

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

Department: «Chemistry and chemical technology»

Specialty: 6B07110 Chemical technology of organic substances

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

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

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

In the specialty 6B07110 «Chemical technology of organic substances», 15 respondents took part in the questionnaire.

- 2nd year – 3 students (60%);
- 3rd year – 8 students (100%);
- 4th year – 4 students (40%).

Form of study

- Budget – 14 students (93.3%);
- Fee-based – 1 student (6.7%).

The following data were obtained during the questionnaire:

Indicators:

1. Are you satisfied? quality of services provided?

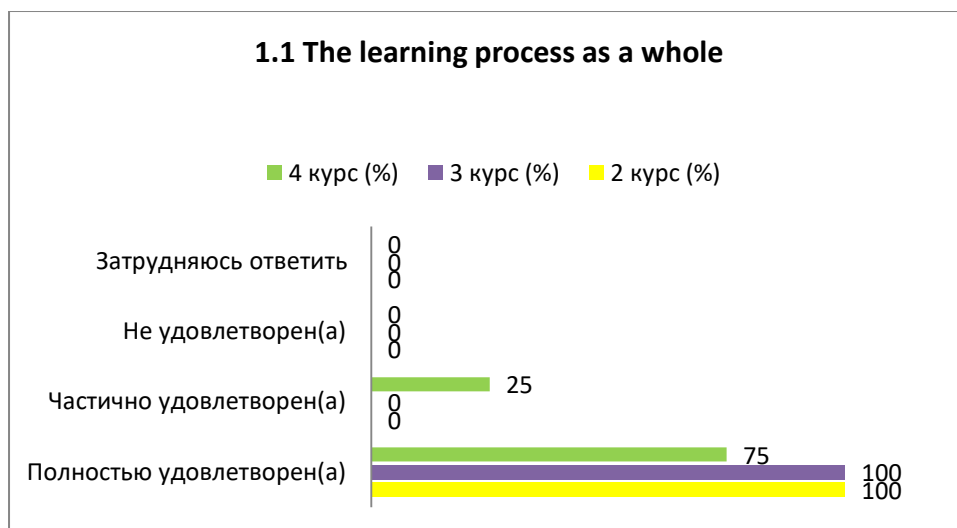
1.1 The learning process as a whole
1.2 Schedule of classes
1.3 Organization of independent work
1.4 Internship
1.5 Organization and implementation of the SIWT
1.6 Organization and implementation of laboratory work
1.7 Satisfaction with the library's work
1.8 Possibility of access to full-text databases of scientific publications
1.9 Living conditions in the hostel
1.10 Quality of medical care
1.11 Organization of catering at the university (prices, range of products, quality of prepared dishes)

Other _____

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

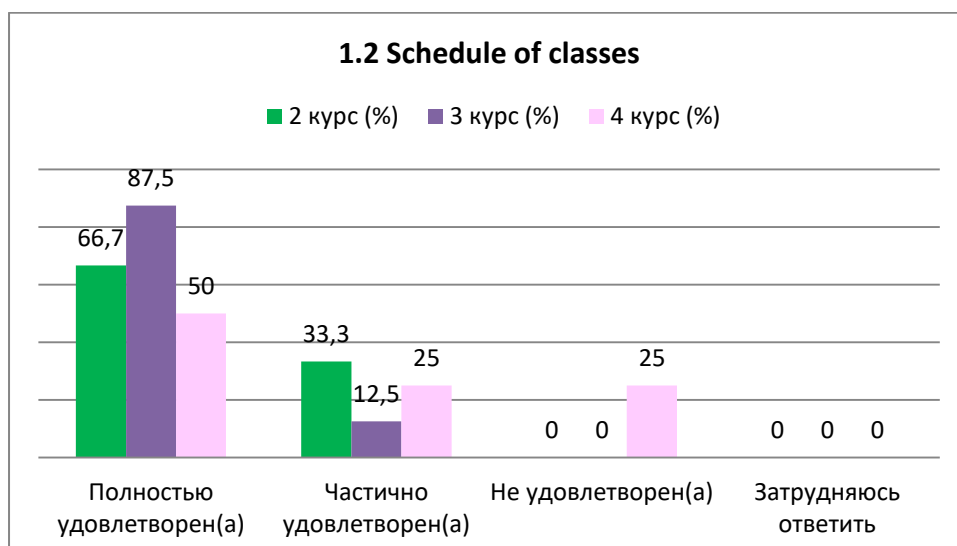
1.1 The learning process as a whole

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	100	100	75
<i>Partially satisfied</i>	-	-	25
<i>Not satisfied</i>	-	-	-
<i>I find it difficult to answer</i>	-	-	-



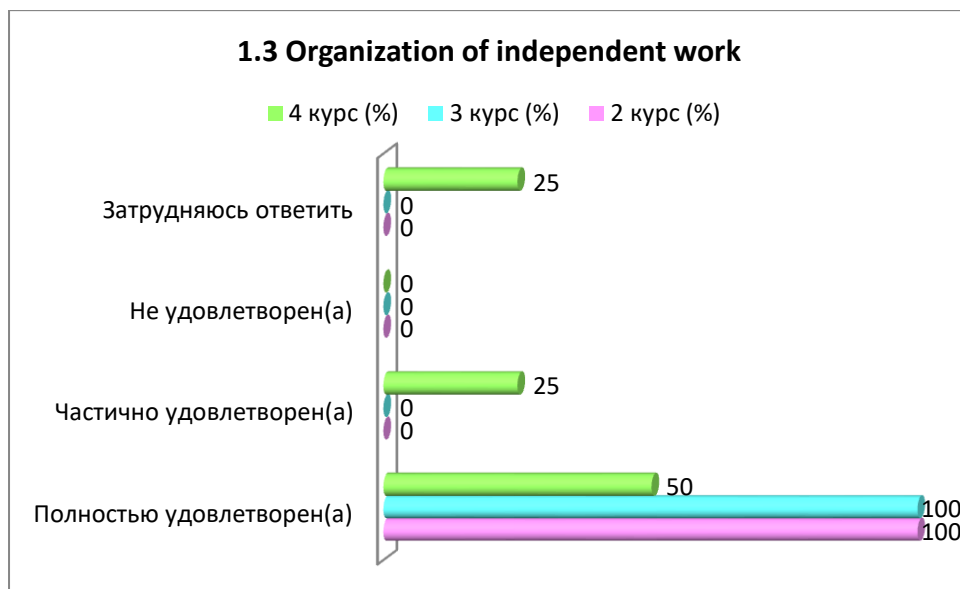
1.2 Schedule of classes

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	66.7	87.5	50
<i>Partially satisfied</i>	33.3	12.5	25
<i>Not satisfied</i>	-	-	25
<i>I find it difficult to answer</i>	-	-	-



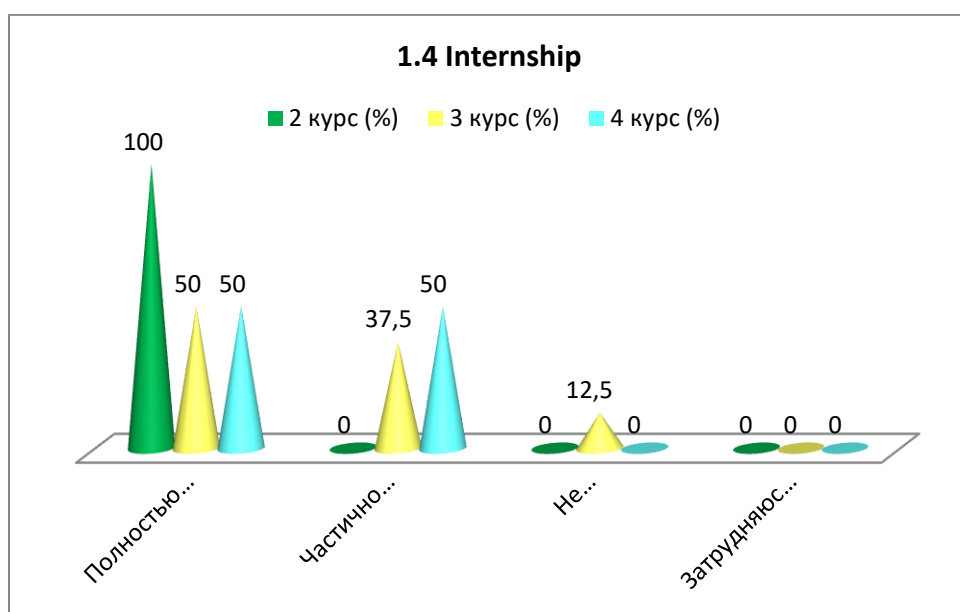
1.3 Organization of independent work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	100	100	50
<i>Partially satisfied</i>	-	-	25
<i>Not satisfied</i>	-	-	-
<i>I find it difficult to answer</i>	-	-	25



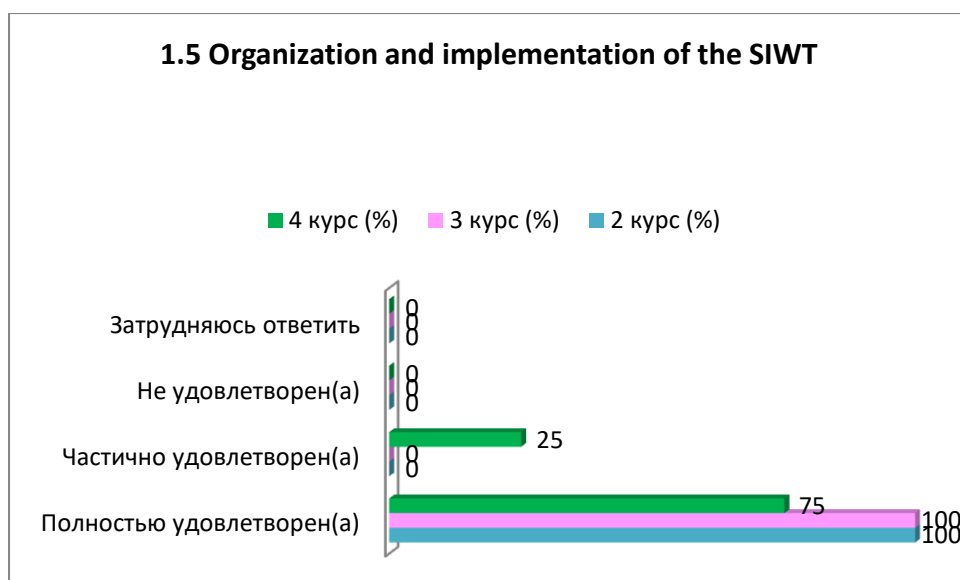
1.4 Internship

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	100	50	50
<i>Partially satisfied</i>	-	37.5	50
<i>Not satisfied</i>	-	12.5	-
<i>I find it difficult to answer</i>	-	-	-



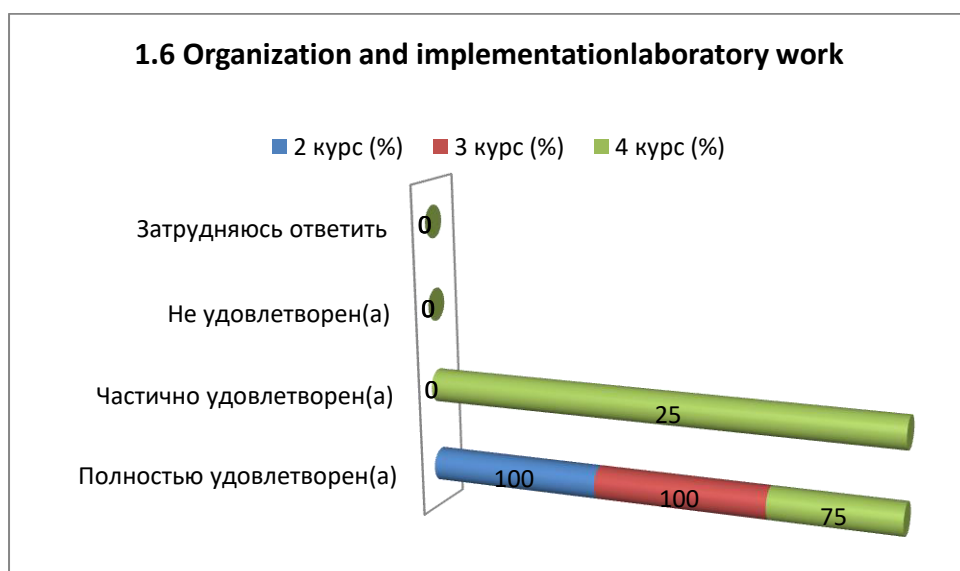
1.5 Organization and implementation of the SIWT

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	100	100	75
<i>Partially satisfied</i>	-	-	25
<i>Not satisfied</i>	-	-	-
<i>I find it difficult to answer</i>	-	-	-



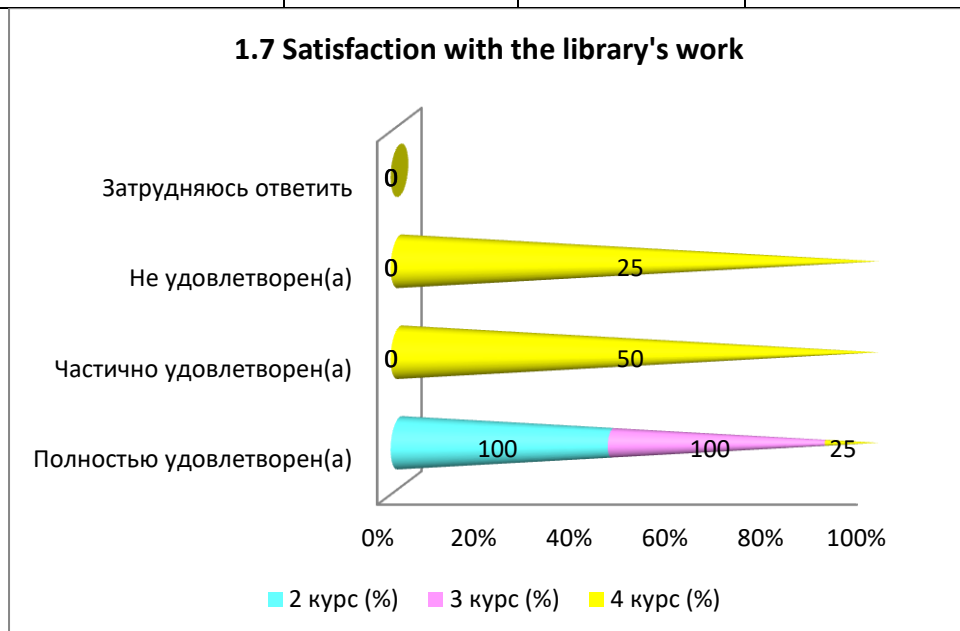
1.6 Organization and implementation laboratory work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	100	100	75
<i>Partially satisfied</i>	-	-	25
<i>Not satisfied</i>	-	-	-
<i>I find it difficult to answer</i>	-	-	-



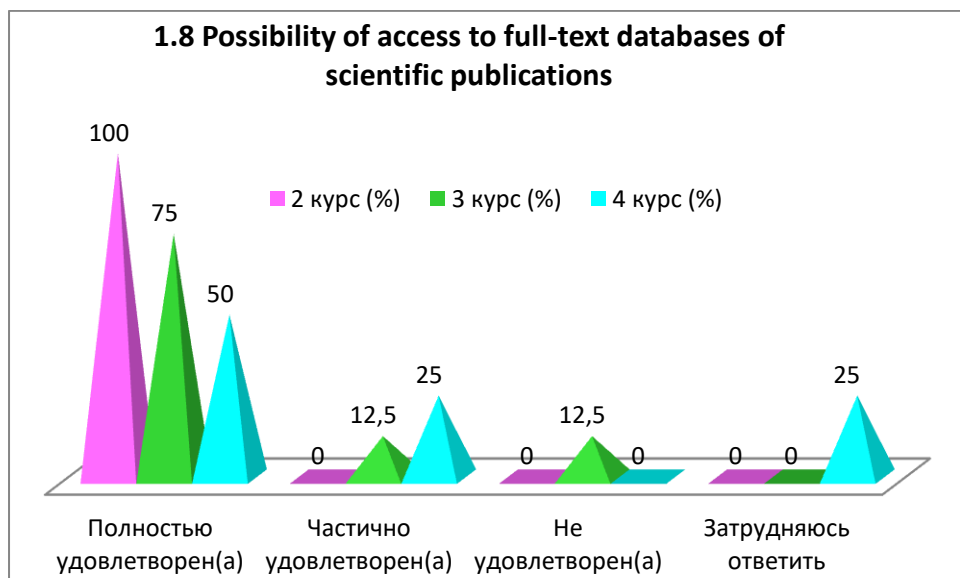
1.7 Satisfaction with the library's work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	100	100	25
<i>Partially satisfied</i>	-	-	50
<i>Not satisfied</i>	-	-	25
<i>I find it difficult to answer</i>	-	-	-



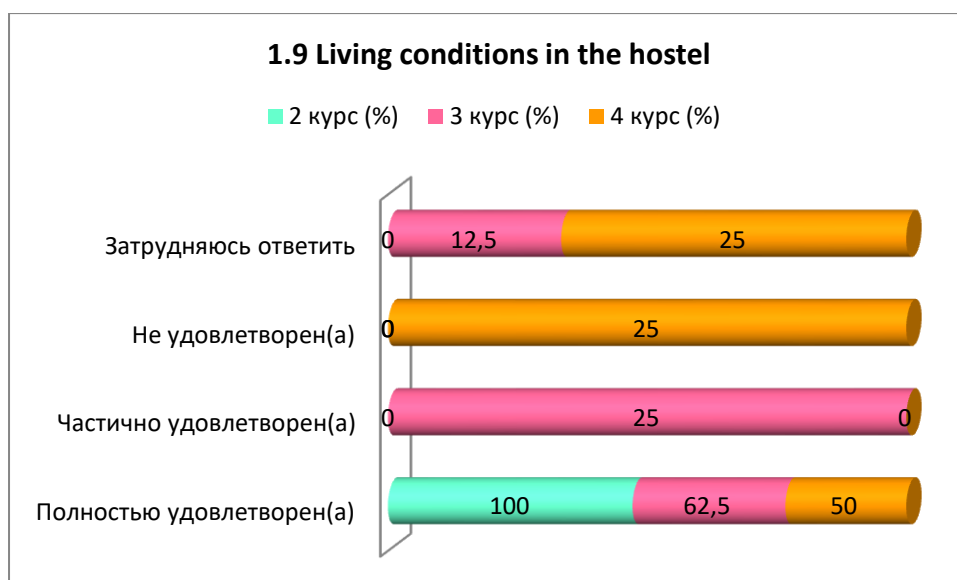
1.8 Possibility of access to full-text databases of scientific publications

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	100	75	50
<i>Partially satisfied</i>	-	12.5	25
<i>Not satisfied</i>	-	12.5	-
<i>I find it difficult to answer</i>	-	-	25



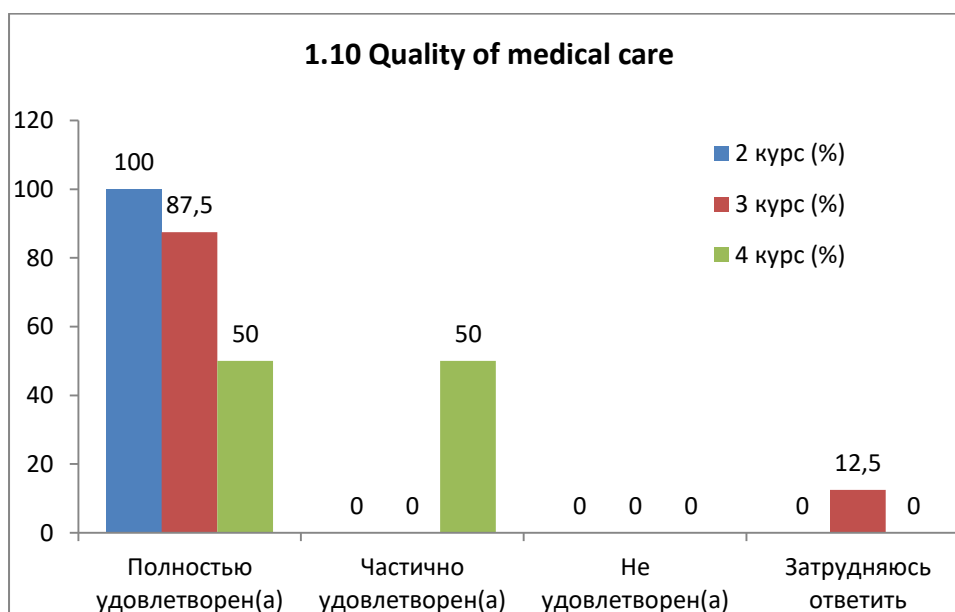
1.9 Living conditions in the hostel

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	100	62.5	50
<i>Partially satisfied</i>	-	25	-
<i>Not satisfied</i>	-	-	25
<i>I find it difficult to answer</i>	-	12.5	25



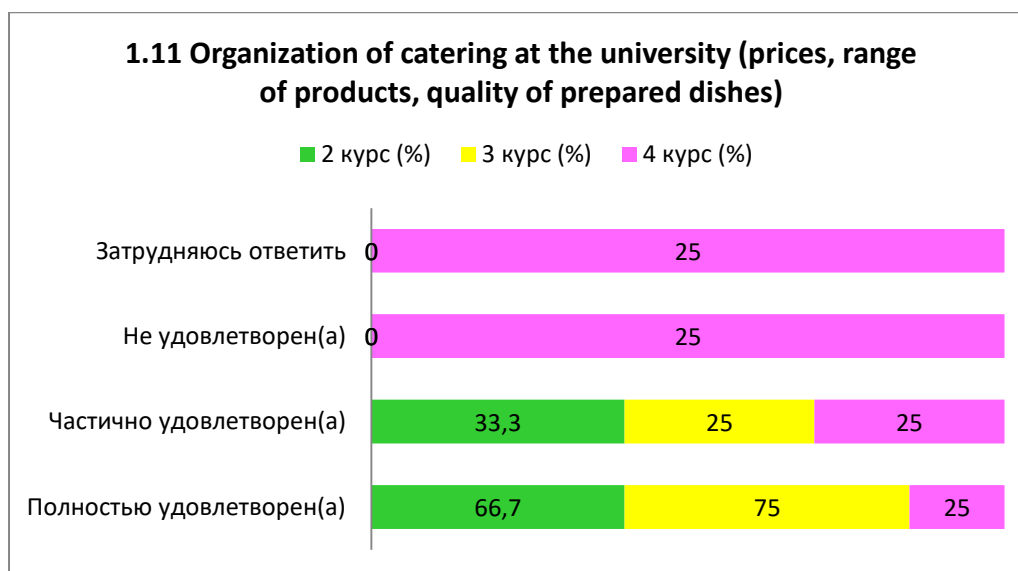
1.10 Quality of medical care

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	100	87.5	50
<i>Partially satisfied</i>	-	-	50
<i>Not satisfied</i>	-	-	-
<i>I find it difficult to answer</i>	-	12.5	-



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	66.7	75	25
<i>Partially satisfied</i>	33.3	25	25
<i>Not satisfied</i>	-	-	25
<i>I find it difficult to answer</i>	-	-	25



For the «Other» option, students indicated the following options*:

2nd year	3rd year	4th year
- Satisfied	- It suits me quite well.	-

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

2. What is your attitude towards the quality of the organization of the educational process?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>No complaints</i>	100	75	75
<i>Mismatch between the studied disciplines and the received specialty</i>	-	-	25
<i>Mismatch between the importance of the subject and the number of hours</i>	-	-	-
<i>Overload of classroom activities</i>	-	-	-
<i>Dissatisfaction with the quality of classes</i>	-	-	-
<i>Dissatisfaction with the organization of tests and exams</i>	-	12.5	-
<i>Other</i>	-	12.5	-

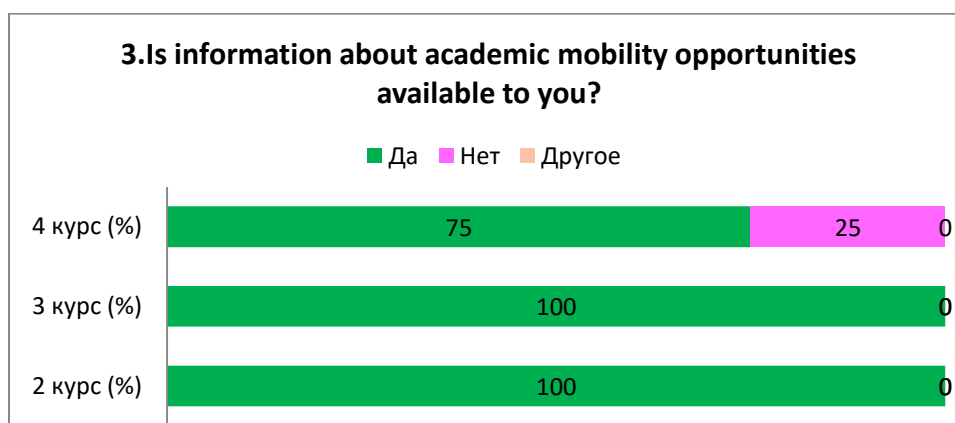
For the «Other» option, students indicated the following options*:

2nd year	3rd year	4th year
-	- Unsatisfactory workload of teachers, which subsequently leads to incomplete immersion on the part of the teacher.	-



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Yes</i>	100	100	75
<i>No</i>	-	-	25
<i>Other</i>	-	-	-



4. What do you think the relationship is like:

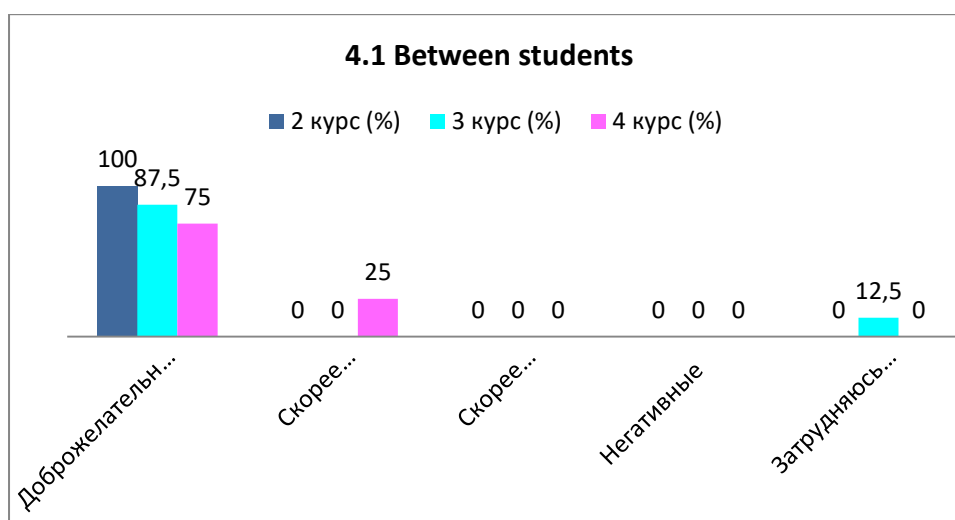
4.1 Between students
4.2 Between teachers and students (in the educational process)
4.3 Between the student and the supervisor
4.4 Between students and administration
4.5 Between students and department staff (library, student department, etc.)
4.6 Between students and security service

Other _____

If you answered «Rather unfriendly than friendly» and «Negative» to the previous question, please provide recommendations for improvement. _____

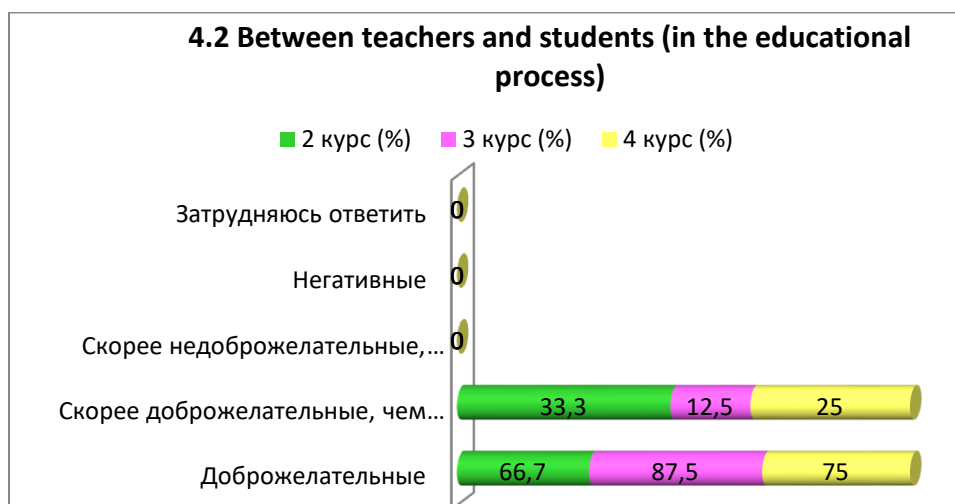
4.1 Between students

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	100	87.5	75
<i>More benevolent than malevolent</i>	-	-	25
<i>More malevolent than benevolent</i>	-	-	-
<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	-	12.5	-



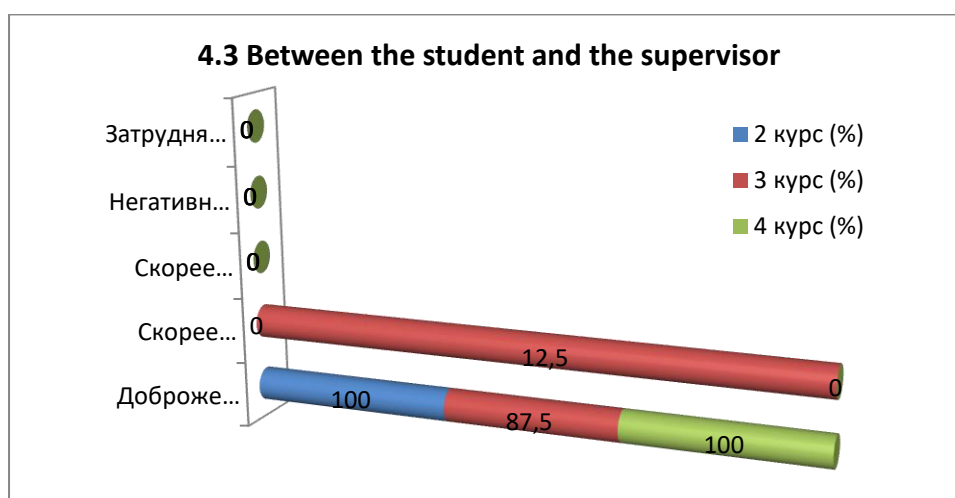
4.2 Between teachers and students (in the educational process)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	66.7	87.5	75
<i>More benevolent than malevolent</i>	33.3	12.5	25
<i>More malevolent than benevolent</i>	-	-	-
<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	-	-	-



4.3 Between the student and the supervisor

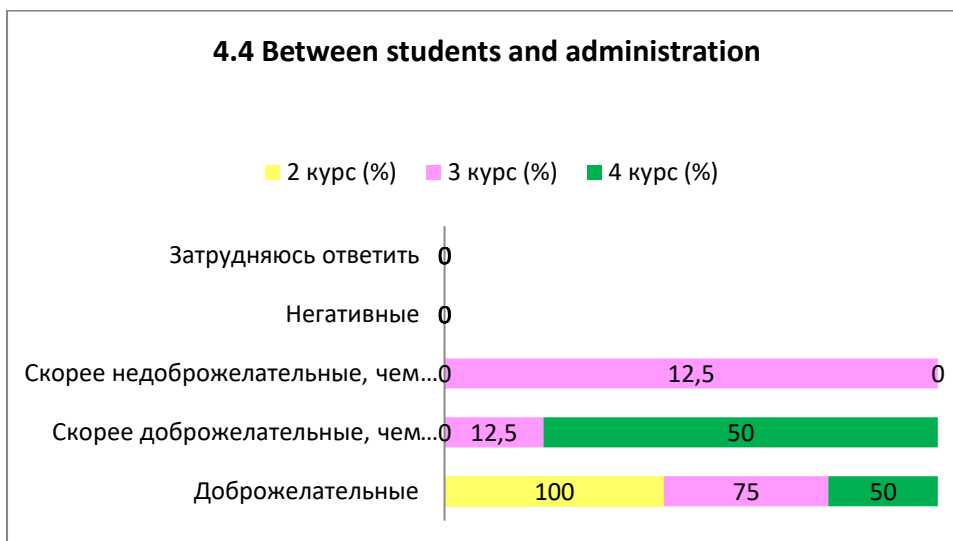
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	100	87.5	100
<i>More benevolent than malevolent</i>	-	12.5	-
<i>More malevolent than benevolent</i>	-	-	-
<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	-	-	-



4.4 Between students and administration

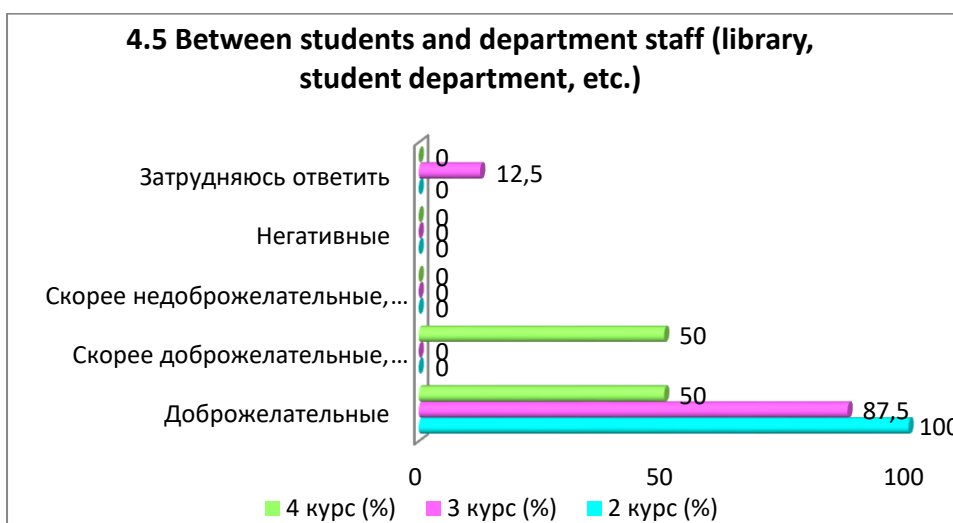
Answer options	2nd year (%)	3rd year	4th year (%)
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		(%)	
<i>Benevolent</i>	100	75	50
<i>More benevolent than malevolent</i>	-	12.5	50
<i>More malevolent than benevolent</i>	-	12.5	-
<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	-	-	-



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

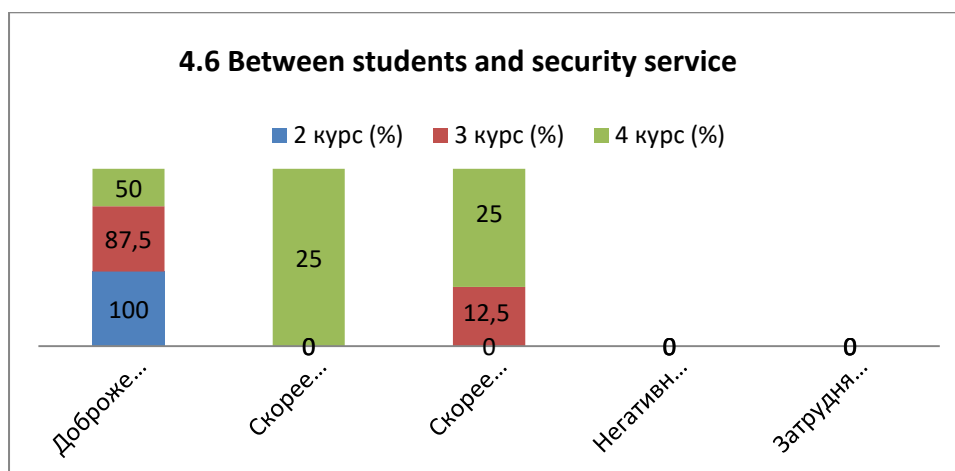
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	100	87.5	50
<i>More benevolent than malevolent</i>	-	-	50
<i>More malevolent than benevolent</i>	-	-	-
<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	-	12.5	-



4.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)

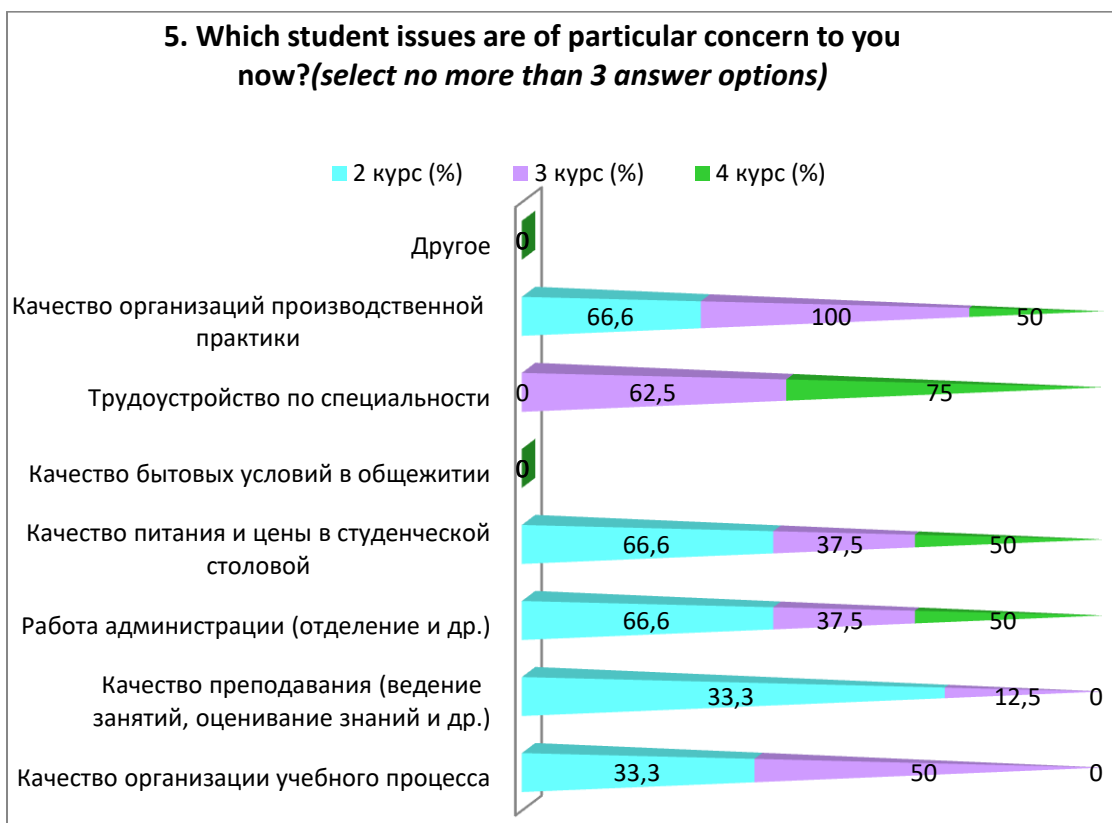
<i>Benevolent</i>	100	87.5	50
<i>More benevolent than malevolent</i>	-	-	25
<i>More malevolent than benevolent</i>	-	12.5	25
<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	-	-	-



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Quality of organization of the educational process</i>	33.3	50	-
<i>Quality of teaching (class delivery, assessment of knowledge, etc.)</i>	33.3	12.5	-
<i>Administration work (department, etc.)</i>	66.6	37.5	50
<i>Food quality and prices in the student canteen</i>	66.6	37.5	50
<i>Quality of living conditions in the hostel</i>	-	-	=-
<i>Employment in the specialty</i>	-	62.5	75
<i>Quality of industrial practice organizations</i>	66.6	100	50
<i>Other</i>	-	-	-

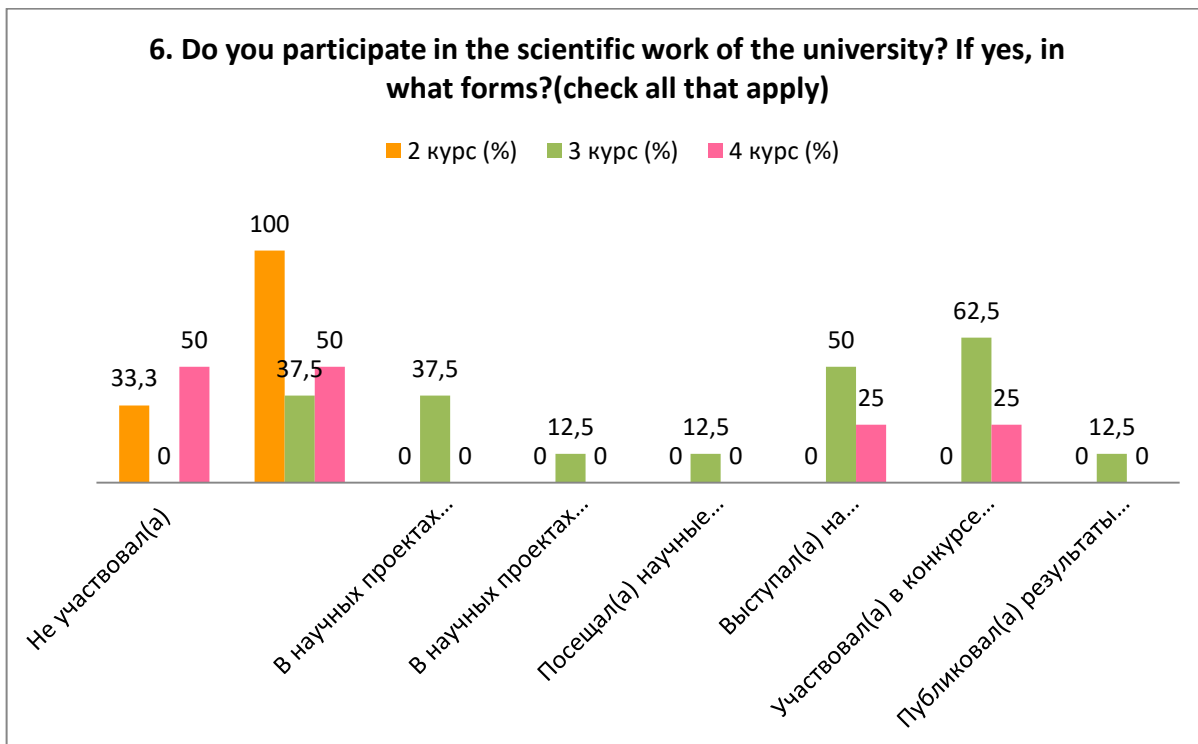
*The sum in % is not equal to 100, since several answer options were supposed to be selected



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

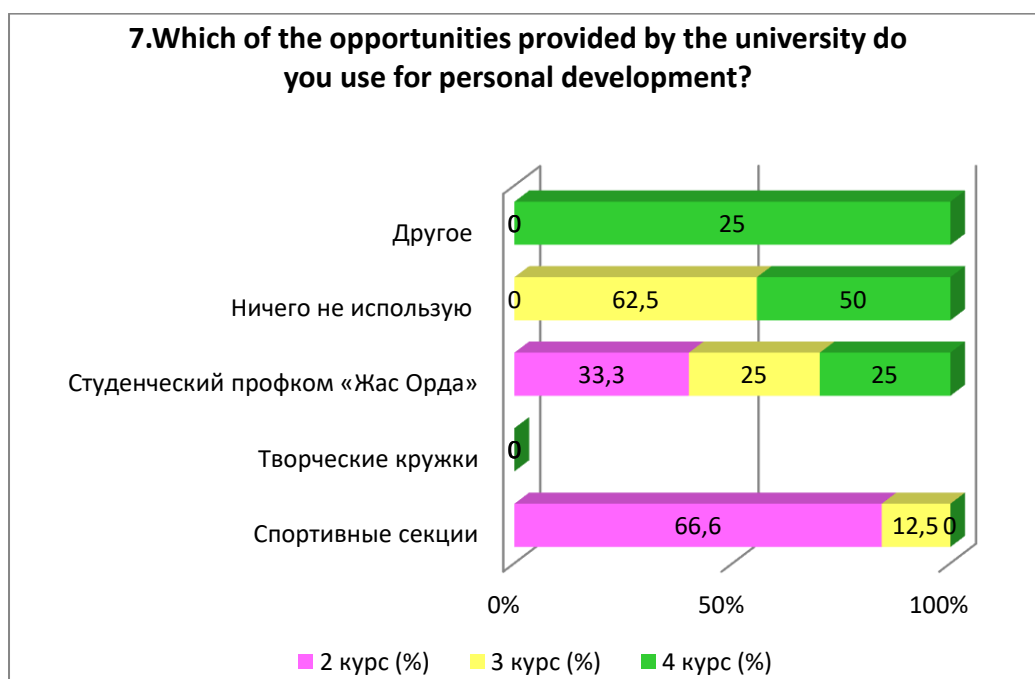
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Did not participate</i>	33.3	-	50
<i>Sometimes, when it is necessary for formal reasons</i>	100	37.5	50
<i>In scientific projects of laboratories, centers, etc. under a contract, within the framework of a grant, etc.</i>	-	37.5	-
<i>In scientific projects of laboratories, clubs, circles, etc. on a gratuitous basis</i>	-	12.5	-
<i>Attended scientific seminars, clubs and other scientific events</i>	-	12.5	-
<i>Presented at a conference (including a student conference), scientific seminar</i>	-	50	25
<i>Participated in a competition of student scientific papers</i>	-	62.5	25
<i>Published the results of his/her research (including in student collections)</i>	-	12.5	-

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



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Sports sections</i>	66.6	12.5	-
<i>Creative circles</i>	-	-	-
<i>Student trade union «zhas orda»</i>	33.3	25	25
<i>I don't use anything</i>	-	62.5	50
<i>Other</i>	-	-	25



For the «Other» option, students indicated the following options*:

2nd year	3rd year	4th year
-	-	- Work in the laboratory

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

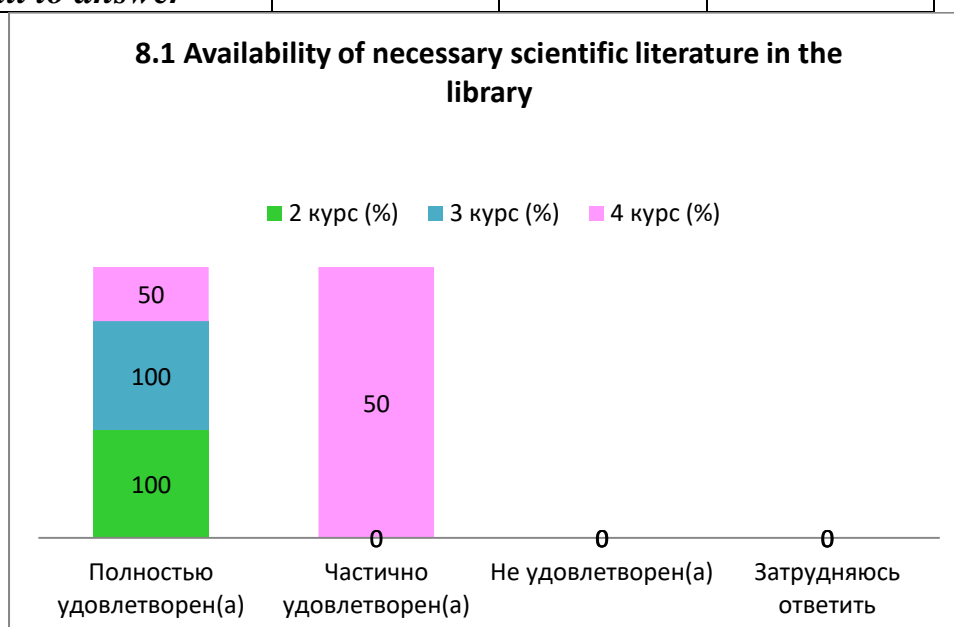
8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet channel width, its speed
8.4 Modernity of software
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability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

Other _____

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

8.1 Availability of necessary scientific literature in the library

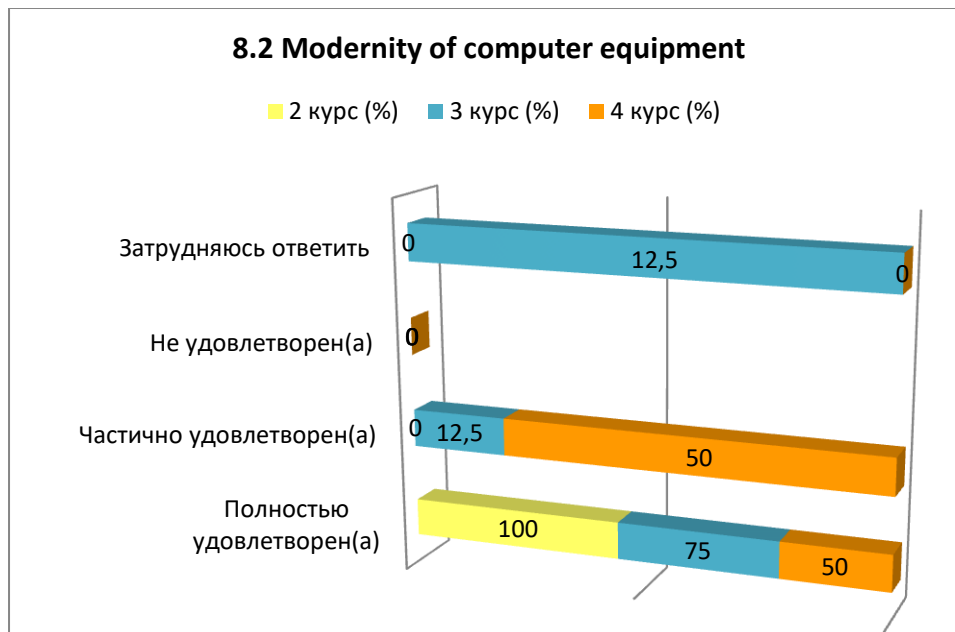
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	100	100	50
<i>Partially satisfied</i>	-	-	50
<i>Not satisfied</i>	-	-	-
<i>I find it difficult to answer</i>	-	-	-



8.2 Modernity of computer equipment

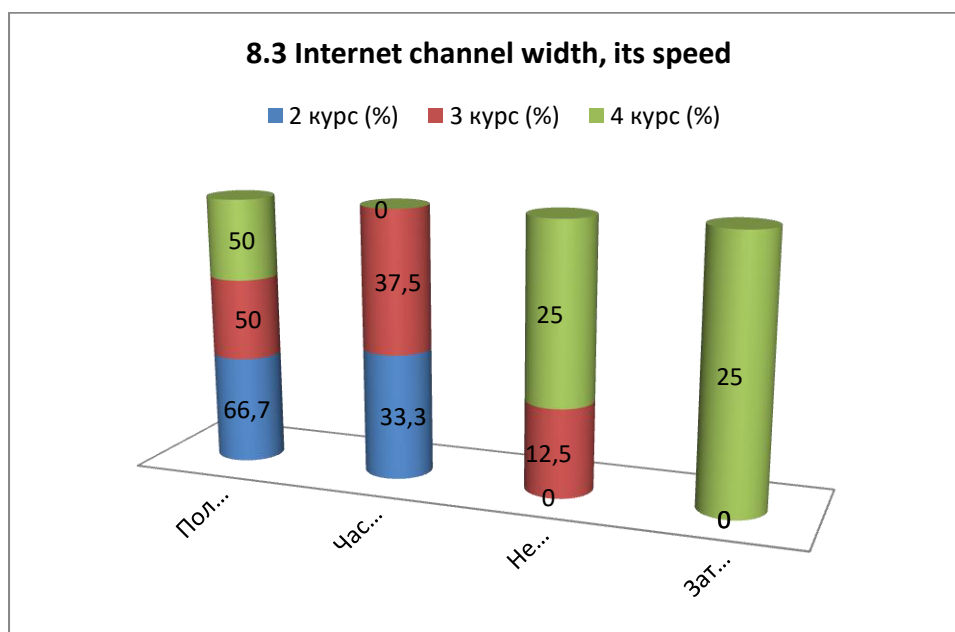
*The students' answers to the option "other" and "if you answered "not satisfied..." to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	100	75	50
<i>Partially satisfied</i>	-	12.5	50
<i>Not satisfied</i>	-	-	-
<i>I find it difficult to answer</i>	-	12.5	-



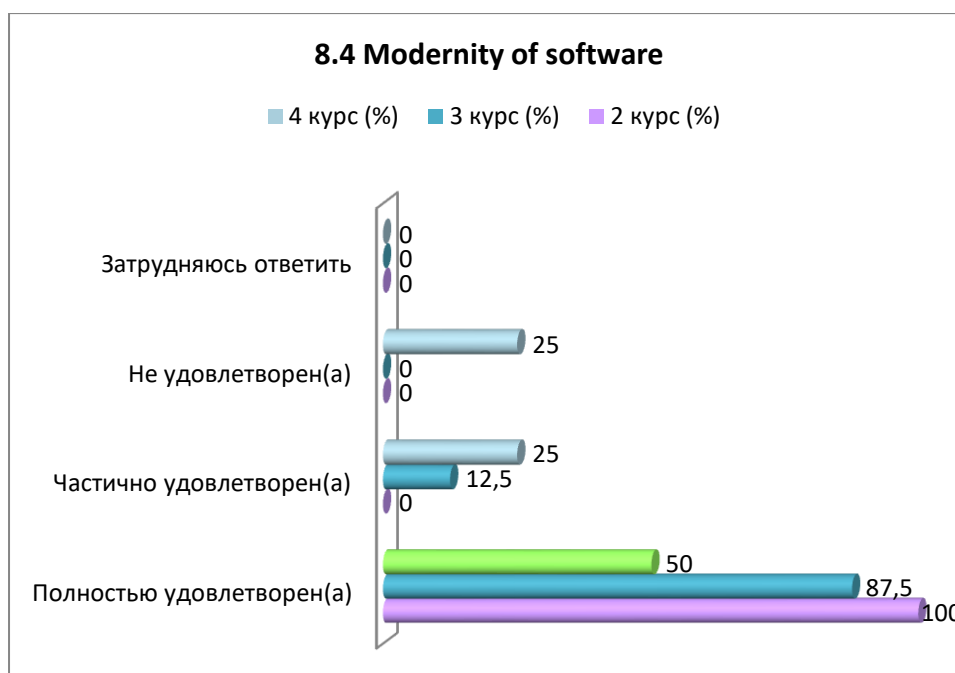
8.3 Internet channel width, its speed

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	66.7	50	50
<i>Partially satisfied</i>	33.3	37.5	-
<i>Not satisfied</i>	-	12.5	25
<i>I find it difficult to answer</i>	-	-	25



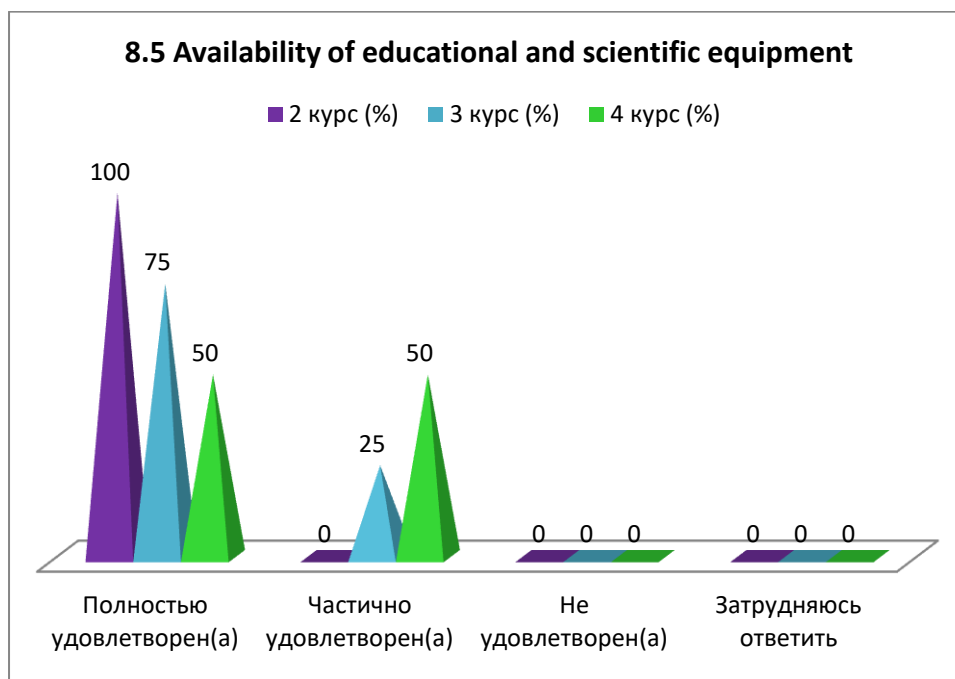
8.4 Modernity of software

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	100	87.5	50
<i>Partially satisfied</i>	-	12.5	25
<i>Not satisfied</i>	-	-	25
<i>I find it difficult to answer</i>	-	-	-



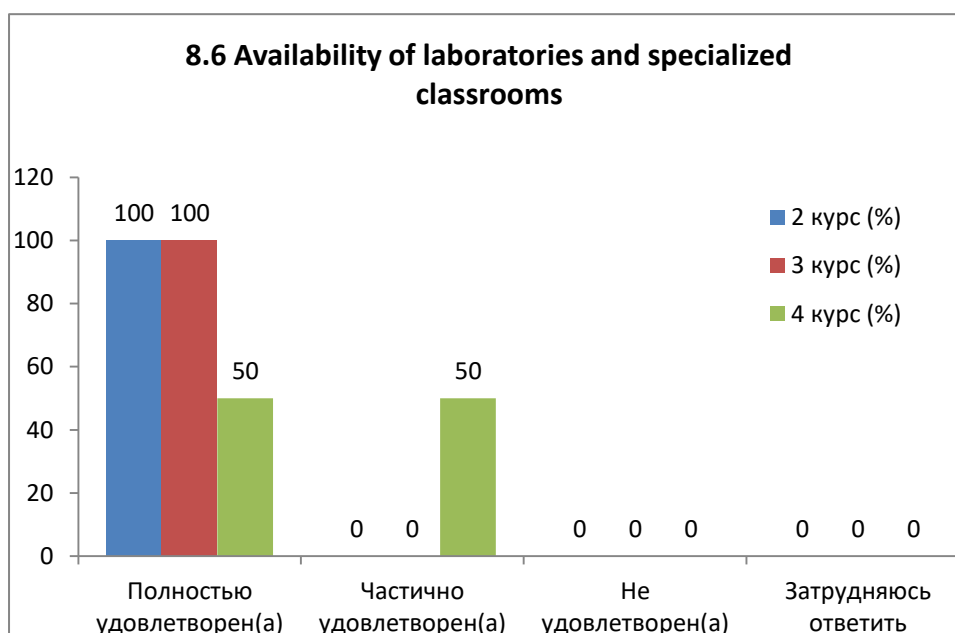
8.5 Availability of educational and scientific equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	100	75	50
<i>Partially satisfied</i>	-	25	50
<i>Not satisfied</i>	-	-	-
<i>I find it difficult to answer</i>	-	-	-



8.6 Availability of laboratories and specialized classrooms

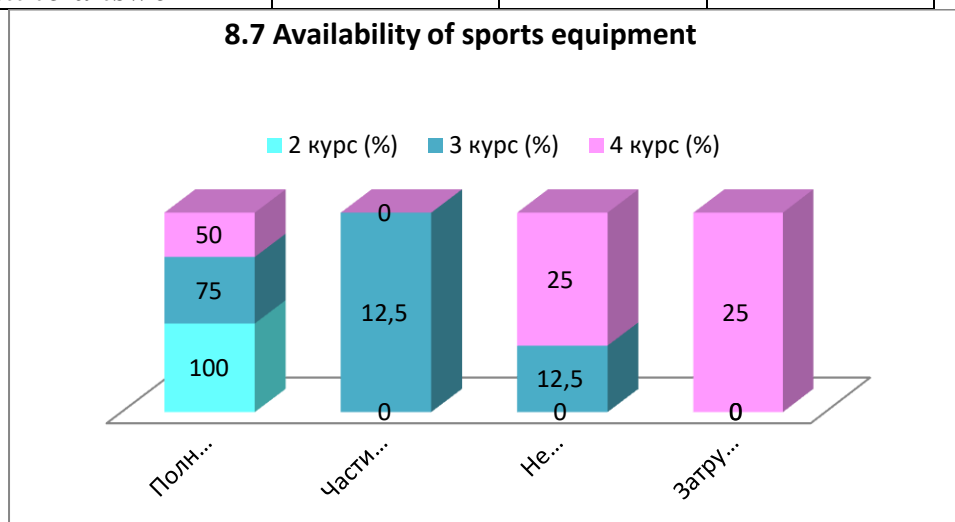
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	100	100	50
<i>Partially satisfied</i>	-	-	50
<i>Not satisfied</i>	-	-	-
<i>I find it difficult to answer</i>	-	-	-



8.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	100	75	50
<i>Partially satisfied</i>	-	12.5	-

<i>Not satisfied</i>	-	12.5	25
<i>I find it difficult to answer</i>	-	-	25

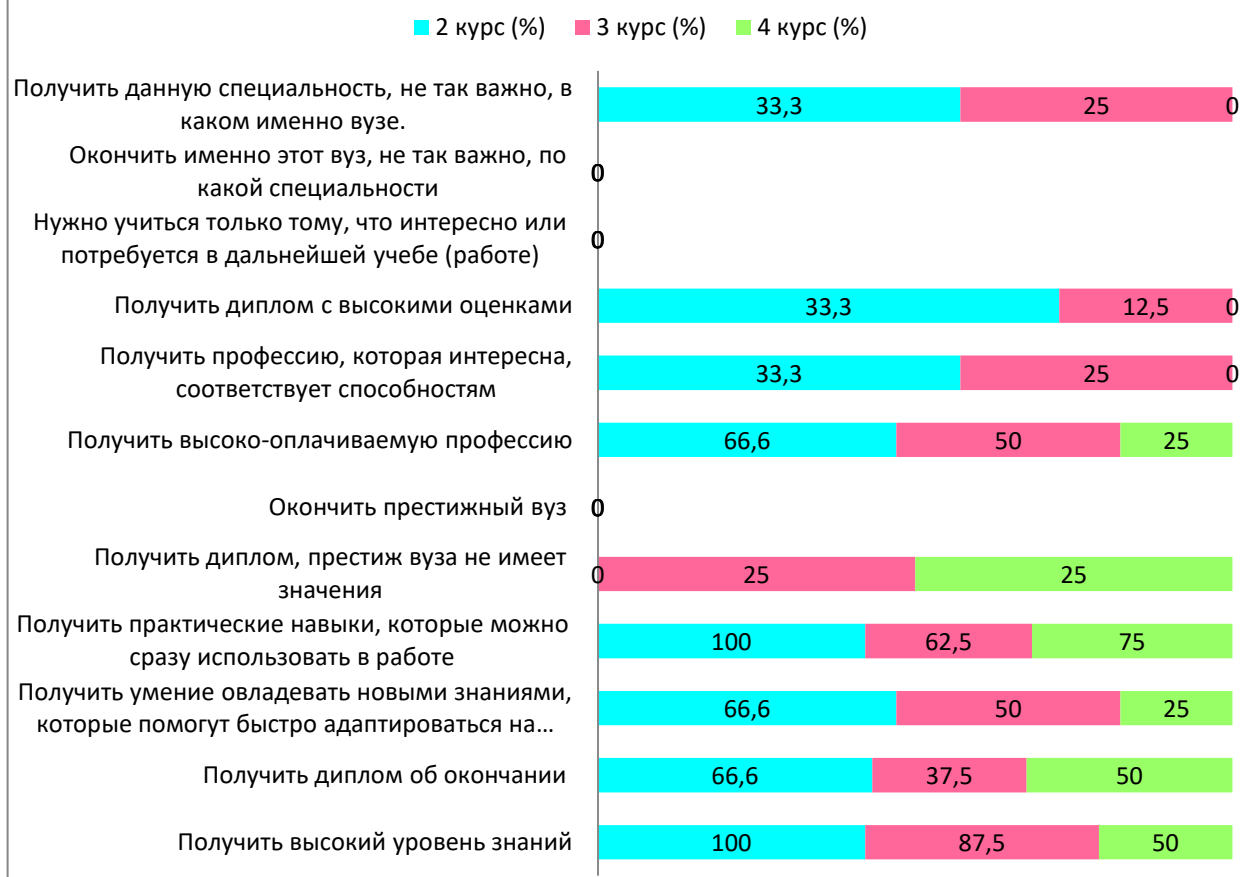


9. What is most important for you to get as a result of studying at your university? (You can choose one or more answer options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Obtain a high level of knowledge</i>	100	87.5	50
<i>Receive a diploma of completion</i>	66.6	37.5	50
<i>Gain the ability to master new knowledge that will help you quickly adapt to the workplace</i>	66.6	50	25
<i>Gain practical skills that you can immediately use in your work</i>	100	62.5	75
<i>Get a diploma, the prestige of the university does not matter</i>	-	25	25
<i>Graduate from a prestigious university</i>	-	-	-
<i>Get a high-paying profession</i>	66.6	50	25
<i>Get a profession that is interesting and matches your abilities</i>	33.3	25	-
<i>Get a diploma with high marks</i>	33.3	12.5	-
<i>You only need to learn what is interesting or will be needed in your future studies (work)</i>	-	-	-
<i>Graduate from this particular university, it doesn't matter what specialty</i>	-	-	-
<i>It doesn't really matter which university you go to to get this specialty.</i>	33.3	25	-

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

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



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

- I don't know, everything is fine.

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

The absolute majority of students who took part in the survey «Satisfaction of 2nd-5th year students with educational services» are satisfied with the internships organized by the university, conditions for independent work, availability of information related to the educational process and extracurricular activities, highly rate the level of theoretical and practical training, as well as the quality of education in the educational program as a whole.

«Are you satisfied with the learning process as a whole? » was the first question. 91.7% of students were completely satisfied with the quality of the educational process, and 8.3% of respondents were rather satisfied.

The overall analysis of the data obtained shows that students are satisfied to varying degrees with all the specified aspects of the educational program. However, there are certain points on which students' assessments are ambiguous. For ease of analysis, let us consider the aspects at the following levels of satisfaction.

High levels of student satisfaction were recorded in such aspects of learning as:

- organization and implementation of the SIWT (91.7%);
- organization and implementation of laboratory work (91.7%);
- organization of independent work (83.3%).

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

The average level of student satisfaction is observed in almost all remaining aspects of education. For example, this concerns such parameters as the quality of medical care (79.2%), the ability to access full-text databases of scientific publications (75%), satisfaction with the work of the library (75%), living conditions in the hostel (70.8%), class schedule (68.1%), quality of internship (66.7%).

However, in during the survey it should be noted that the majority of recommendations for improving the services provided were given regarding the organization of catering at the university (27.8% were partially satisfied and 8.3% were not satisfied). The following shortcomings were identified: a small range of dishes offered, inflated prices, lack of certain assortments, a long queue of consumers that forms during peak hours of the canteen, etc.

To the question «What is your attitude towards the quality of the organization of the educational process?» the majority of students answered that they had no particular complaints: 2nd year - 100%, 3rd year - 75%, 4th year - 75%. The data obtained indicate an improvement in the quality of the organization of the educational process by 10.7% compared to the 2022-2023 academic year.

Nevertheless, there is a small part of respondents who noted such answer options as «Inconsistency of the studied disciplines with the received specialty» (8.3%), «Dissatisfaction with the organization of tests and exams» (4.2%). But this fact is difficult to establish, since respondents do not write explanations for their answers.

To the question «Is information about academic mobility opportunities available to you? » the answer option «yes» was chosen by 91.7% of respondents. Based on this, it can be understood that the university successfully implements the program of outgoing and incoming academic mobility, which contributes to improving the quality of higher

education, increasing the effectiveness of scientific research, establishing internal and external integration links, and using global educational resources.

The psychological climate is an important characteristic of the comfort of the educational environment, which is considered as the immediate environment of a person, as well as the conditions within which he interacts with this environment. As can be seen from the presented results, the relationships between students, teachers and students (in the educational process), curators and students, administration and students, employees of departments (library, student department, etc.) and students, security service and students are assessed by respondents, mainly, as «friendly» and «rather friendly than unfriendly», respectively, which fully corresponds to the high level of satisfaction, is a good indicator of the moral and psychological climate in the student environment.

When asked, «Which of the student issues are you particularly concerned about right now? » students put «Quality of industrial practice organizations» – 72.2%. Next – «Quality of food and prices in the student canteen» – 51.4%. In third place is «Employment in the specialty» – 45.8%.

Among the conditions for ensuring the quality of education, the material base of the university occupies an important place. More than half of the respondents (83.3%) believe that the availability of the necessary scientific literature in the library is sufficient. At the same time, the share of respondents who noted full and partial satisfaction with the criteria of «availability of laboratories and specialized classrooms», «availability of educational and scientific equipment» is very high (100%).

91.7% of respondents are satisfied with the modernity of software, 95.8% with the availability of modern computer equipment, and 87.5% with sports equipment.

12.5% of respondents are not satisfied with the speed of the Internet. At the same time, the majority students (79.2%) on this scale shows an increased level of satisfaction.

To the question «What is most important for you to get as a result of studying at your university? » Students put «first» in their list of priorities obtain a high level of knowledge» And «Gain practical skills that you can immediately use in your work» – 79.2%. Next – «Receive a diploma of completion» – 51.4%. In third place is «Gain the ability to master new knowledge that will help quickly adapt to the workplace» and «Get a high-paying profession» – 45.6%.

Analyzing changes in the level of satisfaction with the quality of education in the respondents' assessments, it can be said that this year students gave higher marks for most significant parameters. The quality of practical training improved by 7%, medical care by 24.1%, living conditions in the dormitory by 21.4%, and catering at the university by 27.2%. Compared to the 2022-2023 academic year, the student satisfaction rate with the availability of necessary scientific literature in the library (+6.6%), modern computer equipment (+13.5%) and software (+2%), sports equipment (+1.6%). Satisfaction with the parameters of both availability of educational and scientific equipment, laboratories and specialized classrooms, high (100%). Based on the results of the answers, we can conclude that from the point of view of these categories of respondents, the university copes with its tasks and corresponds to a satisfactory level of training.

Recommendations:

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

Students can request the survey results by email from the quality management and accreditation center. cqma_kstu@mail.ru.