

**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:** 6B07102 Built-in Digital Control Systems

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 6B07102 Built-in Digital Control Systems, 19 respondents took part in the survey:

- 3 year – 7 students (70%);
- 4 year – 12 students (70,6%).

**Mode of training**

- Budget – 19 students (100%);
- Paid – 0.

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

Indicators:

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

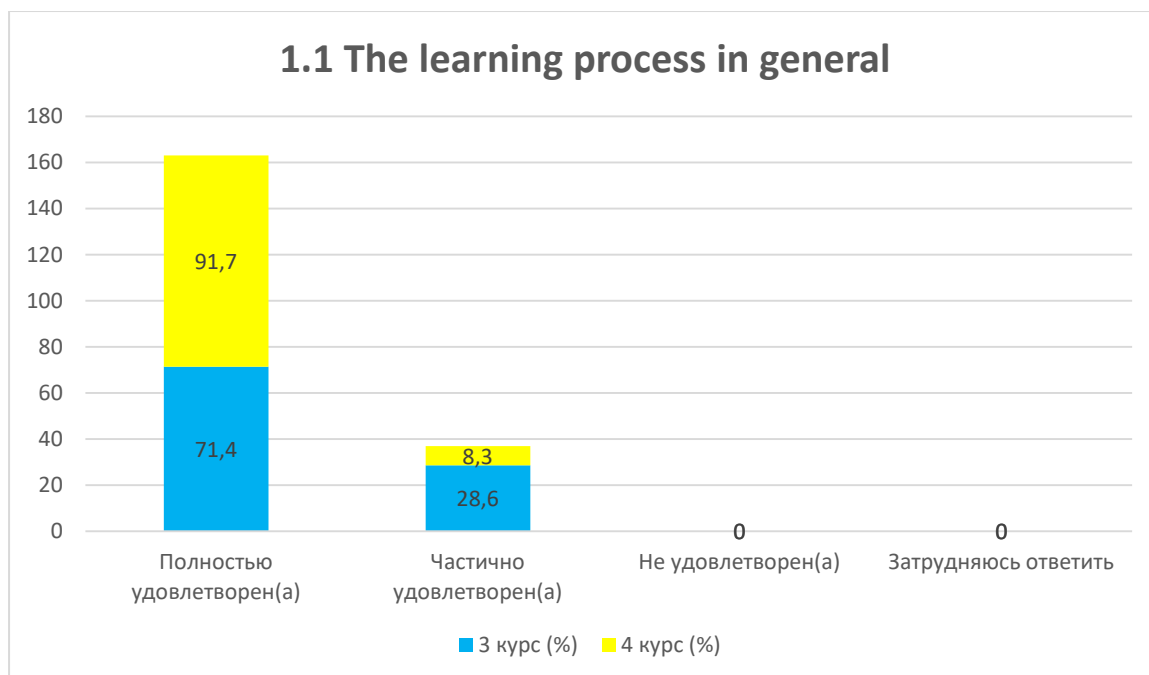
1.1 The learning process in general
1.2 Class schedule
1.3 Organization of independent work
1.4 Practices
1.5 Organizing and conducting SIWT
1.6 Organizing and conducting laboratory work
1.7 Satisfaction with the library work
1.8 Possibility of access to full-text databases of scientific publications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

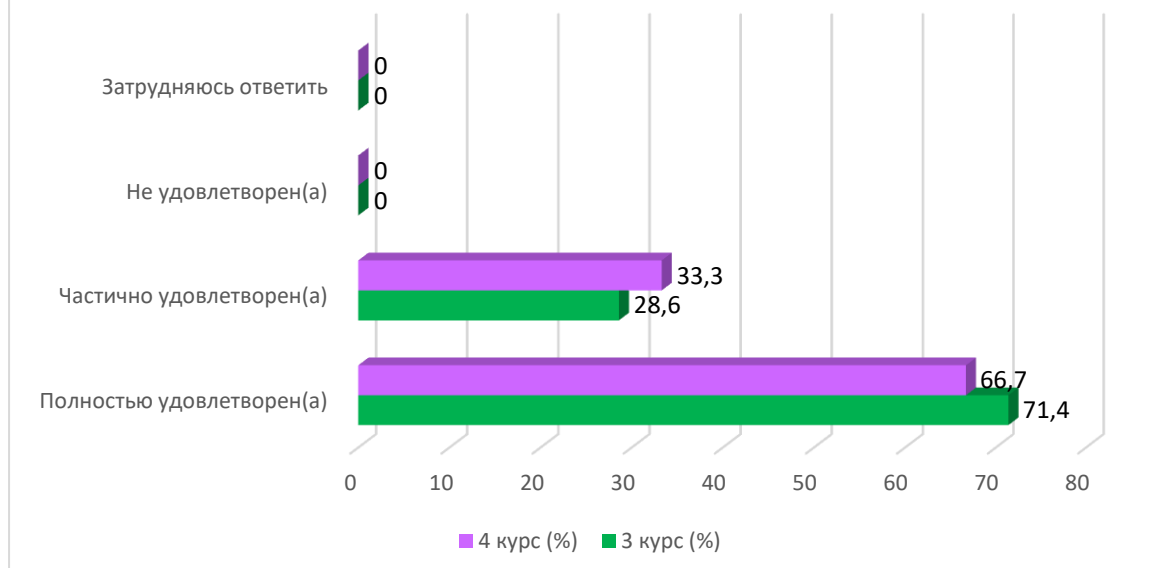
Answer options	3 year (%)	4 year (%)
<i>Completely satisfied</i>	71.4	91.7
<i>Partially satisfied</i>	28.6	8.3
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	-	-



## 1.2 Class schedule

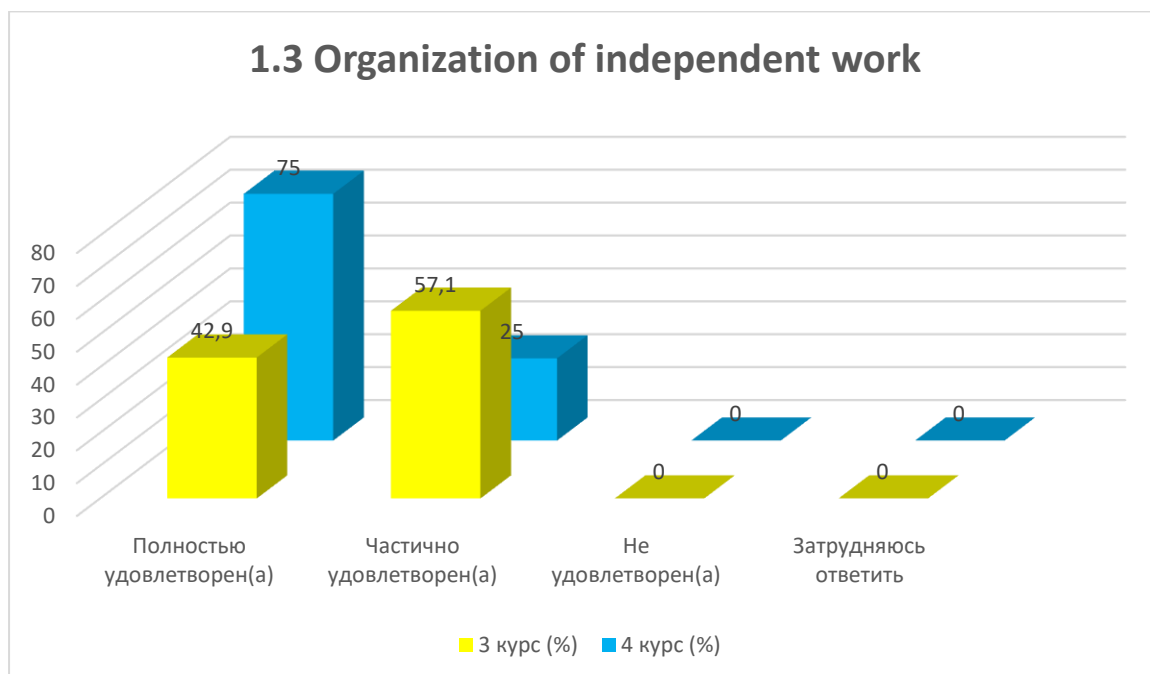
Answer options	3 year (%)	4 year (%)
<i>Completely satisfied</i>	71.4	66.7
<i>Partially satisfied</i>	28.6	33.3
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	-	-

## 1.2 Class schedule



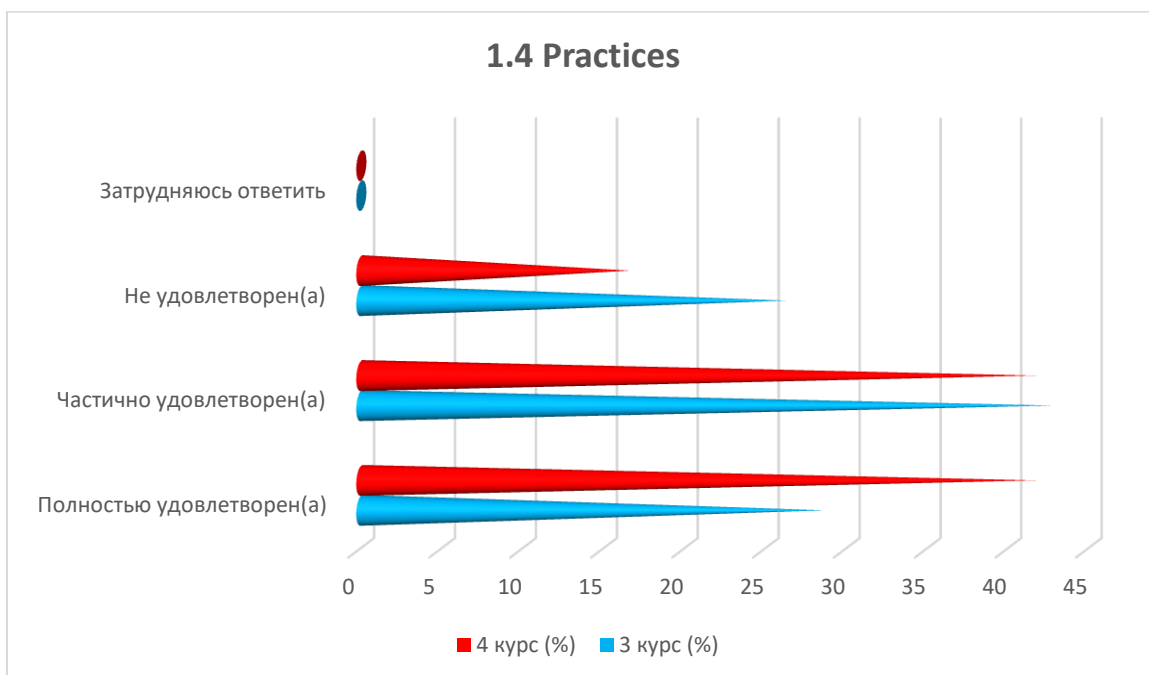
## 1.3 Organization of independent work

Answer options	3 year (%)	4 year (%)
<i>Completely satisfied</i>	42.9	75
<i>Partially satisfied</i>	57.1	25
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	-	-



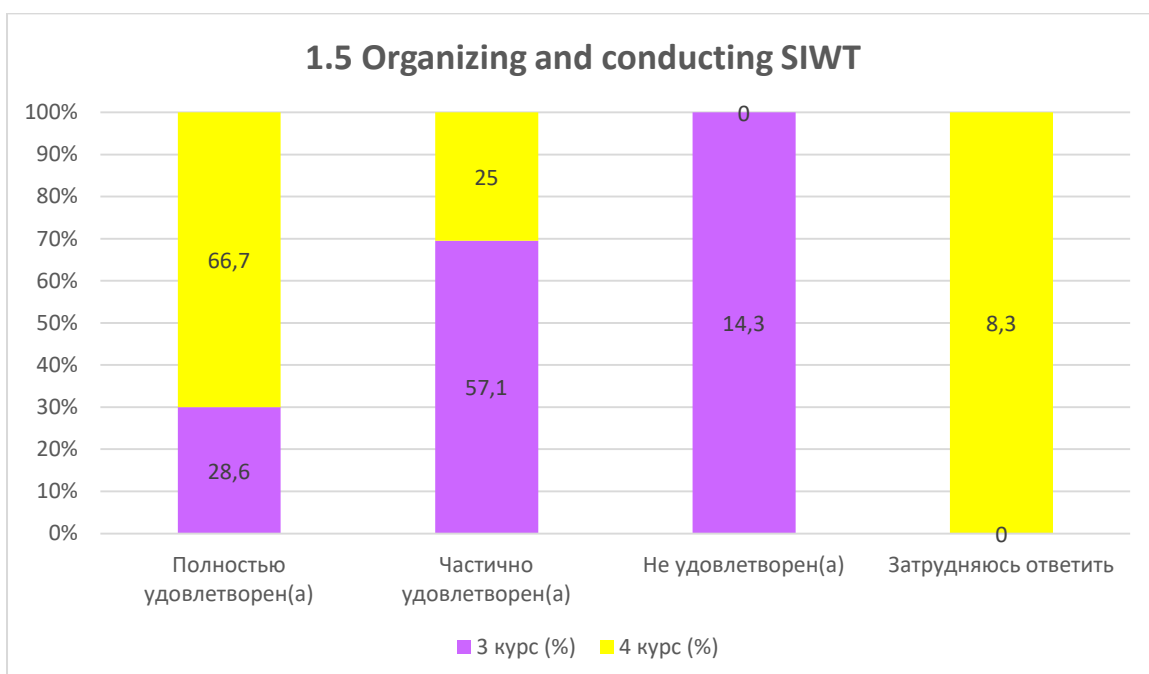
## 1.4 Practices

Answer options	3 year (%)	4 year (%)
<i>Completely satisfied</i>	28.6	41.7
<i>Partially satisfied</i>	42.8	41.7
<i>Not satisfied</i>	26.3	16.6
<i>I find it difficult to answer</i>	-	-



## 1.5 Organizing and conducting SIWT

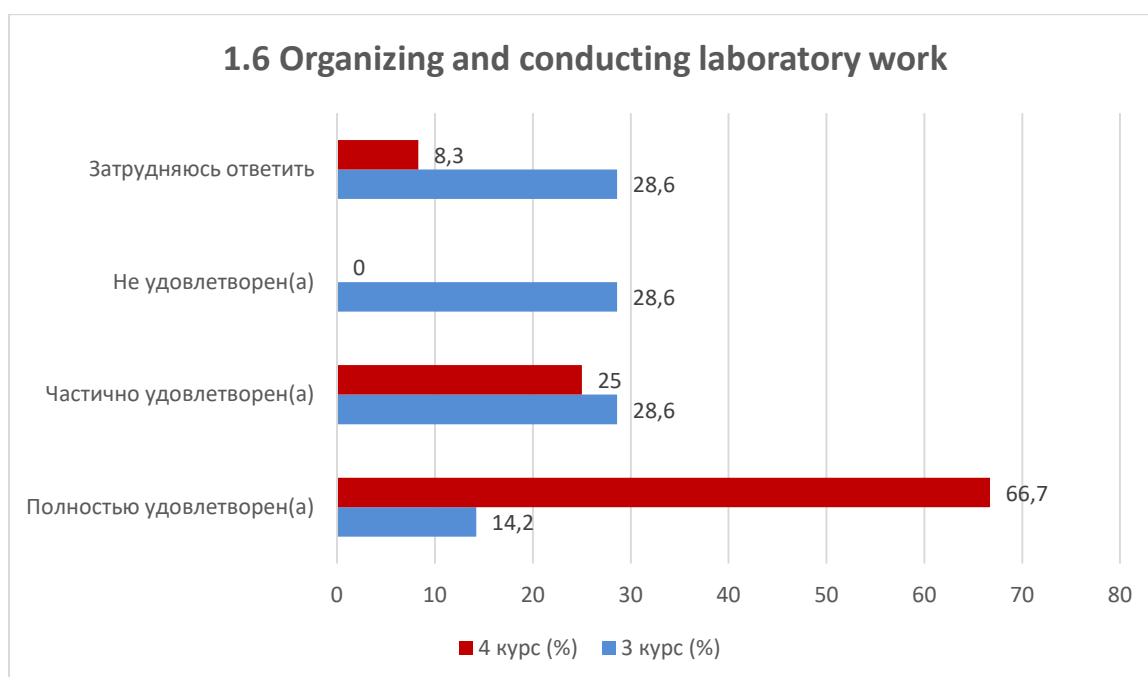
Answer options	3 year (%)	4 year (%)
<i>Completely satisfied</i>	28.6	66.7
<i>Partially satisfied</i>	57.1	25
<i>Not satisfied</i>	14.3	-
<i>I find it difficult to answer</i>	-	8.3



## 1.6 Organizing and conducting laboratory work

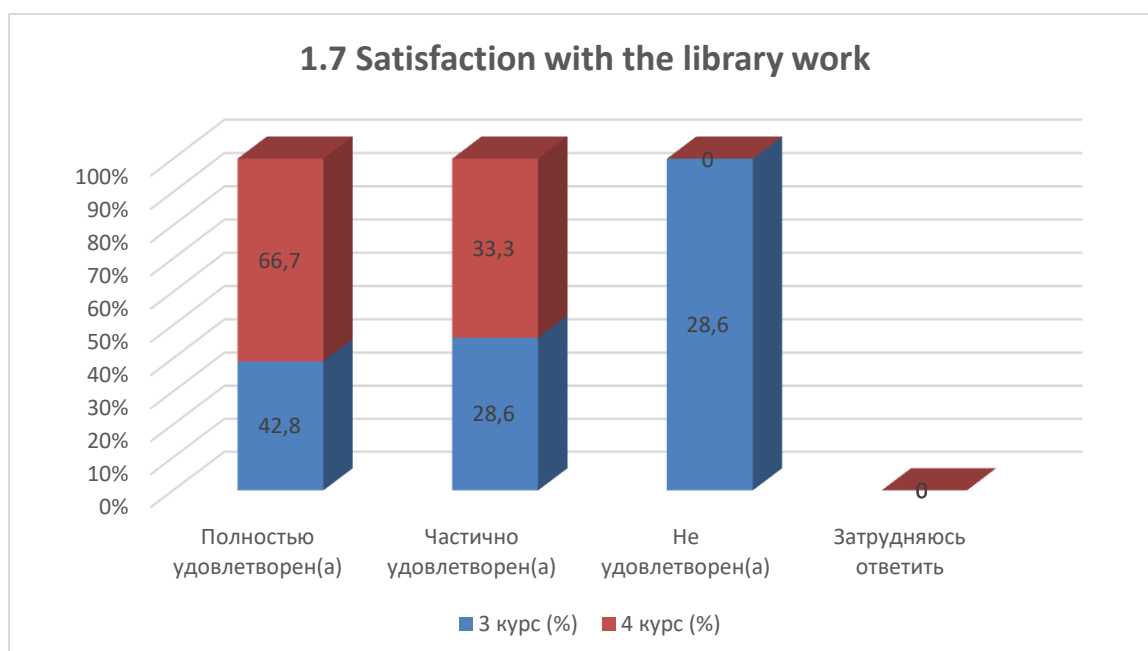
Answer options	3 year (%)	4 year (%)
<i>Completely satisfied</i>	14.2	66.7
<i>Partially satisfied</i>	28.6	25
<i>Not satisfied</i>	28.6	-

<i>I find it difficult to answer</i>	28.6	8.3
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### 1.7 Satisfaction with the library work

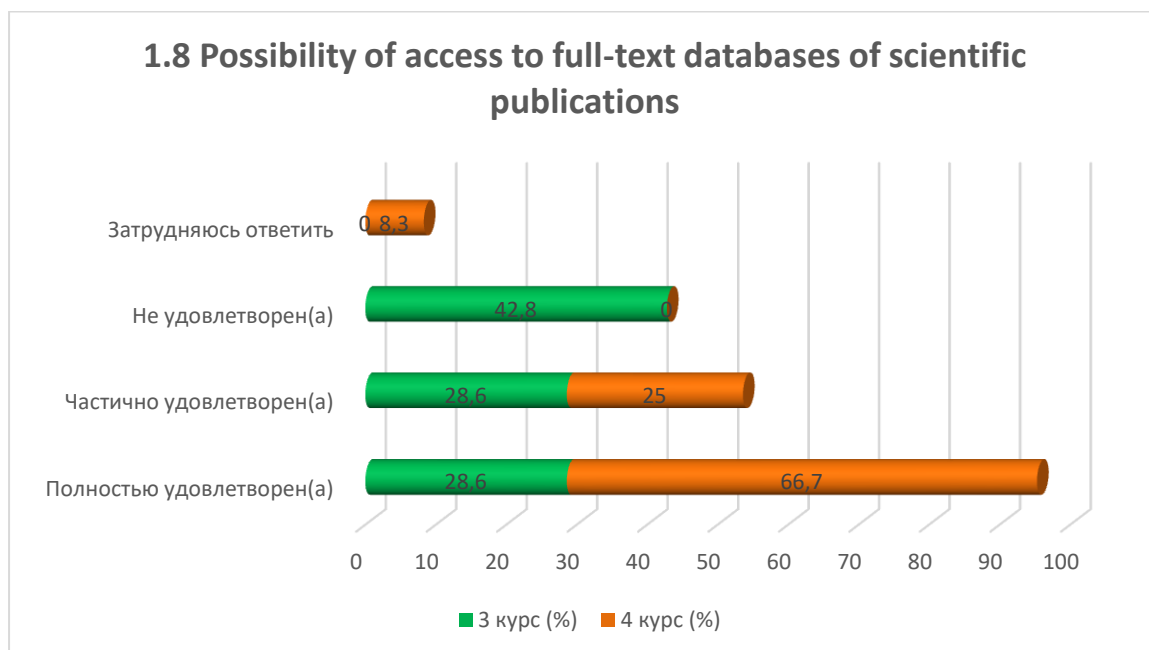
Answer options	3 year (%)	4 year (%)
<i>Completely satisfied</i>	42.8	66.7
<i>Partially satisfied</i>	28.6	33.3
<i>Not satisfied</i>	28.6	-
<i>I find it difficult to answer</i>	-	-



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

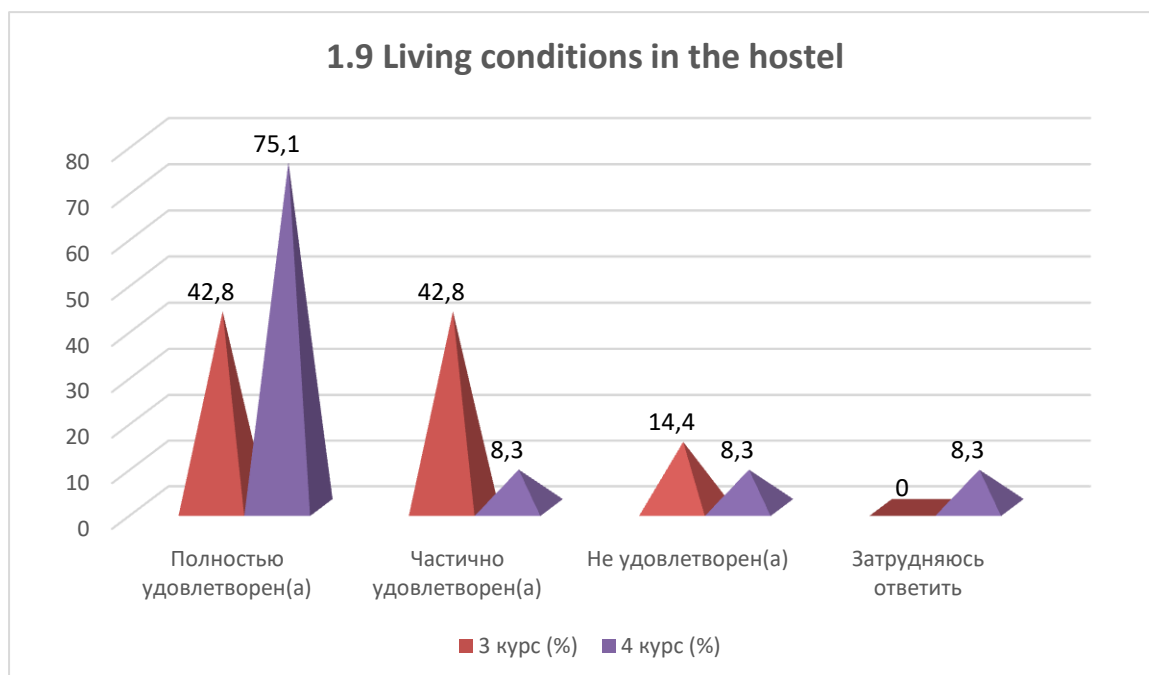
Answer options	3 year (%)	4 year (%)
<i>Completely satisfied</i>	28.6	66.7
<i>Partially satisfied</i>	28.6	25

<i>Not satisfied</i>	42.8	-
<i>I find it difficult to answer</i>	-	8.3



### 1.9 Living conditions in the hostel

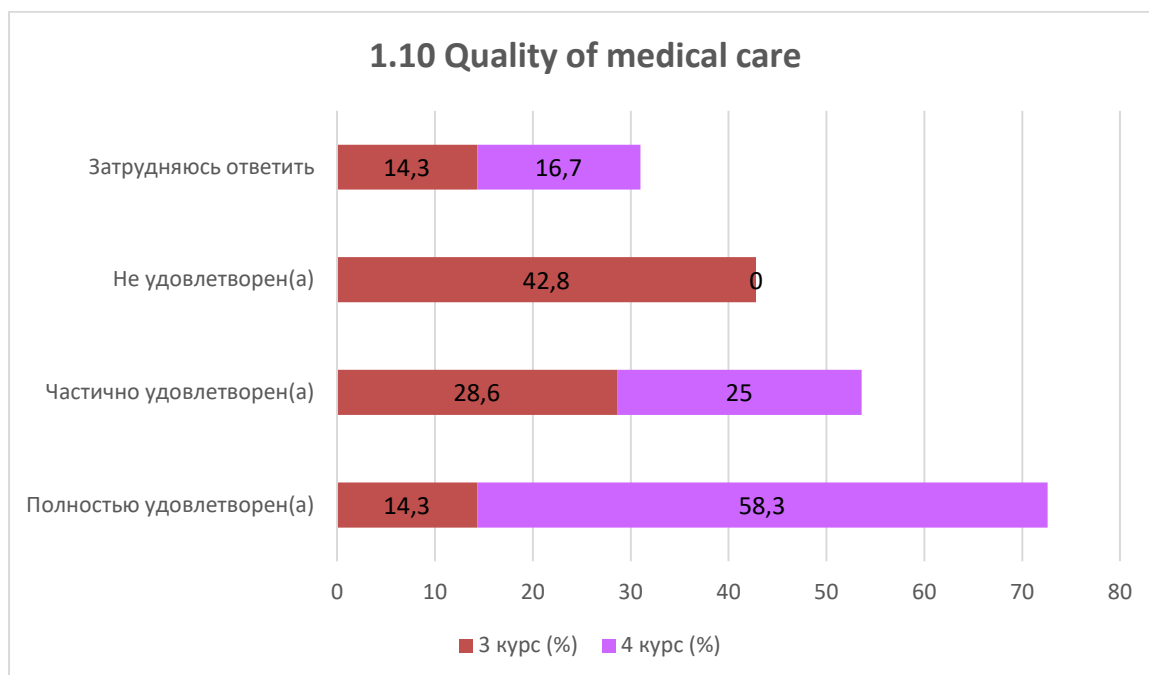
Answer options	3 year (%)	4 year (%)
<i>Completely satisfied</i>	42.8	75.1
<i>Partially satisfied</i>	42.8	8.3
<i>Not satisfied</i>	14.4	8.3
<i>I find it difficult to answer</i>	-	8.3



### 1.10 Quality of medical care

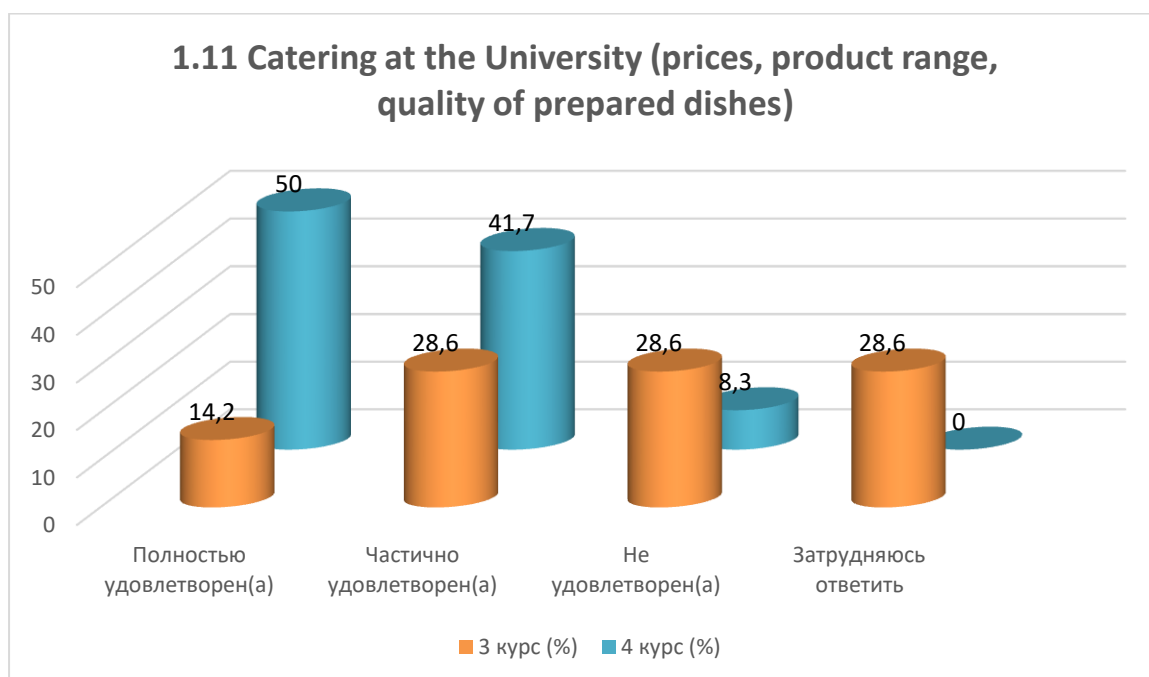
Answer options	3 year (%)	4 year (%)
<i>Completely satisfied</i>	14.3	58.3

<i>Partially satisfied</i>	28.6	25
<i>Not satisfied</i>	42.8	-
<i>I find it difficult to answer</i>	14.3	16.7



### 1.11 Catering at the University (prices, product range, quality of prepared dishes)

Answer options	3 year (%)	4 year (%)
<i>Completely satisfied</i>	14.2	50
<i>Partially satisfied</i>	28.6	41.7
<i>Not satisfied</i>	28.6	8.3
<i>I find it difficult to answer</i>	28.6	-



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

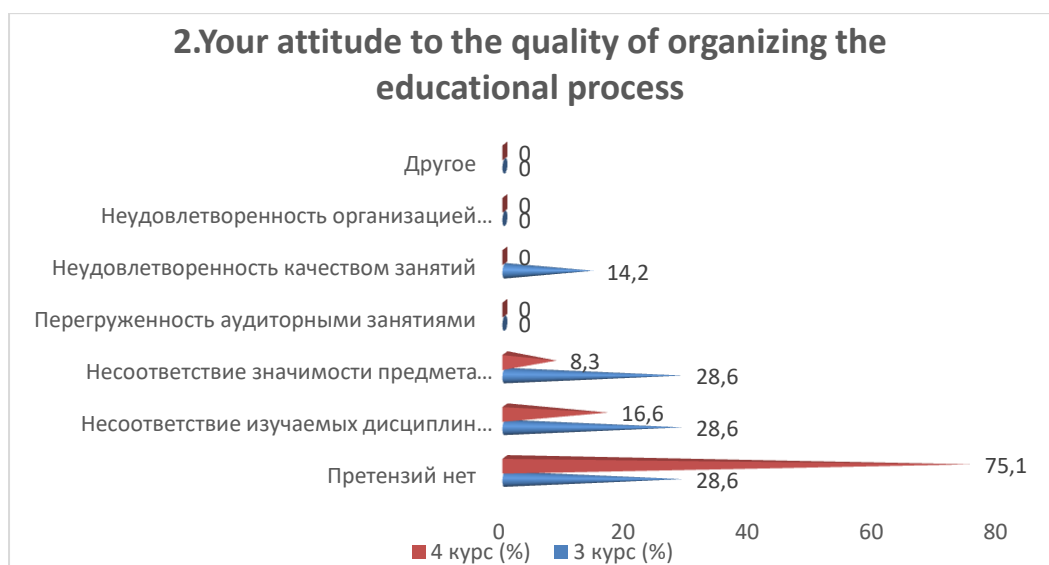
- None
- Nothing

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\*:

- Thanks
- None
- Yes

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

Answer options	3 year (%)	4 year (%)
<i>No complaints</i>	28.6	75.1
<i>Discrepancy between the disciplines studied and the specialty obtained</i>	28.6	16.6
<i>Inconsistency between the importance of the subject and the number of hours</i>	28.6	8.3
<i>Overload with classroom activities</i>	-	-
<i>Dissatisfaction with the quality of classes</i>	14.2	-
<i>Dissatisfaction with the organization of tests and exams</i>	-	-
<i>Other</i>	-	-



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

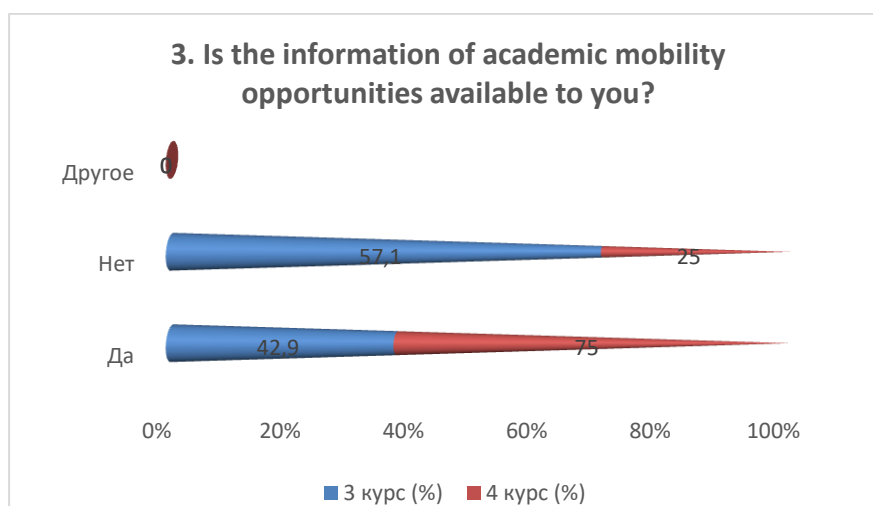
- No
- Yes

\* 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.



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

Answer options	3 year (%)	4 year (%)
<b>Yes</b>	42.9	75
<b>No</b>	57.1	25
<b>Other</b>	-	-



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

- I don't know
- No (3)

### 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 \_\_\_\_\_

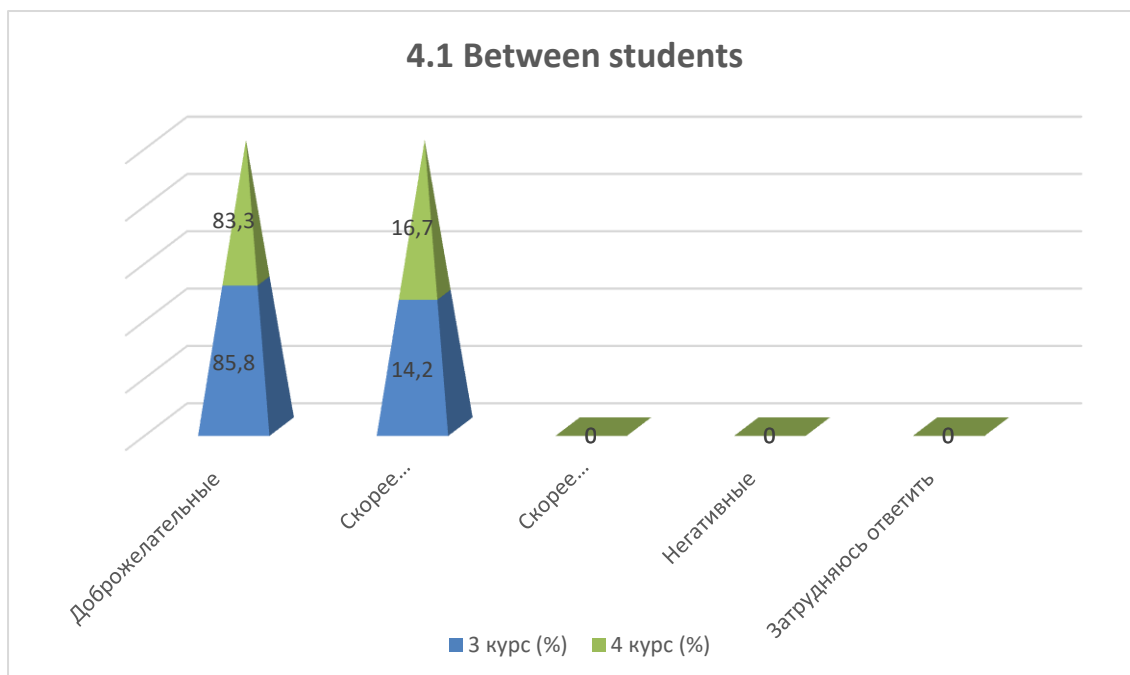
If you answered the previous question “More unfriendly than friendly” and “Negative”, give recommendations for improvement \_\_\_\_\_

#### 4.1 Between students

Answer options	3 year (%)	4 year (%)
<b>Friendly</b>	85.8	83.3

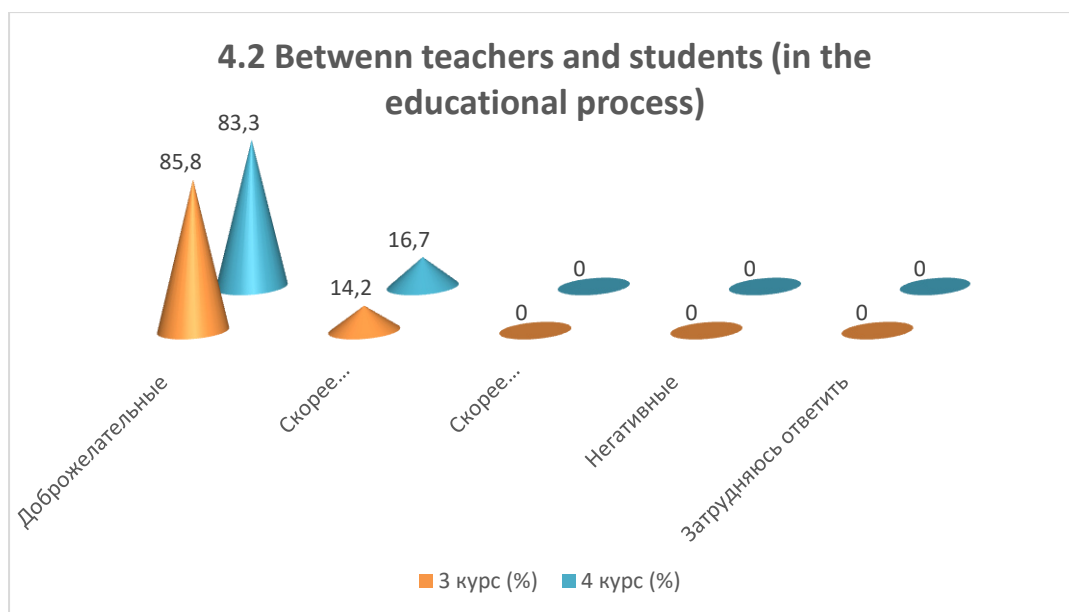
\* Students' answers to the option “other” and “if you answered “not satisfied...” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

<i>More friendly than unfriendly</i>	14.2	16.7
<i>More unfriendly than friendly</i>	-	-
<i>Negative</i>	-	-
<i>I find it difficult to answer</i>	-	-



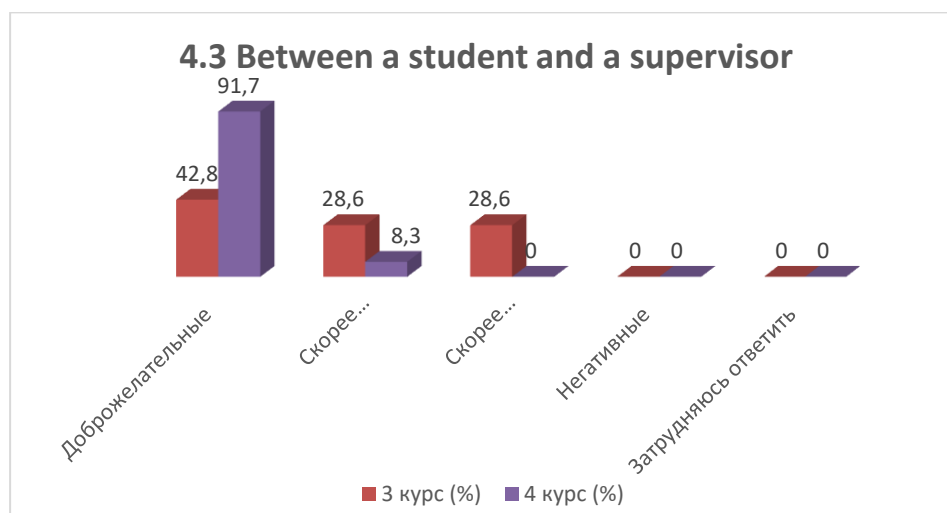
#### 4.2 Between teachers and students (in the educational process)

Answer options	3 year (%)	4 year (%)
<i>Friendly</i>	85.8	83.3
<i>More friendly than unfriendly</i>	14.2	16.7
<i>More unfriendly than friendly</i>	-	-
<i>Negative</i>	-	-
<i>I find it difficult to answer</i>	-	-



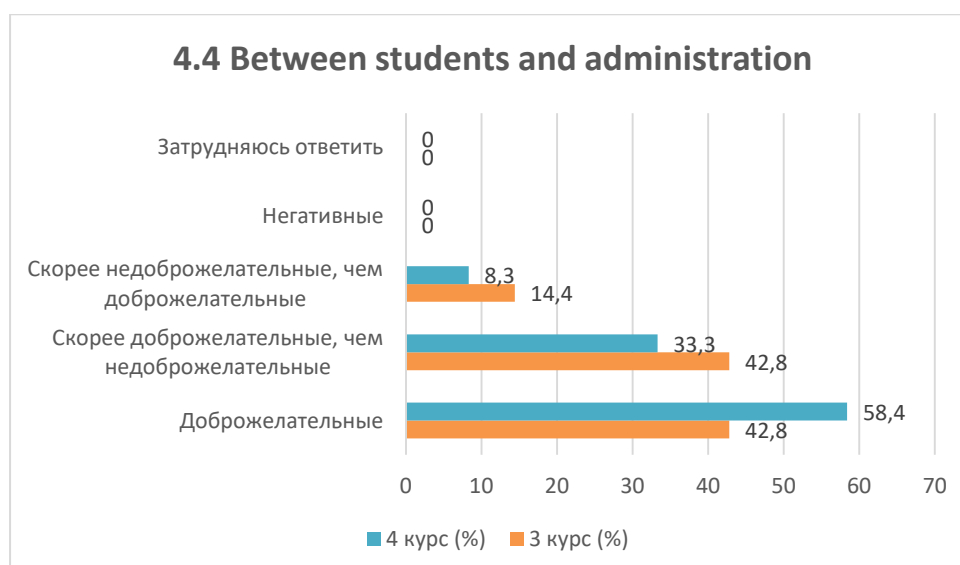
### 4.3 Between a student and a supervisor

Answer options	3 year (%)	4 year (%)
<i>Friendly</i>	42.8	91.7
<i>More friendly than unfriendly</i>	28.6	8.3
<i>More unfriendly than friendly</i>	28.6	-
<i>Negative</i>	-	-
<i>I find it difficult to answer</i>	-	-



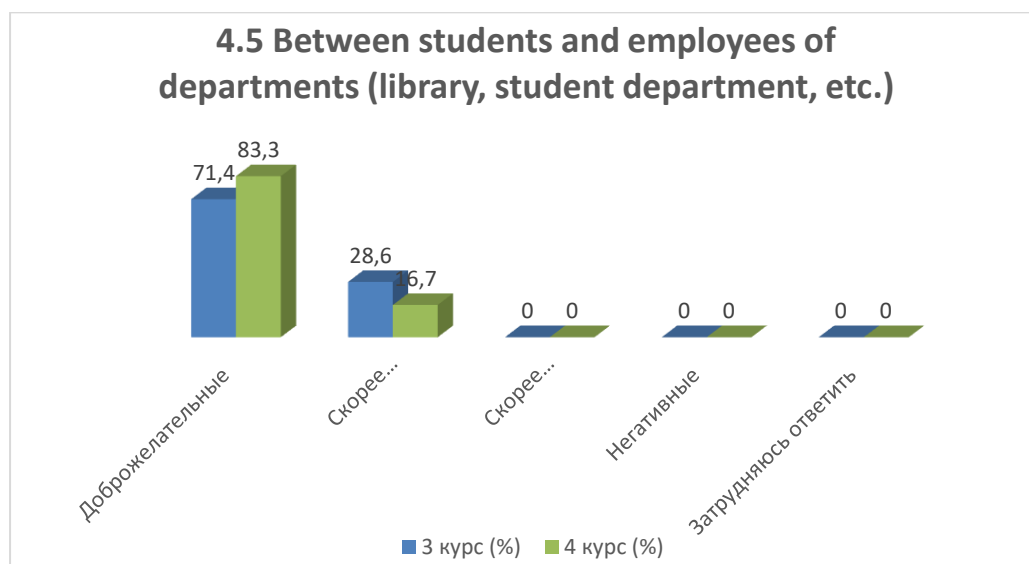
### 4.4 Between students and administration

Answer options	3 year (%)	4 year (%)
<i>Friendly</i>	42.8	58.4
<i>More friendly than unfriendly</i>	42.8	33.3
<i>More unfriendly than friendly</i>	14.4	8.3
<i>Negative</i>	-	-
<i>I find it difficult to answer</i>	-	-



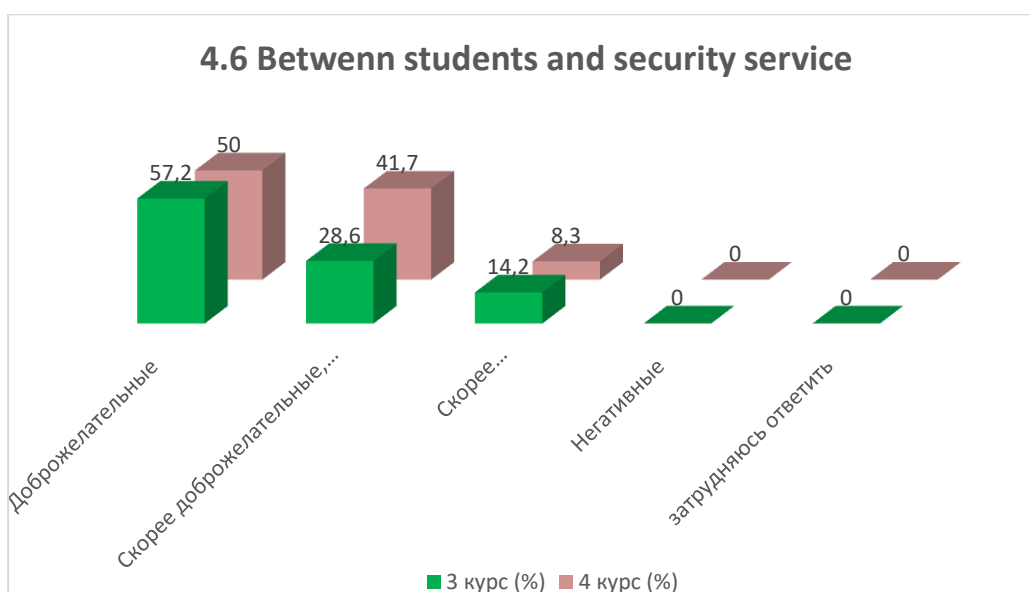
#### 4.5 Between students and employees of departments (library, student de[artment, etc.)

Answer options	3 year (%)	4 year (%)
<i>Friendly</i>	71.4	83.3
<i>More friendly than unfriendly</i>	28.6	16.7
<i>More unfriendly than friendly</i>	-	-
<i>Negative</i>	-	-
<i>I find it difficult to answer</i>	-	-



#### 4.6 Between students and security service

Answer options	3 year (%)	4 year (%)
<i>Friendly</i>	57.2	50
<i>More friendly than unfriendly</i>	28.6	41.7
<i>More unfriendly than friendly</i>	14.2	8.3
<i>Negative</i>	-	-
<i>I find it difficult to answer</i>	-	-



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

- Thanks
- Good
- No.

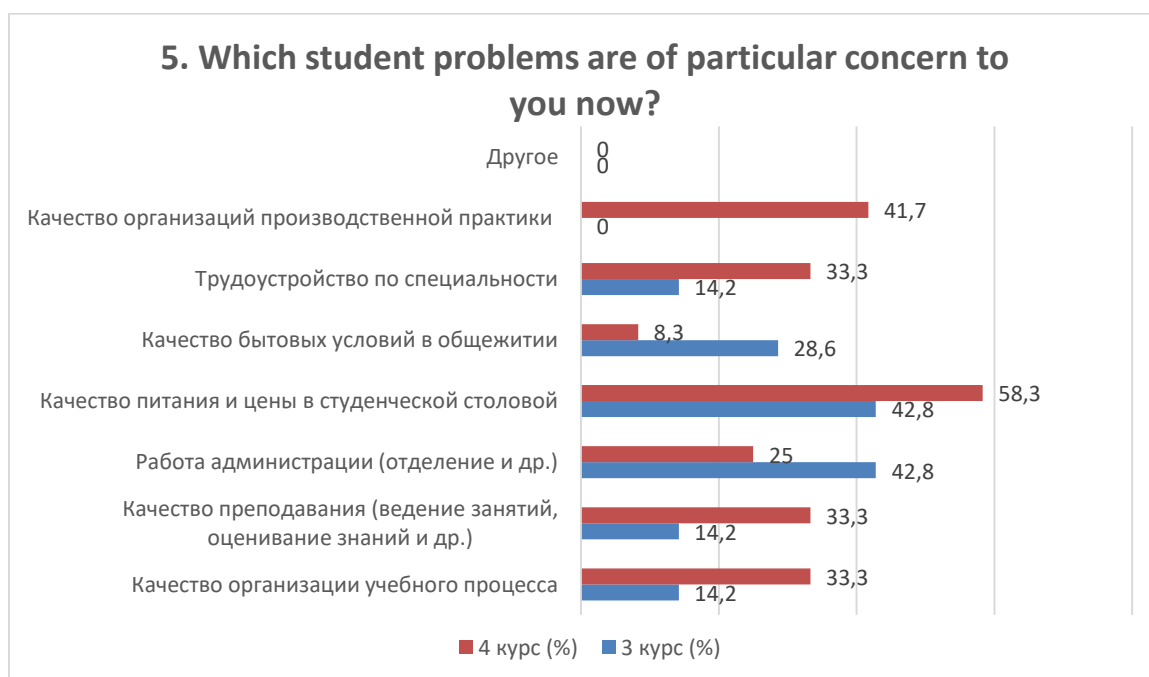
To the option “If you answered the previous question “More unfriendly than friendly” and “Negative”, give recommendations for improvement,” students indicated the following options\* :

- Good
- Yes.

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

Answer options	3 year (%)	4 year (%)
<i>Quality of organizing the educational process</i>	14.2	33.3
<i>Quality of teaching (class conducting, assessment of knowledge, etc.)</i>	14.2	33.3
<i>Administration work (department, etc.)</i>	42.8	25
<i>Quality of food and prices in the student canteen</i>	42.8	58.3
<i>Quality of living conditions in the hostel</i>	28.6	8.3
<i>Employment by specialty</i>	14.2	33.3
<i>Quality of industrial practice organizations</i>	-	41.7
<i>Other</i>	-	-

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

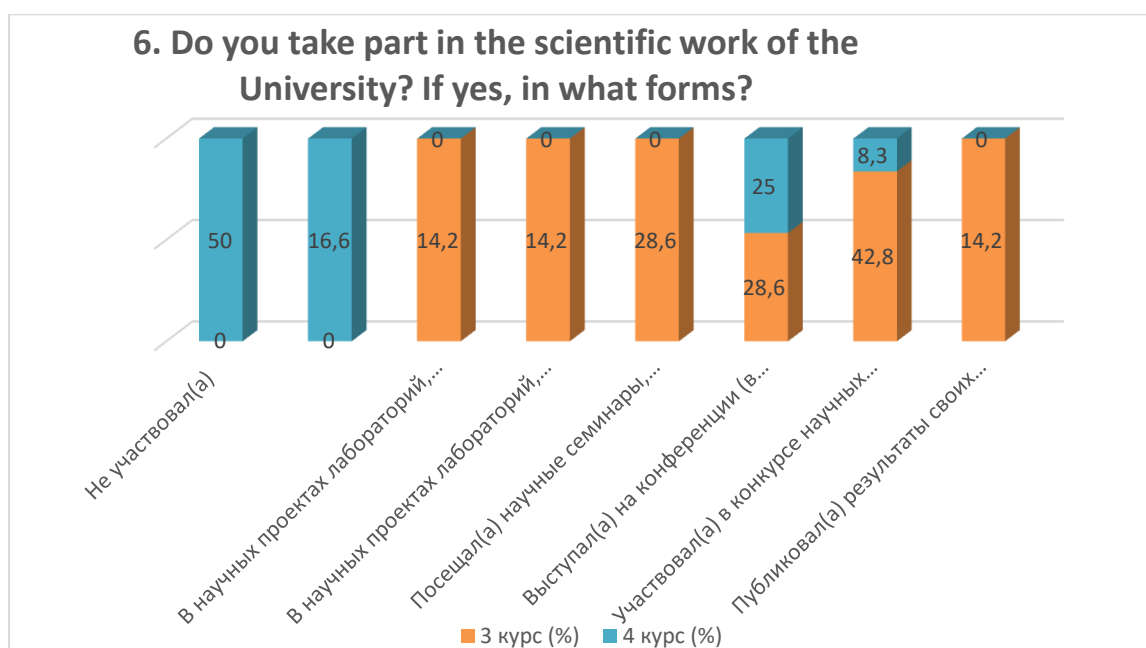


\* Students' answers to the option “other” and “if you answered “not satisfied...” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

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

Answer options	3 year (%)	4 year (%)
<i>Do not participate</i>	-	50
<i>Sometimes, when it is necessary for formal reasons</i>	-	16.6
<i>In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.</i>	14.2	-
<i>In scientific projects of laboratories, clubs, circles, etc. free of charge</i>	14.2	-
<i>Attend scientific seminars, clubs and other scientific events</i>	28.6	-
<i>Speaker at a conference (including a student conference), scientific seminar</i>	28.6	25
<i>Participated in the competition of scientific student works</i>	42.8	8.3
<i>Published the results of his research (including in student collections)</i>	14.2	-

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



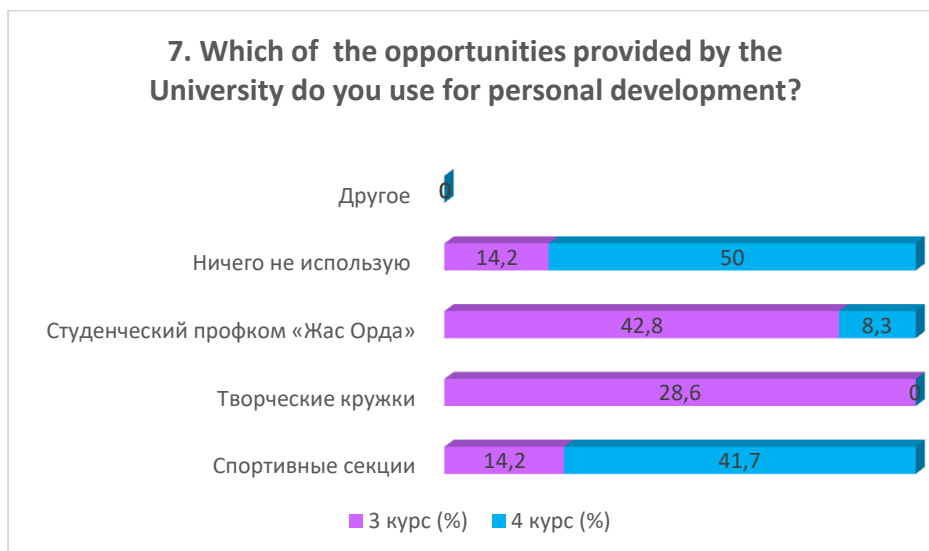
For the option “If you answered “Do not participate” to the previous question, write why,” students indicated the following options\*:

- No
- I didn't know
- Yes
- No time.

\* 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.

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

Answer options	3 year (%)	4 year (%)
<i>Sport sections</i>	14.2	41.7
<i>Creative clubs</i>	28.6	-
<i>Student trade union committee "Zhas Orda"</i>	42.8	8.3
<i>I don't use anything</i>	14.2	50
<i>Other</i>	-	-



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

- I didn’t know
- No
- No time.

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

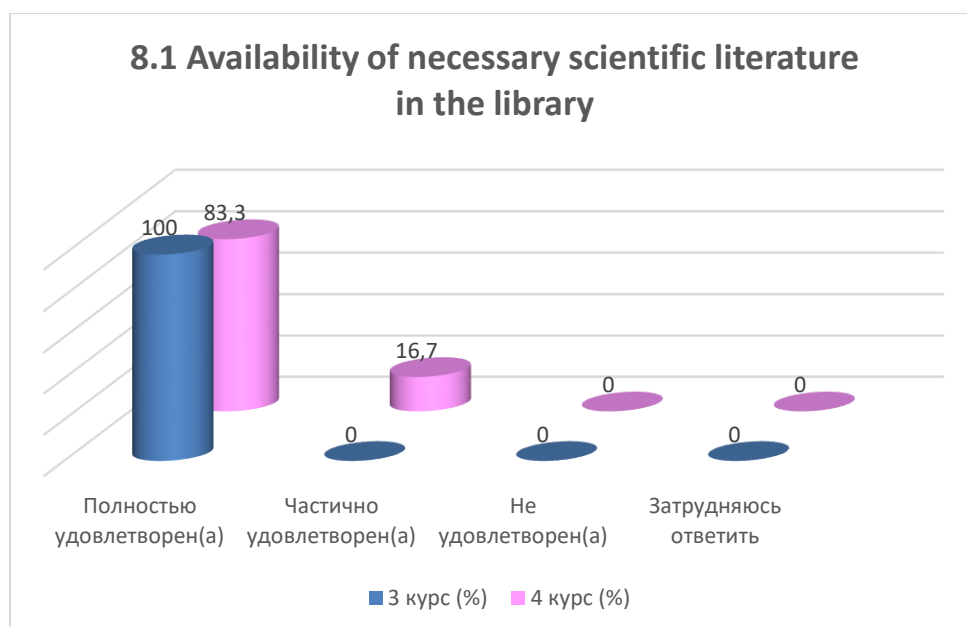
8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet channel width, its speed
8.4 Software modernity
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability of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

Other \_\_\_\_\_

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

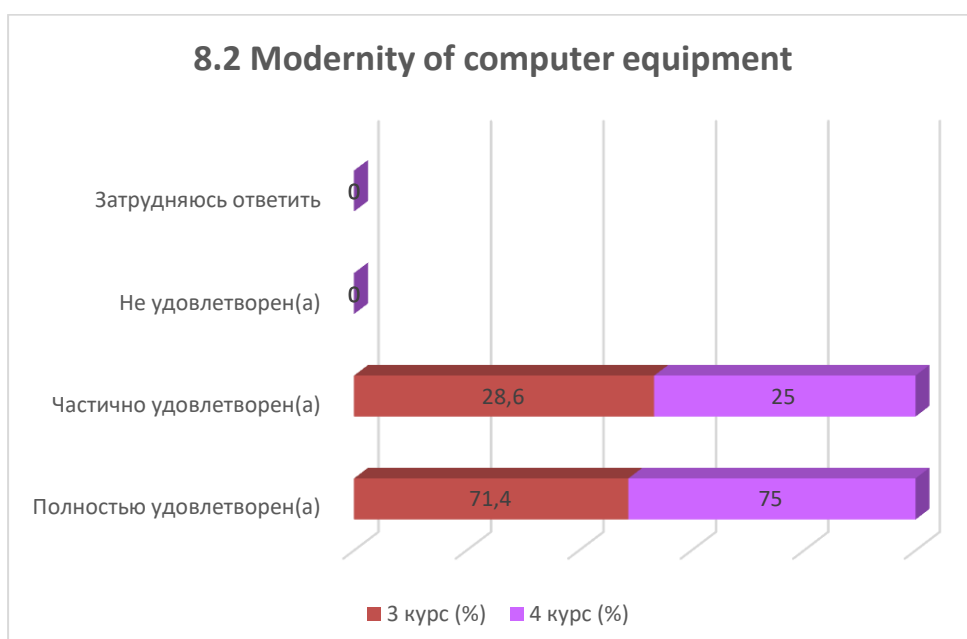
## 8.1 Availability of necessary scientific literature in the library

Answer options	3 year (%)	4 year (%)
<i>Completely satisfied</i>	100	83.3
<i>Partially satisfied</i>	-	16.7
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	-	-



## 8.2 Modernity of computer equipment

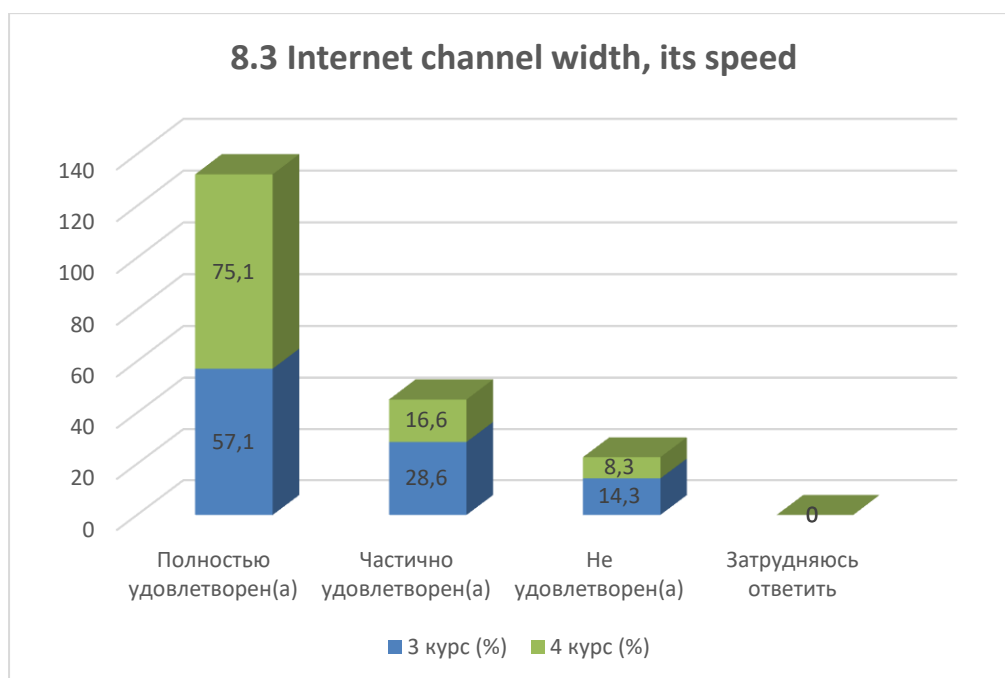
Answer options	3 year (%)	4 year (%)
<i>Completely satisfied</i>	71.4	75
<i>Partially satisfied</i>	28.6	25
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	-	-





### 8.3 Internet channel width, its speed

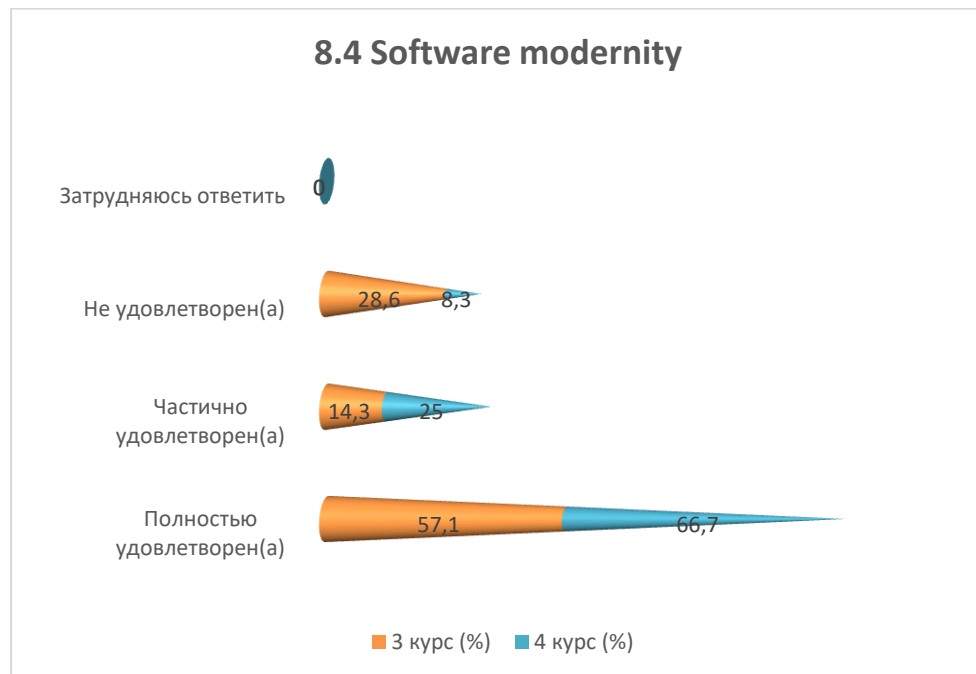
Answer options	3 year (%)	4 year (%)
<i>Completely satisfied</i>	57.1	75.1
<i>Partially satisfied</i>	28.6	16.6
<i>Not satisfied</i>	14.3	8.3
<i>I find it difficult to answer</i>	-	-



### 8.4 Software modernity

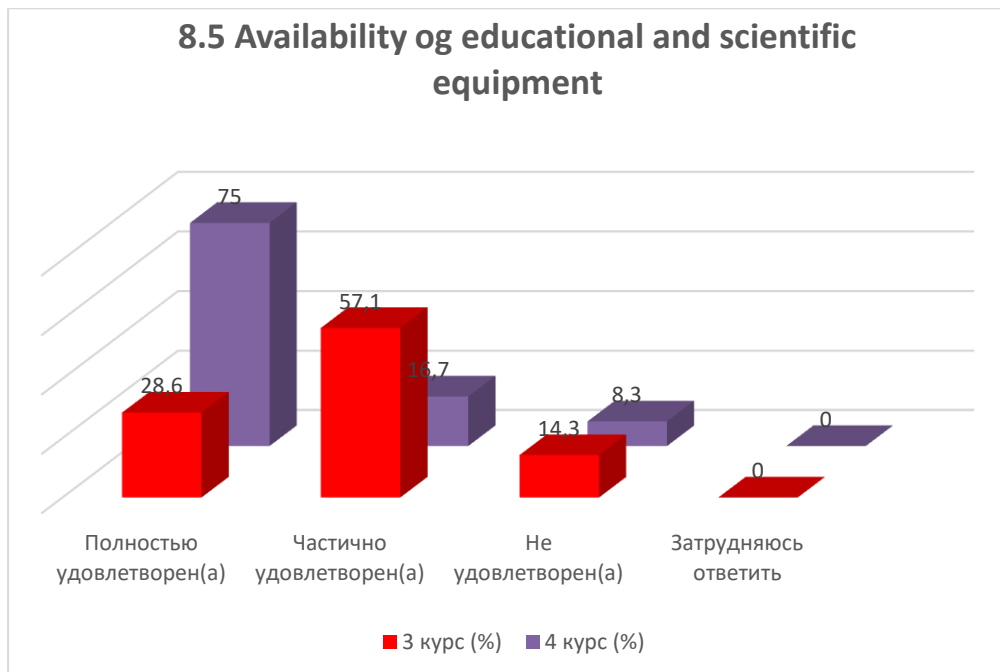
Answer options	3 year (%)	4 year (%)
<i>Completely satisfied</i>	57.1	66.7
<i>Partially satisfied</i>	14.3	25
<i>Not satisfied</i>	28.6	8.3
<i>I find it difficult to answer</i>	-	-

### 8.4 Software modernity



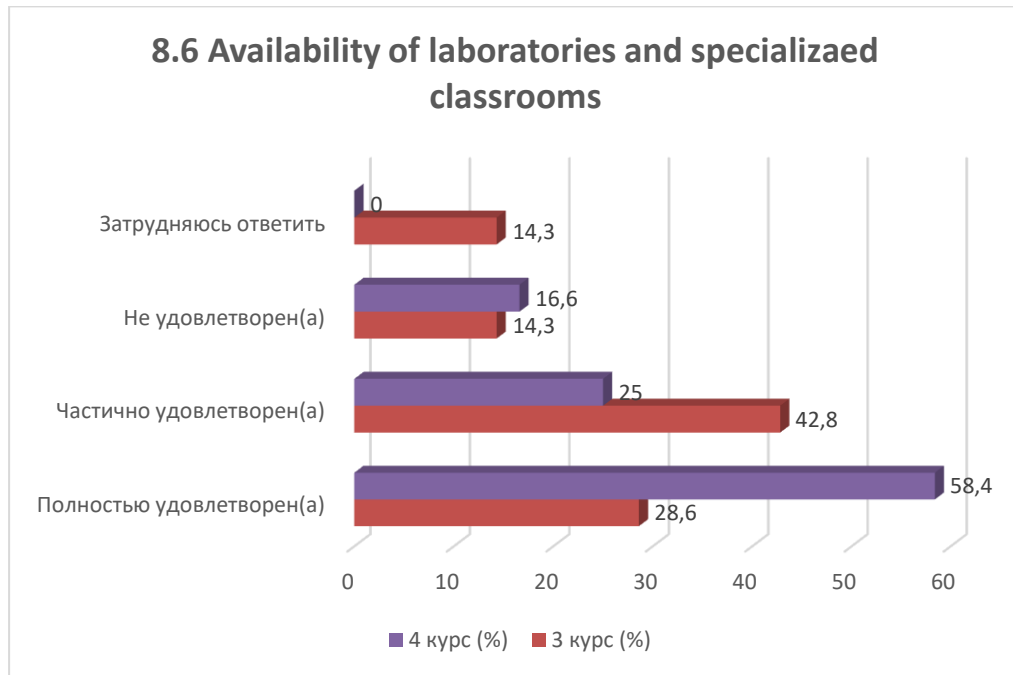
### 8.5 Availability of educational and scientific equipment

Answer options	3 year (%)	4 year (%)
<i>Completely satisfied</i>	28.6	75
<i>Partially satisfied</i>	57.1	16.7
<i>Not satisfied</i>	14.3	8.3
<i>I find it difficult to answer</i>	-	-



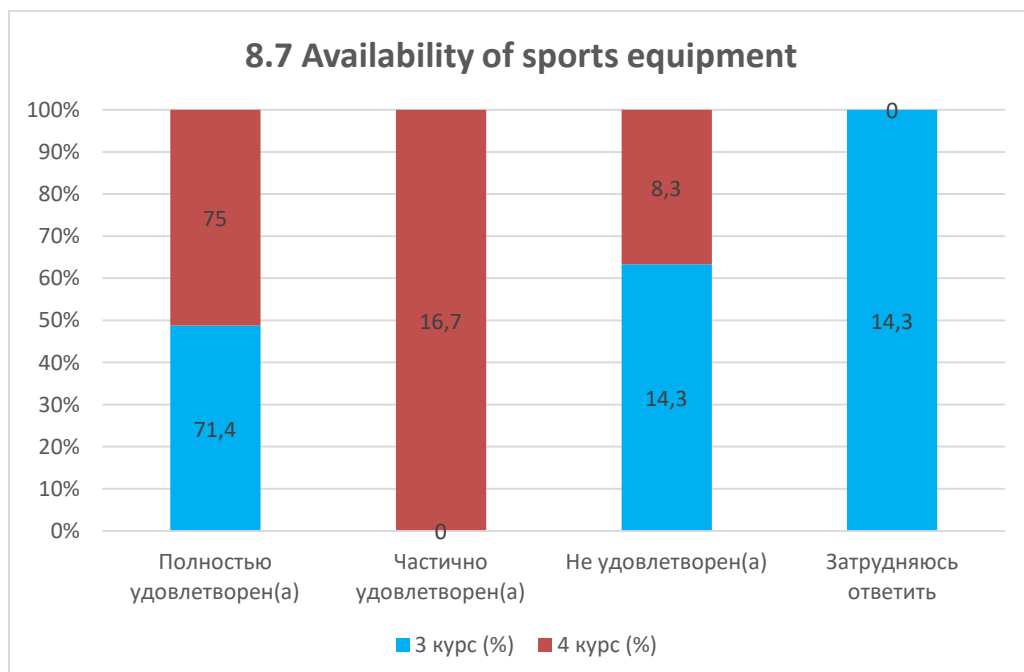
### 8.6 Availability of laboratories and specialized classrooms

Answer options	3 year (%)	4 year (%)
<i>Completely satisfied</i>	28.6	58.4
<i>Partially satisfied</i>	42.8	25
<i>Not satisfied</i>	14.3	16.6
<i>I find it difficult to answer</i>	14.3	-



### 8.7 Availability of sports equipment

Answer options	3 year (%)	4 year (%)
<i>Completely satisfied</i>	71.4	75
<i>Partially satisfied</i>	-	16.7
<i>Not satisfied</i>	14.3	8.3
<i>I find it difficult to answer</i>	14.3	-



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

- Thanks
- Good
- Yes.

\* 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 the previous question “Partly satisfied” and “Not satisfied, give recommendations for improvement,” students indicated the following options\*:

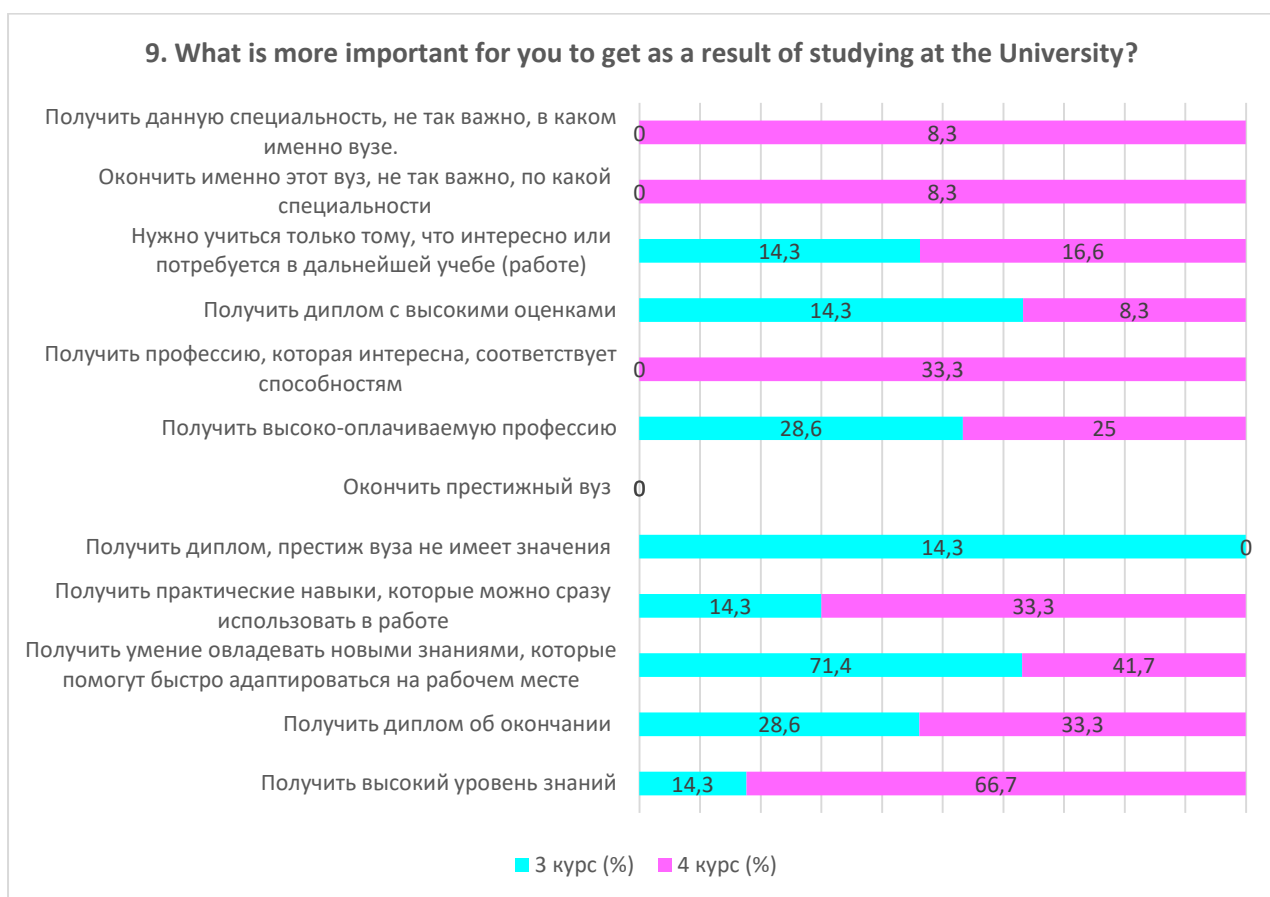
- No
- Good
- I don't know.

**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)*

<b><i>Acquiring a high level of knowledge</i></b>	<b>3 year (%)</b>	<b>4 year (%)</b>
<b><i>Receiving a diploma of completion</i></b>	14.3	66.7
<b><i>Gaining the ability to acquire new knowledge that will help one to quickly adapt to the workplace</i></b>	28.6	33.3
<b><i>Gaining practical skills that one can immediately use at work</i></b>	71.4	41.7
<b><i>Receiving a diploma, the prestige of the university does not matter</i></b>	14.3	33.3
<b><i>Graduating from a prestigious university</i></b>	14.3	-
<b><i>Acquiring a highly paid profession</i></b>	-	-
<b><i>Acquiring a profession that is interesting and matches one's abilities</i></b>	28.6	25
<b><i>Receiving a diploma with high grades</i></b>	-	33.3
<b><i>One should learn only what is interesting or will be needed in further study (work)</i></b>	14.3	8.3
<b><i>It's not so important in what specialty to graduate from this particular university</i></b>	14.3	16.6
<b><i>Getting this specialty is not so important in which university.</i></b>	-	8.3
<b><i>Acquiring a high level of knowledge</i></b>	-	8.3

*\*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):**

- None.
- Good.

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

The results of a survey of 2-5 years students studying in educational programs showed generally positive satisfaction of students with the quality of the educational process at the University. The majority of students (81.6%) are satisfied with the extent to which the educational process corresponds to their inclinations, interests and capabilities.

The highest values of the satisfaction indicator (score "excellent quality") according to the criteria are as follows:

- class schedule (100%);
- organization of independent work (100%);
- the possibility to access full-text databases of scientific publications (91.7%);
- organizing and conducting SIWT (88.7%);
- satisfaction with the library work (85.7%);
- living conditions in a hostel (84.5%).

In these cases, the majority of students report their complete or partial satisfaction based on which it can be argued that, according to these criteria, the educational program at the University meets the students' expectations.

Students rated the following criteria as “good quality”: quality of practices (71.4%), organization of catering at the University (67.3%), organizing and conducting laboratory work (67.3%), quality of medical care (63.1 %).

59% of respondents are informed of academic mobility. The average level of student awareness about academic mobility (41% of students have no information) indicates the need to improve the University efforts to raise students’ awareness of academic mobility opportunities.

The psychological climate at the University is characterized by friendly relations between students, teachers and the other university employees, which creates positive motivation for receiving a quality education and the formation of appropriate civic and personal positions of students.

25% 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 a limited amount of time and insufficient information.

Despite the presence of various opportunities for personal development, such as sports clubs, creative clubs and the student trade union committee "Zhas Orda", more than half of students (32.1%) do not use them. The reasons are limited time or absence of desire to use these opportunities.

The question “What is more important for you to get as a result of studying at your university?”, was answered as “Gaining the ability to master new knowledge that will help to quickly adapt in the workplace” in first place - 56.6%; next “Acquiring a high level of knowledge” – 40.5%; the third position takes “Receiving a diploma of completion” – 31%.

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](mailto:cqma_kstu@mail.ru).