

**Report**  
**on the results of the questionnaire**  
**“Satisfaction of 1st year students with educational services”**  
**for the 2022-2023 academic year**  
**Department: “Building Materials and Technology”**  
**Specialty: 6B07304 Construction**

The Center for Quality Management and Accreditation conducted an annual survey in February 2023 on the satisfaction of 1st year students with the quality of services provided.

**The purpose of the study:** Improving the learning process, improving the quality of educational services and other activities of the university.

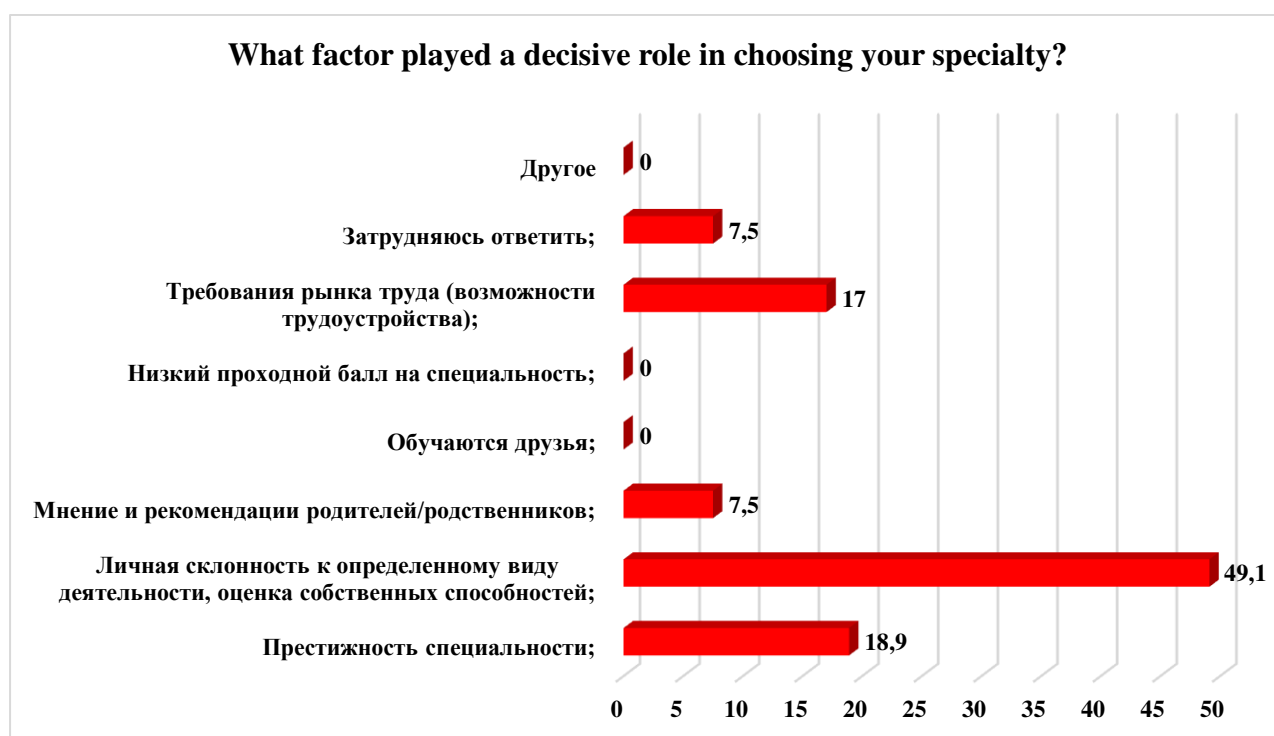
The results of the questionnaire were processed and presented in a summarized form with the guarantee of confidentiality of students' personal opinions.

In specialty 6B07304 Construction 53 respondents took part in the questionnaire, which is 84% of the total number of students.

During the questionnaire process, the following data was obtained:

**1. What factor played a decisive role in choosing your specialty?**

Criteria	Indicators (%)
Prestige of the specialty;	18,9
Personal inclination to a certain type of activity, assessment of one's own abilities;	49,1
Opinion and recommendations from parents/relatives;	7,5
Friends are being trained;	-
Low passing grade for the major;	-
Labor market requirements (employment opportunities);	17
I find it difficult to answer;	7,5
Other	-



## 2. Who (what) has become a source of information about the university for you?

Criteria	Indicators (%)
The official website of the university;	20,8
Relatives, acquaintances;	66
School teachers;	3,8
Advertising booklets;	1,9
Representatives of the university who came to the school with advertisements;	1,9
Social networks;	-
Other	5,7



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

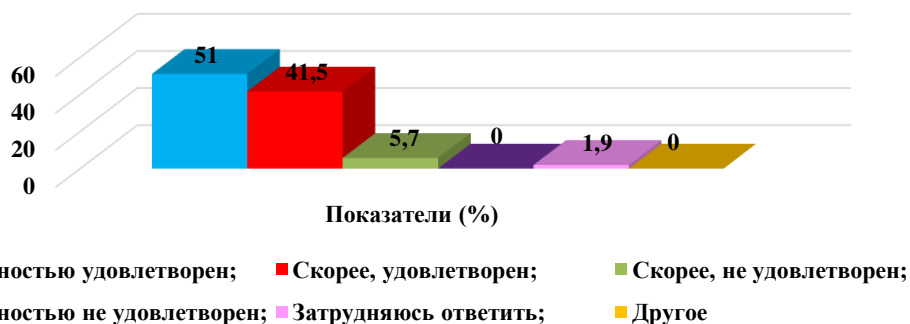
- Friends, acquaintances;
- Just knew;
- Knew since I was a kid.

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

Criteria	Indicators (%)
Completely satisfied;	51
Rather, satisfied;	41,5
Rather, not satisfied;	5,7
I am not completely satisfied;	-
I find it difficult to answer;	1,9
Other	-

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

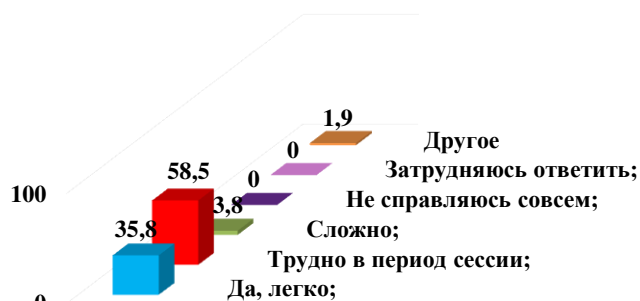
### How satisfied are you with the choice of the educational program you are studying?



### 4. Do you find it easy to cope with the study load?

Criteria	Indicators (%)
Yeah, easy;	35,8
Difficult during the session;	58,5
Difficult;	3,8
I can't cope at all;	-
Difficult to answer;	-
Other	1,9

### Do you find it easy to cope with the study load?



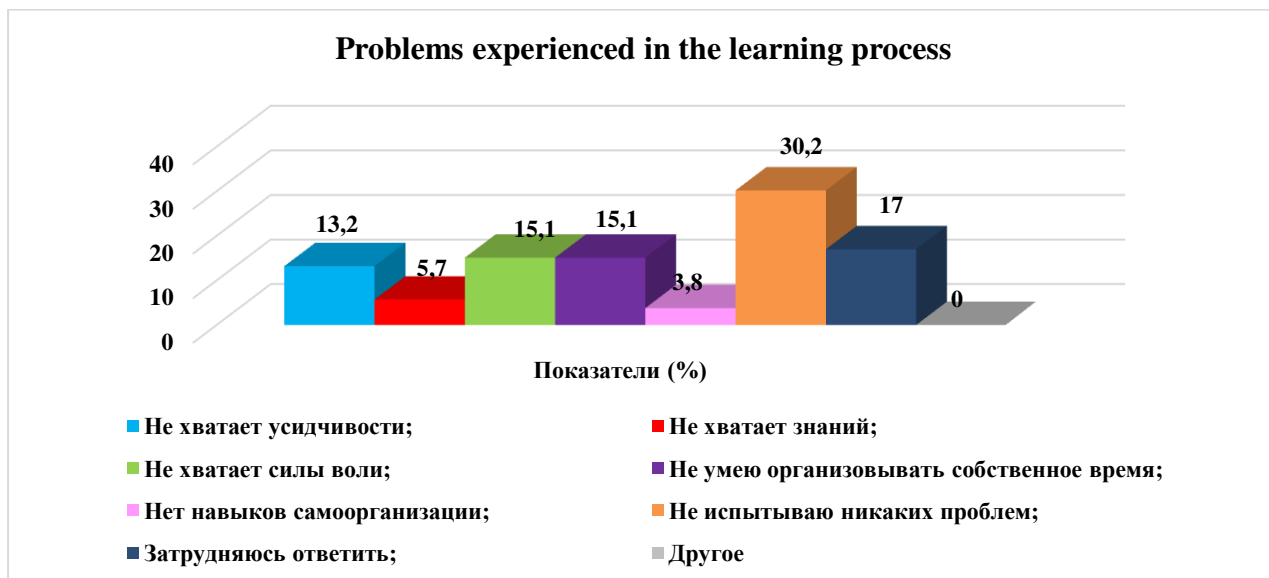
For the option “**Other**” the students indicated the following options \* :

- normal.

### 5. Problems experienced in the learning process

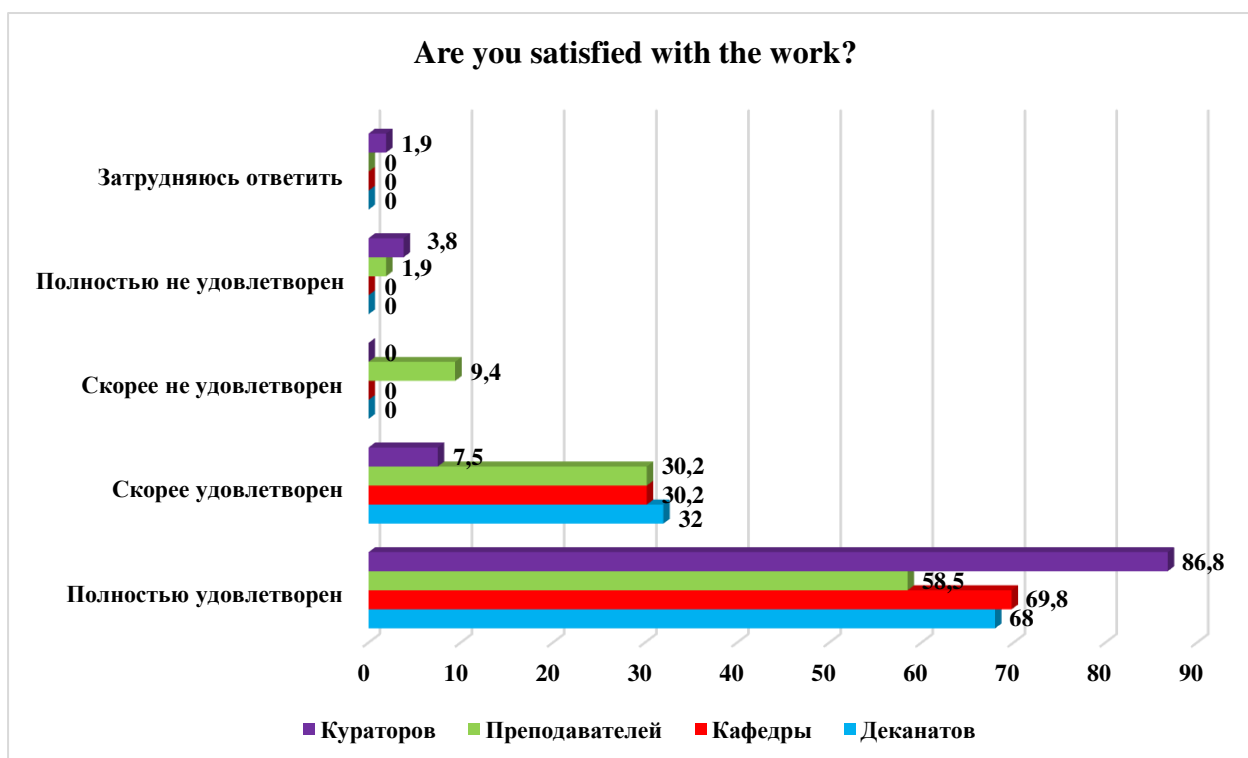
Criteria	Indicators (%)
Lack of perseverance;	13,2
Not enough knowledge;	5,7
Lack of willpower;	15,1
I don't know how to organize my own time;	15,1
No self-organization skills;	3,8
I don't have any problems;	30,2
Difficult to answer;	17
Other	-

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



## 6. Are you satisfied with the work?

Criteria	Completely satisfied	Rather, satisfied	Rather, not satisfied	I am not completely satisfied	I find it difficult to answer
Deans	68	32	-	-	-
Departments	69,8	30,2	-	-	-
Teachers	58,5	30,2	9,4	1,9	-
Supervisors	86,8	7,5	-	3,8	1,9



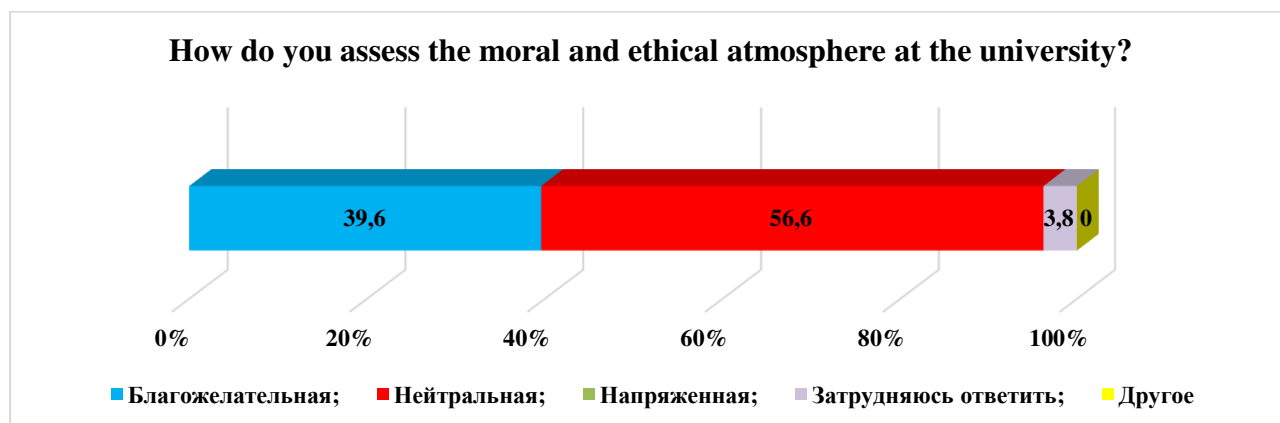
To the option “If you answered rather, not satisfied or not completely satisfied give recommendations for improvement” the students indicated the following options\*:

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

- you have to listen to the students;
- Taking full responsibility for their subject with responsiveness.

## 7. How do you assess the moral and ethical atmosphere at the university?

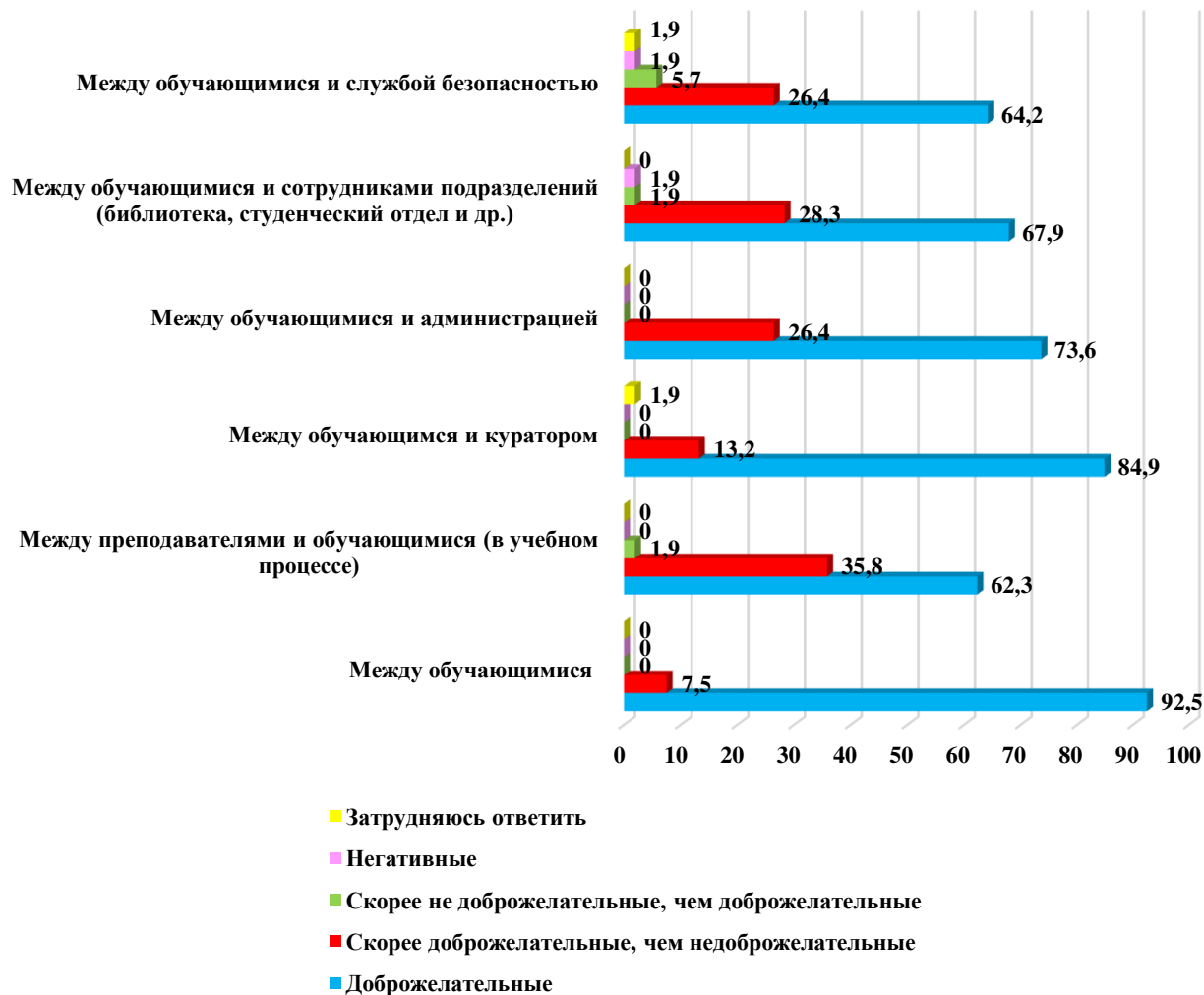
Criteria	Indicators (%)
Favorable;	39,6
Neutral;	56,6
Tense;	-
Difficult to answer;	3,8
Other	-



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

Criteria	Benevolent	More likely to be benevolent than unfriendly	Rather not benevolent than benevolent	Negative	Difficult to answer
Between students	92,5	7,5	-	-	-
Between teachers and students (in the learning process)	62,3	35,8	1,9	-	-
Between student and supervisor	84,9	13,2	-	-	1,9
Between students and administration	73,6	26,4	-	-	-
Between students and the staff of departments (library, student department, etc.).	67,9	28,3	1,9	1,9	-
Between students	64,2	26,4	5,7	1,9	1,9

### What do you think the relationship is:



For the option “If you answered “Rather not benevolent than benevolent or negative” to the previous question, write why,” students provided the following options\*:

- Depends on the people themselves;
- They like to raise their voices, they don't treat you well;
- security guards are often rude.

### 9. Are you satisfied?

Criteria	Completely satisfied	Partially satisfied	Not satisfied	I find it difficult to answer
Organization of the educational process	77,4	22,6	-	-
Class schedule	75,5	24,5	-	-
Organization of independent work	71,7	24,5	1,9	1,9
Satisfaction with the work of the library	73,6	22,6	1,9	1,9
Living conditions in the dormitory	69,8	15,1	-	15,1
Quality of medical service	67,9	22,6	-	9,4
Organization of catering at the university (prices, range of products, quality of	56,6	34	7,5	1,9

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

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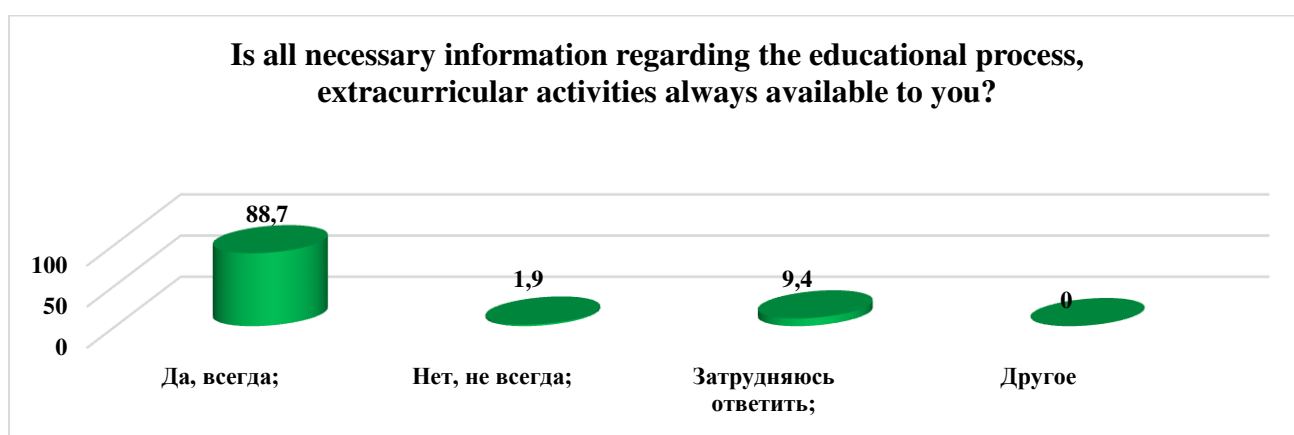


For the option “If you answered “Not satisfied” give recommendations for improvement” the trainees indicated the following options \*:

- Attitude to students is more friendly, help in finding books;
- Prices are high.

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

Criteria	Indicators (%)
Yes, always;	88,7
No, not always;	1,9
Difficult to answer;	9,4
Other	-



\* Students' answers 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 utilize for personal development?

Criteria	Indicators (%)
Sports sections;	15,1
Creative studios;	5,7
Participant of the Youth Policy Department;	1,9
I don't use anything;	71,7
Difficult to answer;	1,9
Other	3,8



On “other” the students indicated\*:

- International cooperation;
- IA Zhas Orda.

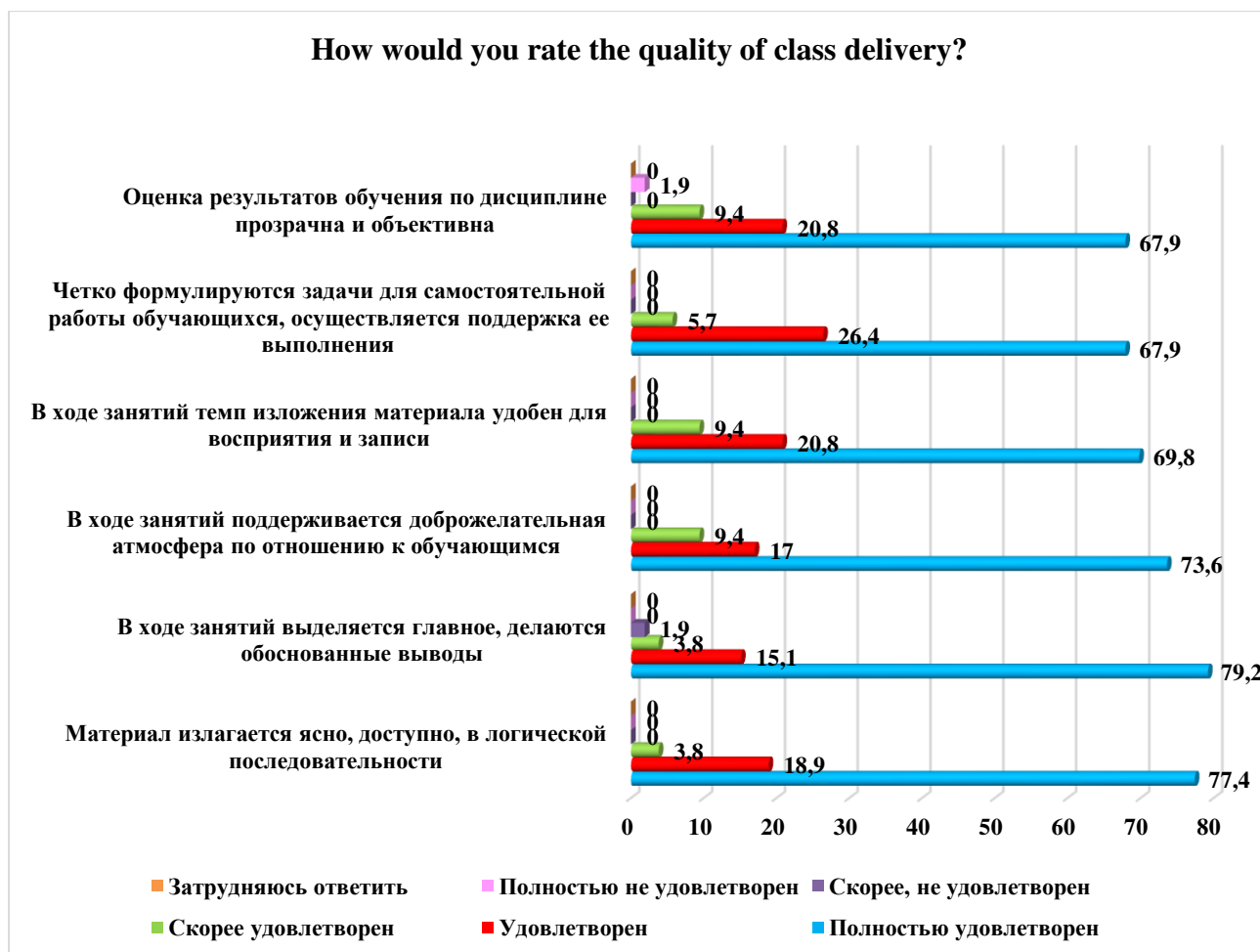
## 12. How would you rate the quality of class delivery?

	Completely satisfied	Satisfied	Rather satisfied	Rather not satisfied	I am not completely satisfied	I find it difficult to answer
The material is presented in a clear, accessible and logical sequence	77,4	18,9	3,8	-	-	-
During the lessons the main points are emphasized and reasonable conclusions are drawn	79,2	15,1	3,8	1,9	-	-
During the lessons, a friendly atmosphere is maintained towards the students	73,6	17	9,4	-	-	-
During the lessons, the pace of presentation of the material is convenient for perception and recording	69,8	20,8	9,4	-	-	-

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



The tasks for independent work of students are clearly formulated, and support is provided for its fulfillment.	67,9	26,4	5,7	-	-	-
Assessment of learning outcomes of the discipline is transparent and objective	67,9	20,8	9,4	-	1,9	-



On “other” the students indicated \*:

- The evaluation of some teachers is not fair.

**Please write, please, your suggestions, wishes, as well as 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. (Students' answers are presented in the original. The author's spelling and punctuation have been preserved).**

- No;
- I don't know;
- Are there any teachers who are not doing their job well? Why?
- None;
- Does the student like the quality of equipment at the university.

According to the results of the questionnaire, the following **conclusions** can be drawn:

The choice of specialty is a very important aspect in the life of young people. Some do it consciously, others unconsciously, by the coincidence of external circumstances.

The study has shown that the main factor in choosing a specialty for 49.1% of surveyed students is personal inclination to a certain type of activity and assessment of their own abilities. Other relatively significant criteria were: “prestige of the specialty” - 18.9% and “Labor market requirements (employment opportunities)” - 17%.

The source of obtaining information about the university, faculties and specialties among the majority of first-year students are relatives, acquaintances (66%).

The majority of students report their satisfaction with the choice of educational program on which they study - 92.5%.

To the question “Do you easily cope with the study load?” only 35.8% of students answered that it is easy. The rest 58.5% answered “it is difficult during the session”, 3.8% “difficult”.

Relationships “between students”, “between teachers and students (in the educational process)”, “between student and supervisor”, “between students and administration”, “between students and employees of departments (library, student department, etc.)”, “between students and security service” are assessed by respondents, mainly as “benevolent” and “rather benevolent than unfriendly” respectively, which fully corresponds to a high level of satisfaction with the moral and psychological climate in the student environment.

However, it should be noted that a small part of respondents noted such answer options as **“rather not benevolent than benevolent”** and **“negative”** in the relations **“between students and employees of departments (library, student department, etc.)”**, **“between students and security service”**.

For the option **“If to the previous question you answered “rather not benevolent than benevolent” and “Negative” write down why”** the students indicated the following: “Depends on the people themselves”, “They like to raise their voice, they do not treat well”, “guards are often rude”, etc.

88.7% of students noted that they always have access to the necessary information regarding the educational process and extracurricular activities.

In response to the question “How would you rate the quality of class delivery?” the following information was obtained:

- “The material is presented clearly, accessible, in a logical sequence” satisfaction of students amounted to 100%;
- “During the lessons the main thing is emphasized, reasonable conclusions are made” satisfaction of students amounted to 98,1%;
- “During the lessons a friendly atmosphere is maintained in relation to the students” satisfaction of students amounted to 100%;
- “During the lessons, the pace of presentation of the material is easy to understand and write down” learner satisfaction was 100%;
- “The tasks for independent work of students are clearly formulated, support is provided for its implementation” satisfaction of students amounted to 100%;
- “Assessment of learning outcomes in the discipline is transparent and objective” satisfaction of students amounted to 98,1%.

At the end of the questionnaire, students are asked to make questions that in their opinion should be added to this questionnaire to improve the training program, improve the quality of services provided and other areas of the university. Students suggested the

following questions: “Are there any professors who do not do their job? Why?”, “Do students like the quality of equipment at the university”, etc.

**Recommendations:**

Head of the department to familiarize the staff and students with the results of the questionnaire, if necessary, to develop an action plan to improve the quality of educational services.