

**Report**  
**on the results of the survey**  
**First year students' satisfaction with educational services**  
**in 2023-2024 academic year**  
**Department:** Automation of Production Processes  
**Specialty:** 6B07101 Automation and Control

In February 2024, the Quality Management and Accreditation Center conducted an annual survey on the satisfaction of first-year students with the quality of services provided.

**The purpose of the survey:** Improving the learning process, improving the quality of educational services provided and other areas of the university's activities.

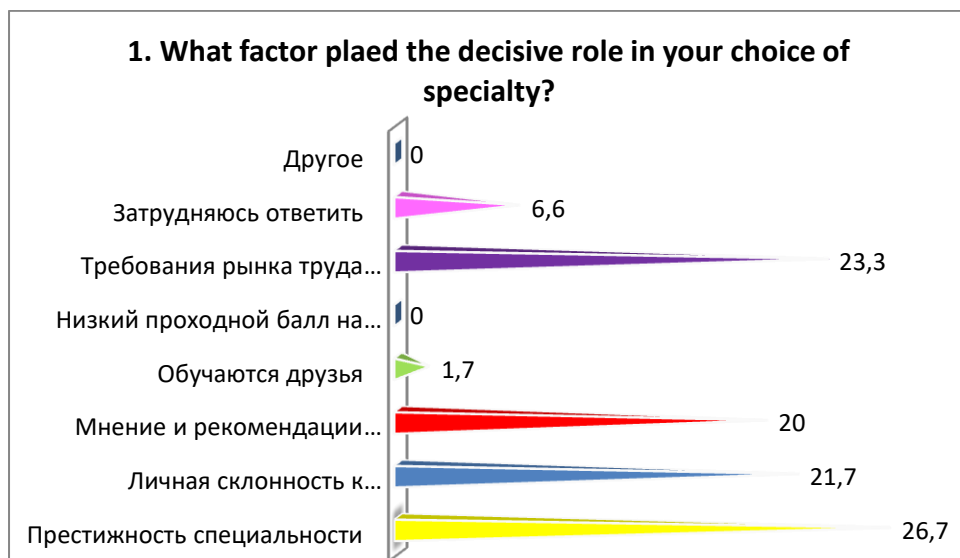
The results of the survey were processed and presented in a generalized form with a guarantee of confidentiality of students' personal opinions.

In the specialty 6B07101 Automation and Management, 60 respondents took part in the survey, which amounted to 65.9% of the total number of students.

The following data were obtained during the survey:

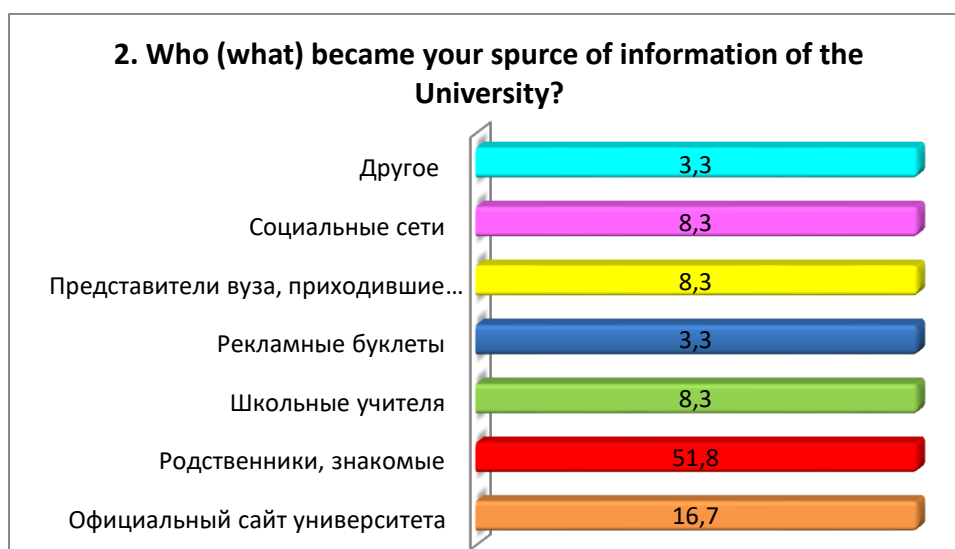
**1. What factor played the decisive role in your choice of specialty?**

Criteria	Indicators (%)
Prestige of the specialty	26,7
Personal inclination to a certain type of activity, assessment of one's own abilities	21,7
Opinion and recommendations of parents/relatives	20
Friends studying	1,7
Low passing score for the specialty	-
Labor market requirements (employment opportunities)	23,3
I find it difficult to answer	6,6
Other	-



## 2. Who (what) became your source of information of the University?

Criteria	Indicators (%)
Official website of the university	16,7
Relatives, acquaintances	51,8
School teachers	8,3
Advertising brochures	3,3
University representatives who came to the school with advertising	8,3
Social networks	8,3
Other	3,3



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

- My sister
- Kazzinc Zhairem technologists.

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

Criteria	Indicators (%)
Completely satisfied	50
Rather satisfied	35
Rather dissatisfied	3,3
Completely dissatisfied	1,7
Difficult to answer	10
Other	-

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



### 4. Do you find it easy to cope with your academic workload?

Criteria	Indicators (%)
Yes, easy	35
Difficult during the session	50
Difficult	8,3
Can't cope at all	1,7
Difficult to answer	5
Other	-



### 5. Problems you experience during the learning process

Criteria	Показатели (%) (Indicators %)
Lack of perseverance	11,7
Lack of knowledge	8,3
Lack of willpower	11,7
I can't organize my own time	10
No self-organization skills	5
I don't have any problems	33,3
I find it difficult to answer	20
Other	-



## 6. Are you satisfied with the work of?..

Criteria	Completely satisfied	Rather satisfied	Rather dissatisfied	Completely dissatisfied	Difficult to answer
Dean's Offices	68,4	18,3	3,3	-	10
Departments	71,7	15	3,3	-	10
Teachers	70	21,7	1,7	-	6,6
Curators	81,6	11,7	1,7	-	5



To the option “**If you answered “rather dissatisfied or completely dissatisfied,”** provide recommendations for improvement,” students indicated the following options\*:

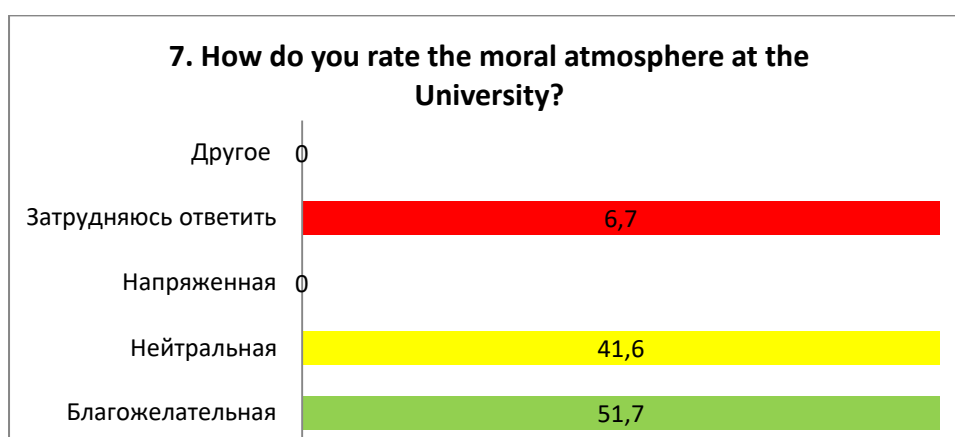
- I don't know
- Often, department heads don't perceive students as people and look down on them
- Don't make scientists out of us.

## 7. How do you rate the moral atmosphere at the University?

Criteria	Indicators (%)
Benevolent	51,7
Neutral	41,6
Tense	-
Difficult to answer	6,7
Other	-

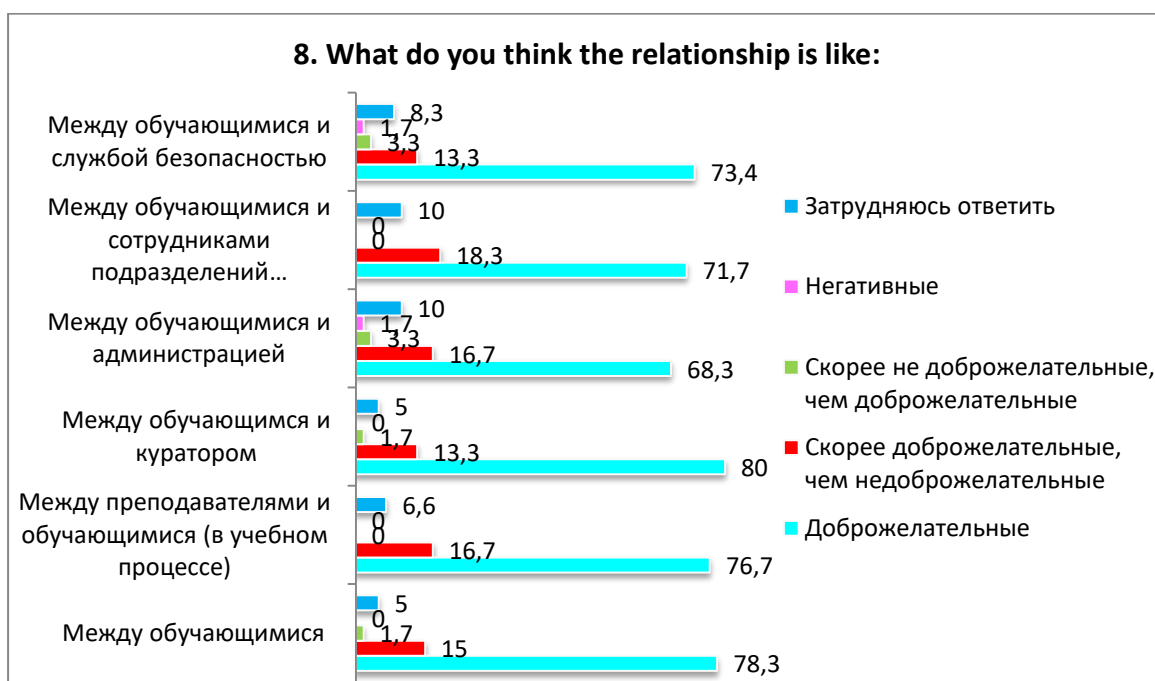
To the option “If you answered “Tense” to the previous question, write why,” the students indicated the following options\*:

- No.



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

Criteria	Friendly	Rather friendly than unfriendly	Rather unfriendly than friendly	Negative	Difficult to answer
Between students	78,3	15	1,7	-	5
Between teachers and students (in the educational process)	76,7	16,7	-	-	6,6
Between a student and a supervisor	80	13,3	1,7	-	5
Between students and administration	68,3	16,7	3,3	1,7	10
Between students and department staff (library, student department, etc.)	71,7	18,3	-	-	10
Between students and the security service	73,4	13,3	3,3	1,7	8,3

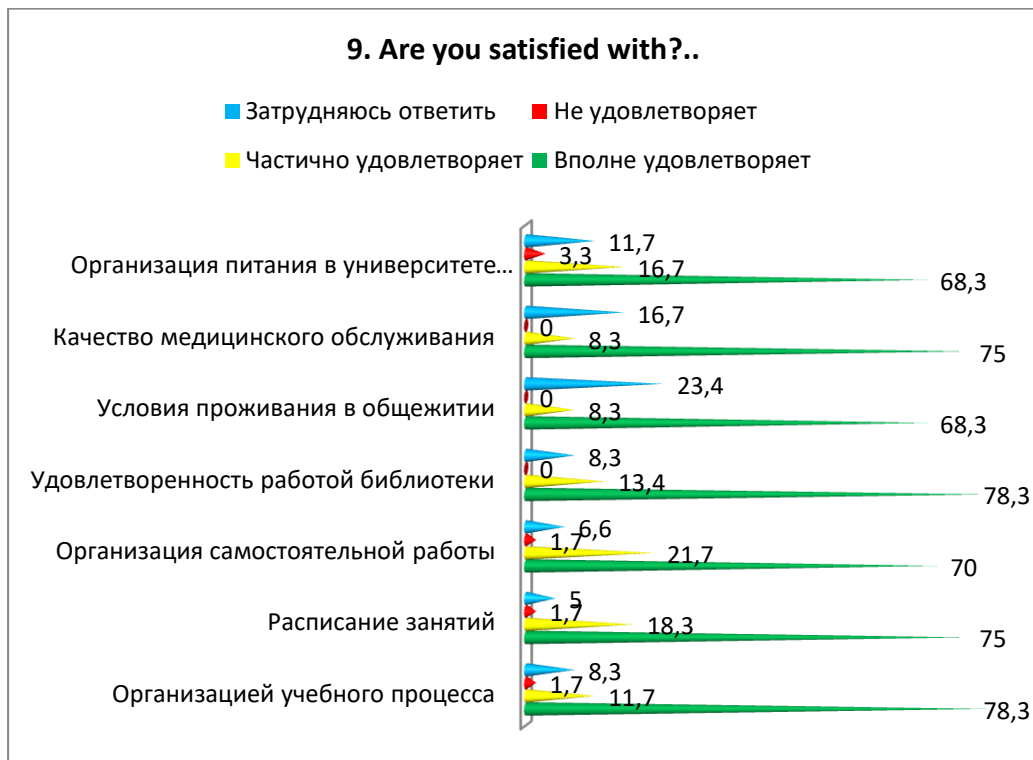


To the option "**If you answered "Rather unfriendly than friendly or negative"** to the previous question, write why" the students indicated the following options\*:

- No
- Many conflict situations in which the negligence of people holding administrative positions is to blame.

### 9. Are you satisfied with?..

Criteria	Completely satisfied	Partially satisfied	Not satisfied	Difficult to answer
Organization of the educational process	78,3	11,7	1,7	8,3
Class schedule	75	18,3	1,7	5
Organization of independent work	70	21,7	1,7	6,6
Satisfaction with the library work	78,3	13,4	-	8,3
Living conditions in the hostel	68,3	8,3	-	23,4
Quality of medical care	75	8,3	-	16,7
Organization of catering at the University (prices, product range, quality of prepared dishes)	68,3	16,7	3,3	11,7



To the option “**If you answered “Not satisfied”, please provide recommendations for improvement”**”, students indicated the following options\*:

- Food prices are high and the quality is low
- No.

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

Criteria	Indicators (%)
Yes, always	73,3
No, not always	16,7
Difficult to answer	8,3
Other	1,7

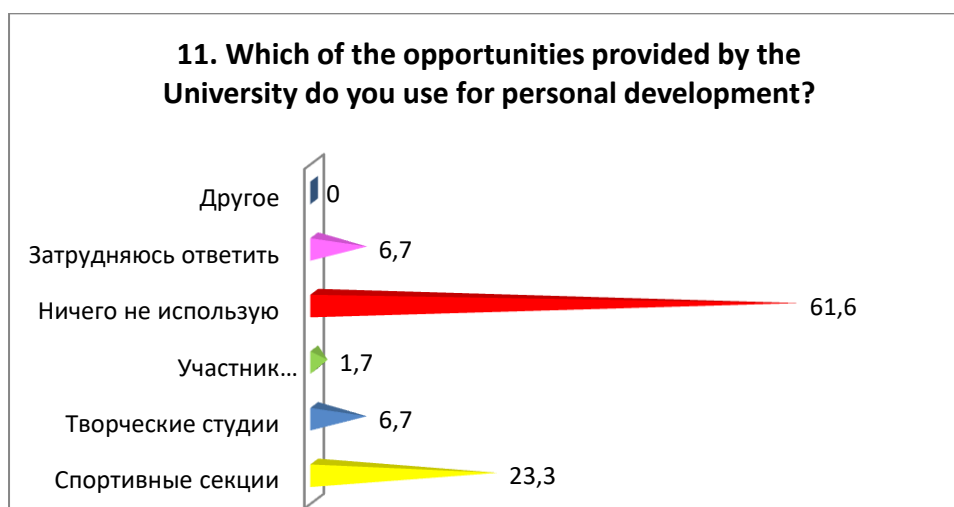


For the **Other** option, students gave the following answers\*:

- I don't know.

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

Criteria	Indicators (%)
Sports sections	23,3
Creative studios	6,7
Member of the Department of Youth Policy	1,7
I don't use anything	61,6
I find it difficult to answer	6,7
Other	-

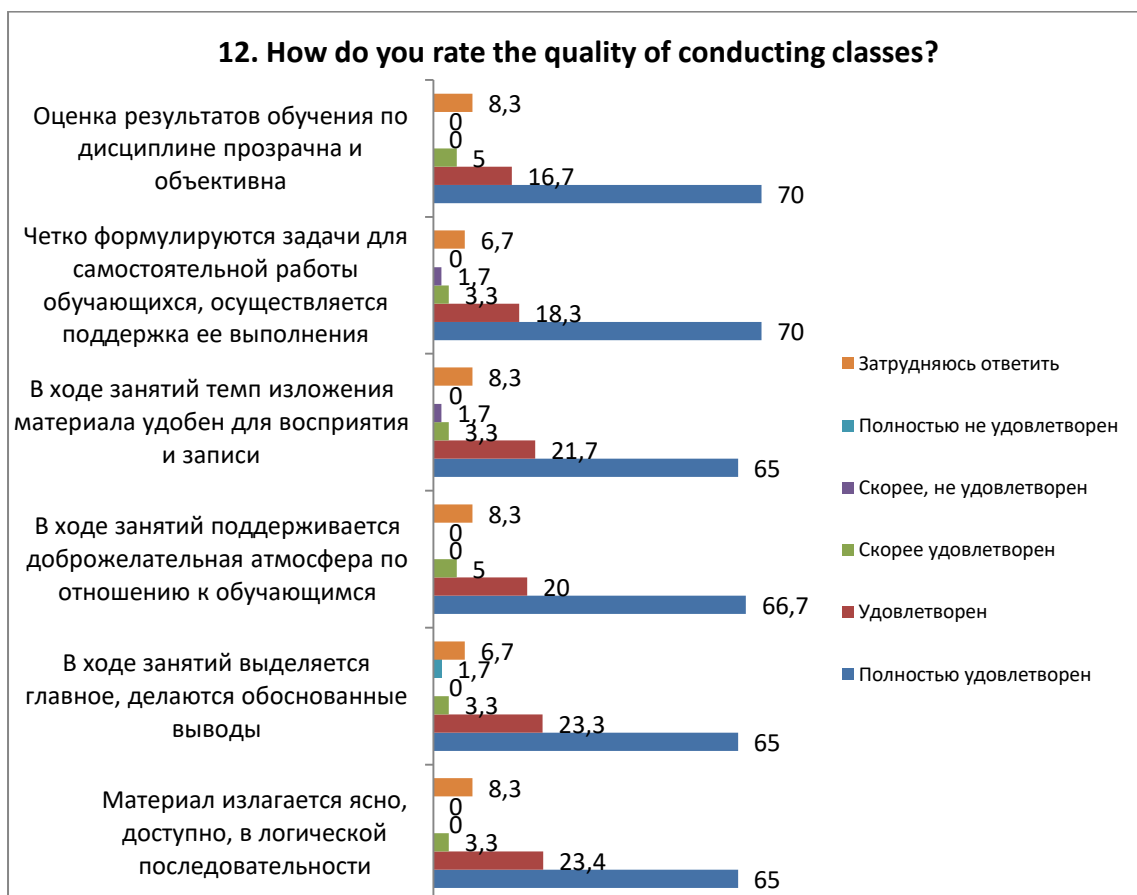


### 12. How do you rate the quality of conducting classes?

Criteria	Compl etely satisfie d	Satisfie d	Rather satisfie d	Rather dissatis fied	Comple tely dissatisfi ed	Difficult to answer
The material is presented clearly, accessibly, in a logical sequence	65	23,4	3,3	-	-	8,3
In classes, the main points are highlighted, and well-founded conclusions are made	65	23,3	3,3	-	1,7	6,7
In classes, a friendly atmosphere is maintained towards the students	66,7	20	5	-	-	8,3
In classes, the pace of the presentation of the material is convenient for perception and recording	65	21,7	3,3	1,7	-	8,3
Tasks for independent work of students are clearly formulated, and support for its implementation is provided	70	18,3	3,3	1,7	-	6,7
The assessment of learning outcomes in the discipline is transparent and objective	70	16,7	5	-	-	8,3

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





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

- None.

For the option "**If you answered "rather dissatisfied and completely dissatisfied" to the previous question, provide recommendations for improvement**", the students indicated the following options\*:

- No.

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

- Club sections

- I don't know

- this is enough

- Hello, I think all the questions are objective and complete.

- None.

Based on the results of the survey there can be made the following **conclusions**:

1. *Factors of choosing a specialty.* The prestige of the specialty had the greatest influence (26.7%), followed by labor market requirements (23.3%). Personal inclination and assessment of one's own abilities, the opinion of parents/relatives also influence the choice, but to a lesser extent. At the same time, 6.6% of respondents found it difficult to determine the main factor in choosing a specialty.

2. *Sources of information of the University:* most students received the information of the University from relatives and friends (51.8%), as well as through the official website of the university (16.7%). The other sources included advertising brochures, university representatives, social networks and school teachers. Some students also indicated individual ways of obtaining the information.

3. *Satisfaction with the chosen educational program:* 85% of students are satisfied with the choice of their educational program, which indicates that the chosen program meets their expectations and goals.

4. *Problems in the learning process:* students face various problems, such as lack of knowledge, willpower, time management and study load management. Some students experience difficulties, especially during the exam period, while others do not experience problems in their studies.

5. *Satisfaction with the work of the University's structural divisions:*

- Dean's Office: 86.7% of students expressed satisfaction with the work of the Dean's Office, which indicates a good level of management and organization of the educational process;

- Departments: 86.7% of the surveyed students highly rated the work of the departments, emphasizing the effectiveness and professionalism of the teachers in their field;

- Teachers: 91.7% of students expressed satisfaction with the work of the teachers, noting the high level of knowledge and competence in teaching disciplines;

- Curators: 93.3% of the surveyed students rated the work of the curators as highly satisfactory, which indicates significant support and assistance provided to students in solving various issues and problems.

6. *The psychological climate at the University* is described as friendly relations between students, teachers and the university staff. This climate creates a supportive and inspiring environment for student learning and development.

7. *Student satisfaction with the quality of educational services:* 93.3% with the class schedule, 91.7% with independent work and the library, 90% of respondents expressed satisfaction with organization of the educational process, 85% with organization of catering, 83.3% with the quality of medical care, and 76.6% with the living conditions in the hostel. These data indicate the good quality of services and support provided by the university to ensure successful learning and student comfort.

8. *Availability of information related to the educational process and extracurricular activities:* 73.3% of students claim that it is always available, while 16.7% note that this is not always the case. 8.3% of respondents were undecided on this issue.

9. *Student participation in the social life of the University:* 23.3% of students are keen on sports sections, 6.7% prefer creative studios, and 1.7% participate in the youth policy department. However, 61.6% of respondents said that they do not use any of the opportunities provided. The reasons for this decision were not indicated by the students in the questionnaire.

10. *Students rate the quality of classes at a high level* (on average 91.4%), emphasizing that the material is presented clearly and accessibly, with logical sequence and highlighting key points with substantiated conclusions. They also note the favorable atmosphere in the classroom, the comfortable pace of information delivery and the clear formulation of assignments for independent work with support for their implementation.

In general, the analysis of the results of students filling out the questionnaire "Satisfaction of the 1-year students with educational services" shows a positive attitude of students to the conditions formed at the University for obtaining an education, the content, organization and quality of the educational process.

### **Recommendations**

Head of the department should familiarize the staff and students with the results of the survey and discuss them at the curatorial hours. This will allow all interested parties to obtain the information of the current state and opinions of students regarding the quality of the educational process and learning conditions; if needed, to develop an action plan to improve the quality of educational services.

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