

Report
based on questionnaire results
“Satisfaction of 2-5 year students with educational services”
2022

Department: "Chemistry and chemical technologies"
Speciality: 6B07110 "Chemical technology of organic substances"

The center for quality management and accreditation, in October 2022, conducted an annual questionnaire on the satisfaction of 2-5 year students with the quality of services provided.

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

In specialty 6B07110 "Chemical technology of organic substances" 23 respondents took part in the questionnaire.

- 2nd year – 9th student (100%);
- 3rd year – 9th student (81.8%);
- 4th year – 5 students (71.4%).

Form of study

- Budgetary – 20 students (86.9%);
- Paid – 3 students (13.1%).

During the questionnaire process, the following data was obtained:

1. Does it satisfy you? quality of services provided?

1.1 The learning process in general
1.2 Class schedule
1.3 Organization of independent work
1.4 Internship
1.5 Organization and conduct of the SIWT
1.6 Organization and conduct of laboratory work
1.7 Satisfaction with the library
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 “not satisfied” to the previous question, give recommendations for improving the services provided

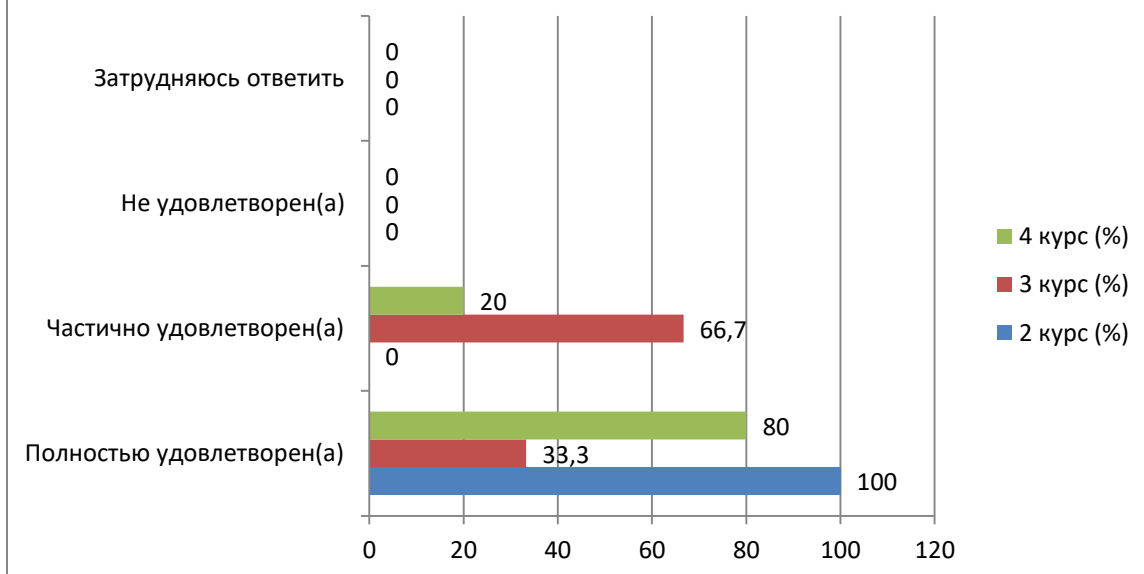
Indicators:

1.1 The learning process in general

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	100	33.3	80
Partially satisfied	-	66.7	20
Not satisfied	-	-	-
I find it difficult to answer	-	-	-

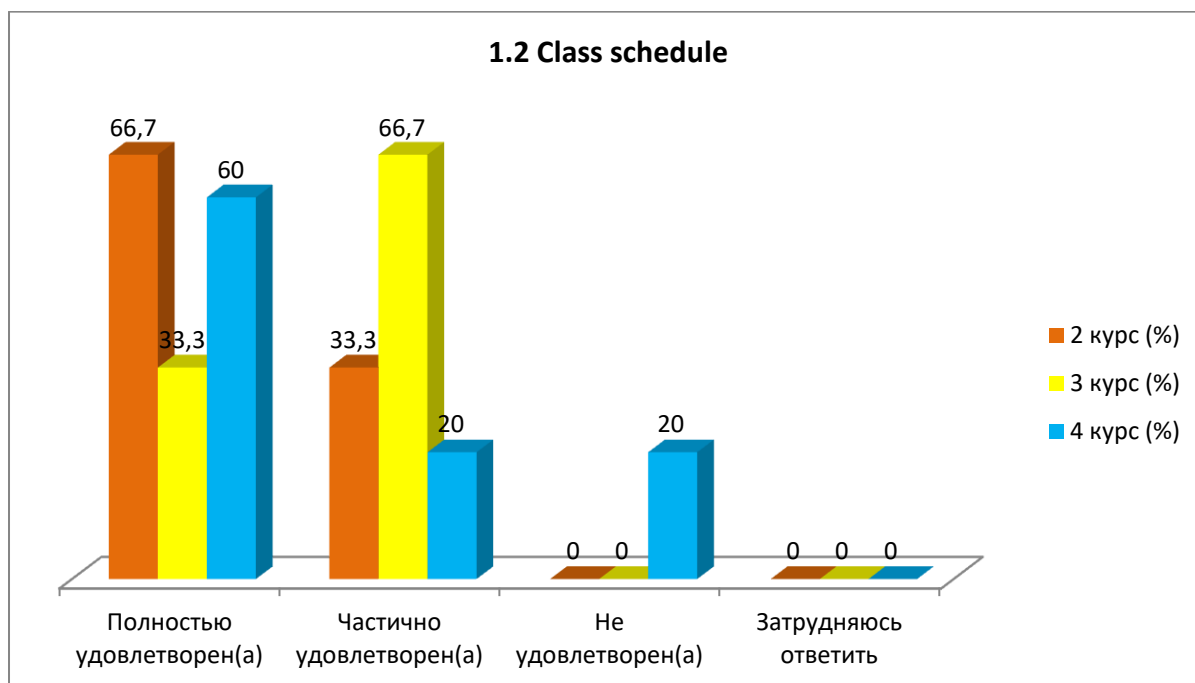
1. Does it satisfy you? quality of services provided?

1.1 The learning process in general



1.2 Class schedule

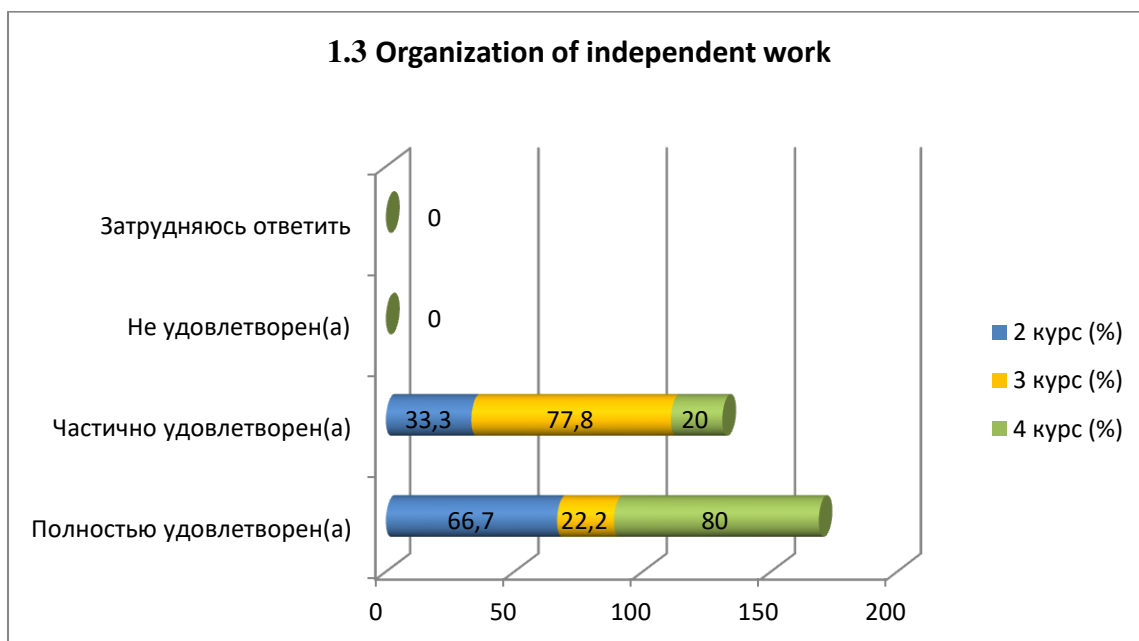
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66.7	33.3	60
Partially satisfied	33.3	66, 7	20
Not satisfied	-	-	20
I find it difficult to answer	-	-	-



1.3 Organization of independent work

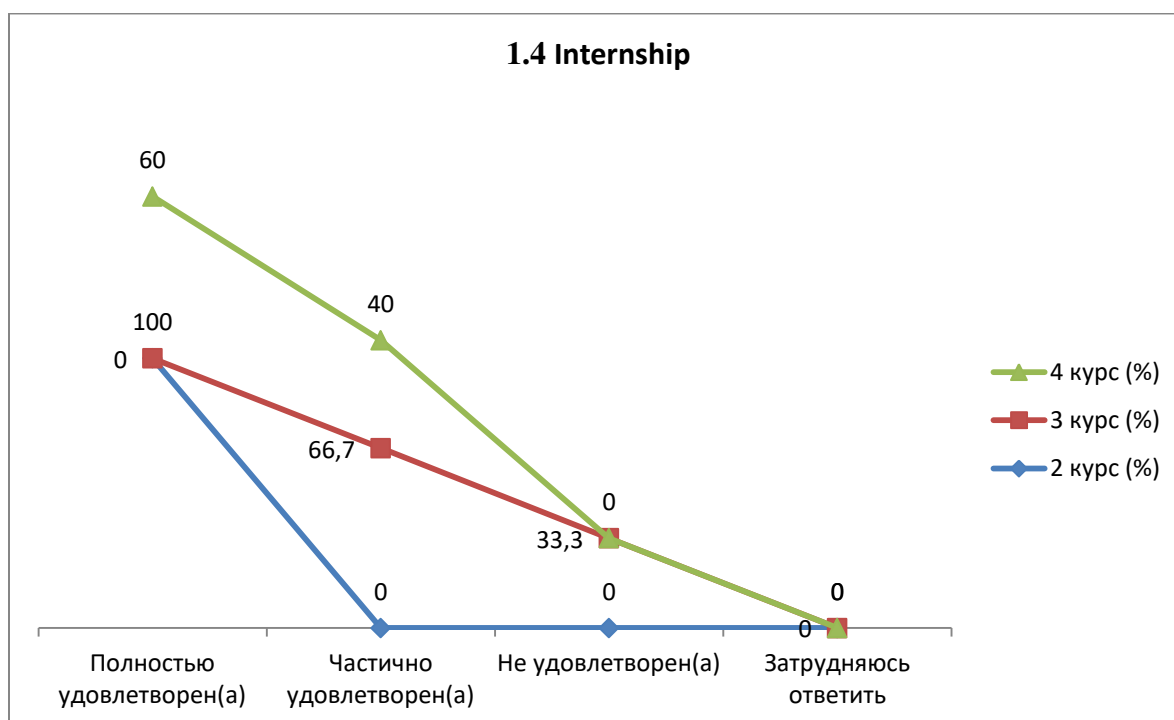
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66.7	22.2	80
Partially satisfied	33.3	77.8	20
Not satisfied	-	-	-
I find it difficult to answer	-	-	-

1.3 Organization of independent work



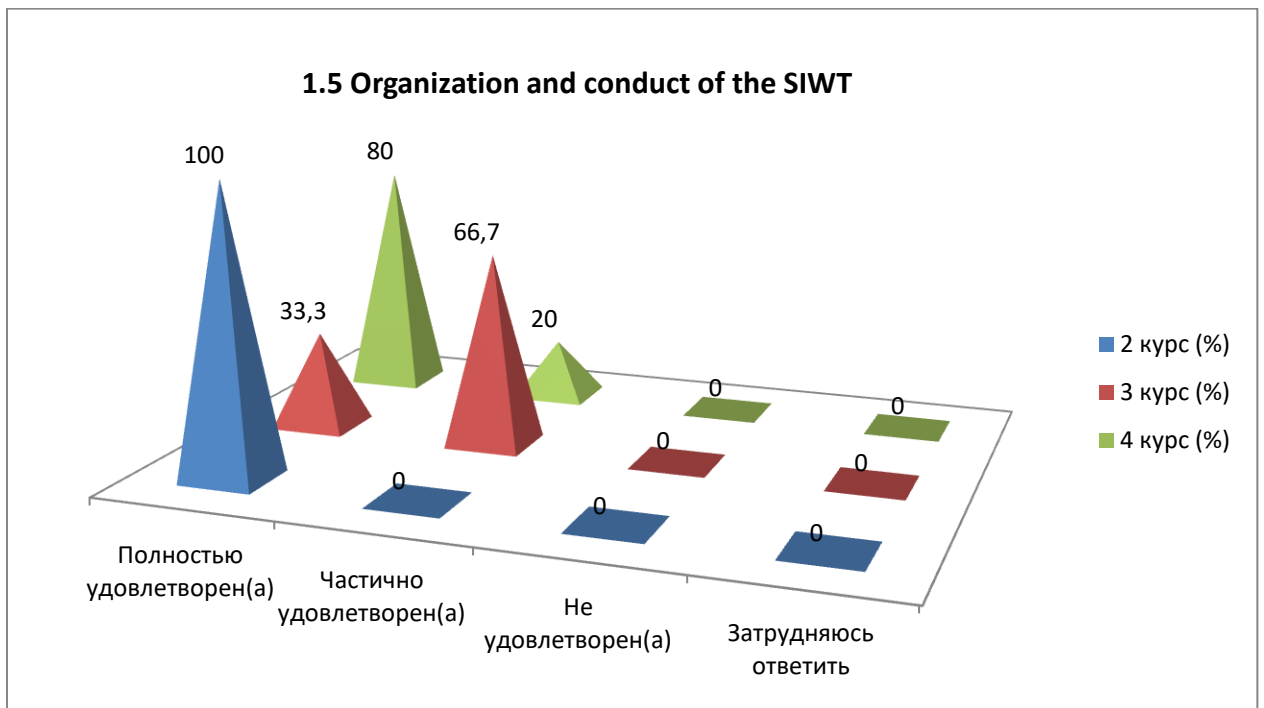
1.4 Internship

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	100	-	60
Partially satisfied	-	66.7	40
Not satisfied	-	33.3	-
I find it difficult to answer	-	-	-



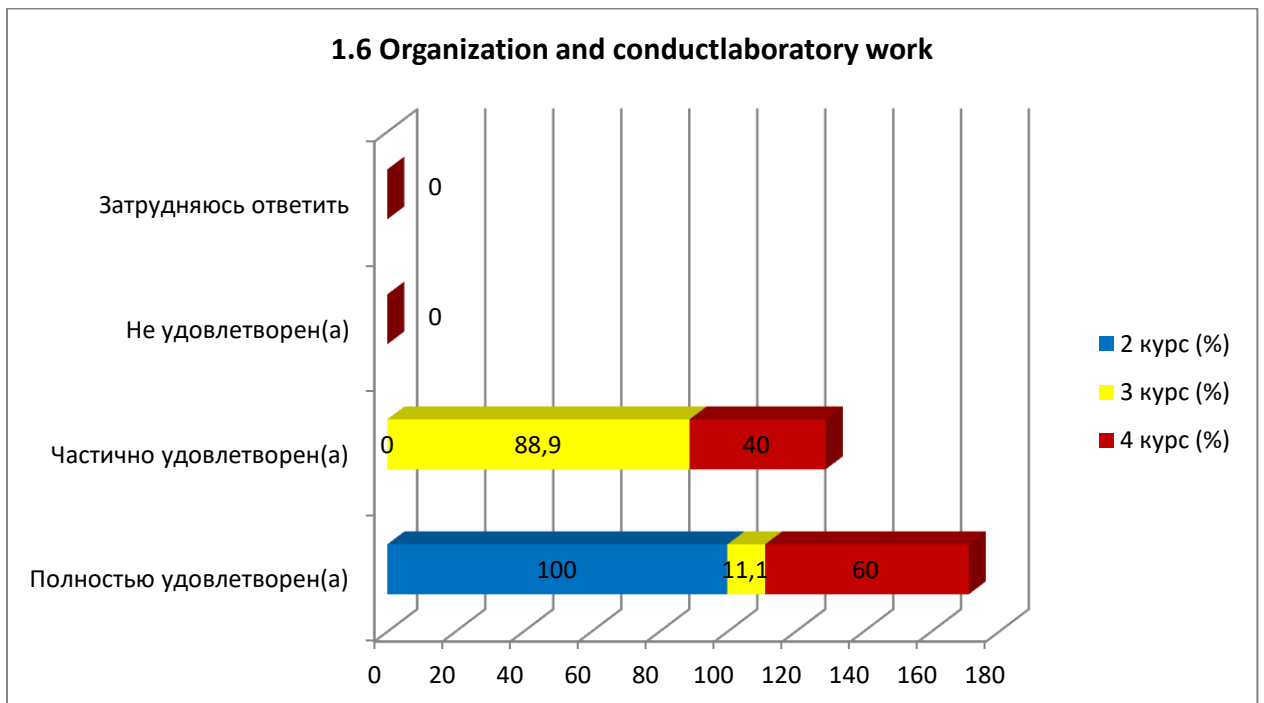
1.5 Organization and conduct of the SIWT

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	100	33.3	80
Partially satisfied	-	66.7	20
Not satisfied	-	-	-
I find it difficult to answer	-	-	-



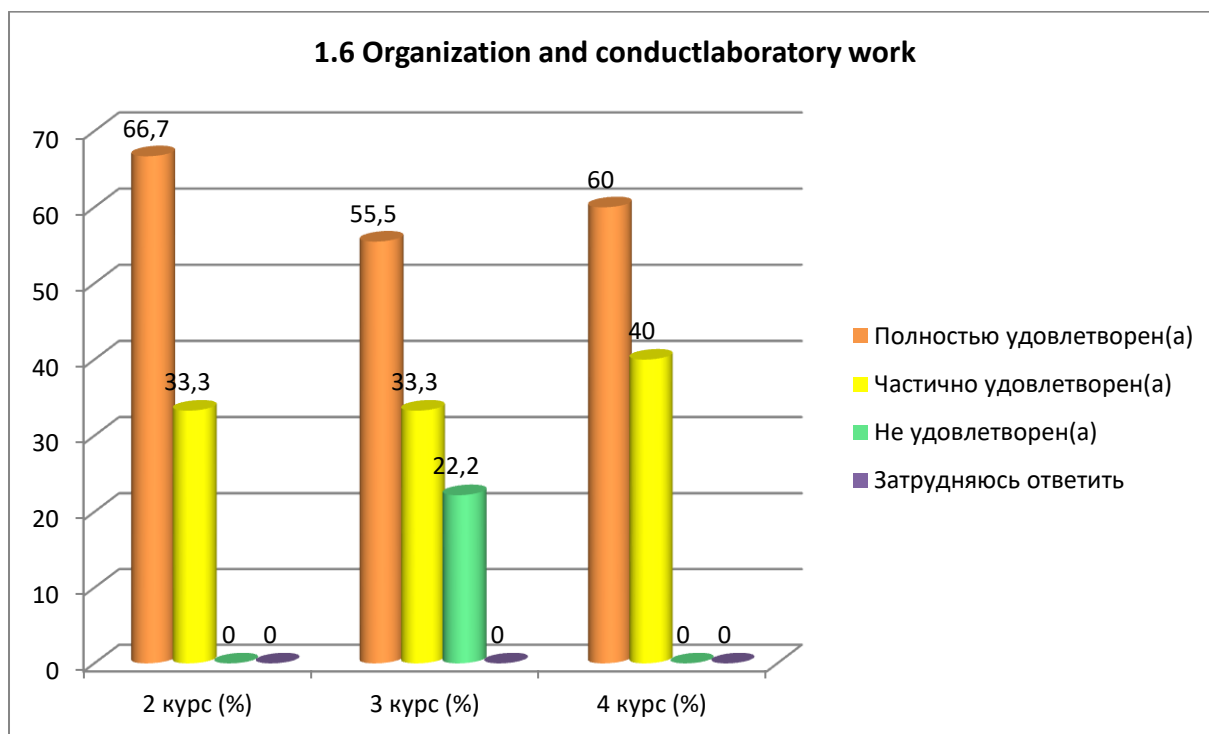
1.6 Organization and conduct laboratory work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	100	11.1	60
Partially satisfied	-	88.9	40
Not satisfied	-	-	-
I find it difficult to answer	-	-	-



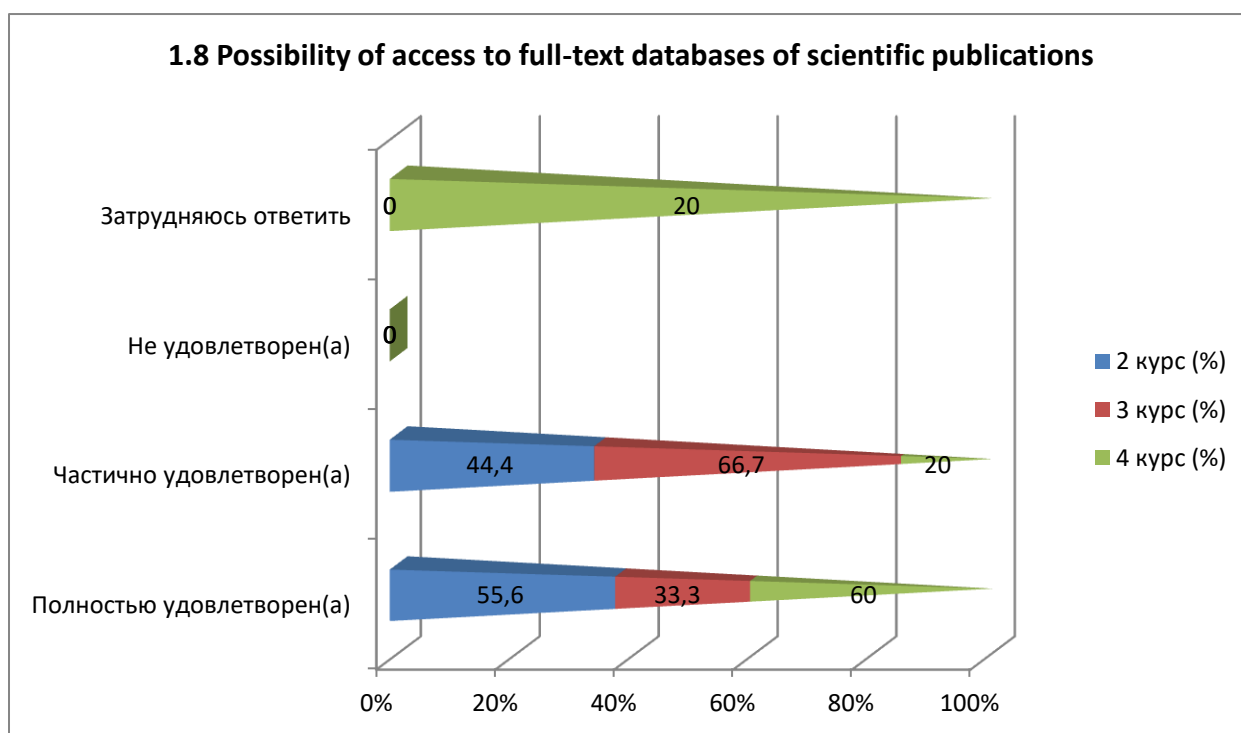
1.7 Satisfaction with the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66.7	55.5	60
Partially satisfied	33.3	33.3	40
Not satisfied	-	22.2	-
I find it difficult to answer	-	-	-



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

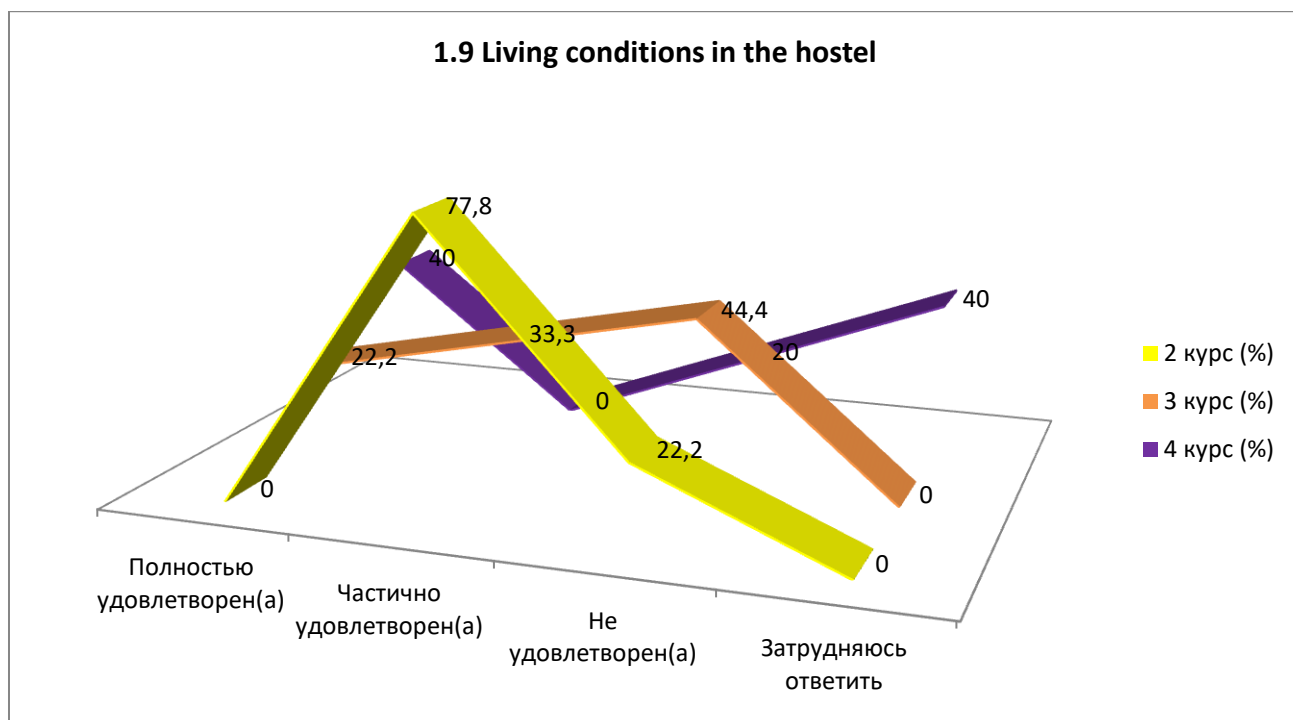
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	55.6	33.3	60
Partially satisfied	44.4	66.7	20
Not satisfied	-	-	-
I find it difficult to answer	-	-	20



1.9 Living conditions in the hostel

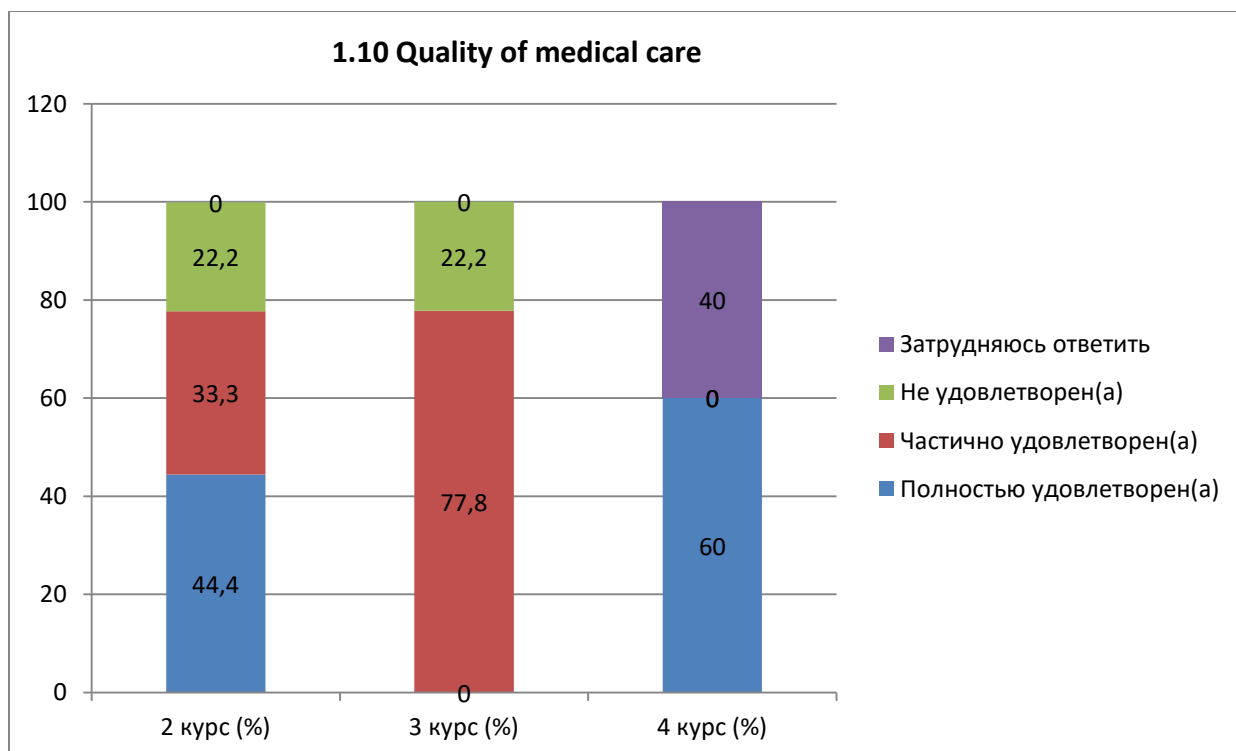
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	-	22.2	40
Partially satisfied	77.8	33.3	-

Not satisfied	22.2	44.4	20
I find it difficult to answer	-	-	40



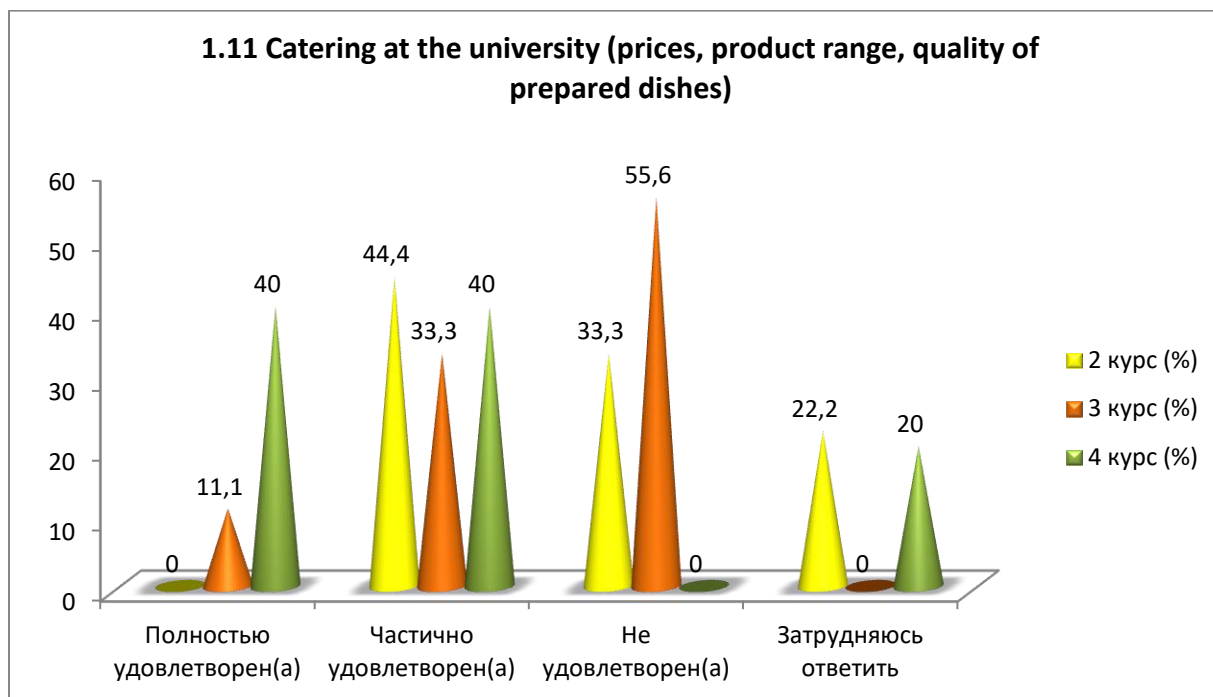
1.10 Quality of medical care

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	44.4	-	60
Partially satisfied	33.3	77.8	-
Not satisfied	22.2	22.2	-
I find it difficult to answer	-	-	40



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	-	11.1	40
Partially satisfied	44.4	33.3	40
Not satisfied	33.3	55.6	-
I find it difficult to answer	22.2	-	20



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

2nd year	3rd year	4th year
-	-	-

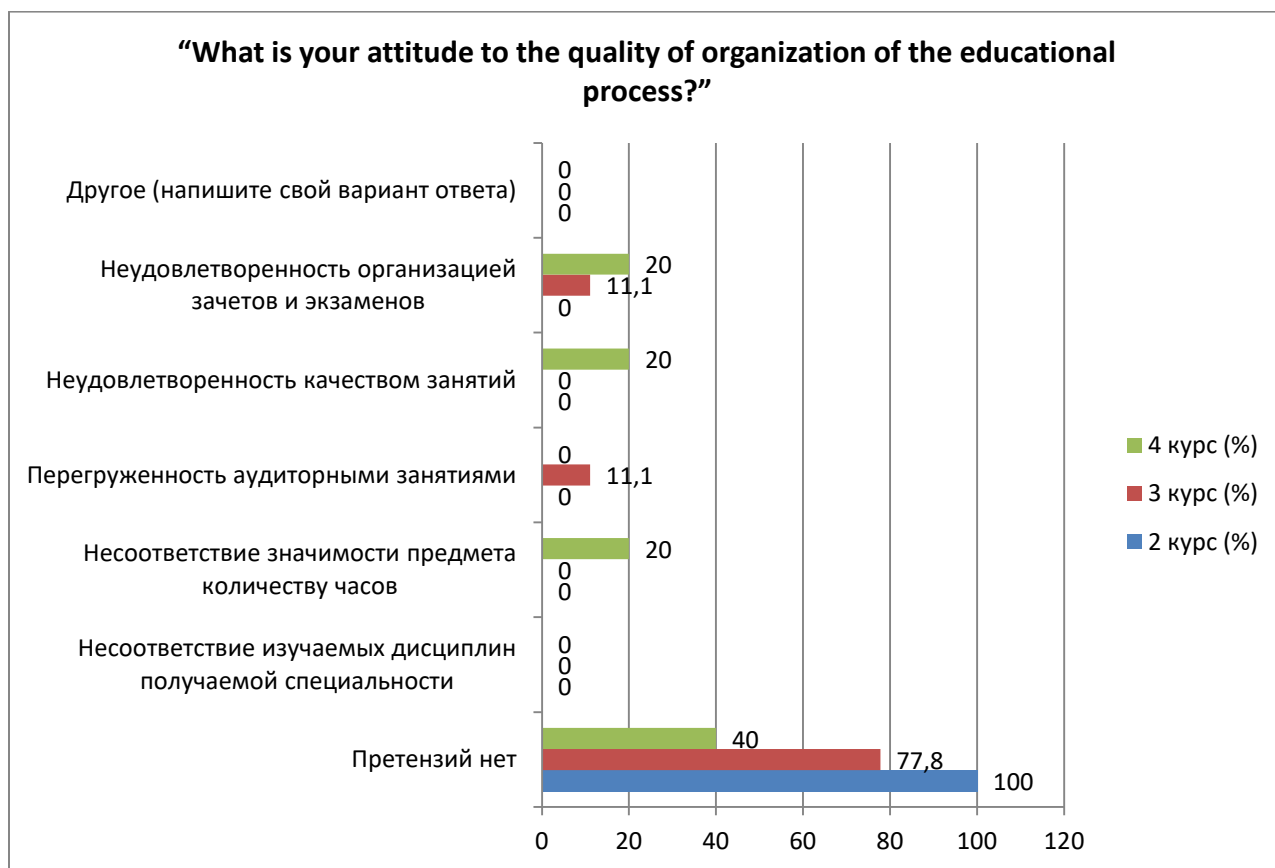
For the option "If you answered “not satisfied” to the previous question, give recommendations for improvement provided services» students indicated the following options* :

2nd year	3rd year	4th year
-	-	-

2. “What is your attitude to the quality of organization of the educational process?”

Answer options	2nd year (%)	3rd year (%)	4th year (%)
No complaints	100	77.8	40
Discrepancy between the disciplines studied and the specialty obtained	-	-	-
Inconsistency between the importance of the subject and the number of hours	-	-	20
Overload with classroom activities	-	11.1	-
Dissatisfaction with the quality of classes	-	-	20
Dissatisfaction with the organization of tests and exams	-	11.1	20
Other (write your answer)	-	-	-

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

2nd year	3rd year	4th year
-	-	-

For the option "If you answered “Does not correspond or does not satisfy” to the previous question, give recommendations for improvement»students indicated the following options* :

2nd year	3rd year	4th year
-	-	-

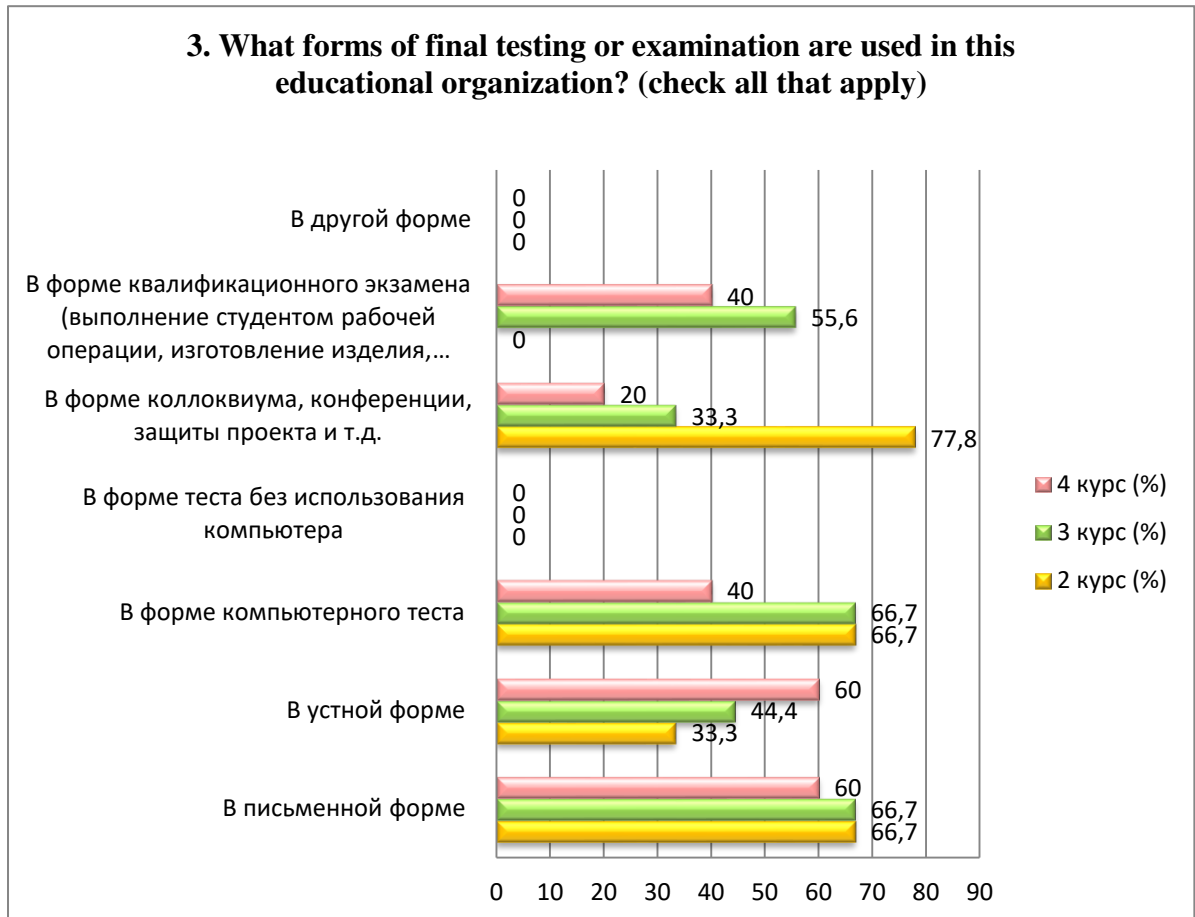
3. What forms of final testing or examination are used in this educational organization? (check all that apply)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
In writing	66.7	66.7	60
In oral form	33.3	44.4	60
In the form of a computer test	66.7	66.7	40
In the form of a test without using a computer	-	-	-
In the form of a colloquium, conference, project defense, etc.	77.8	33.3	20

*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.

In the form of a qualification exam (the student performs a work operation, manufactures a product, carries out labor activities, assessed by experts)	-	55.6	40
In another form	-	-	-

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



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

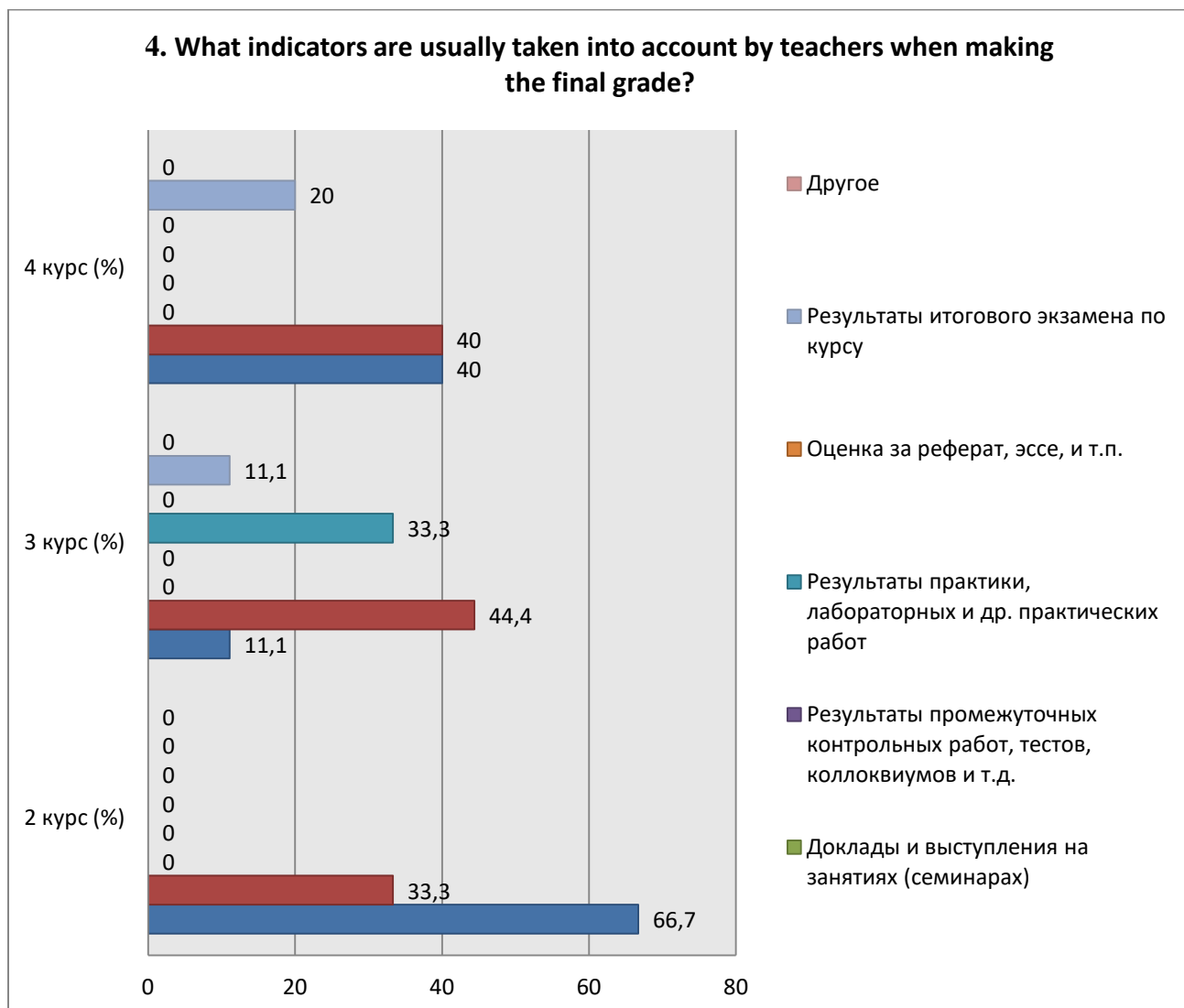
2nd year	3rd year	4th year
-	-	-

4. What indicators are usually taken into account by teachers when making the final grade?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Attendance	66.7	11.1	40
Activity in classes (seminars), answers to teacher questions, problem solving, etc.	33.3	44.4	40
Reports and speeches at classes (seminars)	-	-	-
Results of intermediate tests, tests, colloquiums, etc.	-	-	-
Results of practice, laboratory and other	-	33.3	-

*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.

practical work			
Score for an abstract, essay, etc.	-	-	-
Results of the final exam for the course	-	11.1	20
Other	-	-	-



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

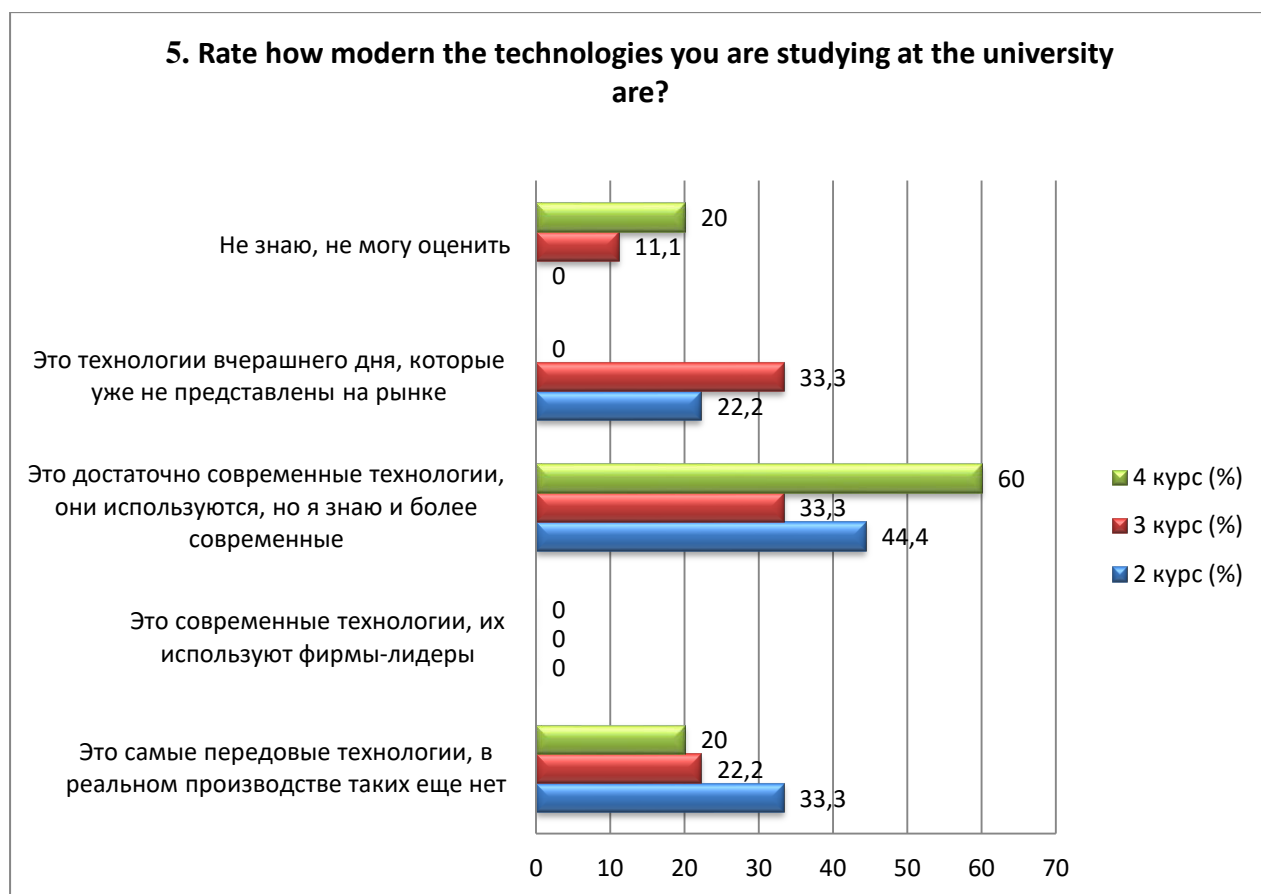
2nd year	3rd year	4th year
-	-	-

5. Rate how modern the technologies you are studying at the university are?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
These are the most advanced technologies; there are no such technologies in real production yet.	33.3	22.2	20
These are modern technologies, they are used by leading companies	-	-	-
These are quite modern technologies, they are used, but I know more modern	44.4	33.3	60

*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.

ones			
These are yesterday's technologies that are no longer on the market.	22.2	33.3	-
I don't know, I can't rate it	-	11.1	20



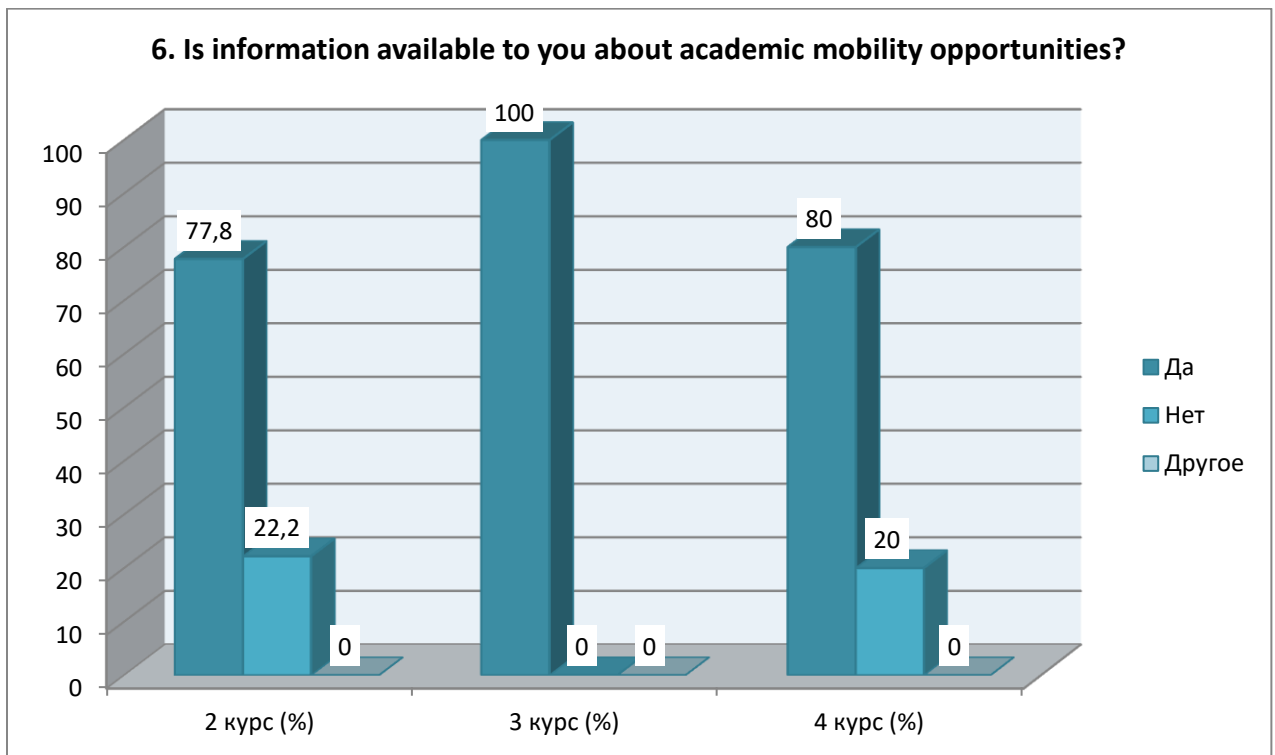
For the option "If you answered the previous question "I don't know, I can't rate it", give recommendations for improvement»students indicated the following options*:

2nd year	3rd year	4th year
-	-	-

6. Is information available to you about academic mobility opportunities?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	77.8	100	80
No	22.2	-	20
Other	-	-	-

*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.



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

2nd year	3rd year	4th year
-	-	-

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

2nd year	3rd year	4th year
-	-	-

7. What do you think the relationship is like:

7.1 Between students
7.2 Between teachers and students (in the educational process)
7.3 Between student and supervisor
7.4 Between students and administration
7.5 Between students and employees of departments (library, student department, etc.)
7.6 Between students and security service

Other _____

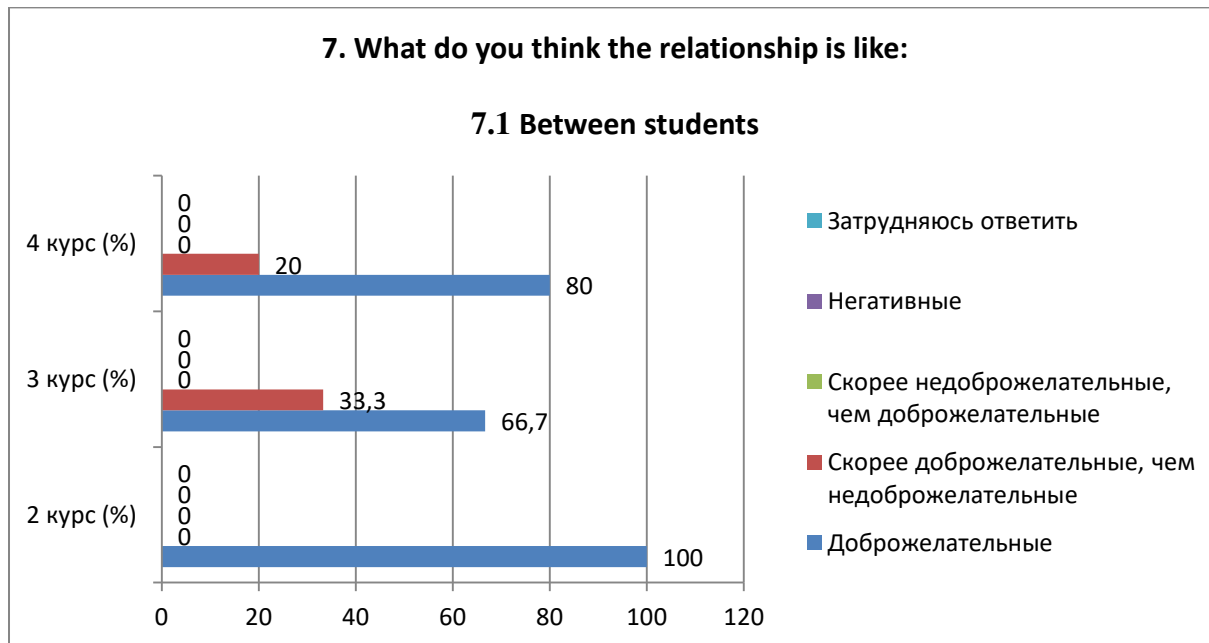
If you answered “not satisfied” to the previous question, give recommendations for improving the services provided _____

Indicators:

*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.

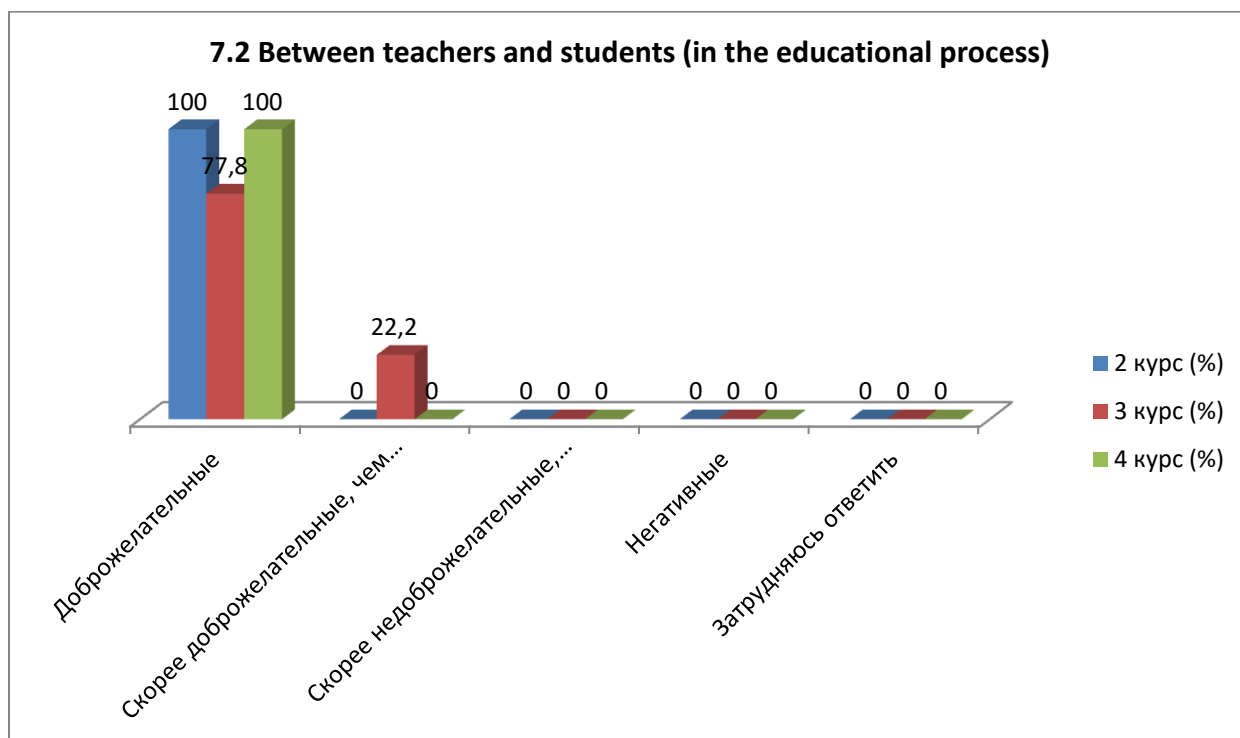
7.1 Between students

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	100	66.7	80
More friendly than unfriendly	-	33.3	20
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	-	-	-



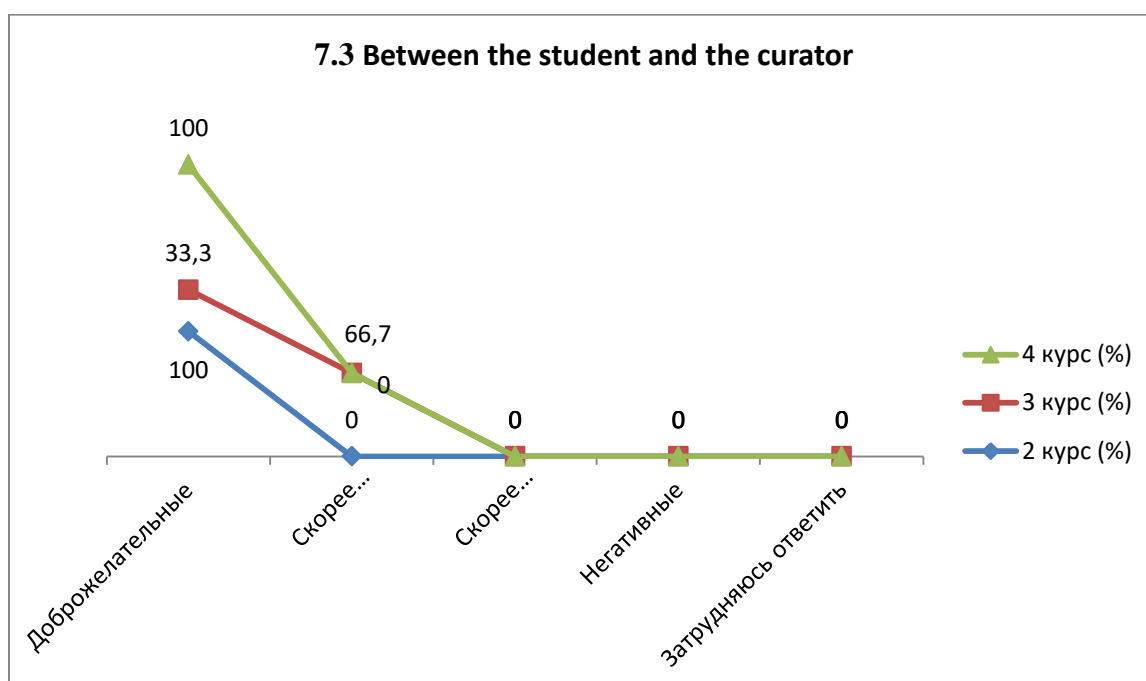
7.2 Between teachers and students (in the educational process)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	100	77.8	100
More friendly than unfriendly	-	22.2	-
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	-	-	-



7.3 Between the student and the curator

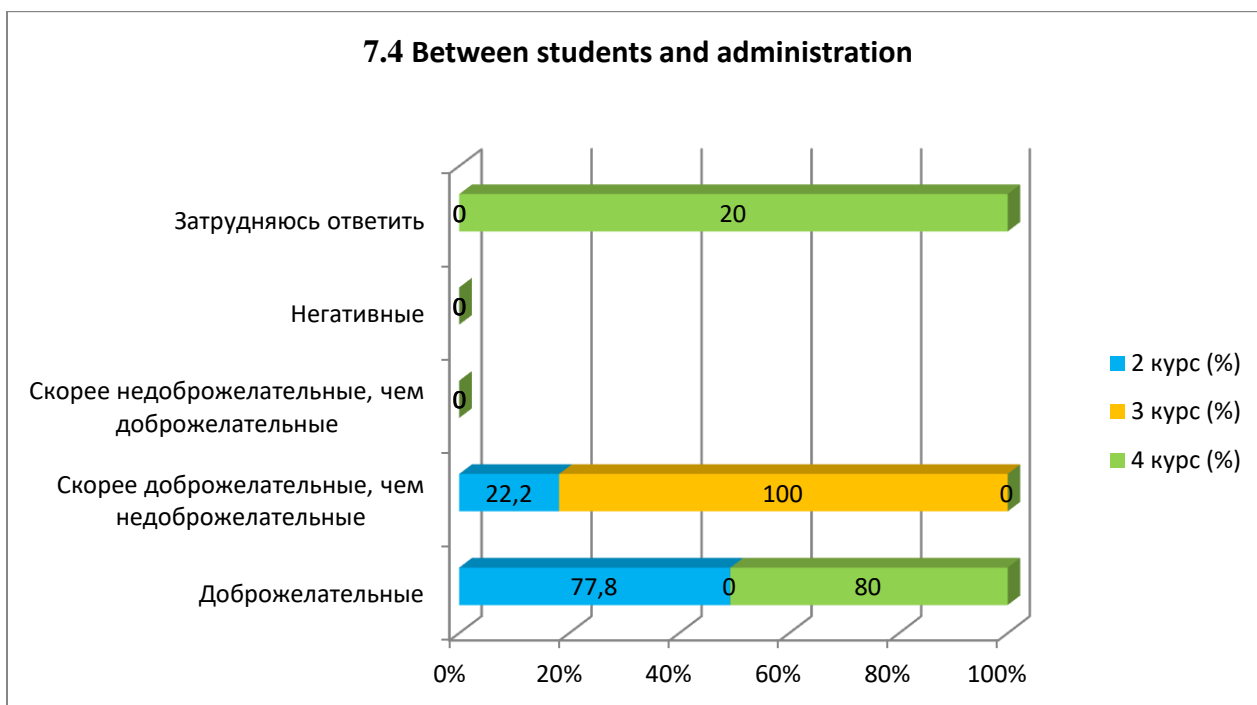
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	100	33.3	100
More friendly than unfriendly	-	66.7	-
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	-	-	-



7.4 Between students and administration

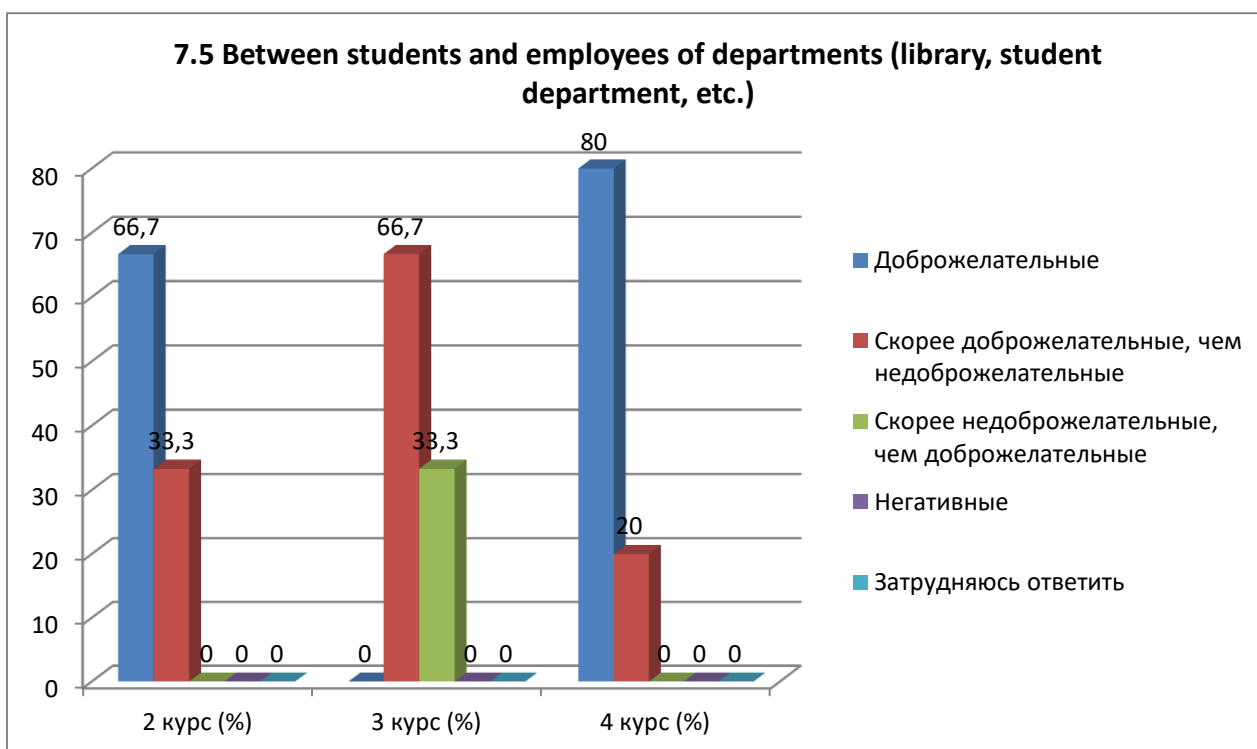
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	77.8	-	80
More friendly than unfriendly	22.2	100	-
More unfriendly than friendly	-	-	-

Negative	-	-	-
I find it difficult to answer	-	-	20



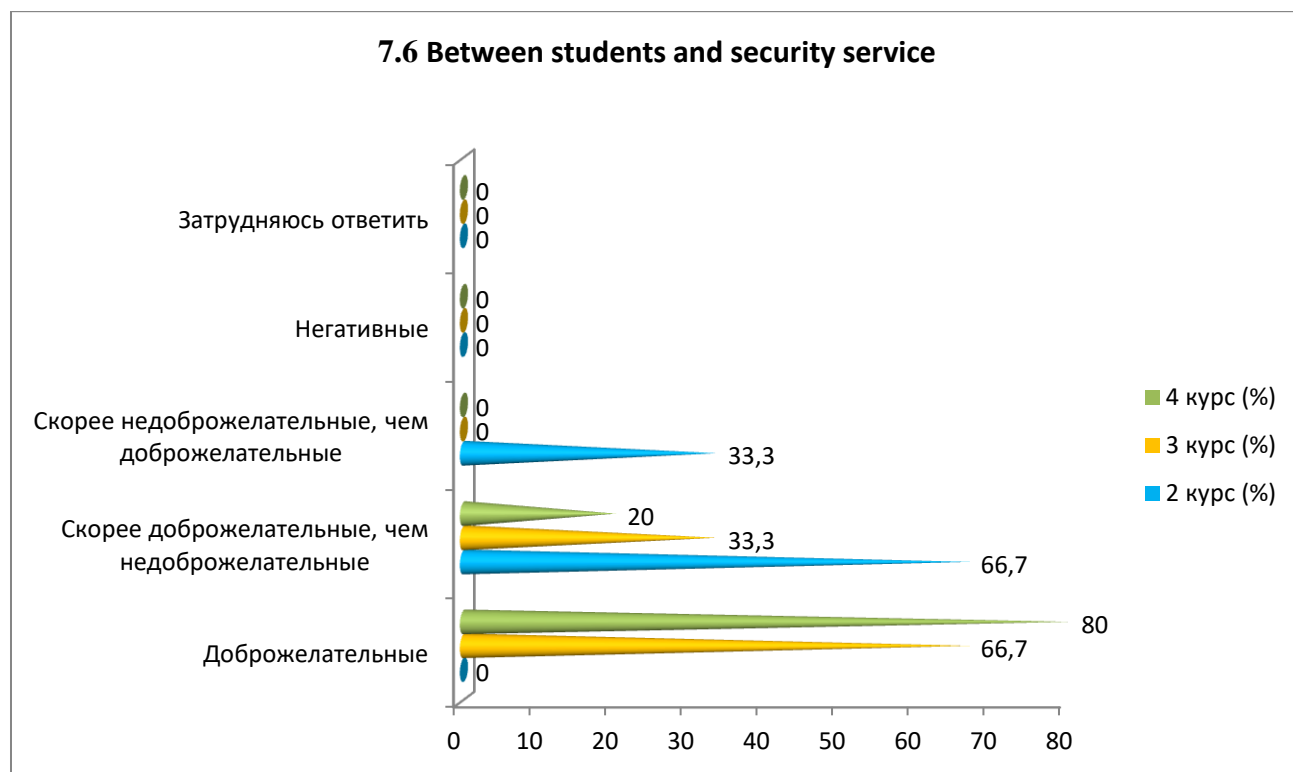
7.5 Between students and employees of departments (library, student department, etc.)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	66.7	-	80
More friendly than unfriendly	33.3	66.7	20
More unfriendly than friendly	-	33.3	-
Negative	-	-	-
I find it difficult to answer	-	-	-



7.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	-	66.7	80
More friendly than unfriendly	66.7	33.3	20
More unfriendly than friendly	33.3	-	-
Negative	-	-	-
I find it difficult to answer	-	-	-



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

2nd year	3rd year	4th year
-	-	-

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

2nd year	3rd year	4th year
-	-	-

8. Which student problems are of particular concern to you now?

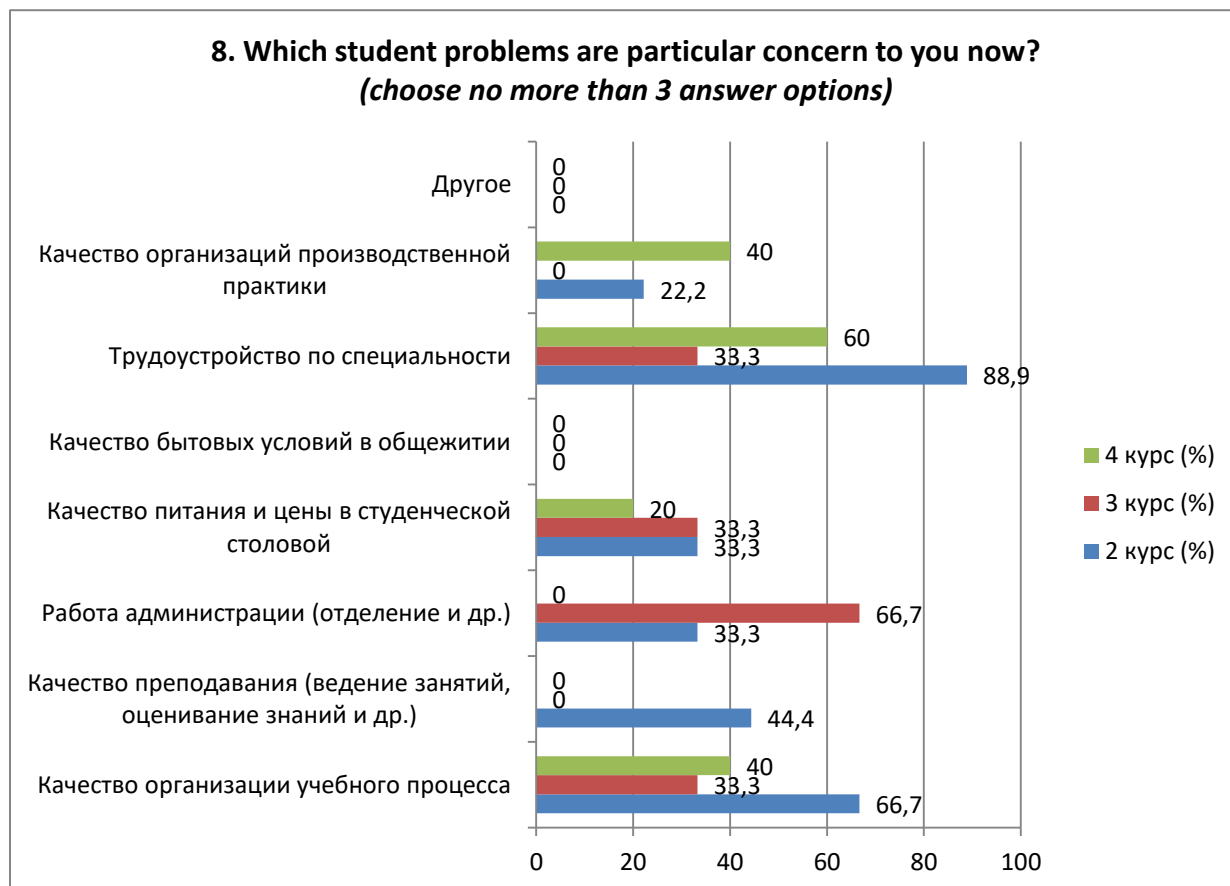
(choose no more than 3 answer options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Quality of organization of the educational process	66.7	33.3	40
Quality of teaching (class conducting, assessment of knowledge, etc.)	44.4	-	-
Administration work (department, etc.)	33.3	66.7	-
Quality of food and prices in the student	33.3	33.3	20

*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.

canteen			
Quality of living conditions in the hostel	-	-	-
Employment by specialty	88.9	33.3	60
Quality of industrial practice organizations	22.2	-	40
Other	-	-	-

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



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

2nd year	3rd year	4th year
-	-	-

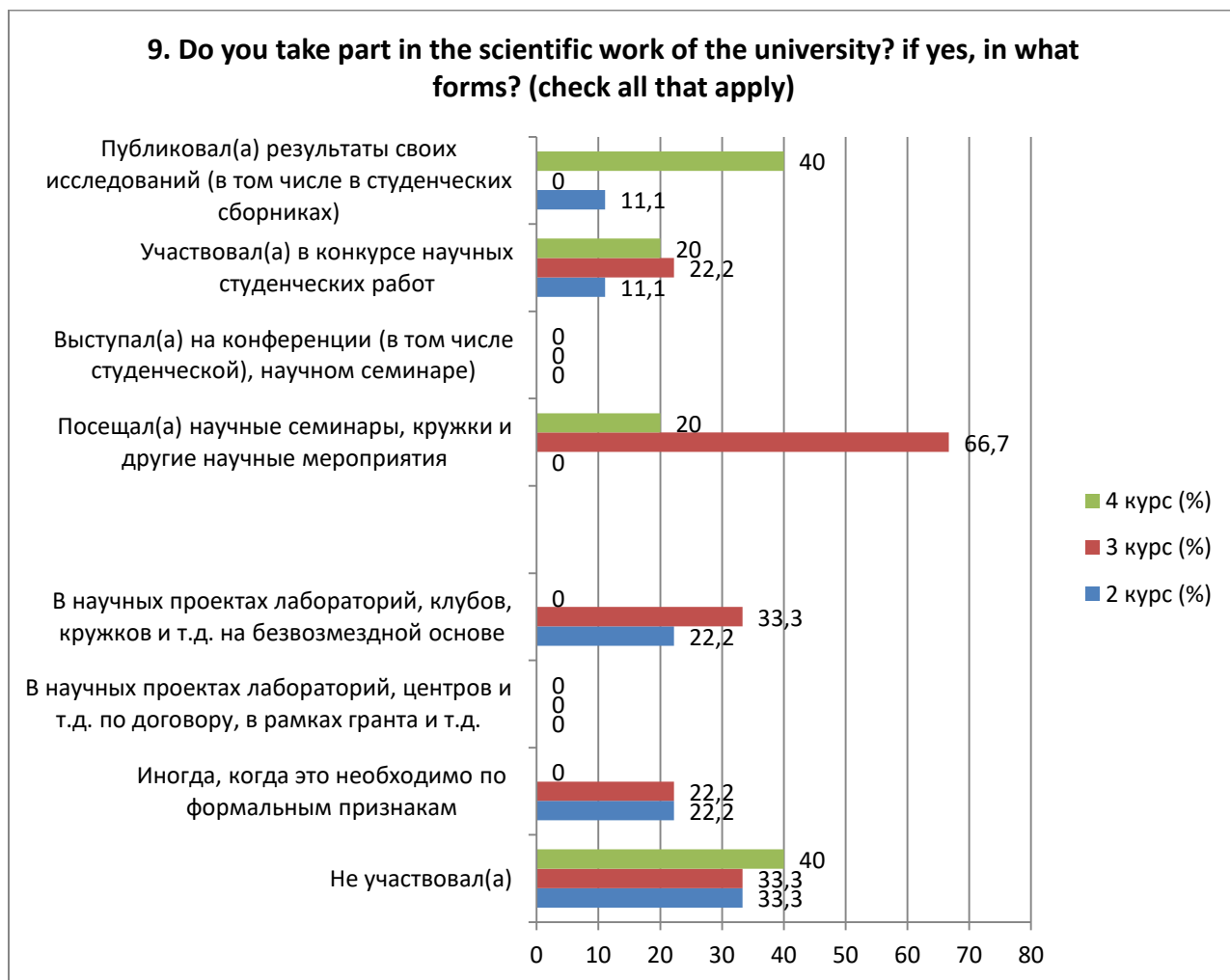
9. Do you take part in the scientific work of the university? if yes, in what forms? (check all that apply)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Did not participate	33.3	33.3	40
Sometimes, when it is necessary for formal reasons	22.2	22.2	-
In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.	-	-	-
In scientific projects of laboratories, clubs, circles, etc. free of charge	22.2	33.3	-

*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.

Attended scientific seminars, clubs and other scientific events	-	66.7	20
Speaker at a conference (including a student conference), scientific seminar	-	-	-
Participated in a student scientific work competition	11.1	22.2	20
Published the results of his research (including in student collections)	11.1	-	40

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



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

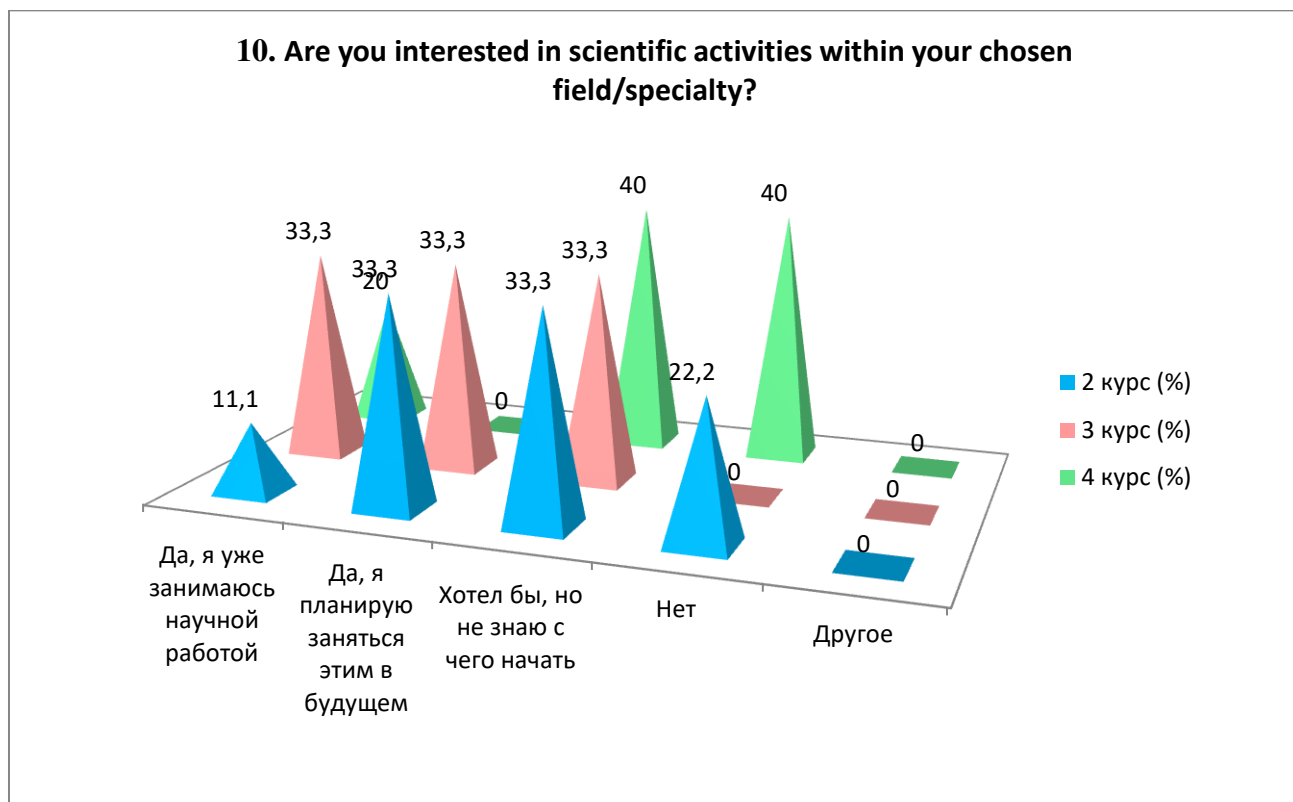
2nd year	3rd year	4th year
-	-	-

10. Are you interested in scientific activities within your chosen field/specialty?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes, I'm already doing scientific work	11.1	33.3	20
Yes, I plan to do this in the future	33.3	33.3	-
I would like to, but I don't know where to	33.3	33.3	40

*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.

start			
No	22.2	-	40
Other	-	-	-



For the option "If you answered "I would like to, but I don't know where to start" or "No" to the previous question, write why» students indicated the following options*:

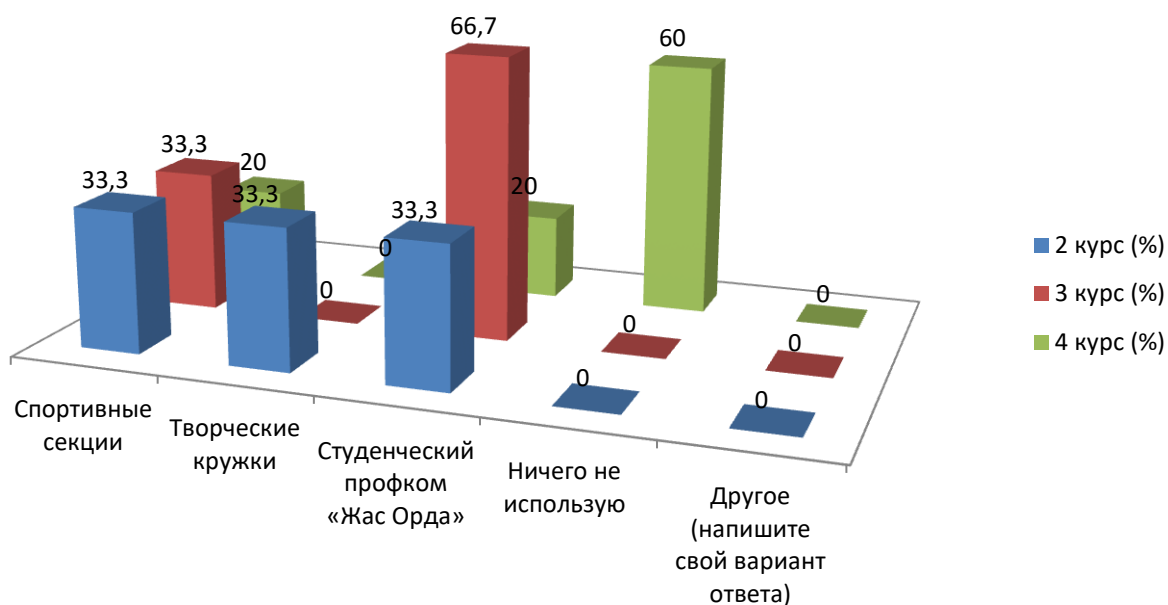
2nd year	3rd year	4th year
-	-	-

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Sport sections	33.3	33.3	20
Creative clubs	33.3	-	-
Student trade union committee "Zhas Orda"	33.3	66.7	20
I don't use anything	-	-	60
Other (write your answer)	-	-	-

*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.

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



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

2nd year	3rd year	4th year
-	-	-

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

2nd year	3rd year	4th year
-	-	-

12. How satisfied are you with the material resources of our university?

12.1 Availability of necessary scientific literature in the library
12.2 Modernity of computer equipment
12.3 Internet channel width, its speed
12.4 Software modernity
12.5 Availability of educational and scientific equipment
12.6 Availability of laboratories and specialized classrooms
12.7 Availability of sports equipment

Other _____

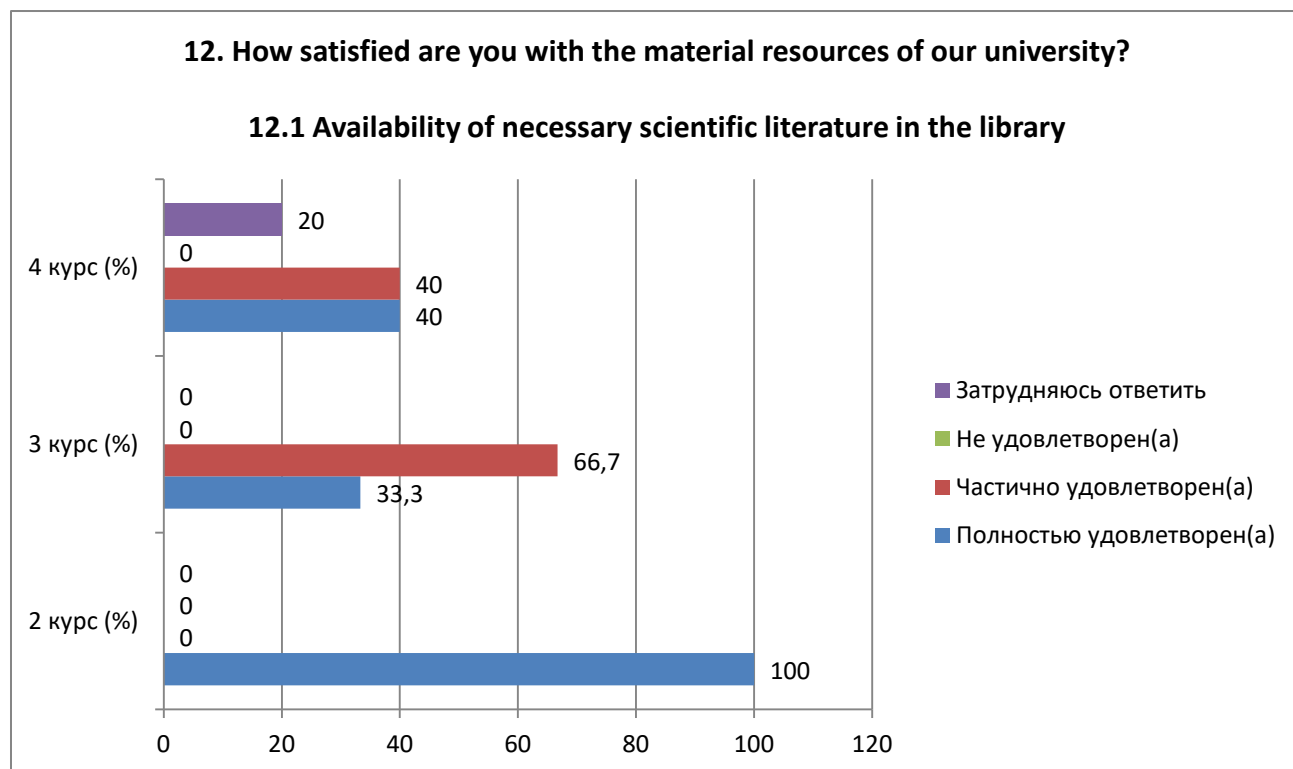
If you answered “not satisfied” to the previous question, give recommendations for improving the services provided _____

*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.

Indicators:

12.1 Availability of necessary scientific literature in the library

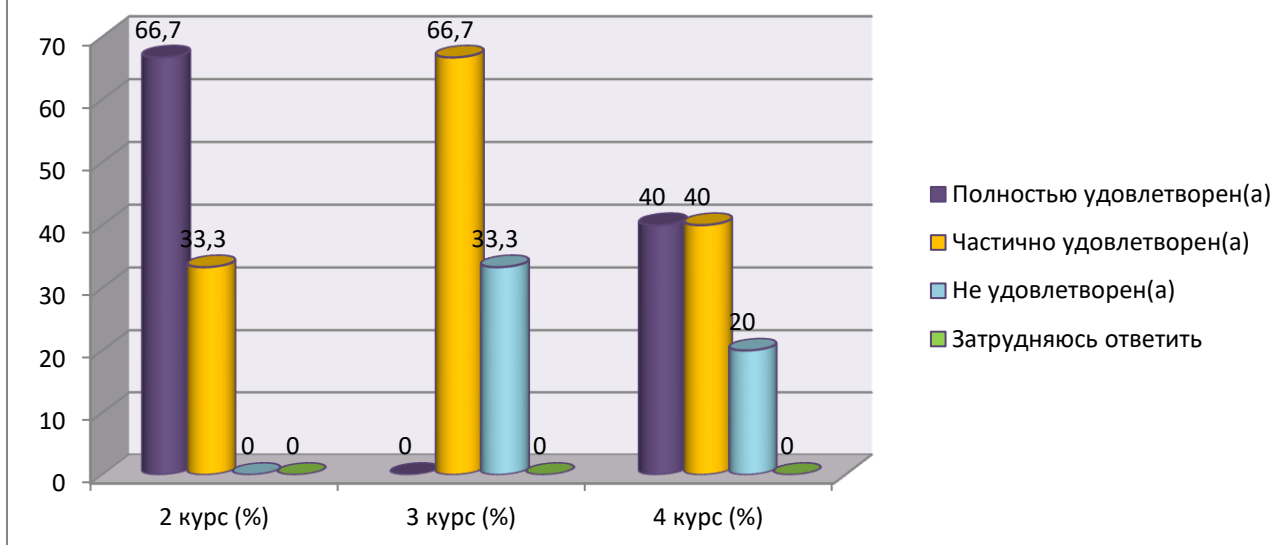
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	100	33.3	40
Partially satisfied	-	66.7	40
Not satisfied	-	-	-
I find it difficult to answer	-	-	20



12.2 Modern computer equipment

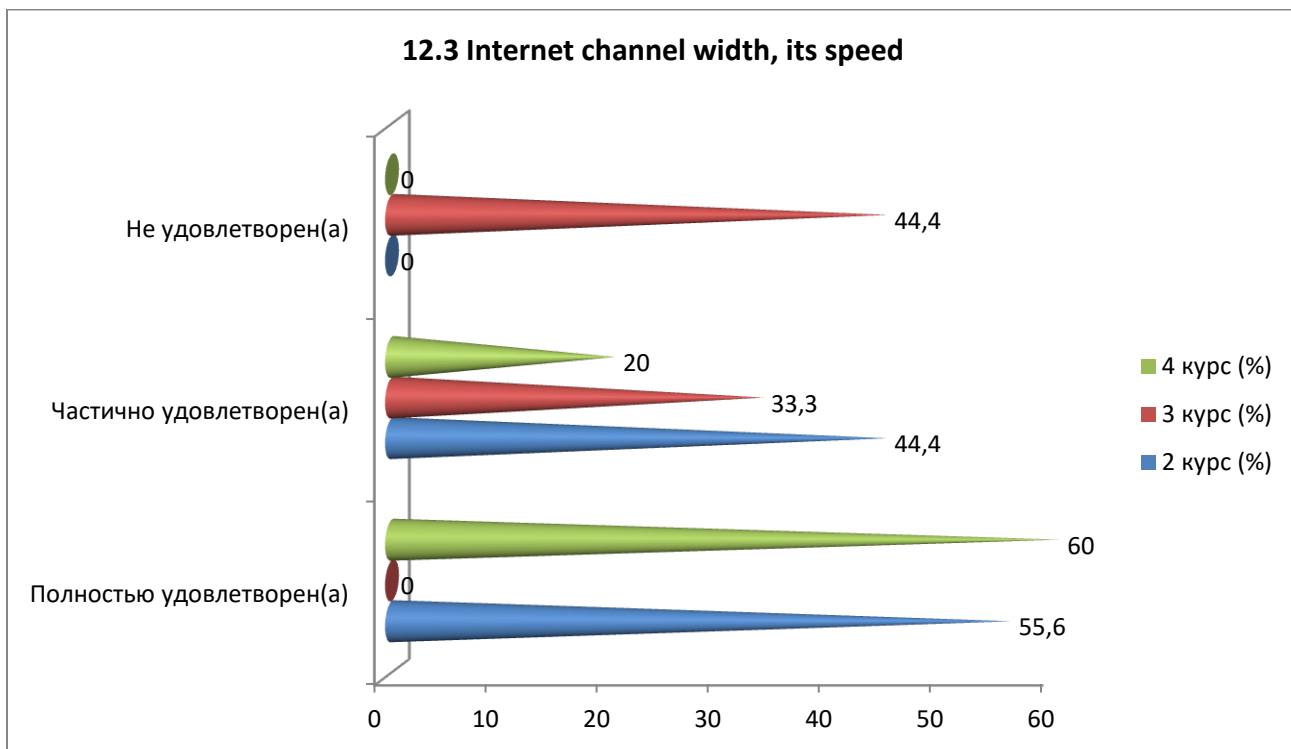
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66.7	-	40
Partially satisfied	33.3	66.7	40
Not satisfied	-	33.3	20
I find it difficult to answer	-	-	-

12.2 Modern computer equipment



12.3 Internet channel width, its speed

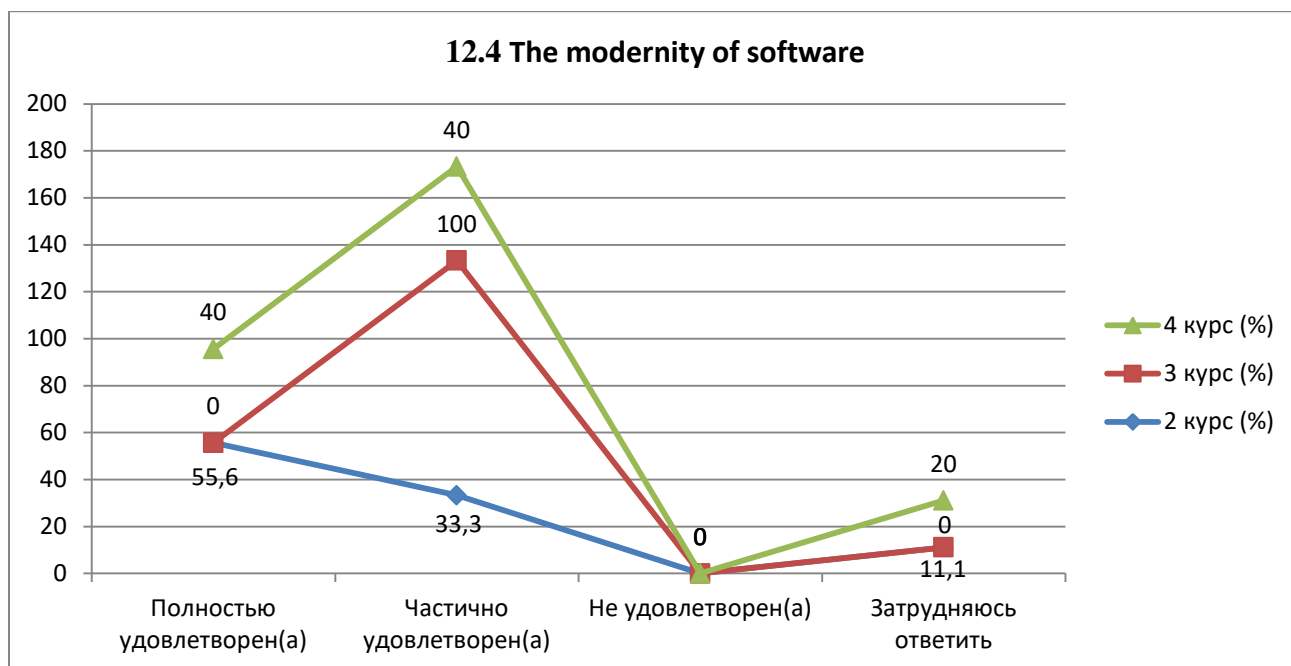
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	55.6	-	60
Partially satisfied	44.4	33.3	20
Not satisfied	-	44.4	-
I find it difficult to answer	-	22.2	20



12.4 The modernity of software

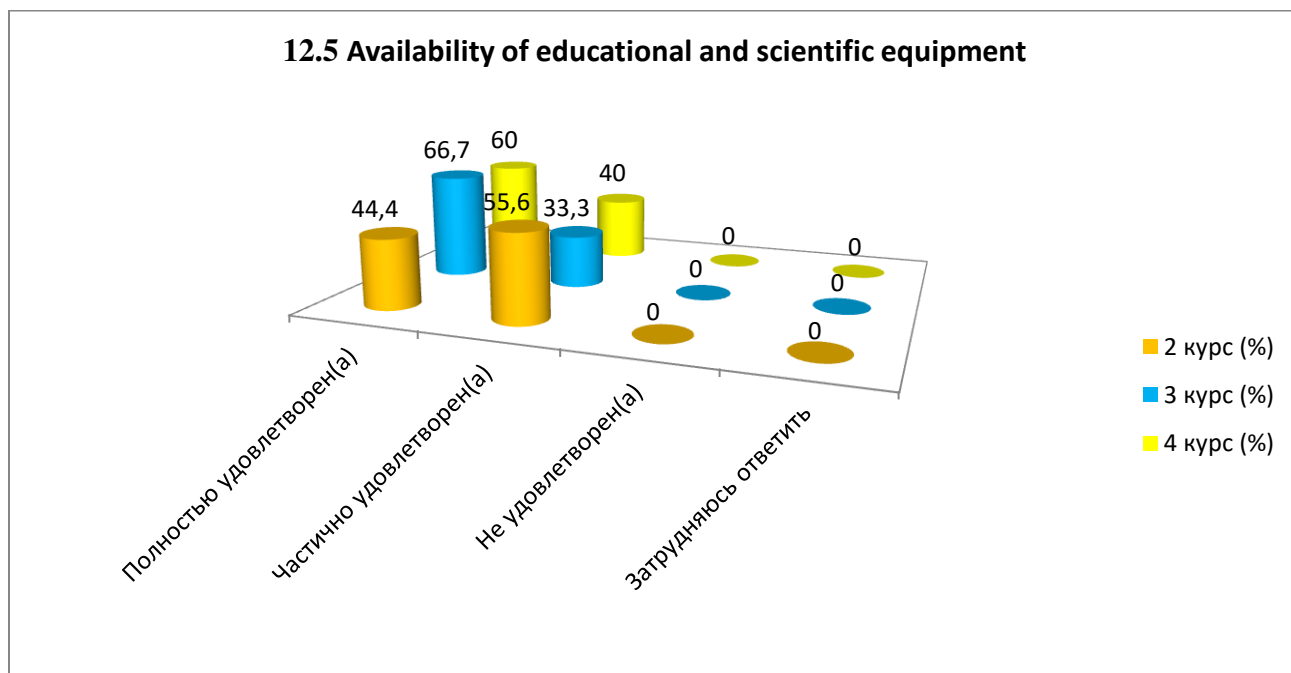
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	55.6	-	40
Partially satisfied	33.3	100	40

Not satisfied	-	-	-
I find it difficult to answer	11.1	-	20



12.5 Availability of educational and scientific equipment

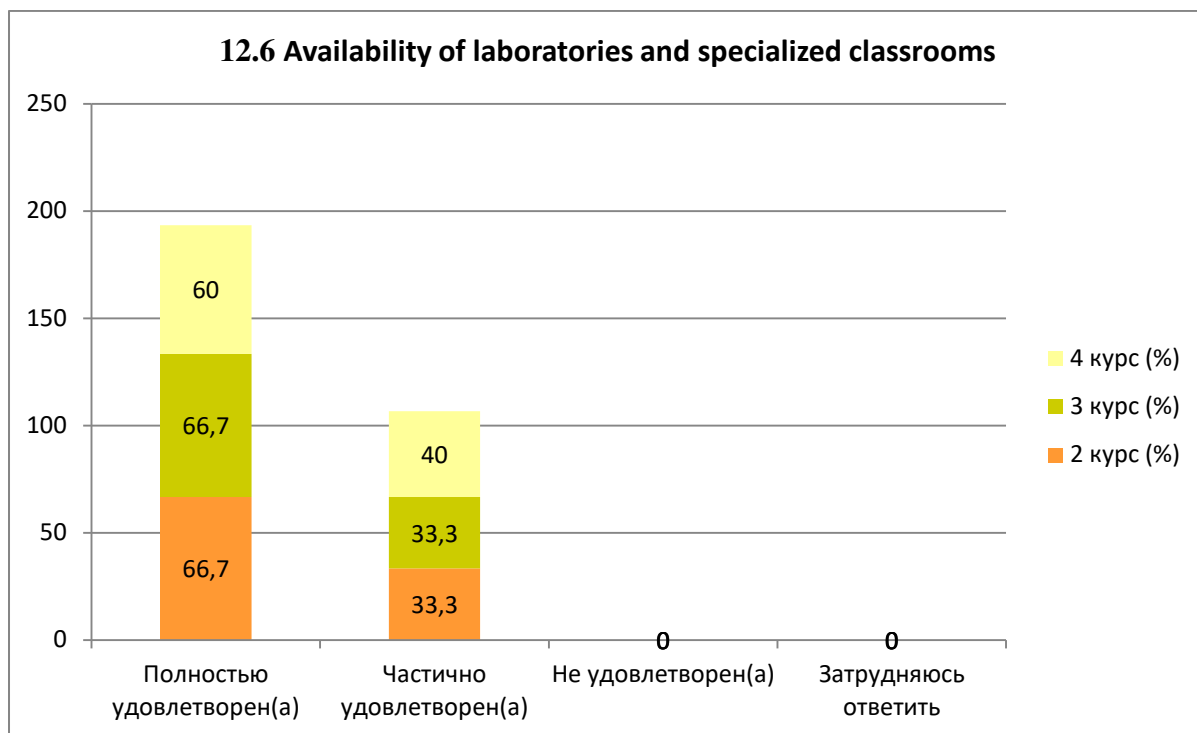
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	44.4	66.7	60
Partially satisfied	55.6	33.3	40
Not satisfied	-	-	-
I find it difficult to answer	-	-	-



12.6 Availability of laboratories and specialized classrooms

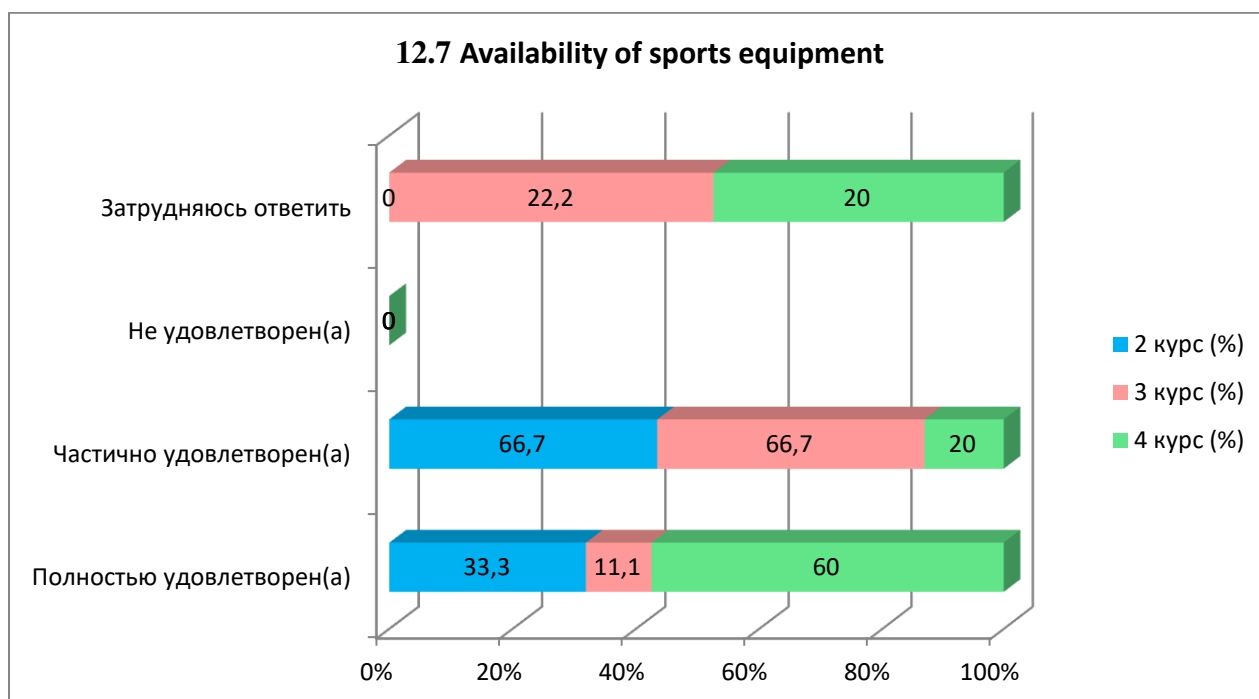
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66.7	66.7	60
Partially satisfied	33.3	33.3	40
Not satisfied	-	-	-

I find it difficult to answer	-	-	-
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12.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	33.3	11.1	60
Partially satisfied	66.7	66.7	20
Not satisfied)	-	-	-
I find it difficult to answer	-	22.2	20



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

*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.

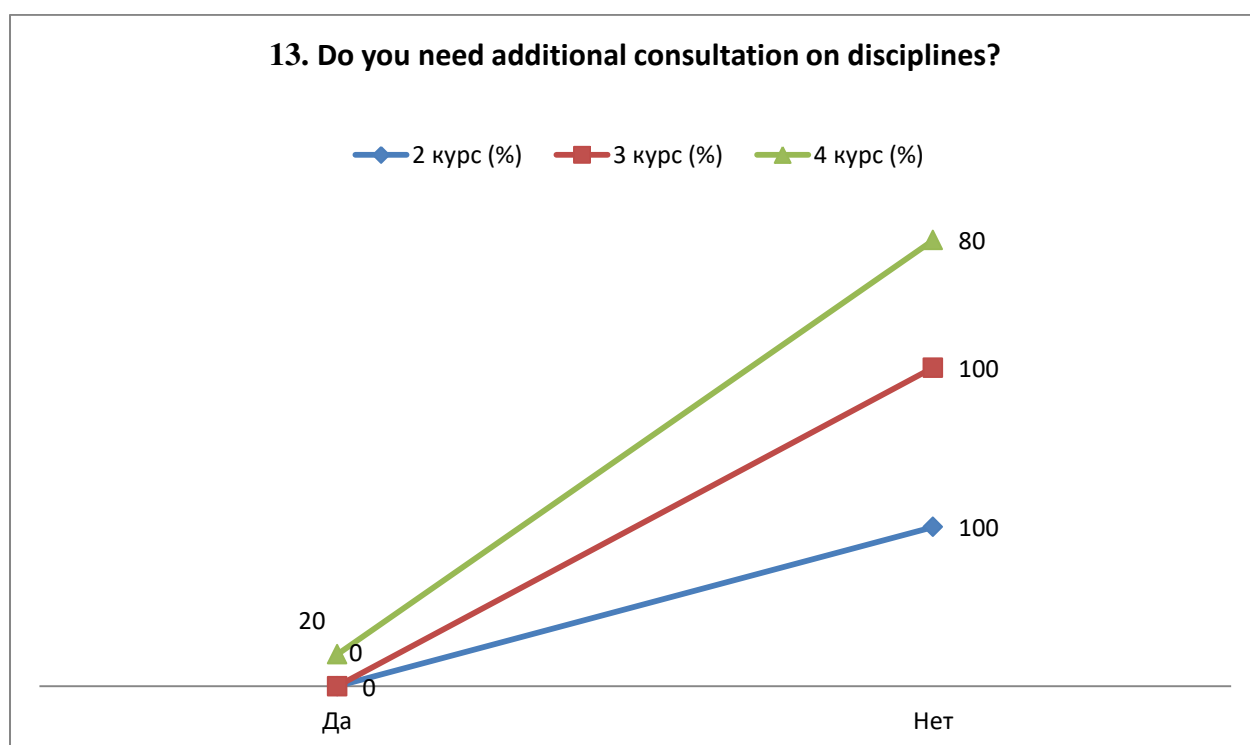
2nd year	3rd year	4th year
-	-	-

For the option "If you answered the previous question "More unfriendly than friendly" and "Negative", give recommendations for improvement»students indicated the following options*:

2nd year	3rd year	4th year
-	-	-

13. Do you need additional consultation on disciplines?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	-	-	20
No	100	100	80



For the option "If you answered "Yes" to the previous question, then indicate the discipline on which you need additional advice.»students indicated the following options*:

2nd year	3rd year	4th year
-	-	-

14. What is more important for you to get as a result of studying at your university?

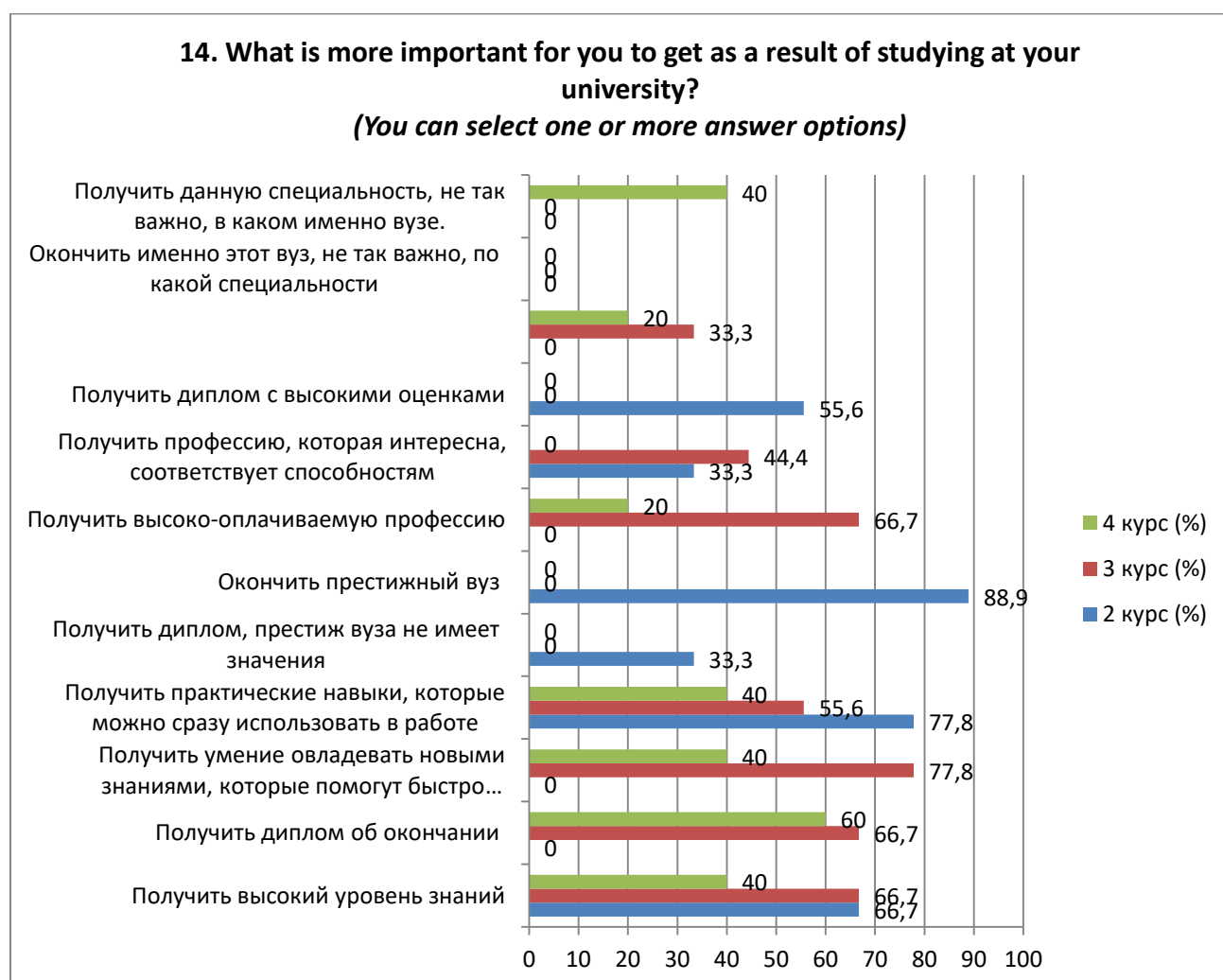
(You can select one or more answer options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Get a high level of knowledge	66.7	66.7	40
Receive a diploma of completion	-	66.7	60
Gain the ability to acquire new	-	77.8	40

*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.

knowledge that will help you quickly adapt in the workplace			
Gain practical skills that you can immediately use at work	77.8	55.6	40
Get a diploma, the prestige of the university does not matter	33.3	-	-
Graduate from a prestigious university	88.9	-	-
Get a highly paid profession	-	66.7	20
Get a profession that is interesting and matches your abilities	33.3	44.4	-
Get a diploma with high grades	55.6	-	-
You need to learn only what is interesting or will be needed in further study (work)	-	33.3	20
It's not so important to graduate from this particular university, in what specialty	-	-	-
Getting this specialty is not so important in which university.	-	-	40

**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.)

2nd year	3rd year	4th year
<ul style="list-style-type: none"> - About studying; - None; - Fine. 	<ul style="list-style-type: none"> - In my opinion, everything is enough. Nothing to say; - No; - I wish everyone success in memorizing the training base and applying it in future work. 	<ul style="list-style-type: none"> - No idea; - All the questions are already there; - I'm happy with everything.

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

The majority of students report their complete satisfaction with the quality of the services provided, based on which it can be argued that according to these indicators, the quality of the services provided at the University met the expectations of students and, thus, fulfilled its task.

To the question "What is your attitude to the quality of the organization of the educational process?" the majority of students responded that there were no special complaints: 2nd year – 100%, 3rd year – 77.8%, 4th year – 40%. The data obtained indicate an improvement in the quality of organization of the educational process and educational services of the university.

Nevertheless, there is a small part among the respondents who noted such answer options as "Inconsistency between the importance of the subject and the number of hours"(4th course – 20%)., "Overload with classroom activities"(3rd year - 11.1%), "Dissatisfaction with the quality of classes"(4th year - 20%), "Dissatisfaction with the organization of tests and exams"(3rd year -11.1%, 4th year - 20%).

To the question: "What indicators are usually taken into account by teachers when making the final grade?" 39.2% of students indicated the options "activity in classes (seminars), answers to teacher questions, problem solving, etc.» and "attendance», in second place – 11.1% results of practice, laboratory and other practical work" and in third place 10.5% "final exam results for the course"

Relations "between students", "between teachers and students (in the educational process)", "between students and curators", "between students and administration", "between students and employees of departments (library, student department, etc.)", "between students and the security service" are being assessed by respondents, mainly as "friendly" and "with rather benevolent than unkind."

To the question "Which student problems are of particular concern to you now?" students put "Employment by specialty» – 60.7%. Further - "Quality of organization of the educational process» – 46.7%. In third position – "Administration work (department, etc.) » – 33.3%.

To the question "**Do you need additional consultation on disciplines?**" 6.7% respondents responded that they needed additional consultation. However, they did not specify which additional consultations were needed in the disciplines.

Recommendations:

1.The head of the department should familiarize himself with the results of the survey and familiarize students, if necessary, develop an action plan to improve the quality of educational services.

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