

Report
on the results of the survey
“Satisfaction of 2-5 year students with educational services”
in 2023 – 2024 academic year
Department: Automation of Production processes
Specialty: 6B07101 Automation and Control

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 6B07101 Automation and Control 159 respondents took part in the survey:

- 2 year – 51 students (63,8%);
- 3 year – 59 students (85,5%);
- 4 year – 49 students (75,4%).

Mode of training

- Budget – 101 students (63,5%);
- Paid – 58 students (36,5%).

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

Indicators:

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

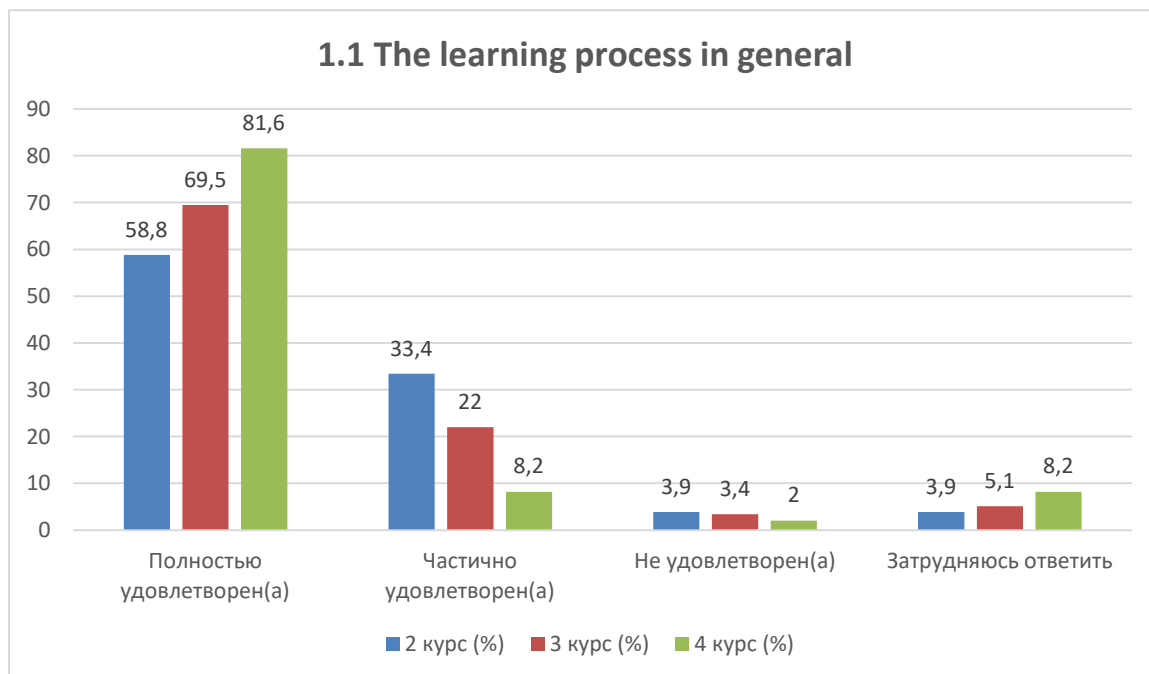
1.1 The learning process in general
1.2 Class schedule
1.3 Organization of independent work
1.4 Practices
1.5 Organizing and conducting SIWT
1.6 Organizing and conducting laboratory work
1.7 Satisfaction with the library work
1.8 Possibility of access to full-text databases of scientific publications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

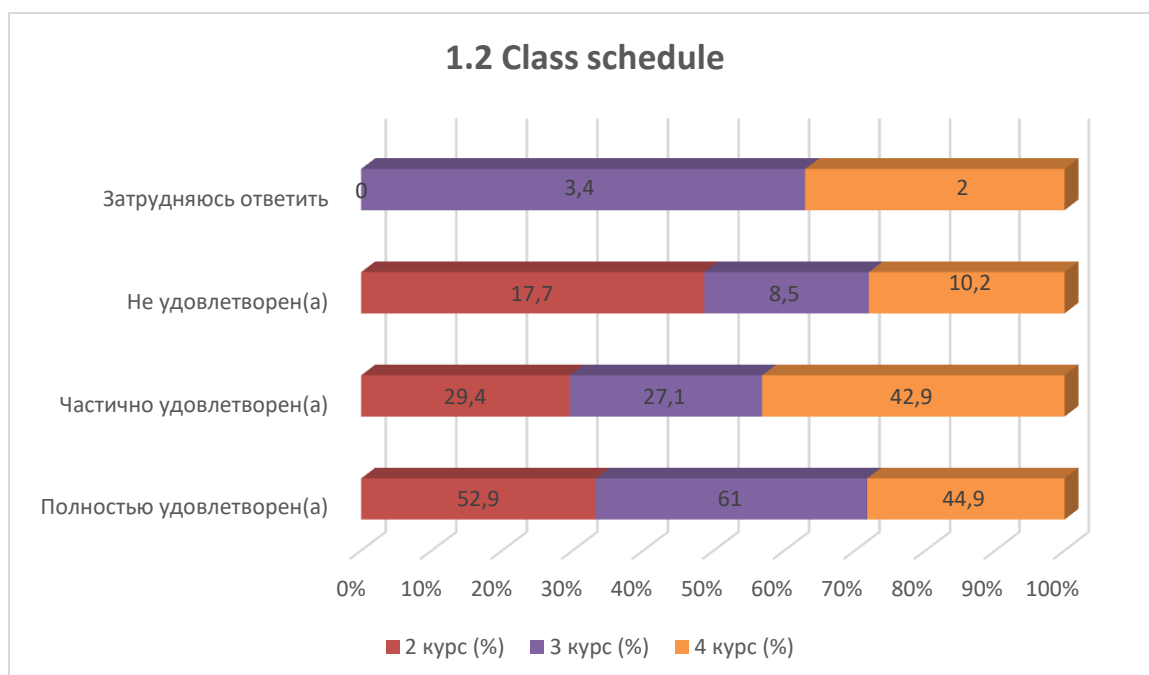
1.1 The learning process in general

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	58.8	69.5	81.6
<i>Partially satisfied</i>	33.4	22	8.2
<i>Not satisfied</i>	3.9	3.4	2
<i>I find it difficult to answer</i>	3.9	5.1	8.2



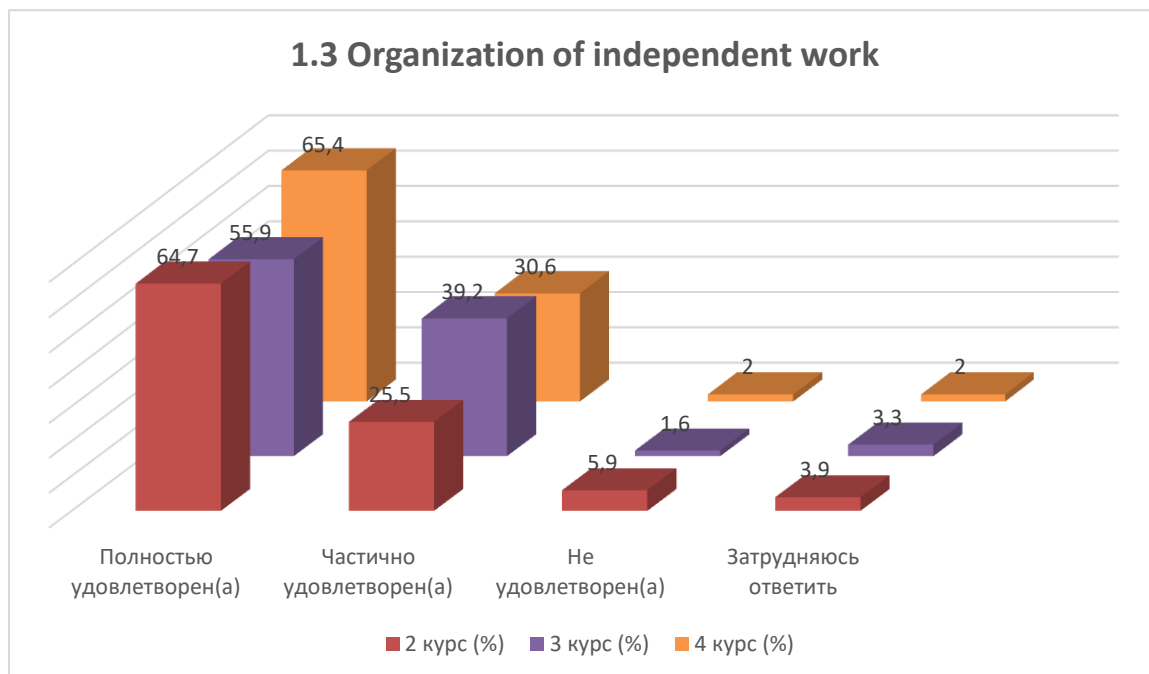
1.2 Class schedule

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	52.9	61	44.9
<i>Partially satisfied</i>	29.4	27.1	42.9
<i>Not satisfied</i>	17.7	8.5	10.2
<i>I find it difficult to answer</i>	-	3.4	2



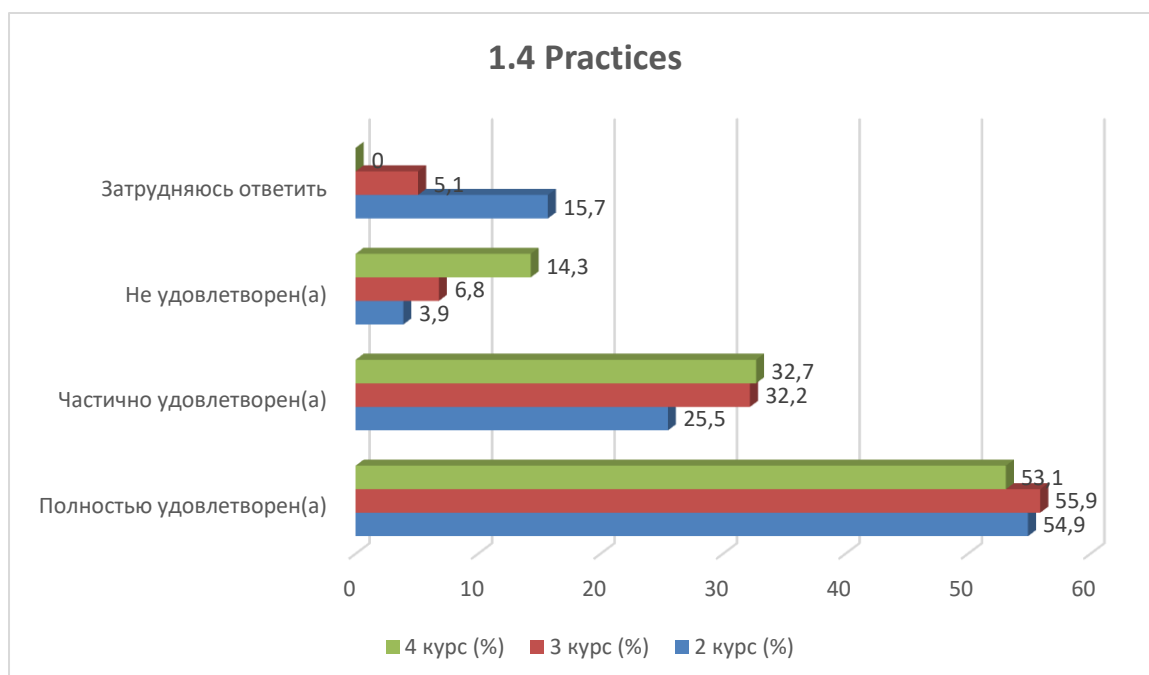
1.3 Organization of independent work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	64.7	55.9	65.4
<i>Partially satisfied</i>	25.5	39.2	30.6
<i>Not satisfied</i>	5.9	1.6	2
<i>I find it difficult to answer</i>	3.9	3.3	2



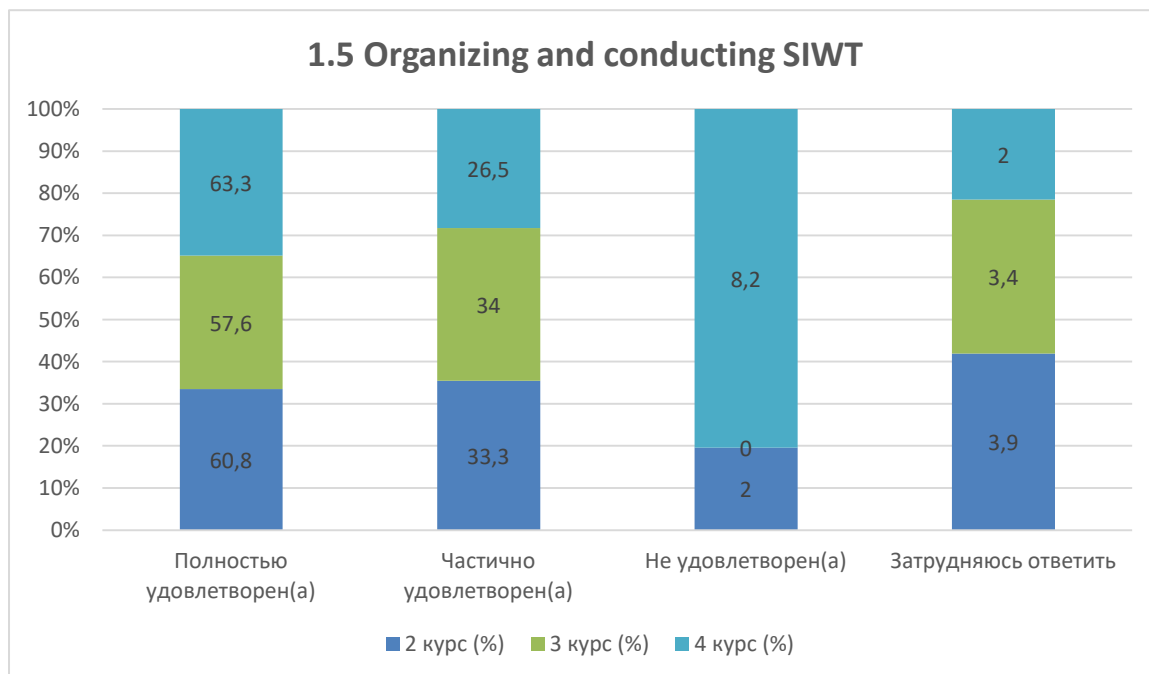
1.4 Practices

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	54.9	55.9	53.1
<i>Partially satisfied</i>	25.5	32.2	32.7
<i>Not satisfied</i>	3.9	6.8	14.3
<i>I find it difficult to answer</i>	15.7	5.1	-



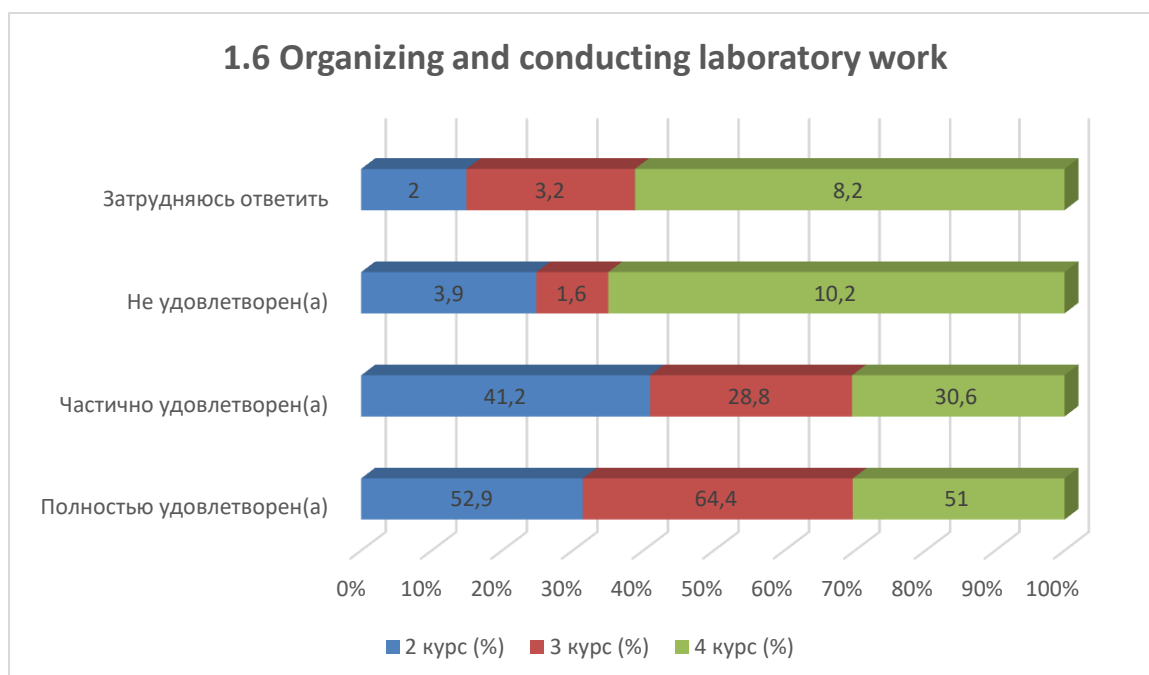
1.5 Organizing and conducting SIWT

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	60.8	57.6	63.3
<i>Partially satisfied</i>	33.3	34	26.5
<i>Not satisfied</i>	2	-	8.2
<i>I find it difficult to answer</i>	3.9	3.4	2



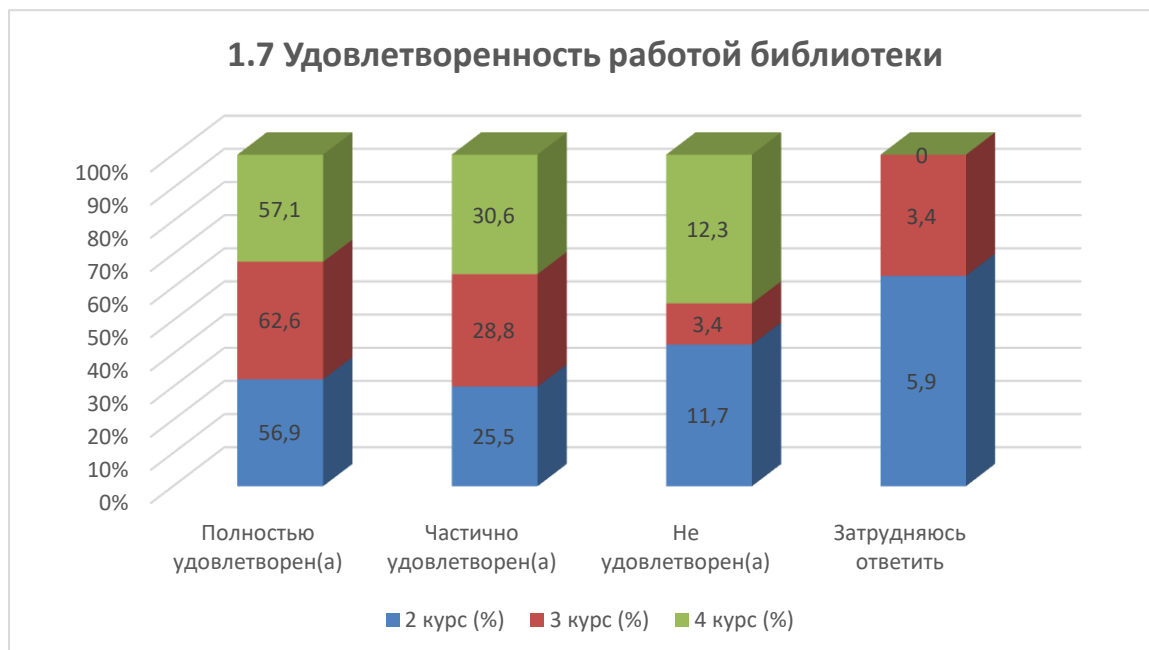
1.6 Organizing and conducting laboratory work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	52.9	64.4	51
<i>Partially satisfied</i>	41.2	28.8	30.6
<i>Not satisfied</i>	3.9	1.6	10.2
<i>I find it difficult to answer</i>	2	3.2	8.2



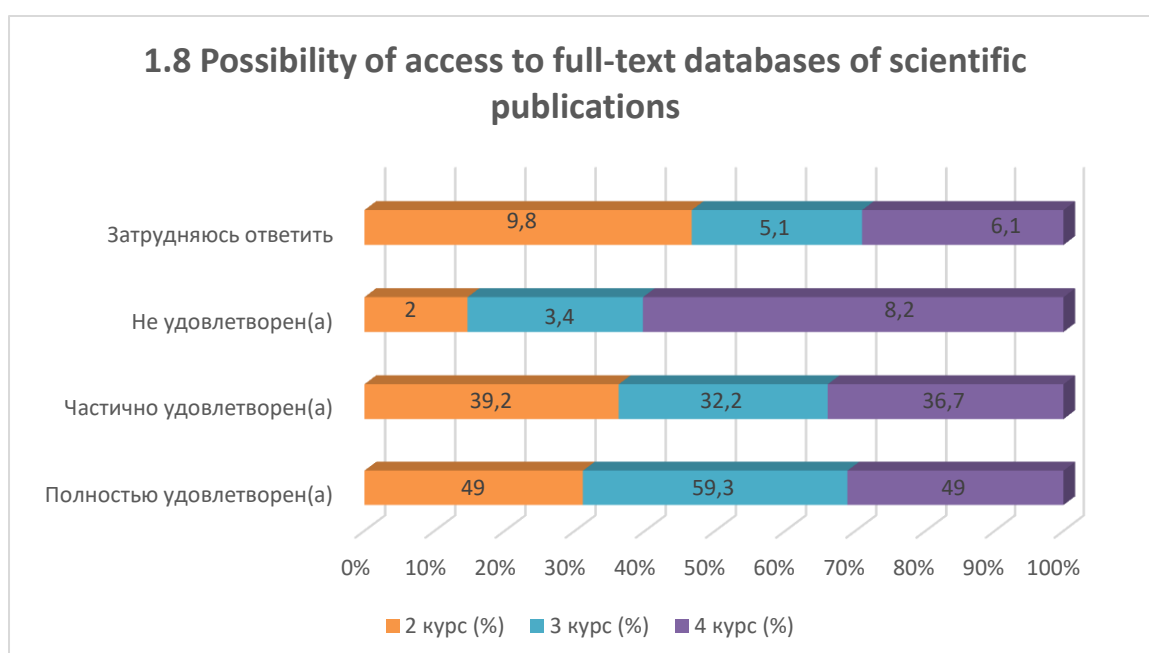
1.7 Satisfaction with the library work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	56.9	62.6	57.1
<i>Partially satisfied</i>	25.5	28.8	30.6
<i>Not satisfied</i>	11.7	3.4	12.3
<i>I find it difficult to answer</i>	5.9	3.4	-



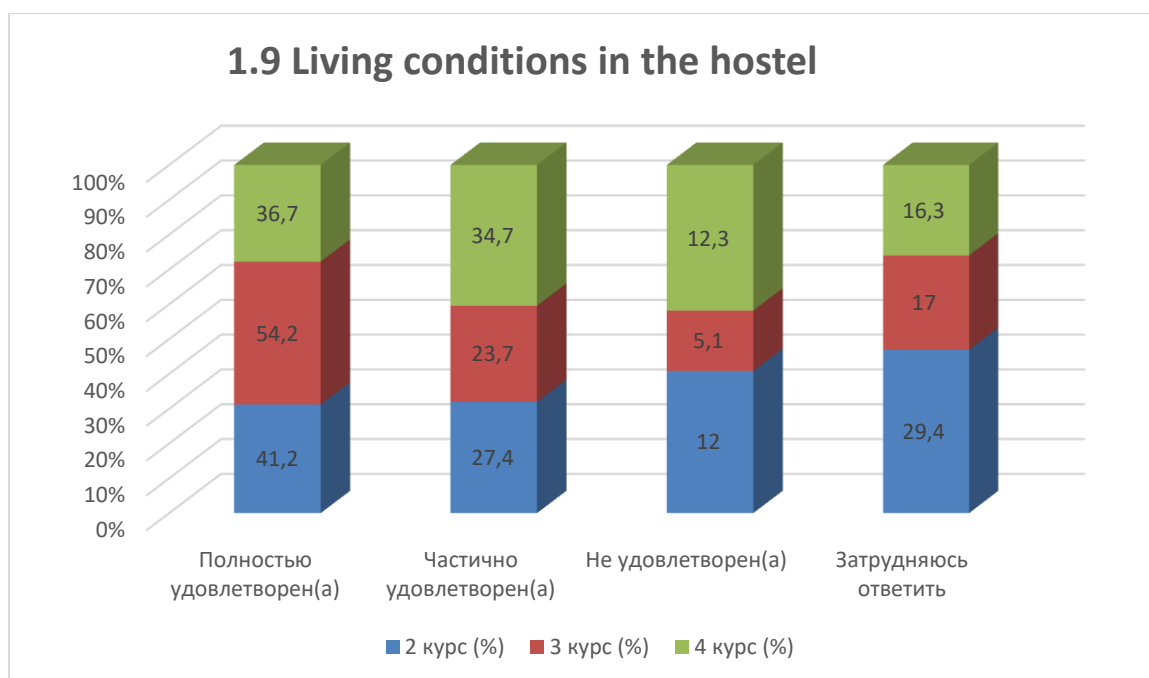
1.8 Possibility of access to full-text databases of scientific publications

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	49	59.3	49
<i>Partially satisfied</i>	39.2	32.2	36.7
<i>Not satisfied</i>	2	3.4	8.2
<i>I find it difficult to answer</i>	9.8	5.1	6.1



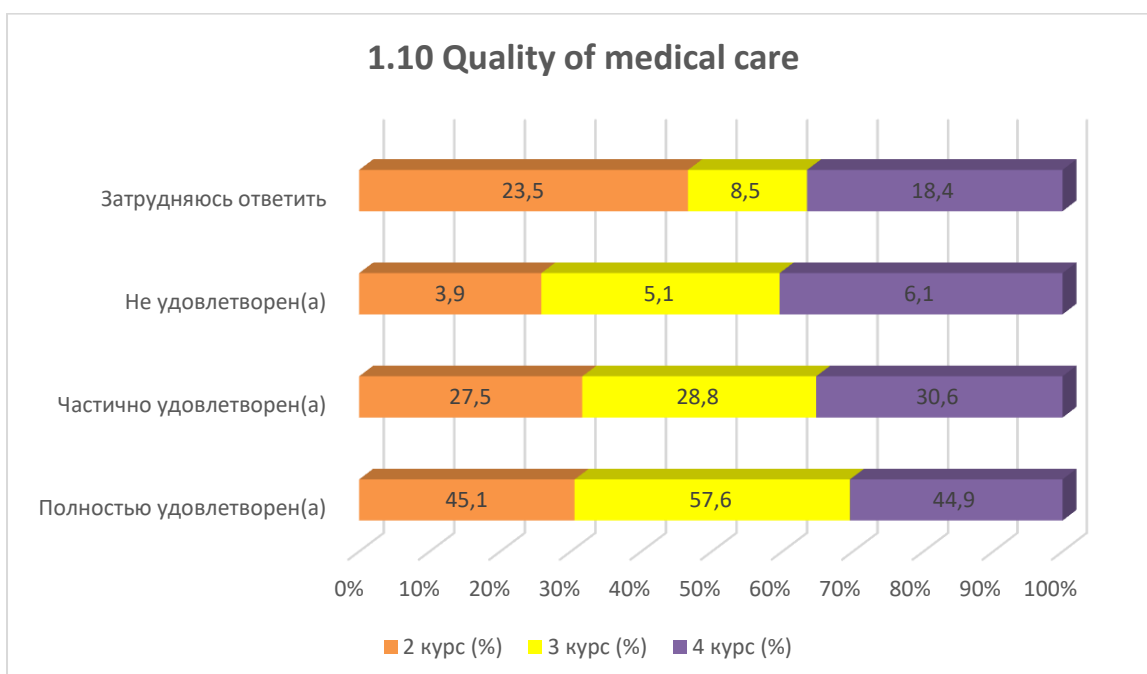
1.9 Living conditions in the hostel

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	41.2	54.2	36.7
<i>Partially satisfied</i>	27.4	23.7	34.7
<i>Not satisfied</i>	12	5.1	12.3
<i>I find it difficult to answer</i>	29.4	17	16.3



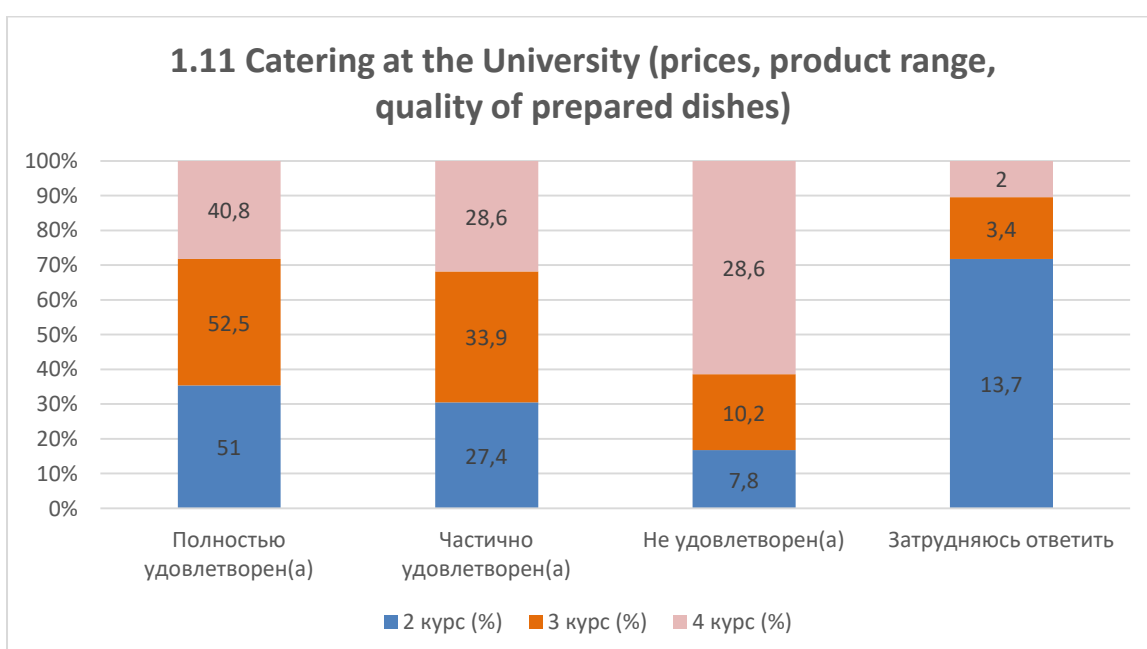
1.10 Quality of medical care

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	45.1	57.6	44.9
<i>Partially satisfied</i>	27.5	28.8	30.6
<i>Not satisfied</i>	3.9	5.1	6.1
<i>I find it difficult to answer</i>	23.5	8.5	18.4



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>	51	52.5	40.8
<i>Partially satisfied</i>	27.4	33.9	28.6
<i>Not satisfied</i>	7.8	10.2	28.6
<i>I find it difficult to answer</i>	13.7	3.4	2



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

- Reduce the price of food
- I don't live in a hostel, I have never used medical care
- Everything suits me
- The dining room is terrible.

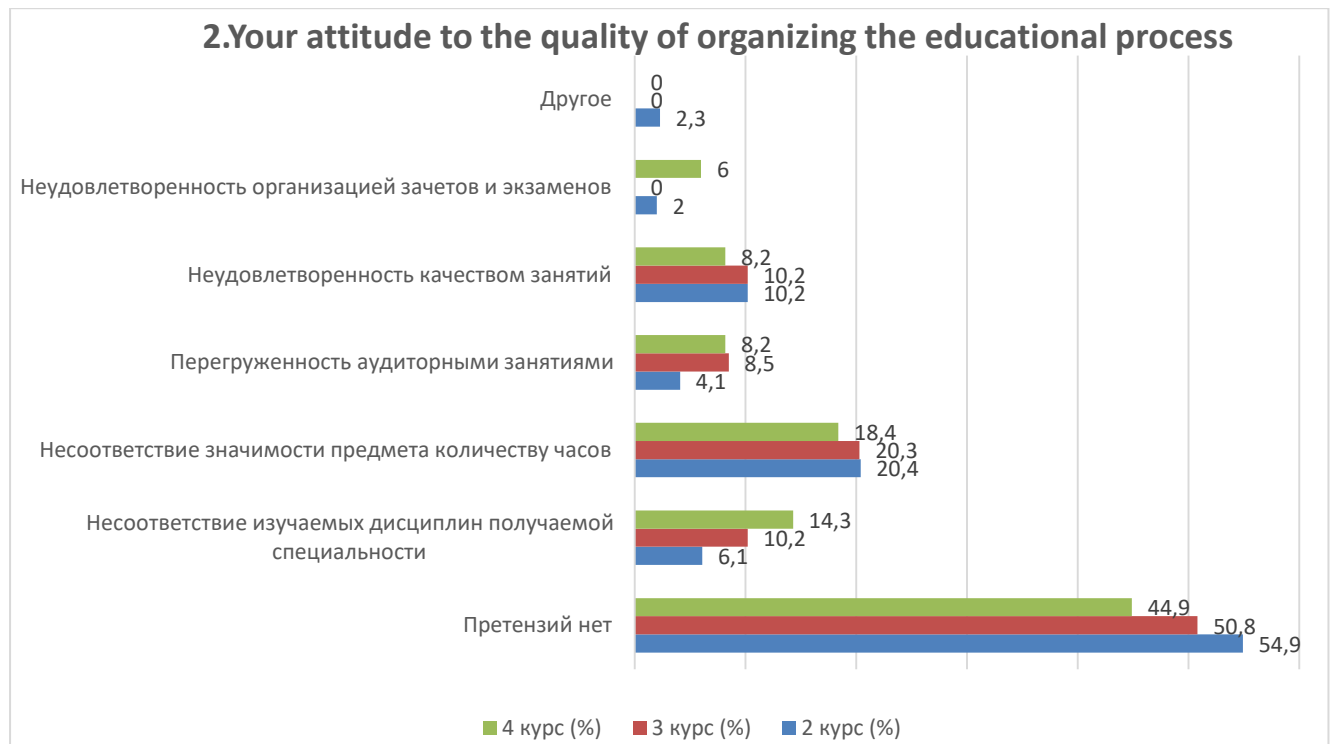
* Students' answers to the option “other” and “if you answered “not satisfied...” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

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*:

- The library does not have the ability to print a file using alternative methods other than a flash drive.
- Completely satisfied.
- Don't put one pair per day, because it's difficult for non-residents to travel like this.
- The quality is higher relative to nearby establishments.
- Prices.
- Provide normal canteens with normal food.
- Food is too expensive.
- Be more tactful.

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

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>No complaints</i>	54.9	50.8	44.9
<i>Discrepancy between the disciplines studied and the specialty obtained</i>	6.1	10.2	14.3
<i>Inconsistency between the importance of the subject and the number of hours</i>	20.4	20.3	18.4
<i>Overload with classroom activities</i>	4.1	8.5	8.2
<i>Dissatisfaction with the quality of classes</i>	10.2	10.2	8.2
<i>Dissatisfaction with the organization of tests and exams</i>	2	-	6
<i>Other</i>	2.3	-	-



Students indicated the following options for the “**Other**” option:

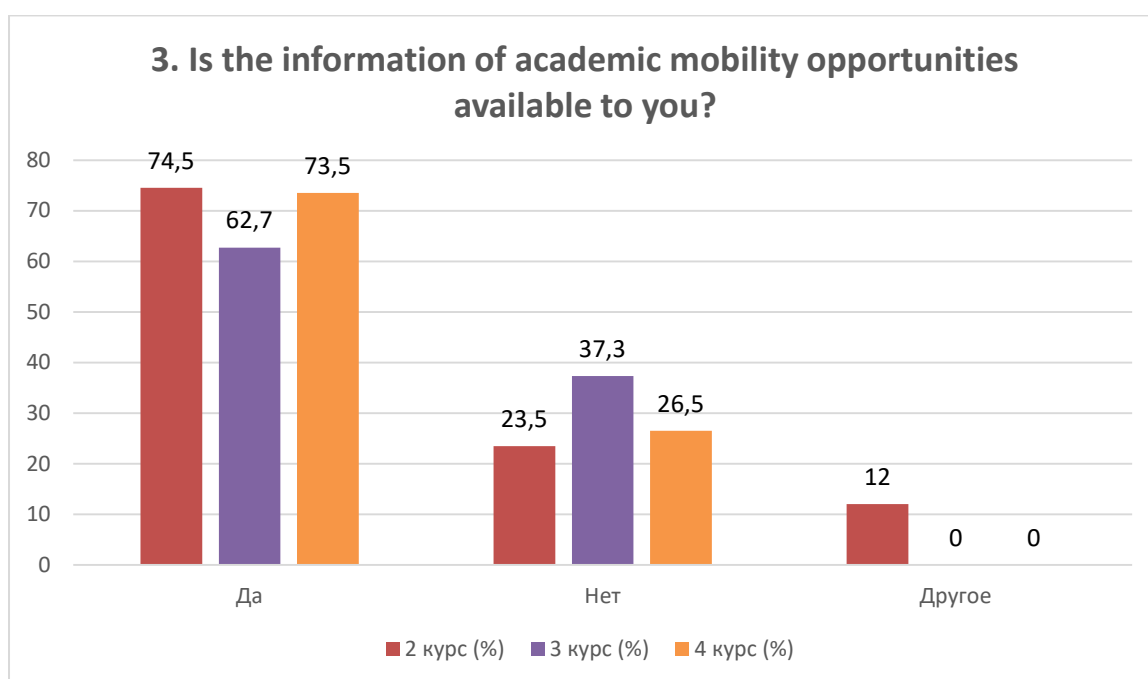
- Good.

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

- No complaints.
- Satisfied.
- None.
- Subjects that do not have a strong role for a given profession, such as philosophy, physical education, sociology, ecology, cultural studies, etc., should not have exams but simply sum up 2 midterm controls and give a grade.

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

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Yes</i>	74.5	62.7	73.5
<i>No</i>	23.5	37.3	26.5
<i>Other</i>	12	-	-



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

- I wasn't interested.

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

- There is no possibility.

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.)

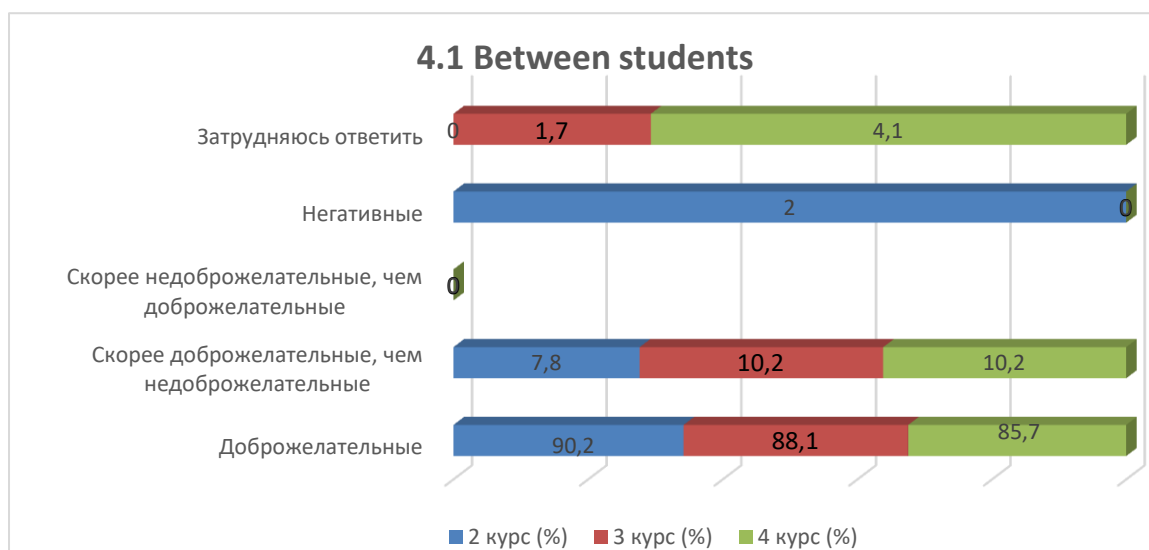
4.6 Between students and security service

Other _____

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

4.1 Between students

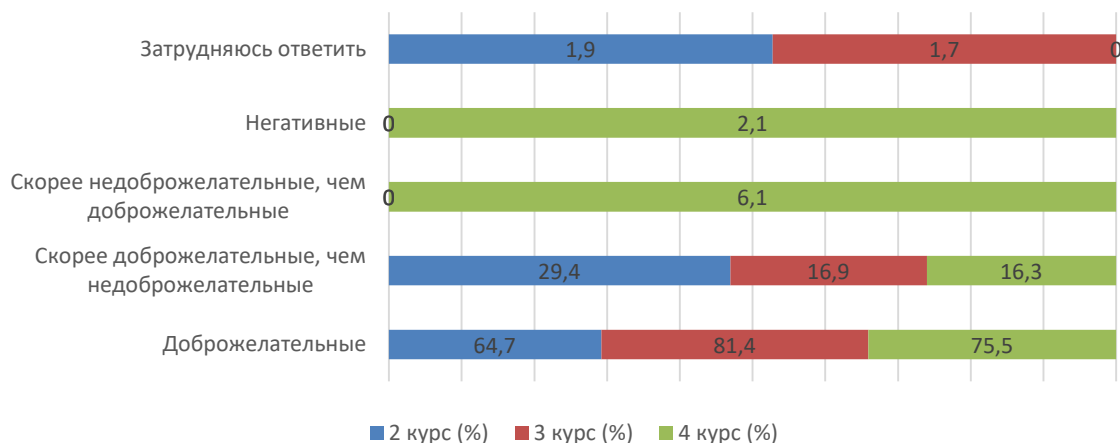
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	90.2	88.1	85.7
<i>More friendly than unfriendly</i>	7.8	10.2	10.2
<i>More unfriendly than friendly</i>	-	-	-
<i>Negative</i>	2	-	-
<i>I find it difficult to answer</i>	-	1.7	4.1



4.2 Between teachers and students (in the educational process)

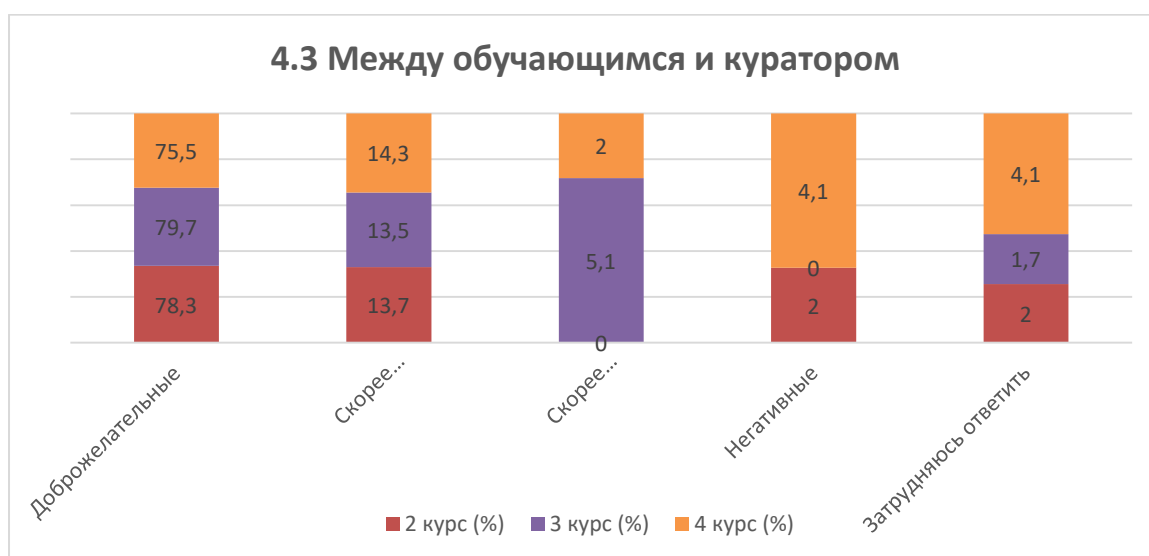
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	64.7	81.4	75.5
<i>More friendly than unfriendly</i>	29.4	16.9	16.3
<i>More unfriendly than friendly</i>	-	-	6.1
<i>Negative</i>	-	-	2.1
<i>I find it difficult to answer</i>	1.9	1.7	-

4.2 Between teachers and students (in the educational process)



4.3 Between a student and a supervisor

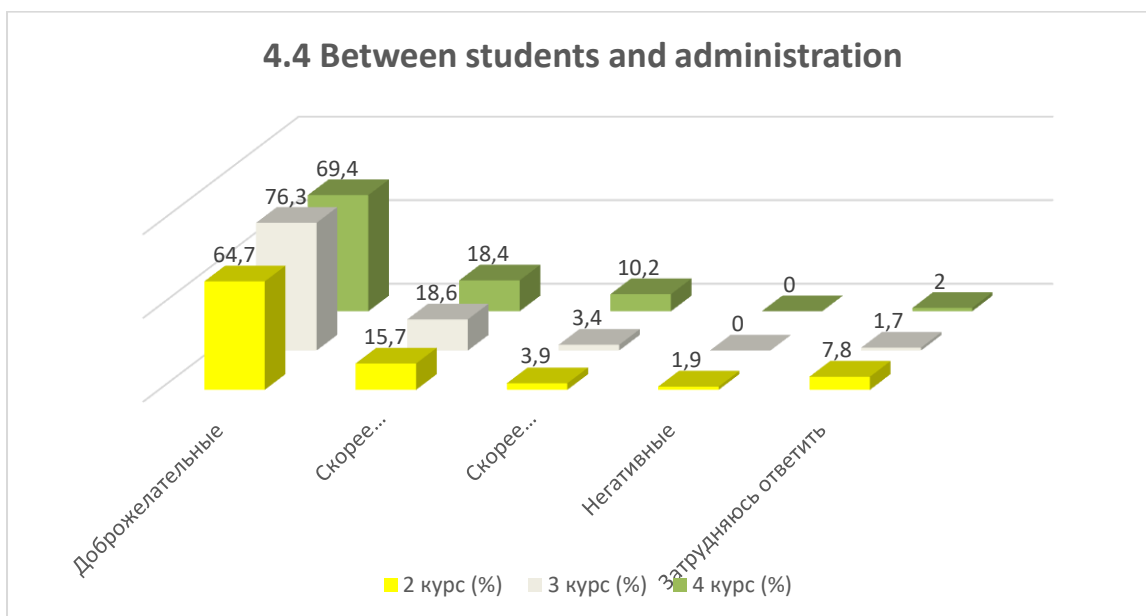
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	78.3	79.7	75.5
<i>More friendly than unfriendly</i>	13.7	13.5	14.3
<i>More unfriendly than friendly</i>	-	5.1	2
<i>Negative</i>	2	-	4.1
<i>I find it difficult to answer</i>	2	1.7	4.1



4.4 Between students and administration

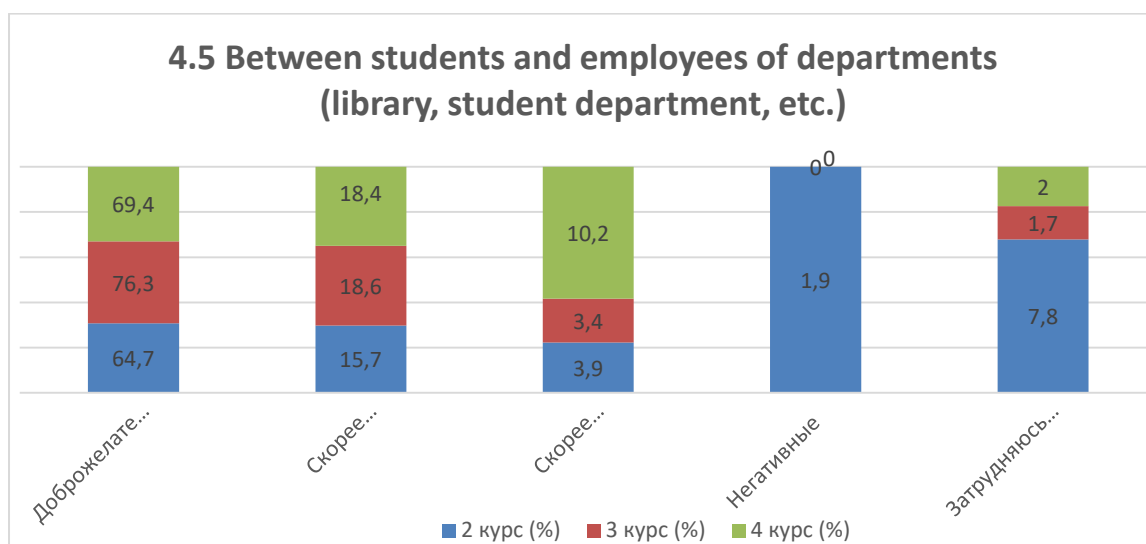
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	64.7	76.3	69.4
<i>More friendly than unfriendly</i>	15.7	18.6	18.4
<i>More unfriendly than friendly</i>	3.9	3.4	10.2
<i>Negative</i>	1.9	-	-
<i>I find it difficult to answer</i>	7.8	1.7	2

4.4 Between students and administration



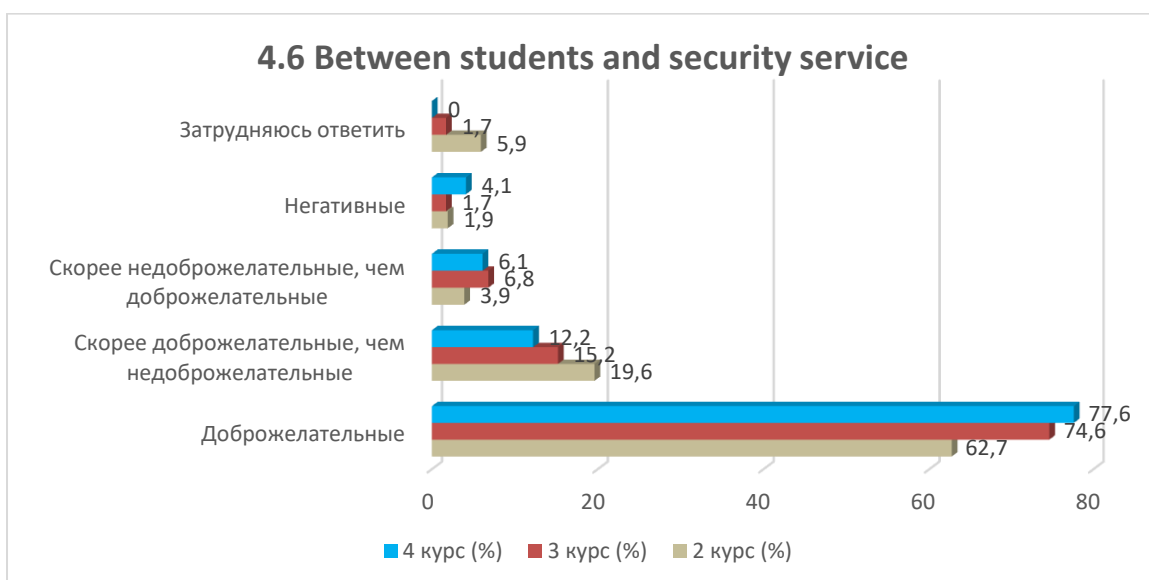
4.5 Between students and employees of departments (library, student department, etc.)

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	-	81.3	73.5
<i>More friendly than unfriendly</i>	17.6	10.2	22.5
<i>More unfriendly than friendly</i>	1.9	6.8	-
<i>Negative</i>	-	-	2
<i>I find it difficult to answer</i>	7.8	1.7	2



4.6 Between students and security service

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	62.7	74.6	77.6
<i>More friendly than unfriendly</i>	19.6	15.2	12.2
<i>More unfriendly than friendly</i>	3.9	6.8	6.1
<i>Negative</i>	1.9	1.7	4.1
<i>I find it difficult to answer</i>	5.9	1.7	-



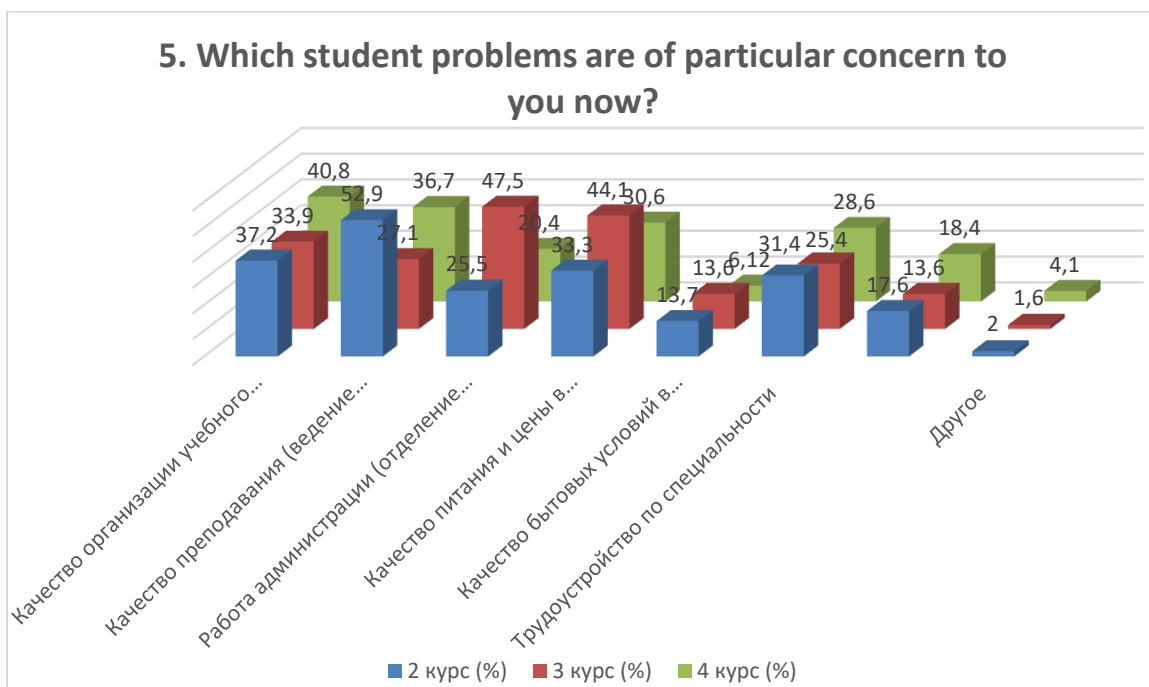
For the option “Other” students indicated the following answers*:
- No.

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>	37.2	33.9	40.8
<i>Quality of teaching (class conducting, assessment of knowledge, etc.)</i>	52.9	27.1	36.7
<i>Administration work (department, etc.)</i>	25.5	47.5	20.4
<i>Quality of food and prices in the student canteen</i>	33.3	44.1	30.6
<i>Quality of living conditions in the hostel</i>	13.7	13.6	6.12
Answer options	31.4	25.4	28.6
<i>Quality of organizing the educational process</i>	17.6	13.6	18.4
<i>Quality of teaching (class conducting, assessment of knowledge, etc.)</i>	2	1.6	4.1

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

* 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.



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

- Nothing
- Everything is fine
- The food in the canteen is terrible, the prices are outrageous, at least for that price they would sell something tasty, and not dried out without sauce and salt.
- Everything suits me.

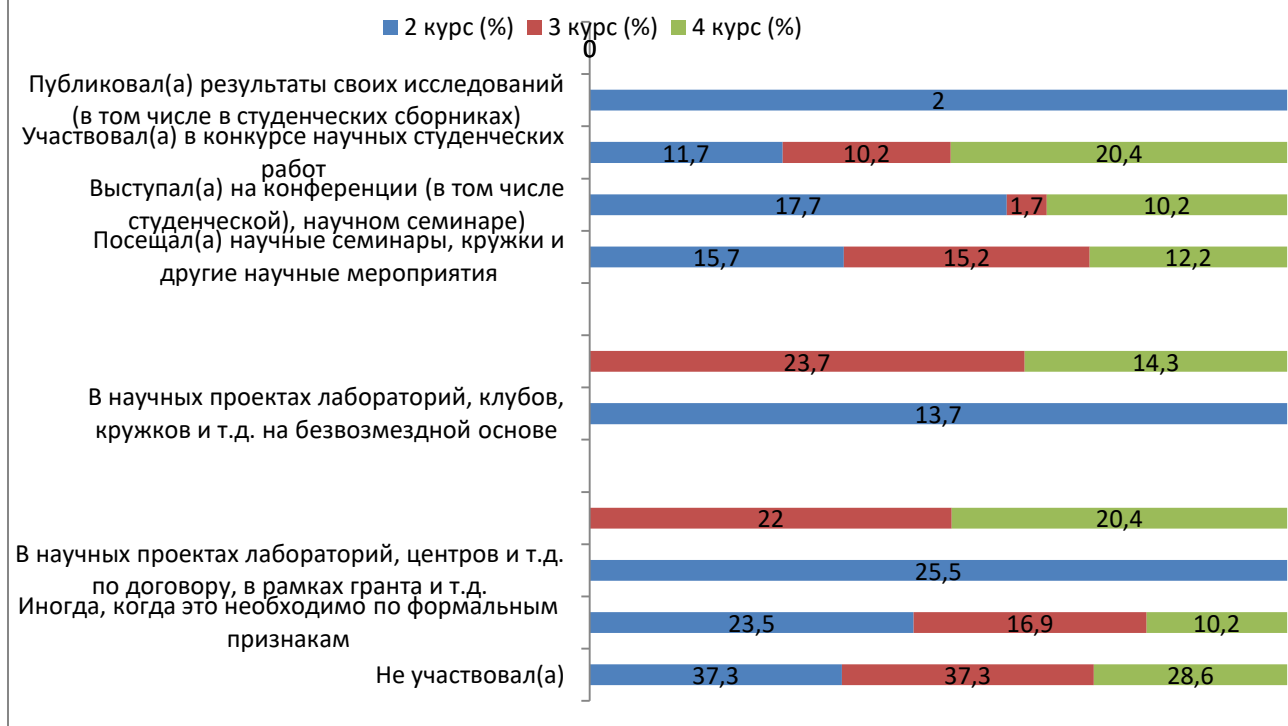
6. Do you take part in the scientific work of the University? if yes, in what forms?

(check all that apply)

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Do not participate</i>	37.3	37.3	28.6
<i>Sometimes, when it is necessary for formal reasons</i>	23.5	16.9	10.2
<i>In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.</i>	25.5	22	20.4
<i>In scientific projects of laboratories, clubs, circles, etc. free of charge</i>	13.7	23.7	14.3
<i>Attend scientific seminars, clubs and other scientific events</i>	15.7	15.2	12.2
<i>Speaker at a conference (including a student conference), scientific seminar</i>	17.7	1.7	10.2
<i>Participated in the competition of scientific student works</i>	11.7	10.2	20.4
<i>Published the results of his research (including in student collections)</i>	2	-	-

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

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

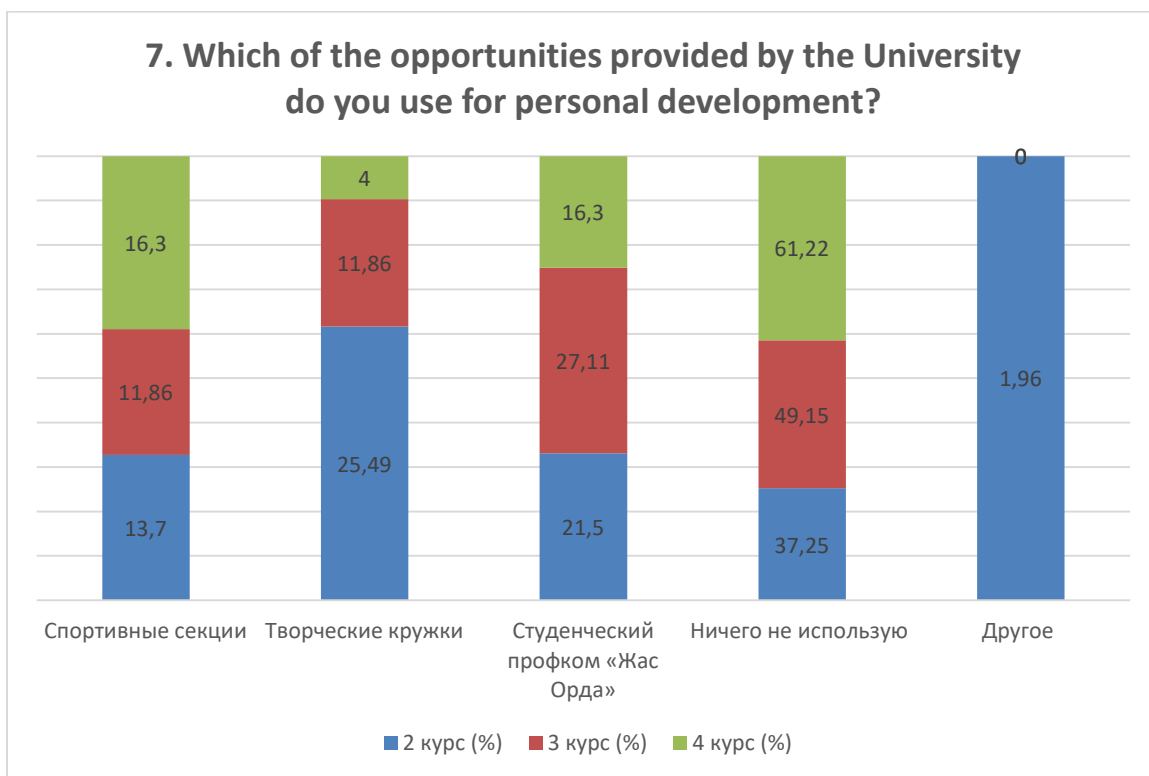


For the option “If you answered “Do not participate” to the previous question, write why,” students indicated the following options:

- Not interested
- No time
- No time
- Don't want
- Not interested
- Not interested.
- I don't think it's necessary
- No time
- Yes
- There was no desire
- I don't want.

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>	13.7	11.9	16.3
<i>Creative clubs</i>	25.5	11.9	6.2
<i>Student trade union committee "Zhas Orda"</i>	21.5	27.1	16.3
<i>I don't use anything</i>	37.3	49.1	61.2
<i>Other</i>	2	-	-



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

- R&D.

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

2 year	3 year	4 year
<ul style="list-style-type: none"> - Not interesting and no time for creativity - No normal conditions - No time 	<ul style="list-style-type: none"> - I have other interests - There is not enough time - Not interested - I’m not interested in sports sections, creative clubs like dances and dances either - I’m not interested - I study at home - One has to pay for the gym, the rest is poorly developed 	<ul style="list-style-type: none"> - No desire and time - There are a lot of restrictions, getting into clubs and so on is not so easy, there is no way to open your own club, and even if you open your own, there will be no help from the University - I am not interested in any of the above

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

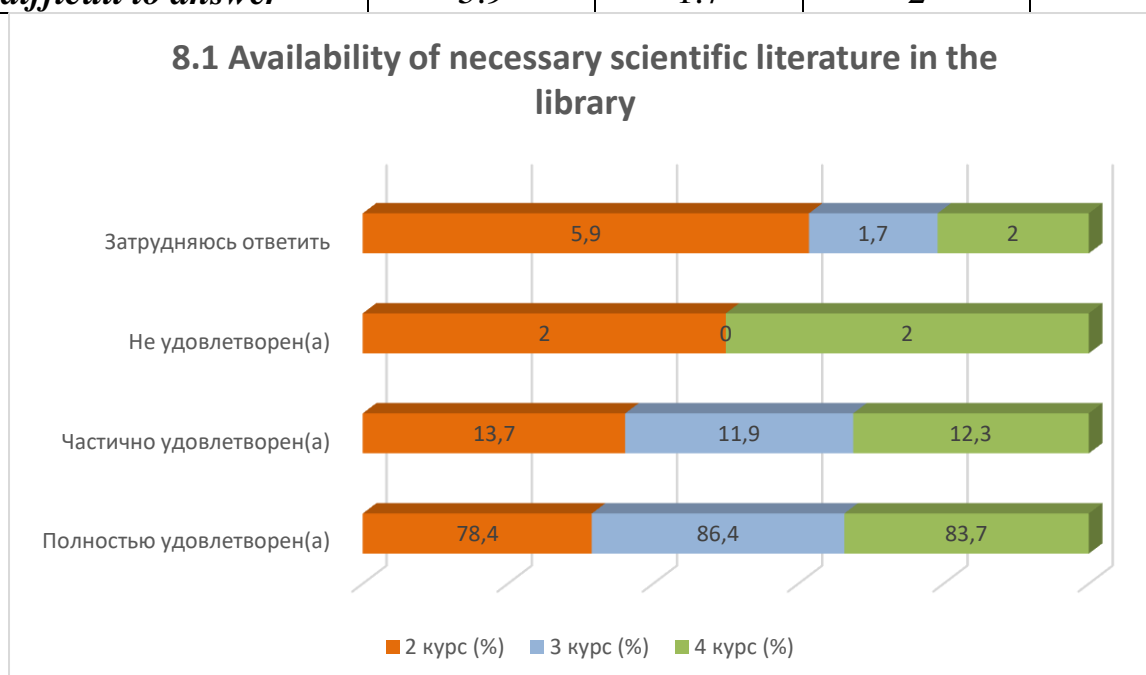
8.7 Availability of sports equipment

Other _____

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

8.1 Availability of necessary scientific literature in the library

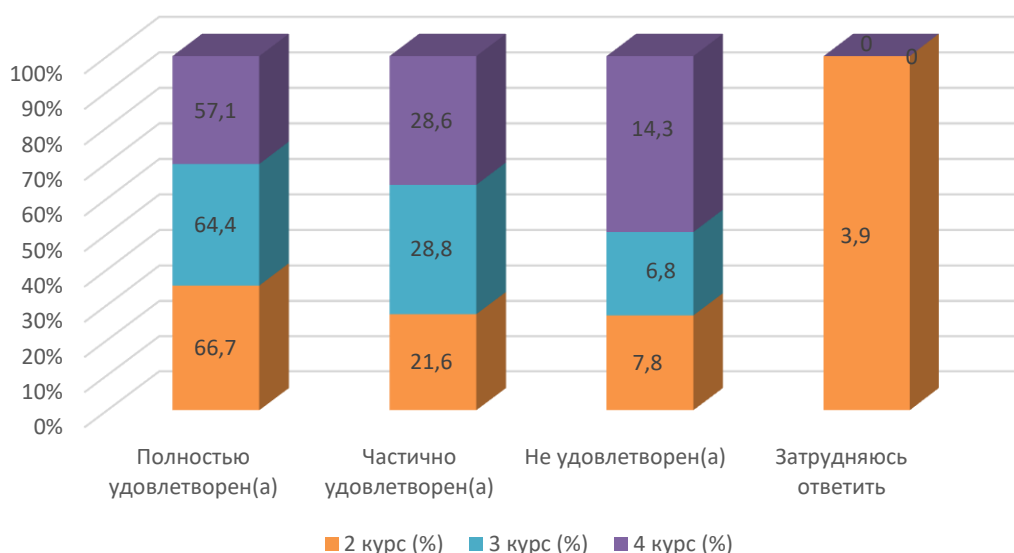
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	78.4	86.4	83.7
<i>Partially satisfied</i>	13.7	11.9	12.3
<i>Not satisfied</i>	2	-	2
<i>I find it difficult to answer</i>	5.9	1.7	2



8.2 Modernity of computer equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	66.7	64.4	57.1
<i>Partially satisfied</i>	21.6	28.8	28.6
<i>Not satisfied</i>	7.8	6.8	14.3
<i>I find it difficult to answer</i>	3.9	-	-

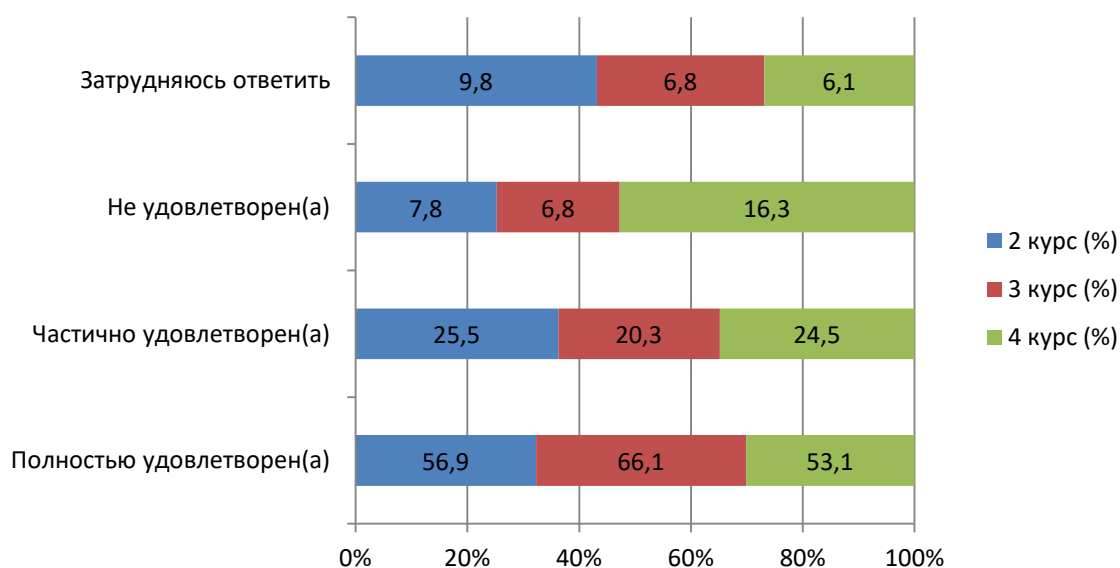
8.2 Modernity of computer equipment



8.3 Internet channel width, its speed

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	56.9	66.1	53.1
<i>Partially satisfied</i>	25.5	20.3	24.5
<i>Not satisfied</i>	7.8	6.8	16.3
<i>I find it difficult to answer</i>	9.8	6.8	6.1

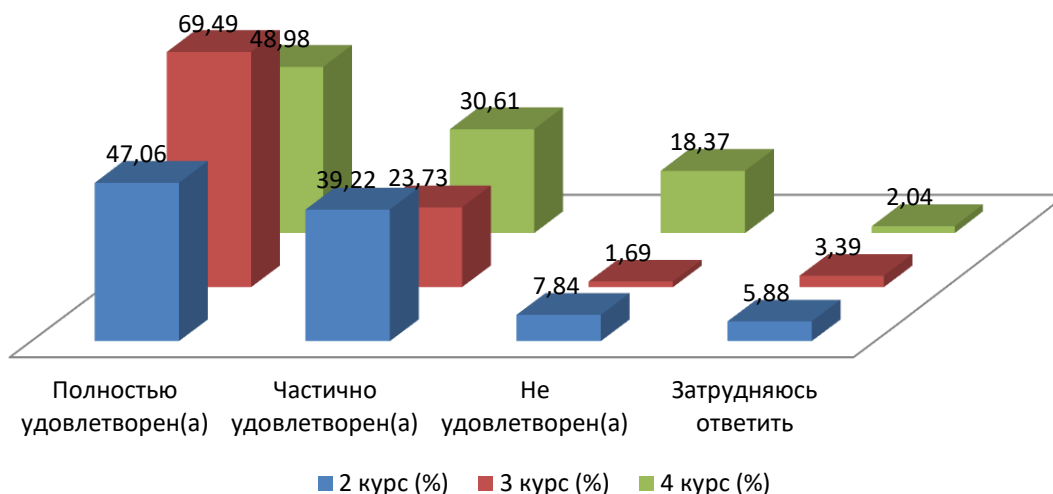
8.3 Internet channel width, its speed



8.4 Software modernity

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	47.06	69.49	48.98
<i>Partially satisfied</i>	39.22	23.73	30.61
<i>Not satisfied</i>	7.84	1.69	18.37
<i>I find it difficult to answer</i>	5.88	3.39	2.04

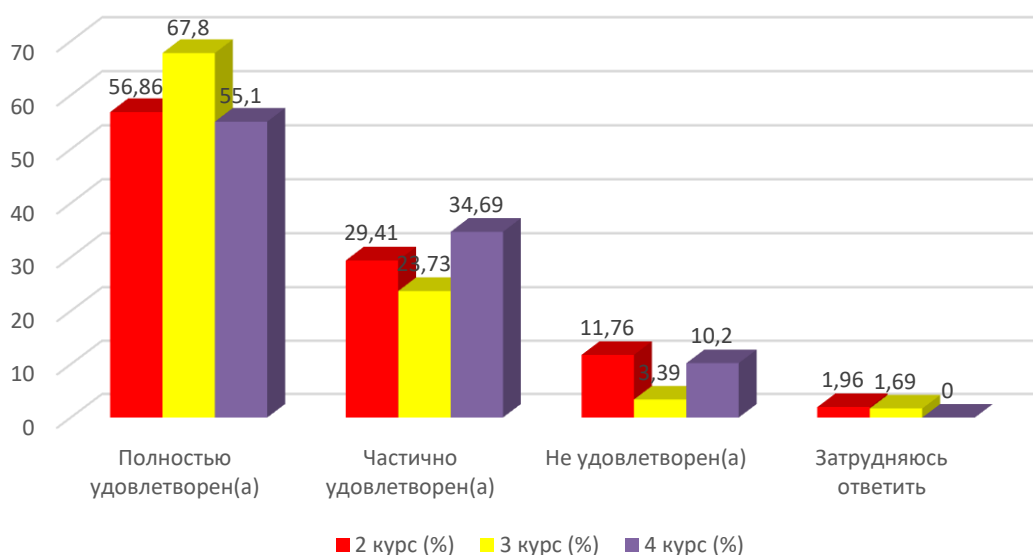
8.4 Software modernity



8.5 Availability of educational and scientific equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	56.86	67.80	55.10
<i>Partially satisfied</i>	29.41	23.73	34.69
<i>Not satisfied</i>	11.76	3.39	10.20
<i>I find it difficult to answer</i>	1.96	1.69	0.00

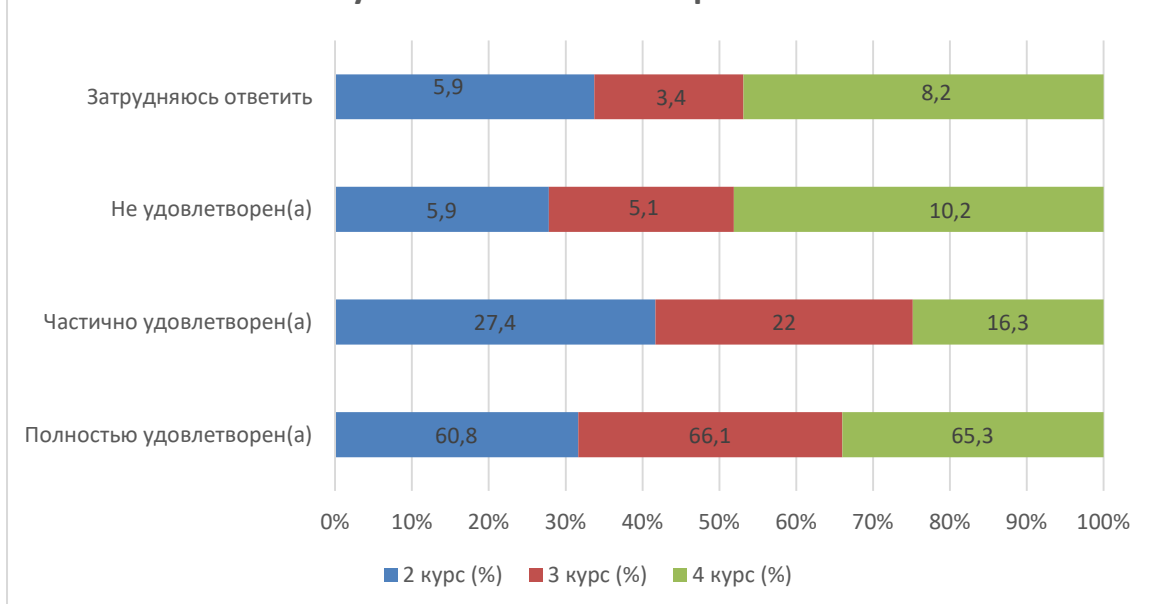
8.5 Availability of educational and scientific equipment



8.6 Availability of laboratories and specialized classrooms

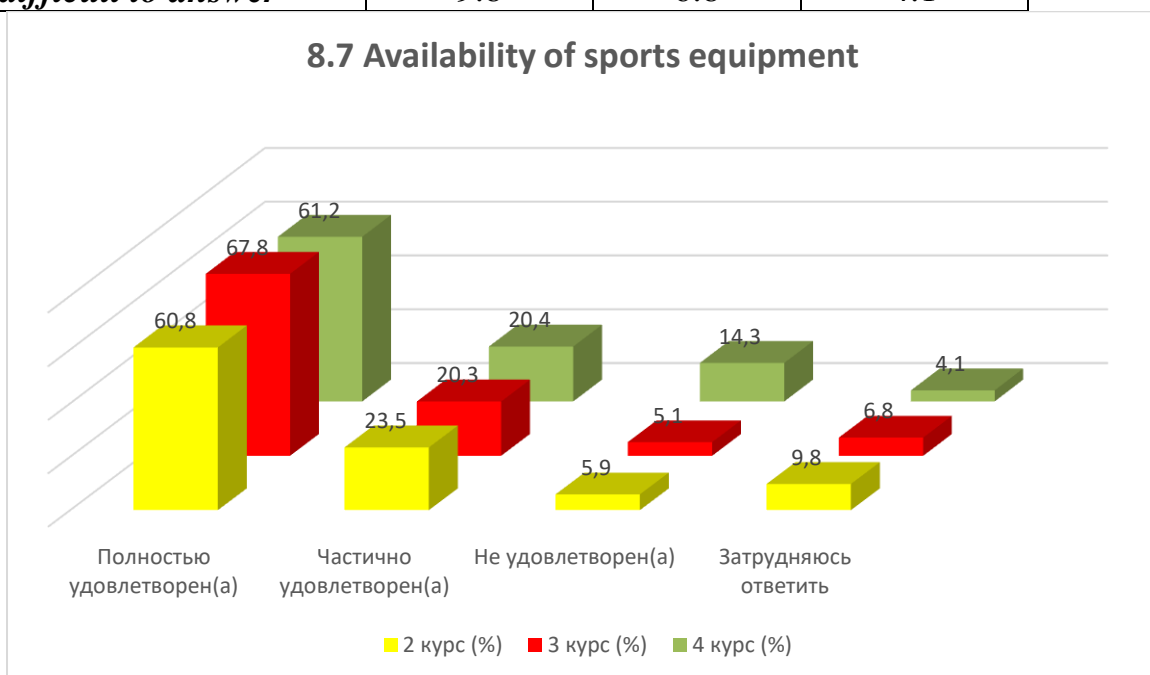
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	60.8	66.1	65.3
<i>Partially satisfied</i>	27.4	22	16.3
<i>Not satisfied</i>	5.9	5.1	10.2
<i>I find it difficult to answer</i>	5.9	3.4	8.2

8.6 Availability of laboratories and specialized classrooms



8.7 Availability of sports equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	60.8	67.8	61.2
<i>Partially satisfied</i>	23.5	20.3	20.4
<i>Not satisfied</i>	5.9	5.1	14.3
<i>I find it difficult to answer</i>	9.8	6.8	4.1



For the option “If you answered “Partly satisfied” and “Not satisfied” to the previous question, students indicated the following options*:

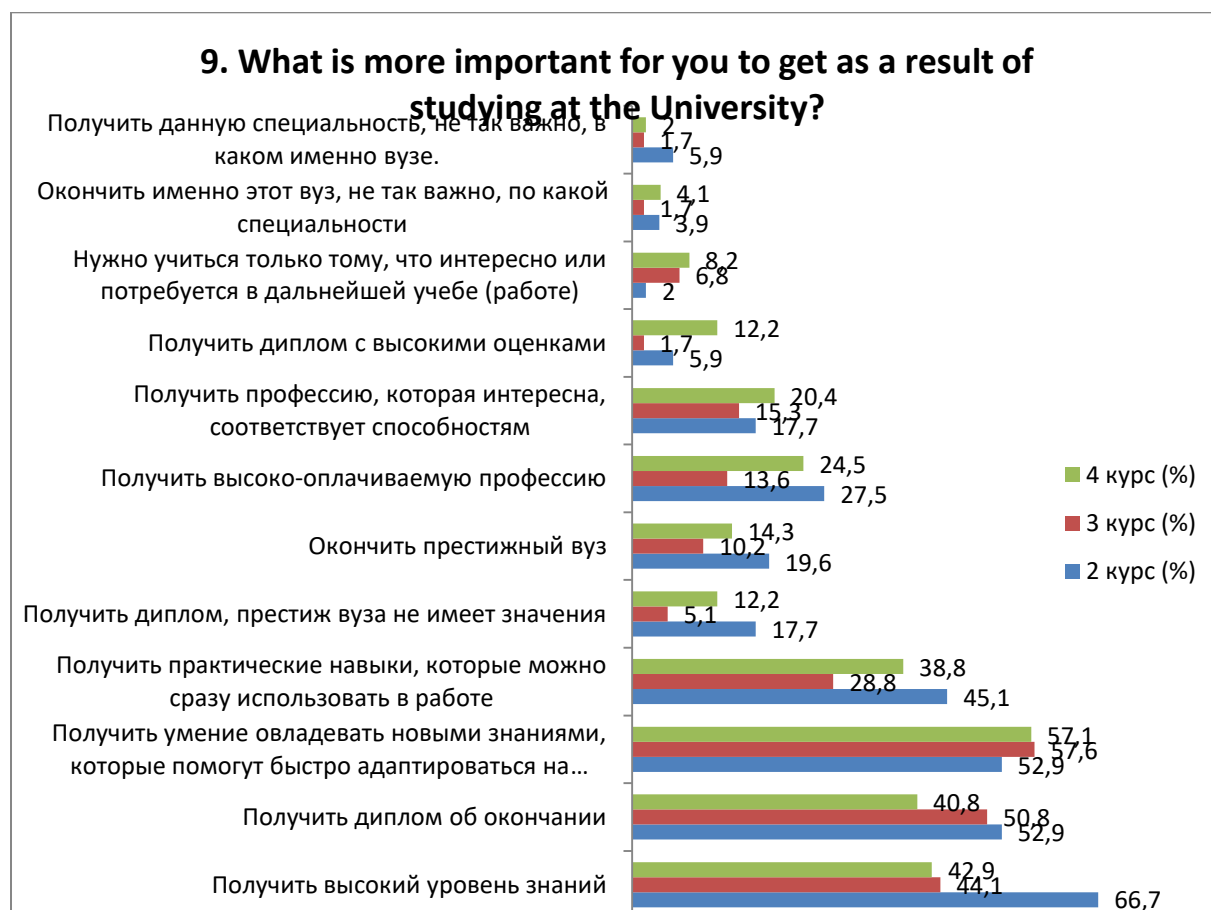
- The hall is dark, the rackets are old, broken, torn.
- I am satisfied with the material base of the University.
- Internet is weak, lectures take a long time to load.
- Almost none of the educational or scientific equipment is used, the maximum is just to be shown from afar but nothing can be touched, all the equipment lies and collects dust just for testing, for show.

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>	66.7	44.1	42.9
<i>Receiving a diploma of completion</i>	52.9	50.8	40.8
<i>Gaining the ability to acquire new knowledge that will help one to quickly adapt to the workplace</i>	52.9	57.6	57.1
<i>Gaining practical skills that one can immediately use at work</i>	45.1	28.8	38.8
<i>Receiving a diploma, the prestige of the university does not matter</i>	17.7	5.1	12.2
<i>Graduating from a prestigious university</i>	19.6	10.2	14.3
<i>Acquiring a highly paid profession</i>	27.5	13.6	24.5
<i>Acquiring a profession that is interesting and matches one's abilities</i>	17.7	15.3	20.4
<i>Receiving a diploma with high grades</i>	5.9	1.7	12.2
<i>One should learn only what is interesting or will be needed in further study (work)</i>	2	6.8	8.2
<i>It's not so important in what specialty to graduate from this particular university</i>	3.9	1.7	4.1
<i>Getting this specialty is not so important in which university.</i>	5.9	1.7	2

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

- I have no ideas.
- Is the training structure convenient?
- Everything is fine.
- No opinion, everything suits me.
- No need to add anything.

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" shows a generally positive attitude of students towards the conditions formed at the University for receiving education, the content, organization and quality of the educational process.

On the "satisfaction with the learning process" scale, 91.2% of students give high evaluation, which indicates that these students are satisfied with the extent to which the educational process provides educational needs in accordance with their inclinations, interests and capabilities. For convenience of the analysis, let us consider in more detail the criteria by which respondents assessed their satisfaction with educational services.

Students rated the following criteria as "excellent quality", reporting their complete or partial satisfaction:

- organization of independent work (93.8%);
- organizing and implementing SIWT (91.9%);
- organizing and conducting laboratory work (89.6%);
- the ability to access full-text databases of scientific publications (88.4%);
- satisfaction with the library work (87.2%);
- class schedule (86%);
- quality of practice (84.7%).

Students rated the following criteria as "good quality": conditions, quality of medical care (78.2%), catering at the University (78.1%), living conditions in the hostel (72.6%).

Such satisfaction indicators confirm 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. Students' suggestions for improving the training program and improving the quality of services provided are as follows: to reduce food prices, to provide the ability to print files in the library in the other ways, to avoid assigning one pair of classes for the whole day, taking into account the difficulties for nonresident students, to improve the quality of food, to be more tactful in interaction with students, etc.

70.2% of respondents are informed of academic mobility. 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.

The psychological climate at the University is characterized by friendly relations between students, teachers and the University staff. This climate creates a supportive and inspiring environment for students to learn and to develop.

34.4% of students do not participate in scientific work of the University. Students explain the reasons for non-participation in scientific activities by various factors, such as absence of motivation and absence of interest in scientific work.

The survey also revealed 49.2% 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 proposals were related to improving Internet speed, the quality of computer and sports equipment.

For 55.9% of students, the highest priority is acquiring the ability to master new knowledge that contributes to successful adaptation in the workplace. 51.2% of students highly evaluate achieving a high level of knowledge. Earning a university degree ranks third in importance among students, at 48.2%.

In general, the survey results indicate the need to further improve the University work to increase students' awareness of academic mobility opportunities, to improve the quality of organizing the educational process, and 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.