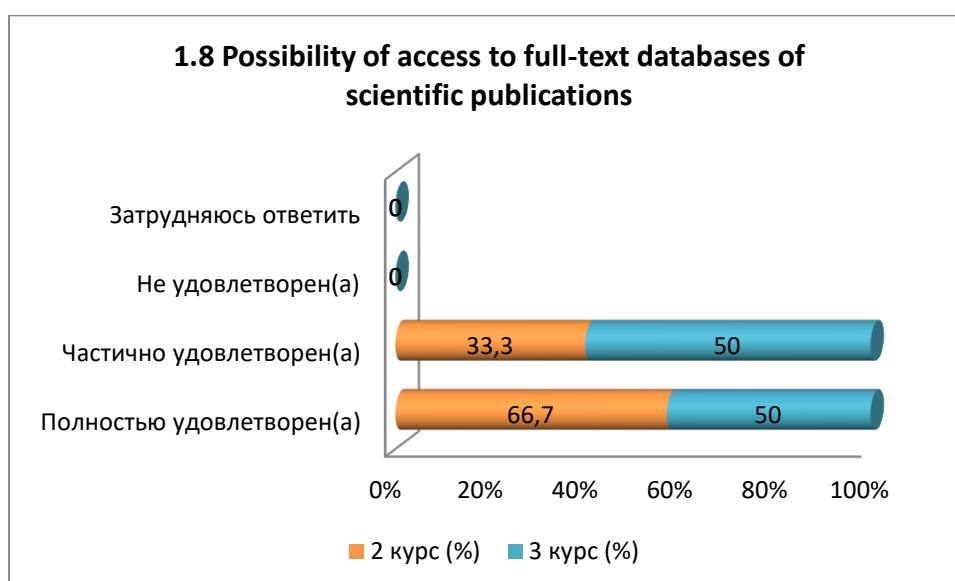
### 1.7 Satisfaction with the library's work

Answer options	2nd year (%)	3rd year (%)
<b>Completely satisfied</b>	66.7	50
<b>Partially satisfied</b>	33.3	50
<b>Not satisfied</b>	-	-
<b>I find it difficult to answer</b>	-	-



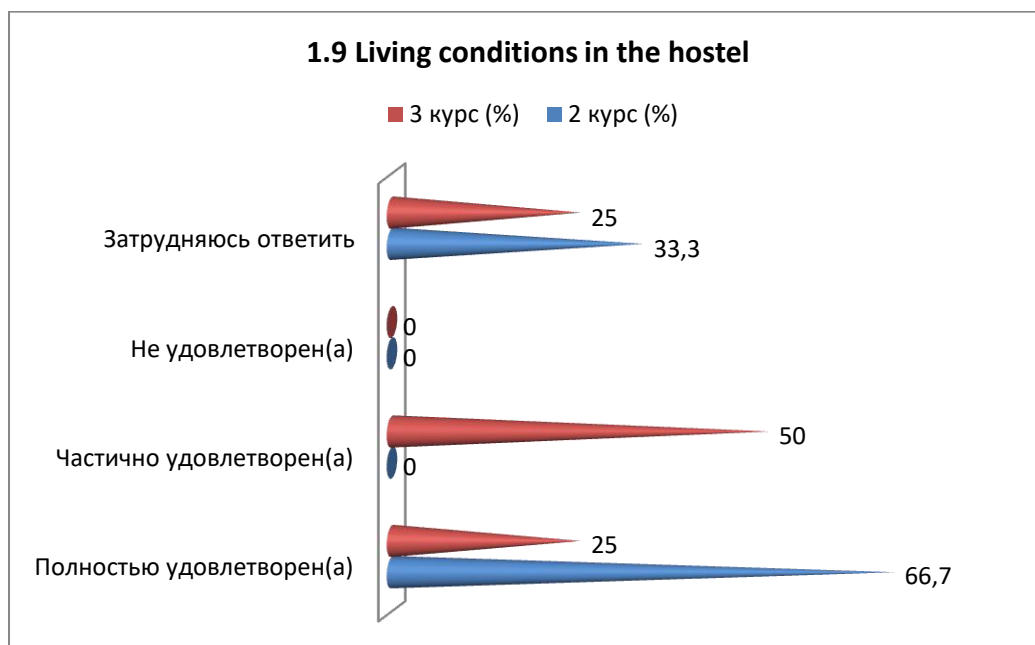
### 1.8 Possibility of access to full-text databases of scientific publications

Answer options	2nd year (%)	3rd year (%)
<b>Completely satisfied</b>	66.7	50
<b>Partially satisfied</b>	33.3	50
<b>Not satisfied</b>	-	-
<b>I find it difficult to answer</b>	-	-



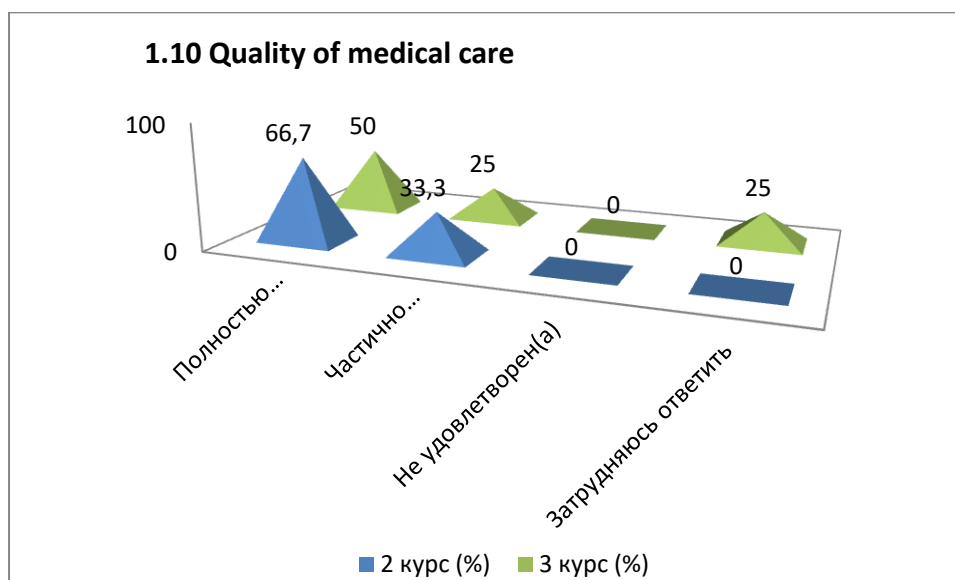
### 1.9 Living conditions in the hostel

Answer options	2nd year (%)	3rd year (%)
<b>Completely satisfied</b>	66.7	25
<b>Partially satisfied</b>	-	50
<b>Not satisfied</b>	-	-
<b>I find it difficult to answer</b>	33.3	25



### 1.10 Quality of medical care

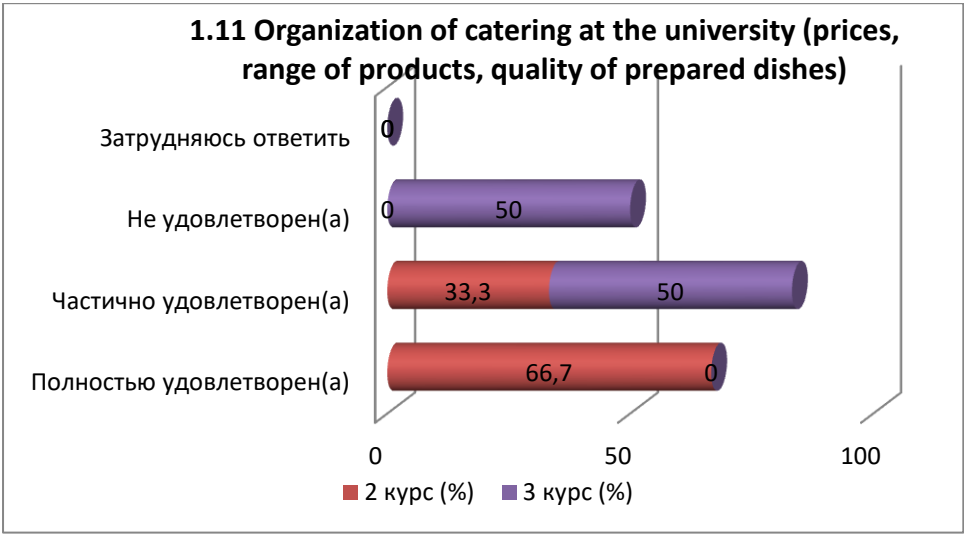
Answer options	2nd year (%)	3rd year (%)
<b>Completely satisfied</b>	66.7	50
<b>Partially satisfied</b>	33.3	25
<b>Not satisfied</b>	-	-
<b>I find it difficult to answer</b>	-	25



### 1.11 Organization of catering at the university (prices, range of products, quality of prepared dishes)

Answer options	2nd year (%)	3rd year (%)
<b>Completely satisfied</b>	66.7	-
<b>Partially satisfied</b>	33.3	50
<b>Not satisfied</b>	-	50

<b>I find it difficult to answer</b>	-	-
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**2. What is your attitude towards the quality of the organization of the educational process?**

Answer options	2nd year (%)	3rd year (%)
<b>No complaints</b>	33.3	75
<b>Mismatch between the studied disciplines and the received specialty</b>	-	-
<b>Mismatch between the importance of the subject and the number of hours</b>	33.3	-
<b>Overload of classroom activities</b>	33.3	-
<b>Dissatisfaction with the quality of classes</b>	-	25
<b>Dissatisfaction with the organization of tests and exams</b>	-	-
<b>Other(write your answer)</b>	-	-

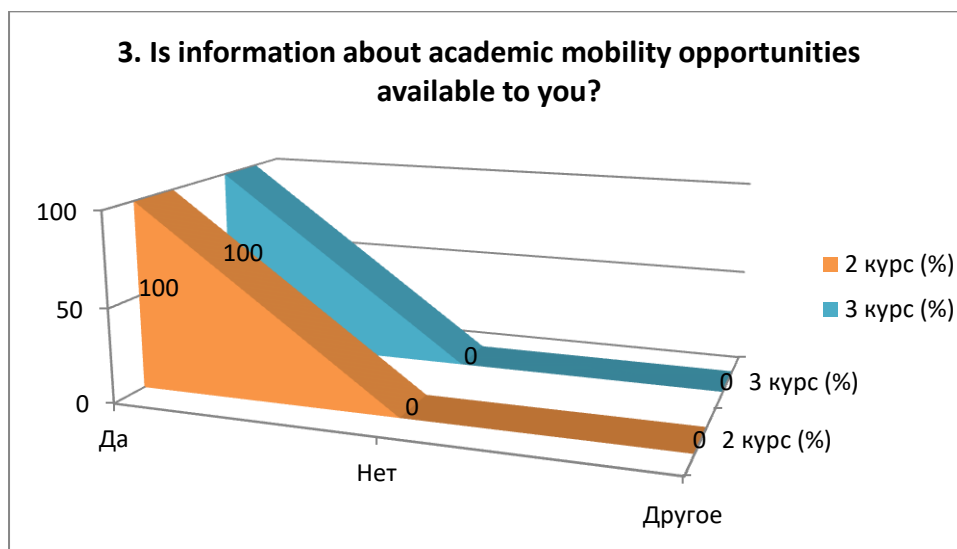


For the option «If you answered «Does not correspond or is not satisfactory» to the previous question, please provide recommendations for improvement.» students indicated the following options\*:

-I wanted more interactive classes where you can actually talk to the teacher to absorb the information well, rather than listen to monotonous speech for 2 hours.

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

Answer options	2nd year (%)	3rd year (%)
<b>Yes</b>	100	100
<b>No</b>	-	-
<b>Other</b>	-	-



### 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 the student and the curator
4.3 Between students and administration
4.5 Between students and department staff (library, student department, etc.)
4.6 Between students and security service

Other \_\_\_\_\_

If you answered «not satisfied» to the previous question, please provide recommendations for improving the services provided \_\_\_\_\_

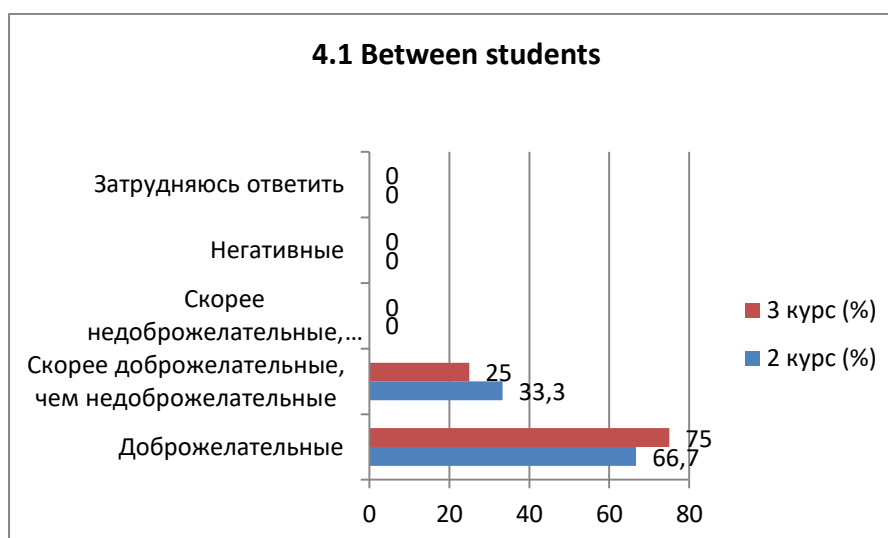
#### 4.1 Between students

Answer options	2nd year (%)	3rd year (%)

\*The 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.

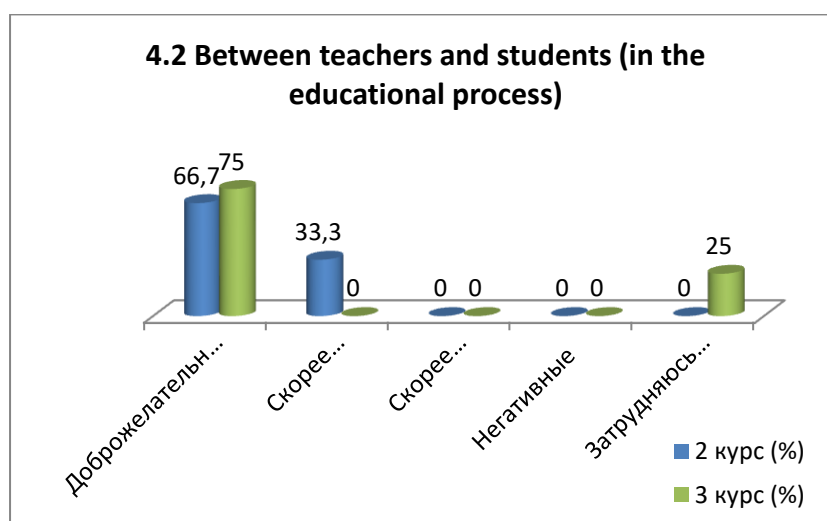


<b>Benevolent</b>	66.7	75
<b>More benevolent than malevolent</b>	33.3	25
<b>More malevolent than benevolent</b>	-	-
<b>Negative</b>	-	-
<b>I find it difficult to answer</b>	-	-



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

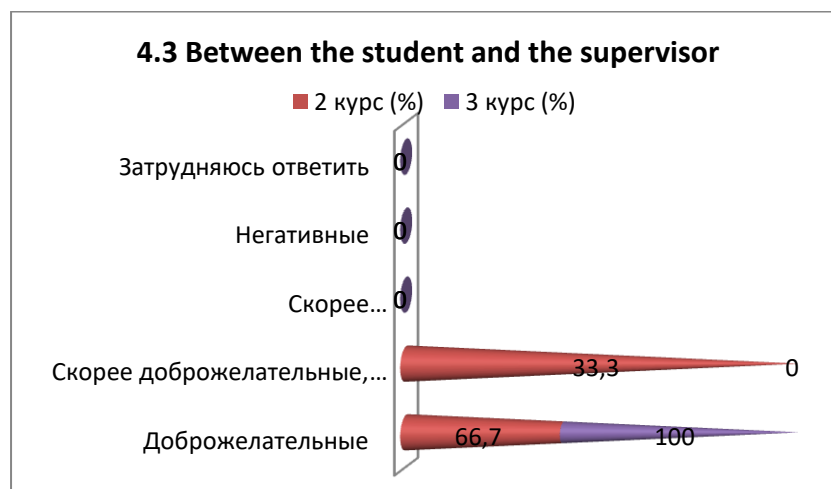
Answer options	2nd year (%)	3rd year (%)
<b>Benevolent</b>	66.7	75
<b>More benevolent than malevolent</b>	33.3	-
<b>More malevolent than benevolent</b>	-	-
<b>Negative</b>	-	-
<b>I find it difficult to answer</b>	-	25



#### 4.3 Between the student and the supervisor

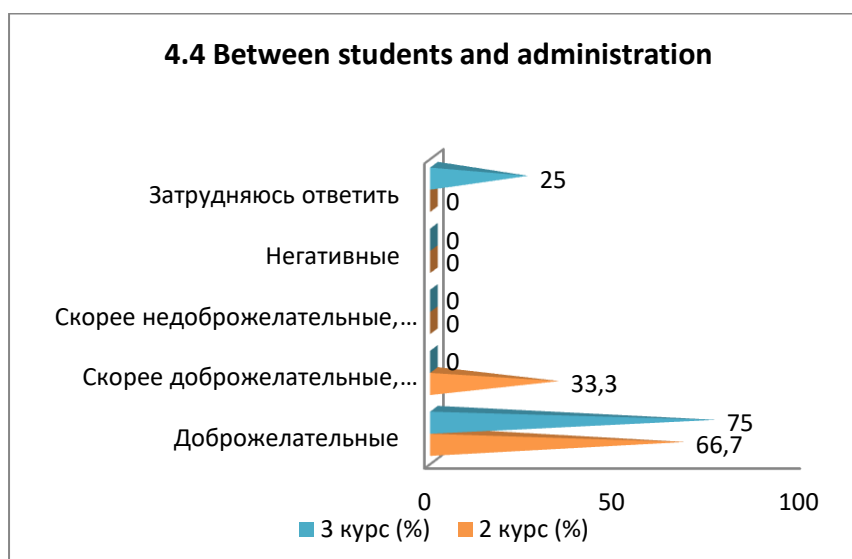
Answer options	2nd year (%)	3rd year (%)
<b>Benevolent</b>	66.7	100

<b>More benevolent than malevolent</b>	33.3	-
<b>More malevolent than benevolent</b>	-	-
<b>Negative</b>	-	-
<b>I find it difficult to answer</b>	-	-



#### 4.4 Between students and administration

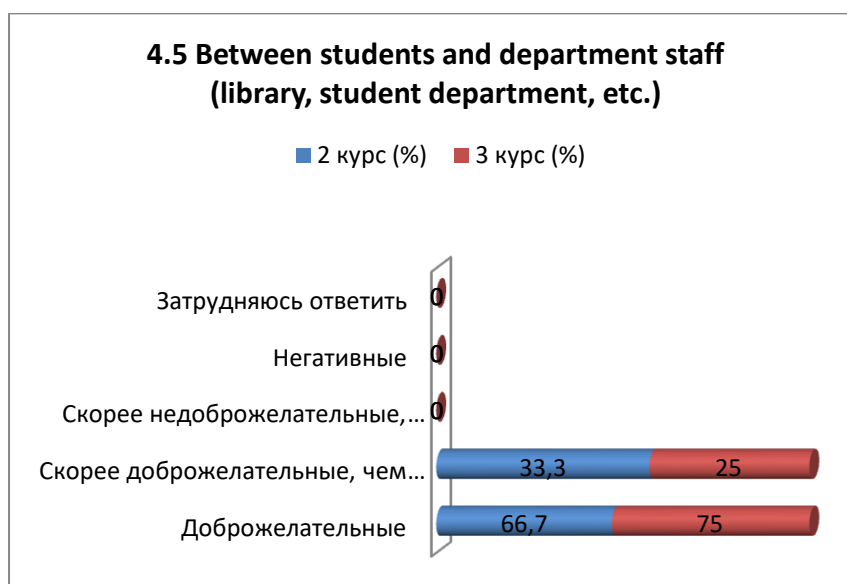
Answer options	2nd year (%)	3rd year (%)
<b>Benevolent</b>	66.7	75
<b>More benevolent than malevolent</b>	33.3	-
<b>More malevolent than benevolent</b>	-	-
<b>Negative</b>	-	-
<b>I find it difficult to answer</b>	-	25



#### 4.5 Between students and department staff (library, student department, etc.)

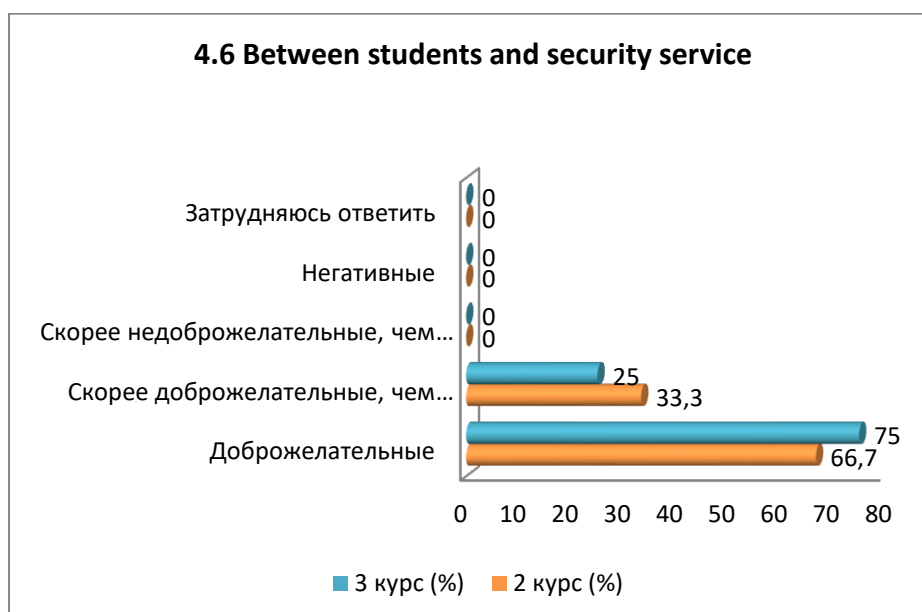
Answer options	2nd year (%)	3rd year (%)
<b>Benevolent</b>	66.7	75
<b>More benevolent than malevolent</b>	33.3	25

<b>More malevolent than benevolent</b>	-	-
<b>Negative</b>	-	-
<b>I find it difficult to answer</b>	-	-



#### 4.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)
<b>Benevolent</b>	66.7	75
<b>More benevolent than malevolent</b>	33.3	25
<b>More malevolent than benevolent</b>	-	-
<b>Negative</b>	-	-
<b>I find it difficult to answer</b>	-	-

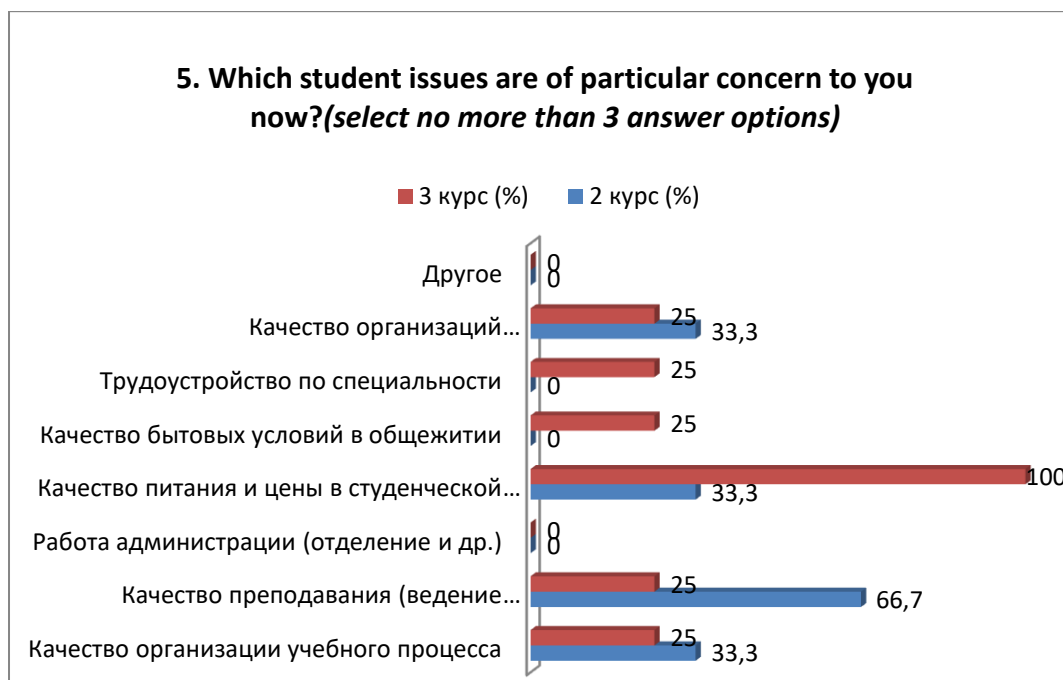


**5. Which student issues are of particular concern to you now?** (select no more than 3 answer options)

Answer options	2nd year	3rd year
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	(%)	(%)
<b>Quality of organization of the educational process</b>	33.3	25
<b>Quality of teaching (class delivery, assessment of knowledge, etc.)</b>	66.7	25
<b>Administration work (department, etc.)</b>	-	-
<b>Food quality and prices in the student canteen</b>	33.3	100
<b>Quality of living conditions in the hostel</b>	-	25
<b>Employment in the specialty</b>	-	25
<b>Quality of industrial practice organizations</b>	33.3	25
<b>Other</b>	-	-

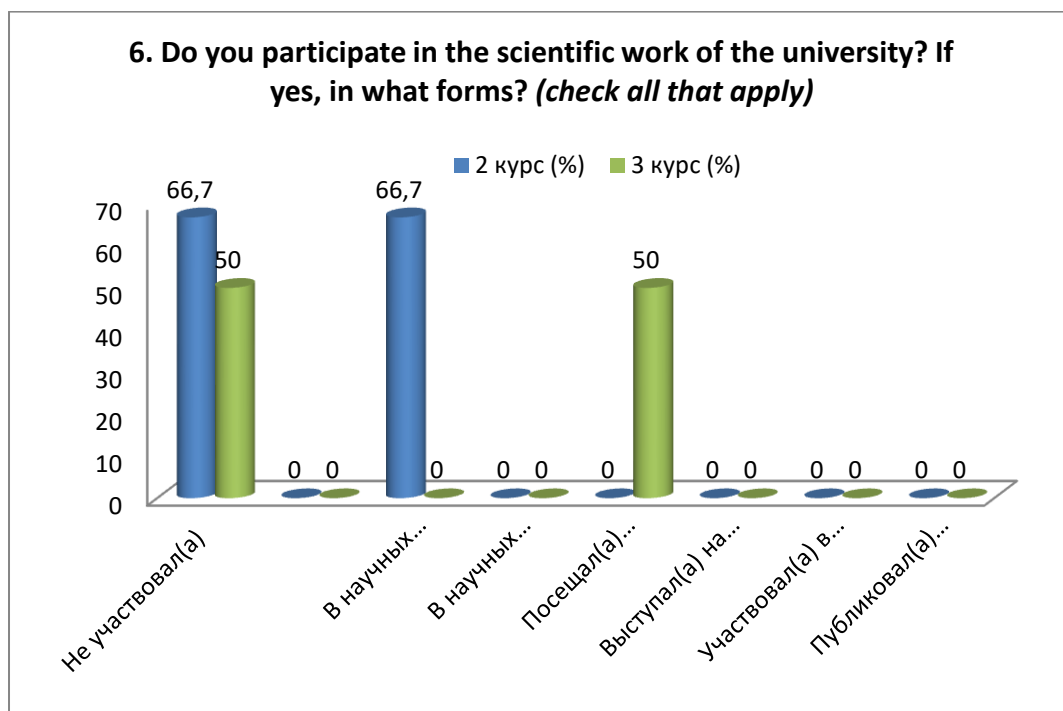
*\*The sum in % is not equal to 100, since several answer options were supposed to be selected*



**6. Do you participate in the scientific work of the university? If yes, in what forms? (check all that apply)**

Answer options	2nd year (%)	3rd year (%)
<b>Did not participate</b>	66.7	50
<b>Sometimes, when it is necessary for formal reasons</b>	-	-
<b>In scientific projects of laboratories, centers, etc. under a contract, within the framework of a grant, etc.</b>	66.7	-
<b>In scientific projects of laboratories, clubs, circles, etc. on a gratuitous basis</b>	-	-
<b>Attended scientific seminars, clubs and other scientific events</b>	-	50
<b>Presented at a conference (including a student conference), scientific seminar)</b>	-	-
<b>Participated in a competition of student scientific papers</b>	-	-
<b>Published the results of his/her research (including in student collections)</b>	-	-

*\*The sum in % is not equal to 100, since several answer options were supposed to be selected*



For the option «If you answered «Did not participate» to the previous question, please write why.» students indicated the following options\* :

-No desire.

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

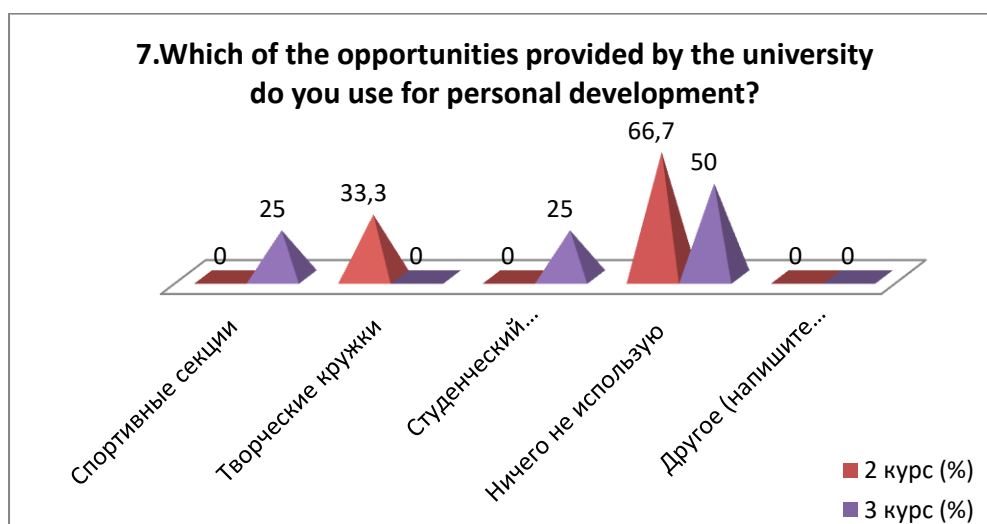
Answer options	2nd year (%)	3rd year (%)
<b>Sports sections</b>	-	25
<b>Creative circles</b>	33.3	-
<b>Student trade union «zhas orda»</b>	-	25
<b>I don't use anything</b>	66.7	50
<b>Other (write your answer)</b>	-	-

For the option «If you answered «I don't use anything» to the previous question, please write why.» The students indicated the following options:

-No desire

-Sometimes classes do not coincide with the schedule, or are too late. For children who do not live within the city of Karaganda, it is not very convenient to go to sections at 19:00/20:00, because we will not be able to leave.

\*The 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.



## 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

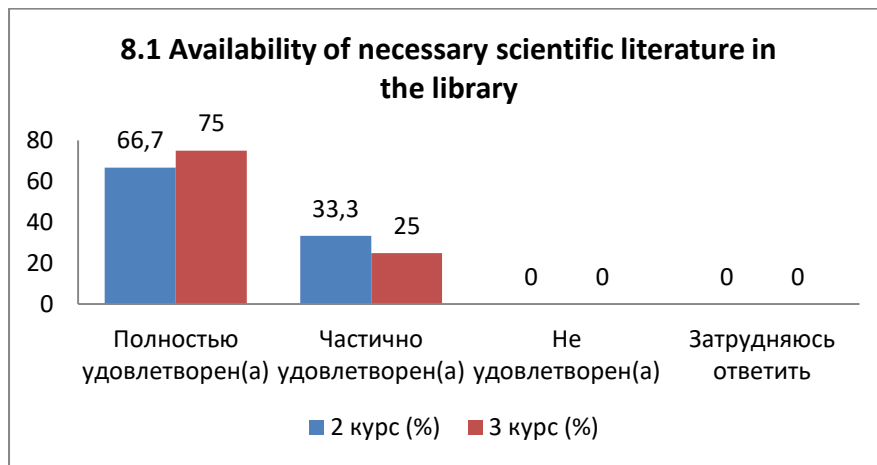
Other \_\_\_\_\_

If you answered the previous question «not satisfied», please provide recommendations for improving the services provided

\_\_\_\_\_

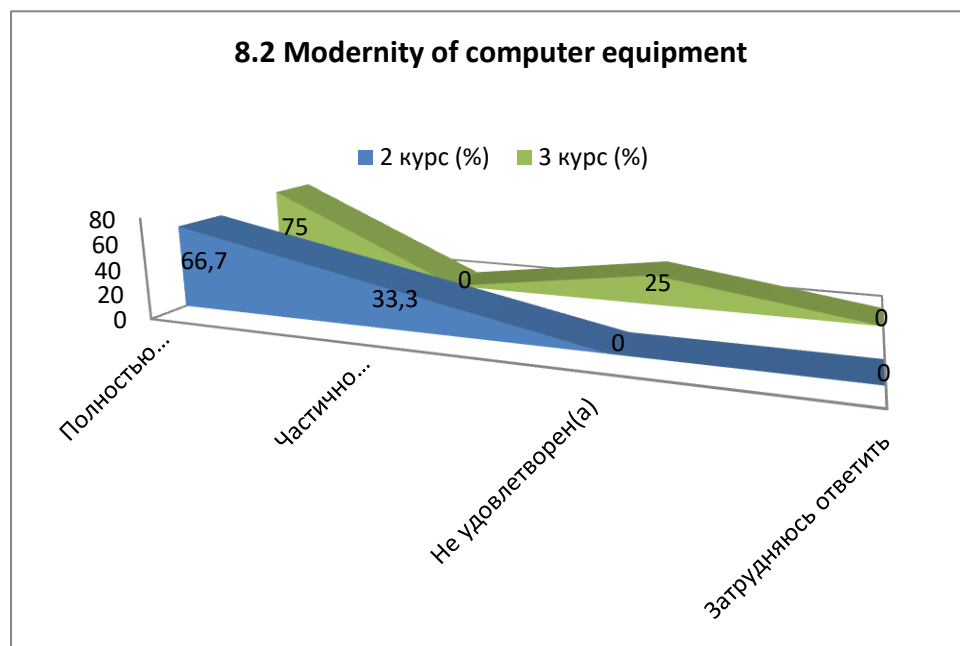
### 8.1 Availability of necessary scientific literature in the library

Answer options	2nd year (%)	3rd year (%)
<b>Completely satisfied</b>	66.7	75
<b>Partially satisfied</b>	33.3	25
<b>Not satisfied</b>	-	-
<b>I find it difficult to answer</b>	-	-



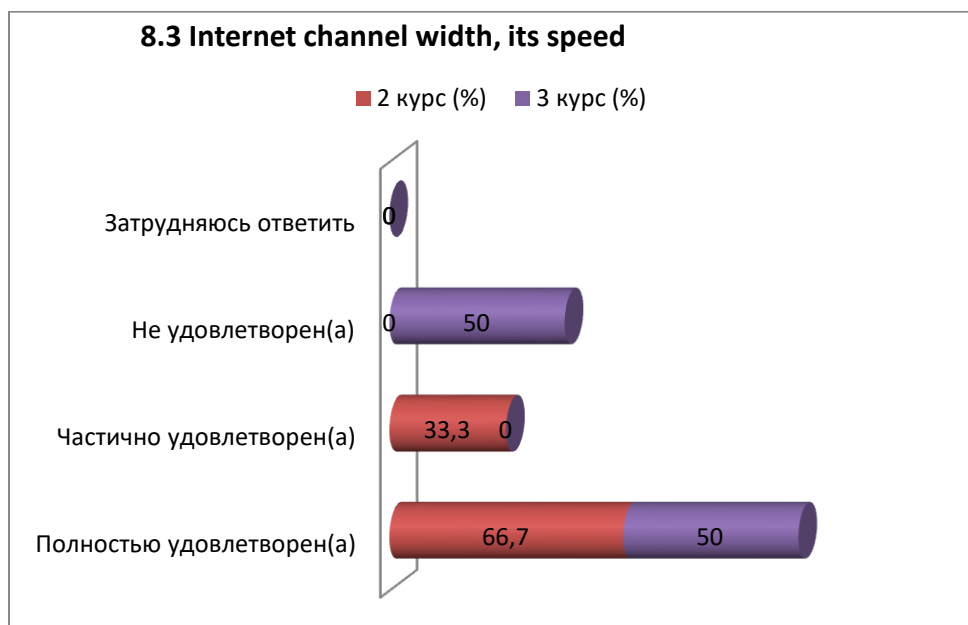
## 8.2 Modernity of computer equipment

Answer options	2nd year (%)	3rd year (%)
<b>Completely satisfied</b>	66.7	75
<b>Partially satisfied</b>	33.3	-
<b>Not satisfied</b>	-	25
<b>I find it difficult to answer</b>	-	-



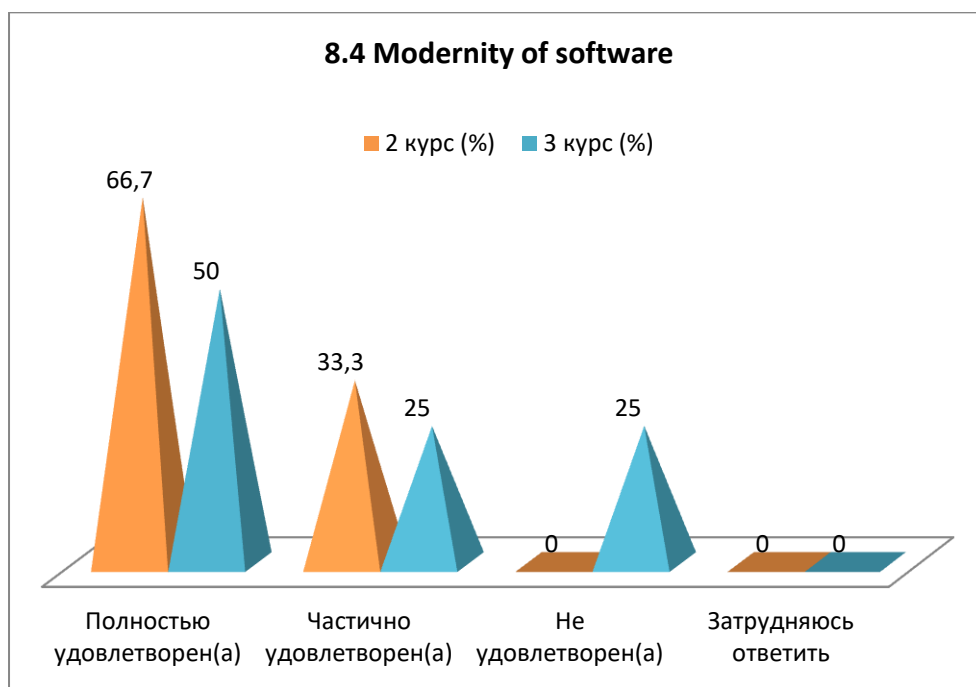
## 8.3 Internet channel width, its speed

Answer options	2nd year (%)	3rd year (%)
<b>Completely satisfied</b>	66.7	50
<b>Partially satisfied</b>	33.3	-
<b>Not satisfied</b>	-	50
<b>I find it difficult to answer</b>	-	-



### 8.4 Modernity of software

Answer options	2nd year (%)	3rd year (%)
<b>Completely satisfied</b>	66.7	50
<b>Partially satisfied</b>	33.3	25
<b>Not satisfied</b>	-	25
<b>I find it difficult to answer</b>	-	-

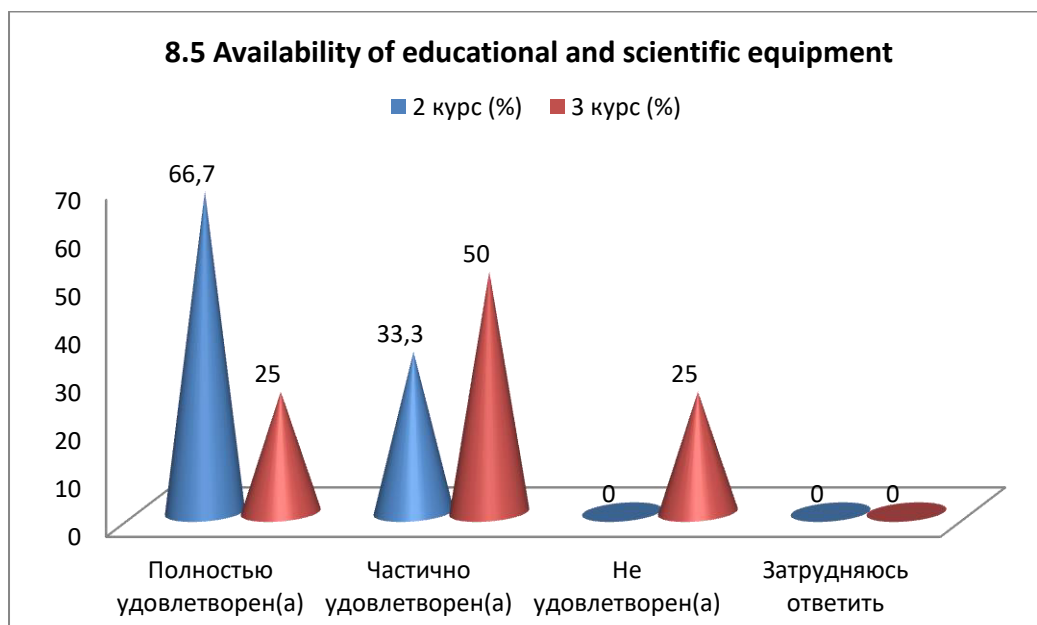


### 8.5 Availability of educational and scientific equipment

Answer options	2nd year (%)	3rd year (%)
<b>Completely satisfied</b>	66.7	25
<b>Partially satisfied</b>	33.3	50

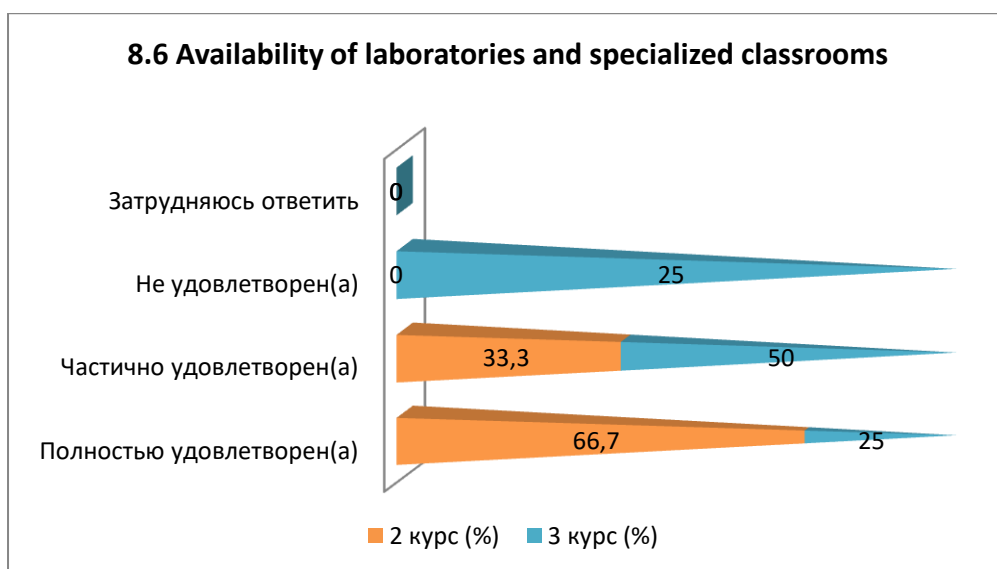


<b>Not satisfied</b>	-	25
<b>I find it difficult to answer</b>	-	-



### 8.6 Availability of laboratories and specialized classrooms

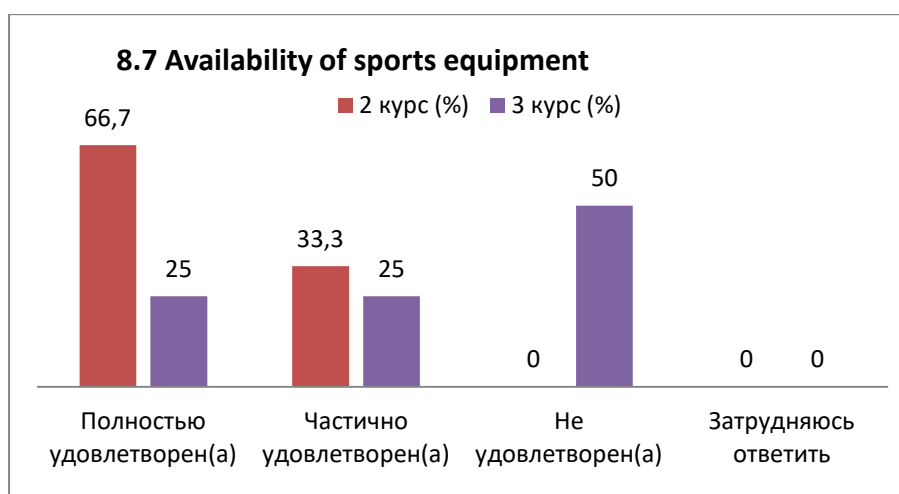
Answer options	2nd year (%)	3rd year (%)
<b>Completely satisfied</b>	66.7	25
<b>Partially satisfied</b>	33.3	50
<b>Not satisfied</b>	-	25
<b>I find it difficult to answer</b>	-	-



### 8.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)
<b>Completely satisfied</b>	66.7	25
<b>Partially satisfied</b>	33.3	25
<b>Not satisfied</b>	-	50

<b>I find it difficult to answer</b>	-	-
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For the option «If you answered «Rather unfriendly than friendly» and «Negative» to the previous question, please provide recommendations for improvement.» students indicated the following options\*:

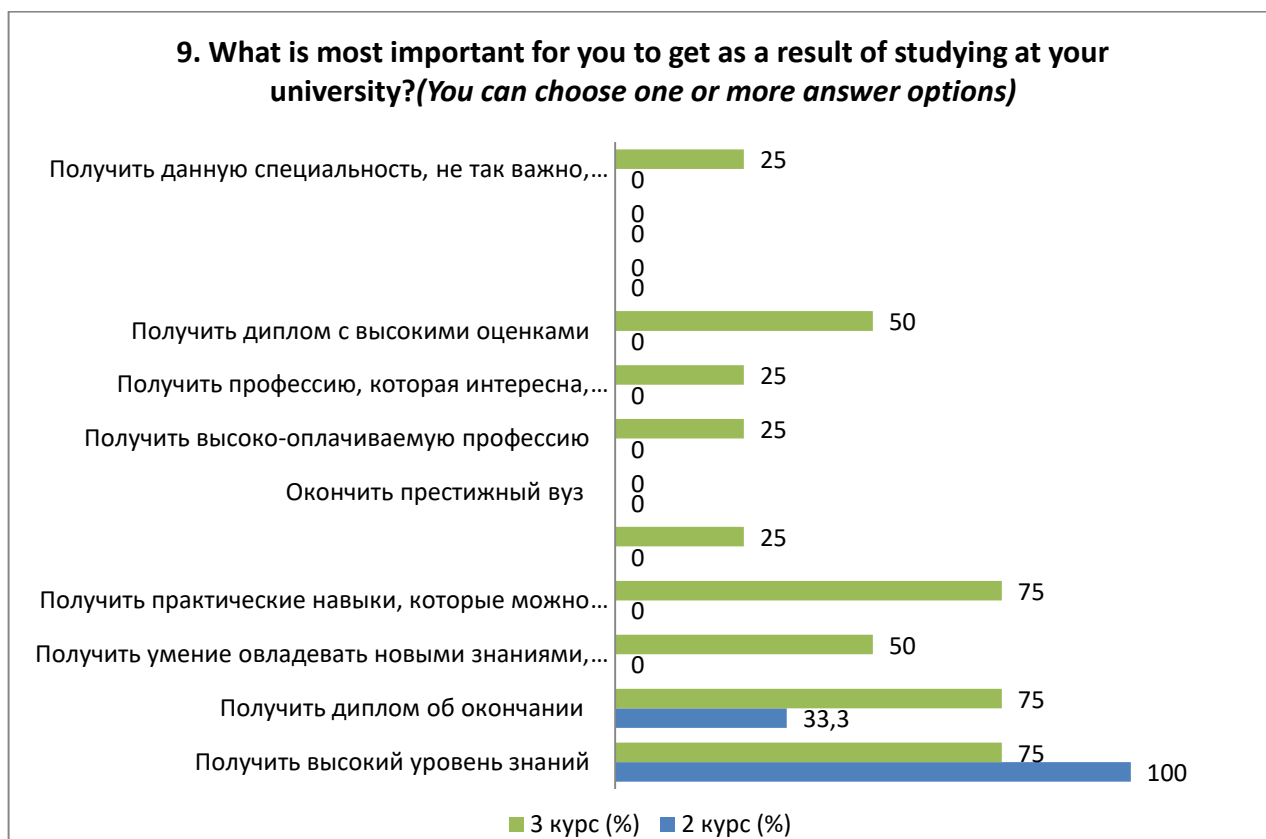
-Update the projectors, or at least fix them. The computers don't work at all, they constantly turn off or don't turn on.

**9. What is most important for you to get as a result of studying at your university?(You can choose one or more answer options)**

Answer options	2nd year (%)	3rd year (%)
<b>Obtain a high level of knowledge</b>	100	75
<b>Receive a diploma of completion</b>	33.3	75
<b>Gain the ability to master new knowledge that will help you quickly adapt to the workplace</b>	-	50
<b>Gain practical skills that you can immediately use in your work</b>	-	75
<b>Get a diploma, the prestige of the university does not matter</b>	-	25
<b>Graduate from a prestigious university</b>	-	-
<b>Get a high-paying profession</b>	-	25
<b>Get a profession that is interesting and matches your abilities</b>	-	25
<b>Get a diploma with high marks</b>	-	50
<b>You only need to learn what is interesting or will be needed in your future studies (work)</b>	-	-
<b>Graduate from this particular university, it doesn't matter what specialty</b>	-	-
<b>It doesn't really matter which university you go to to get this specialty.</b>	-	25

\*The sum in % is not equal to 100, since several answer options were supposed to be selected

\*The 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.



Based on the questionnaire results, the following conclusions can be drawn:

The results of the questionnaire of students of 2-5 years of educational services showed generally positive student satisfaction with the quality of the educational process at the university. The majority of students (87.5%) are satisfied with the extent to which the educational process corresponds to their inclinations, interests and capabilities. Students rated the following criteria as «excellent quality»:

- class schedule;
- satisfaction with the library's work;
- the possibility of access to full-text databases of scientific publications. The share of respondents who indicated full or partial satisfaction with these criteria was 100%.

Students rated the following criteria as «good quality»: organization of independent work (87.5%), internship (87.5%), organization and implementation of independent work (87.5%), organization and implementation of laboratory work (87.5%), quality of medical care (87.5%), organization of food at the university (75%), living conditions in a hostel (70.9%).

To the question «Is information about academic mobility opportunities available to you?» 100% chose the answer option yes. Based on this, it can be understood that the university successfully implements the 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.

The psychological climate is an important characteristic of the comfort of the educational environment, which is considered as the immediate environment of a person, as well as the conditions within which he interacts with this environment. Relationships «between students», «between teachers and students (in the educational process)», «between a student and a curator», «between students and the administration», «between

students and department staff (library, student department, etc.)», «between students and security service» are being evaluated respondents, mainly as «friendly» and «with *rather benevolent than malevolent*» accordingly, which fully corresponds to the high level of satisfaction with the moral and psychological climate in the student environment.

58.4% of students do not participate in the university's scientific work. One of the students explained the reason for not participating in scientific work by a lack of desire.

The questionnaire also revealed that 58.4% of students do not use the opportunities provided by the university for personal development, such as sports sections, creative clubs and the student trade union «Zhas Orda». The reasons are limited time or lack of desire to use these opportunities.

The university's material resources fully satisfy the needs of most of the students surveyed. However, the students did leave comments, where the main suggestions are related to improving the quality of educational equipment.

Most students (87.5%) believe that obtaining a high level of knowledge is the most important outcome of studying at a university. The second most important outcome is obtaining a diploma of completion (54.2%). The third place is taken by obtaining practical skills that can be immediately used in work (35%).

Overall, the questionnaire results indicate the need for further improvement of the university's work to improve the quality of the educational process, as well as to create conditions for the active involvement of students in scientific and extracurricular activities.

### **Recommendations:**

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

Students can request the questionnaire results by email from the quality management and accreditation center. [cqma\\_kstu@mail.ru](mailto:cqma_kstu@mail.ru).