

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

Department: «Development of mineral deposits»

Specialty: 6B07207 Construction of mining enterprises and underground structures

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 specialty 6B07207 «Construction of mining enterprises and underground structures» 25 respondents took part in the questionnaire.

- 3rd year – 11 students (100%);
- 4th year – 14 students (82.4%).

Form of study

- Budget – 23 students (92%);
- Fee-based – 2 students (8%).

The following data were obtained during the questionnaire:

Indicators:

1. Are you satisfied? quality of services provided?

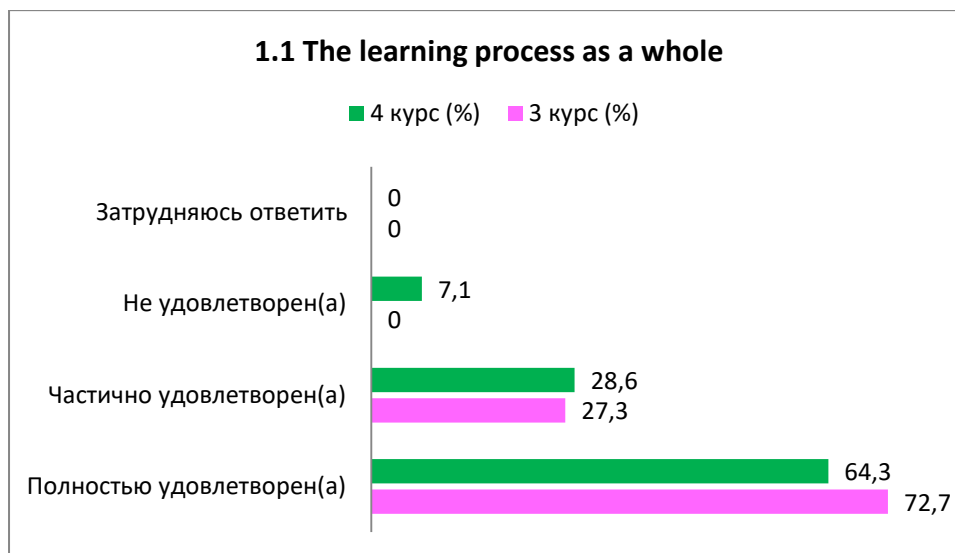
1.1 The learning process as a whole
1.2 Schedule of classes
1.3 Organization of independent work
1.4 Internship
1.5 Organization and implementation of the SIWT
1.6 Organization and implementation of laboratory work
1.7 Satisfaction with the library's work
1.8 Possibility of access to full-text databases 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 _____

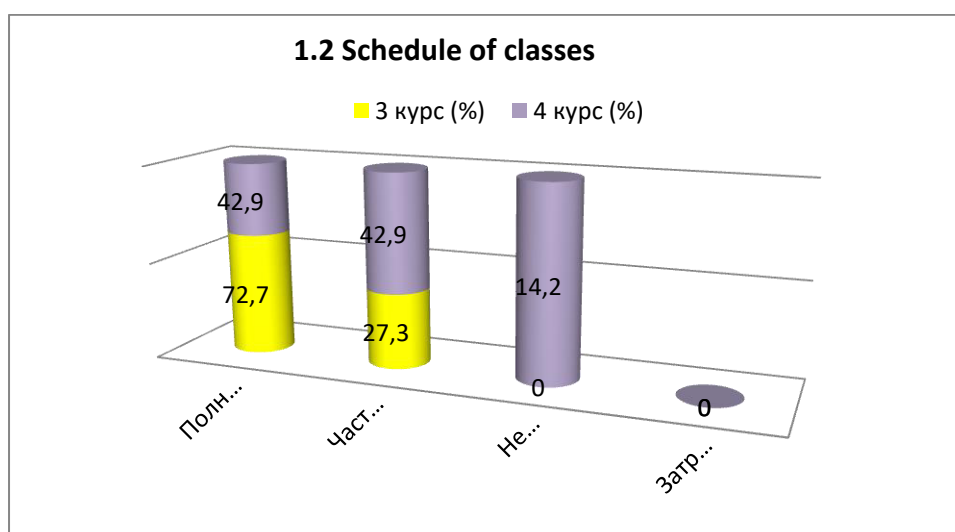
1.1 The learning process as a whole

Answer options	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	72.7	64.3
<i>Partially satisfied</i>	27.3	28.6
<i>Not satisfied</i>	-	7.1
<i>I find it difficult to answer</i>	-	-



1.2 Schedule of classes

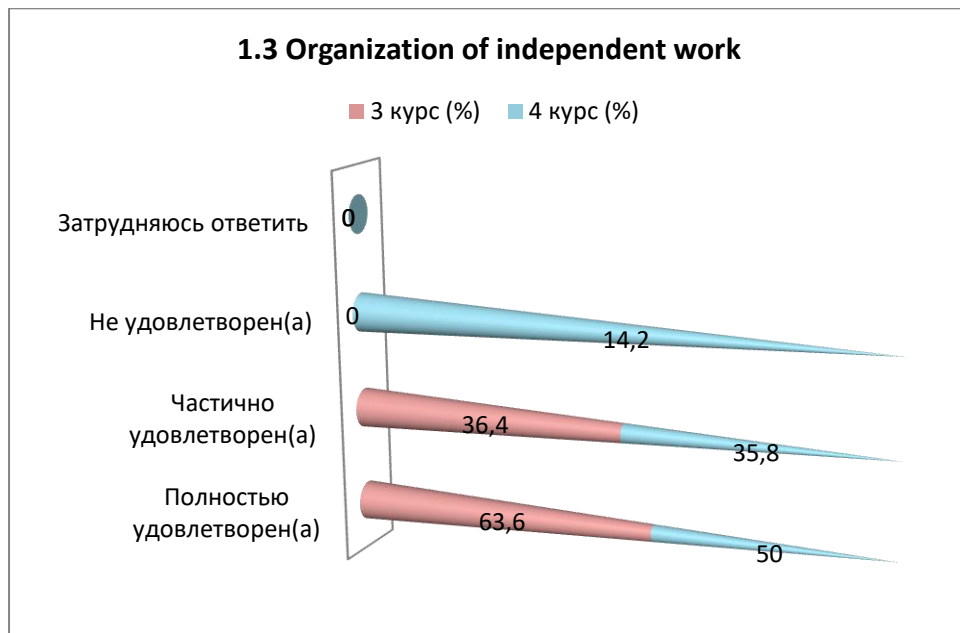
Answer options	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	72.7	42.9
<i>Partially satisfied</i>	27.3	42.9
<i>Not satisfied</i>	-	14.2
<i>I find it difficult to answer</i>	-	-



1.3 Organization of independent work

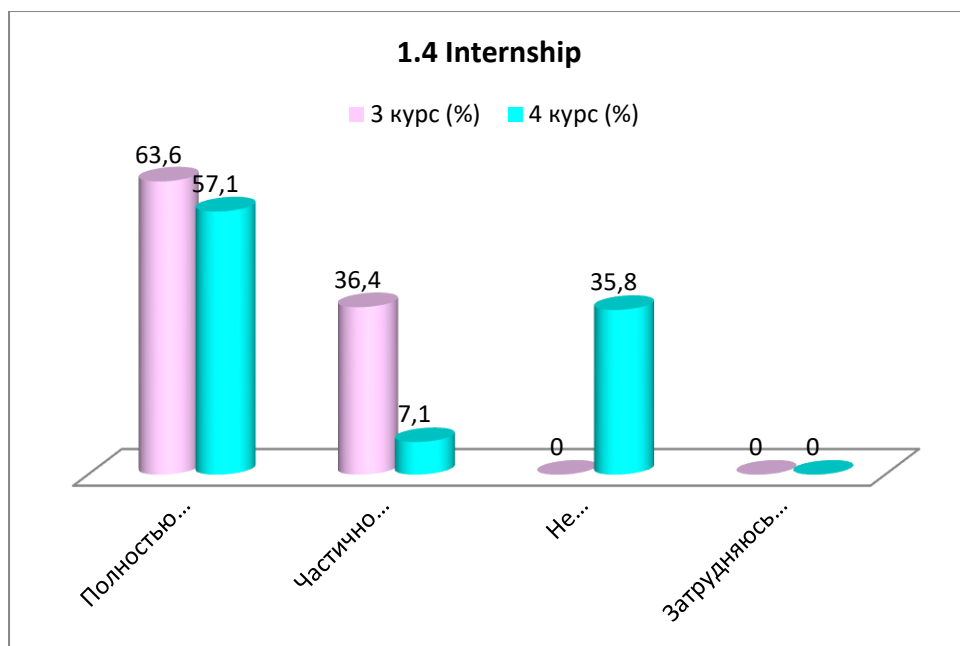
Answer options	3rd year	4th year
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	(%)	(%)
<i>Completely satisfied</i>	63.6	50
<i>Partially satisfied</i>	36.4	35.8
<i>Not satisfied</i>	-	14.2
<i>I find it difficult to answer</i>	-	-



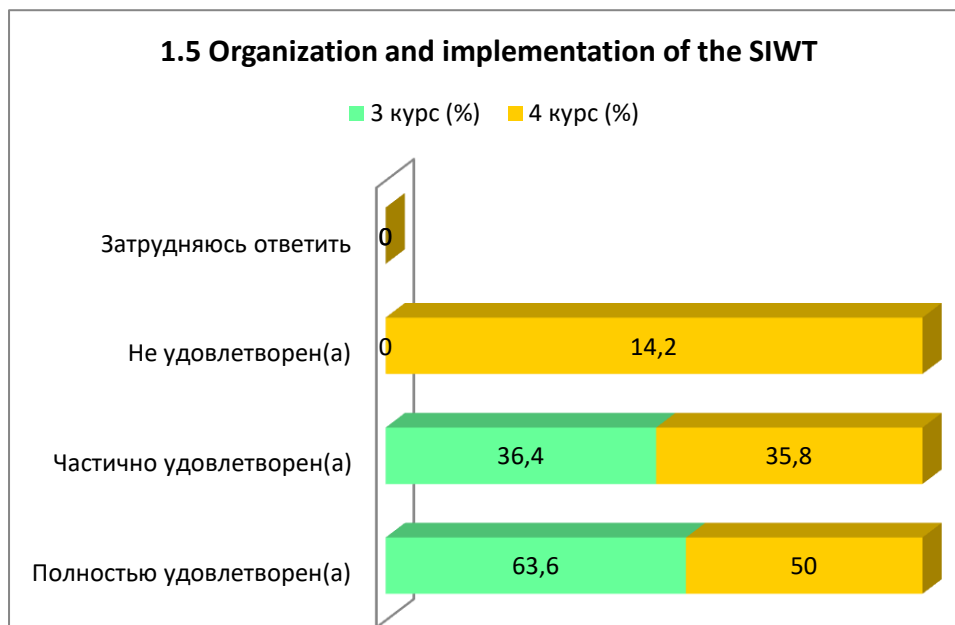
1.4 Internship

Answer options	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	63.6	57.1
<i>Partially satisfied</i>	36.4	7.1
<i>Not satisfied</i>	-	35.8
<i>I find it difficult to answer</i>	-	-



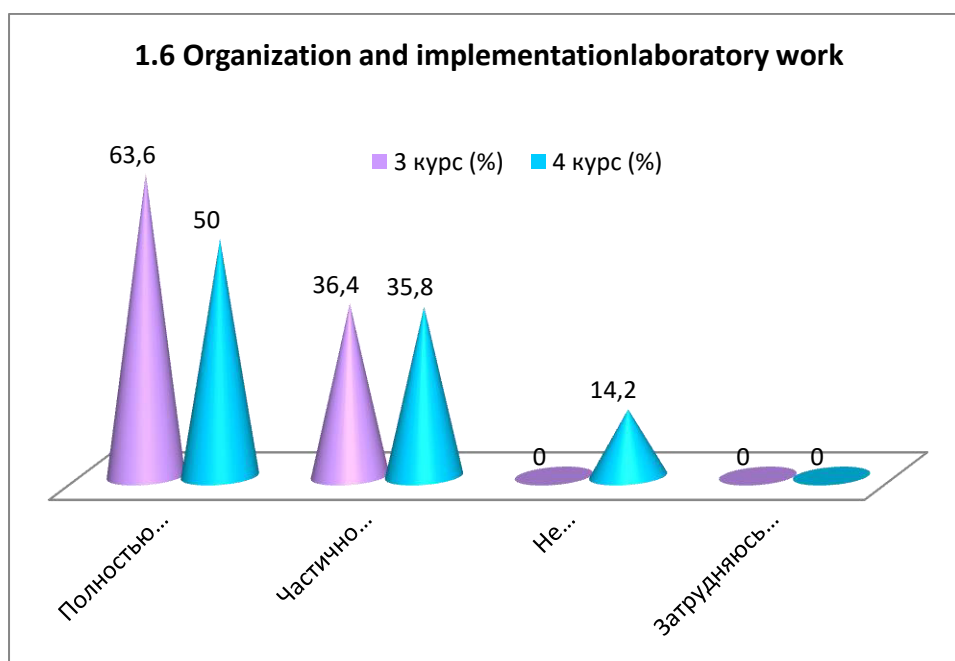
1.5 Organization and implementation of the SIWT

Answer options	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	63.6	50
<i>Partially satisfied</i>	36.4	35.8
<i>Not satisfied</i>	-	14.2
<i>I find it difficult to answer</i>	-	-



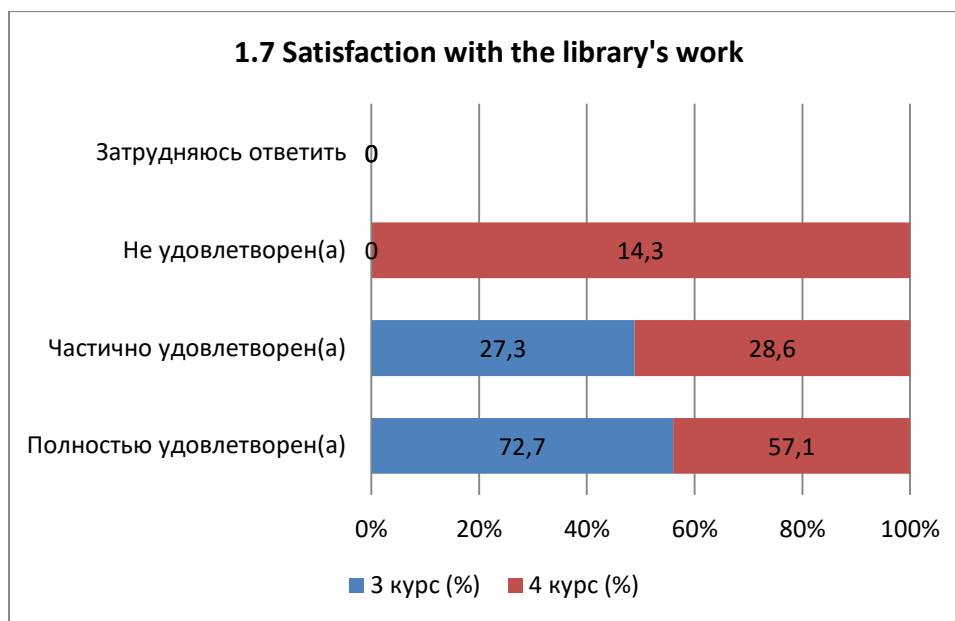
1.6 Organization and implementation laboratory work

Answer options	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	63.6	50
<i>Partially satisfied</i>	36.4	35.8
<i>Not satisfied</i>	-	14.2
<i>I find it difficult to answer</i>	-	-



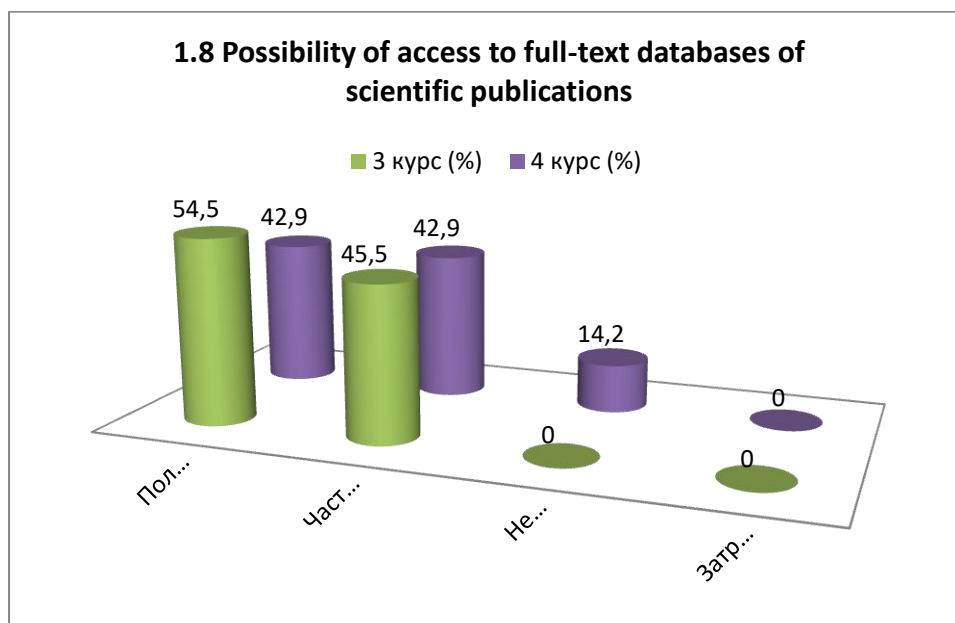
1.7 Satisfaction with the library's work

Answer options	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	72.7	57.1
<i>Partially satisfied</i>	27.3	28.6
<i>Not satisfied</i>	-	14.3
<i>I find it difficult to answer</i>	-	-



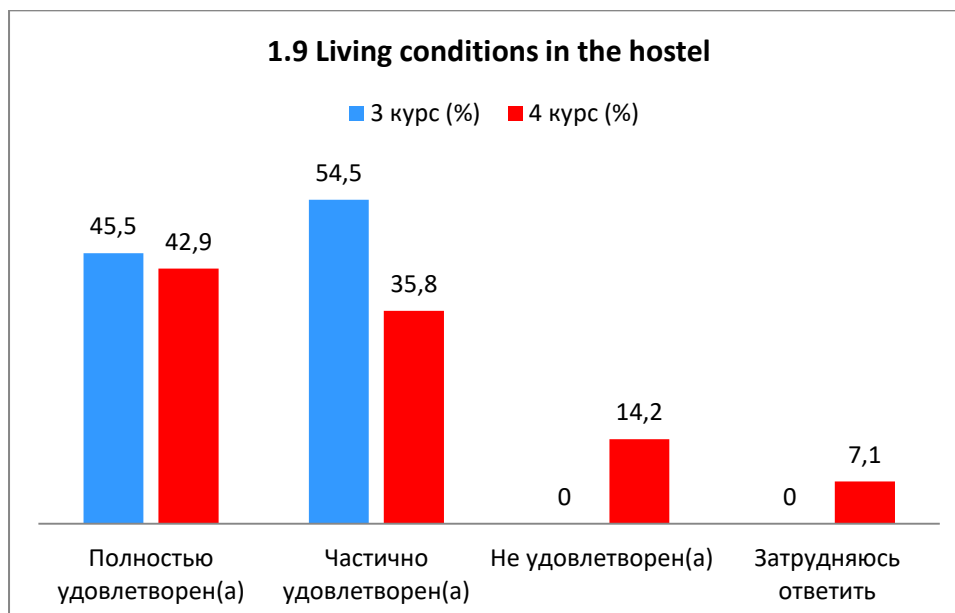
1.8 Possibility of access to full-text databases of scientific publications

Answer options	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	54.5	42.9
<i>Partially satisfied</i>	45.5	42.9
<i>Not satisfied</i>	-	14.2
<i>I find it difficult to answer</i>	-	-



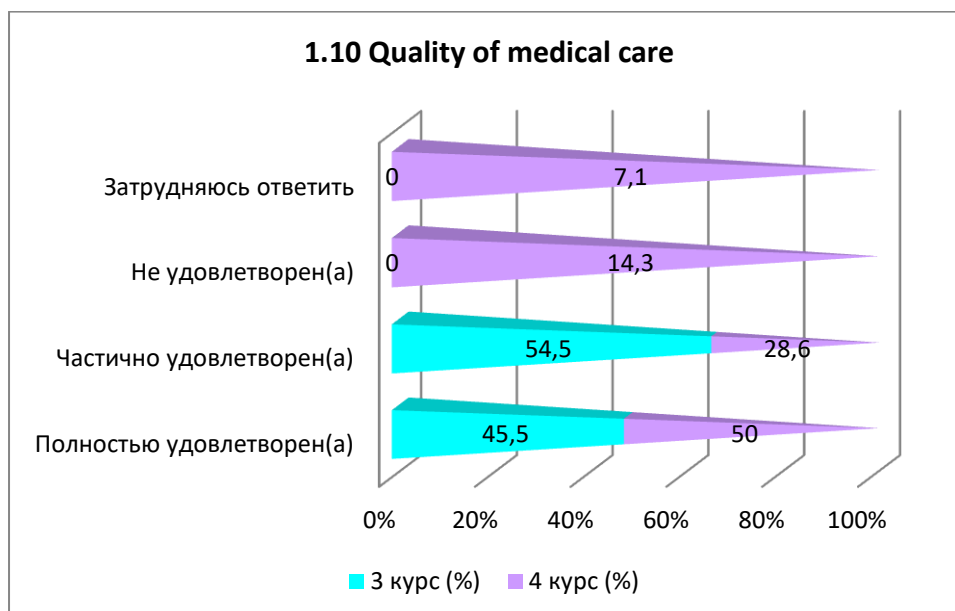
1.9 Living conditions in the hostel

Answer options	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	45.5	42.9
<i>Partially satisfied</i>	54.5	35.8
<i>Not satisfied</i>	-	14.2
<i>I find it difficult to answer</i>	-	7.1



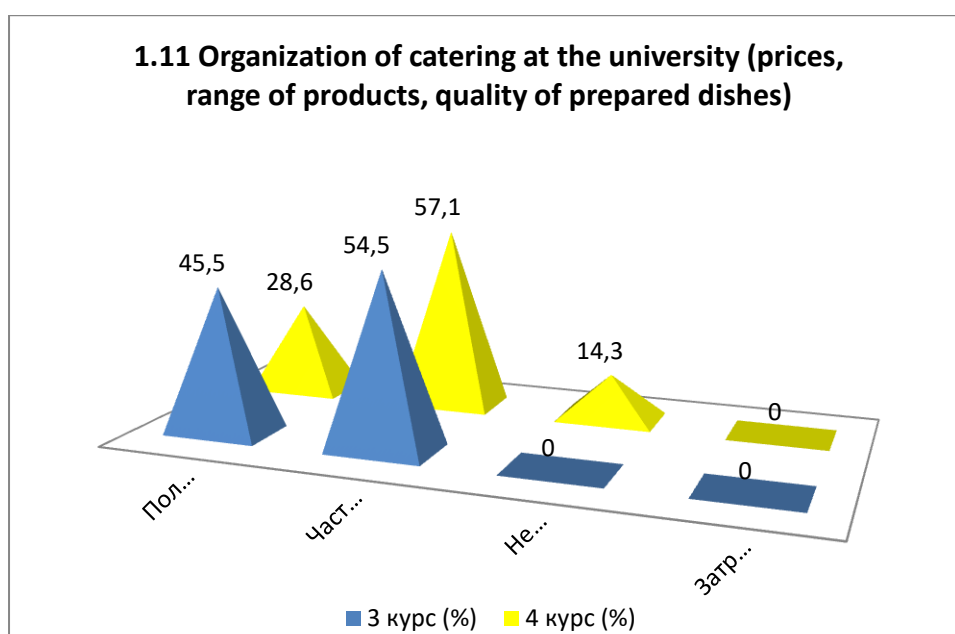
1.10 Quality of medical care

Answer options	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	45.5	50
<i>Partially satisfied</i>	54.5	28.6
<i>Not satisfied</i>	-	14.3
<i>I find it difficult to answer</i>	-	7.1



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

Answer options	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	45.5	28.6
<i>Partially satisfied</i>	54.5	57.1
<i>Not satisfied</i>	-	14.3
<i>I find it difficult to answer</i>	-	-



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

3rd year	4th year
- No	-

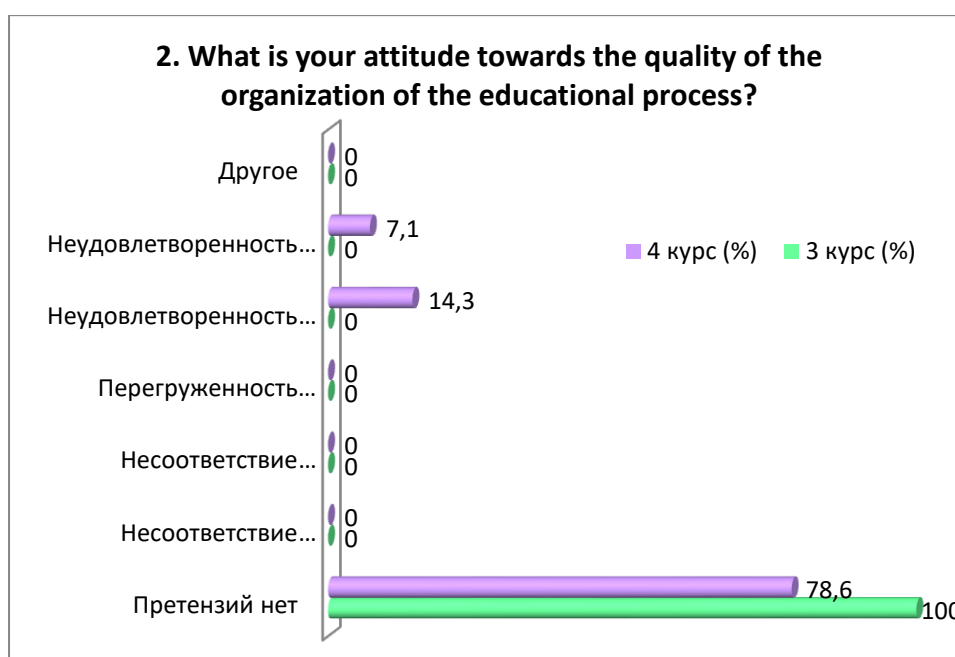
*The students' answers to the option "other" and "if you answered "not satisfied..." to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

For the option «If you answered «not satisfied» to the previous question, please provide recommendations for improvement provided services» students indicated the following options*:

3rd year	4th year
- No	-

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

Answer options	3rd year (%)	4th year (%)
<i>No complaints</i>	100	78.6
<i>Mismatch between the studied disciplines and the received specialty</i>	-	-
<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>	-	14.3
<i>Dissatisfaction with the organization of tests and exams</i>	-	7.1
<i>Other</i>	-	-



For the option «If you answered «to the previous question not satisfied», please provide recommendations for improvement» students indicated the following options*:

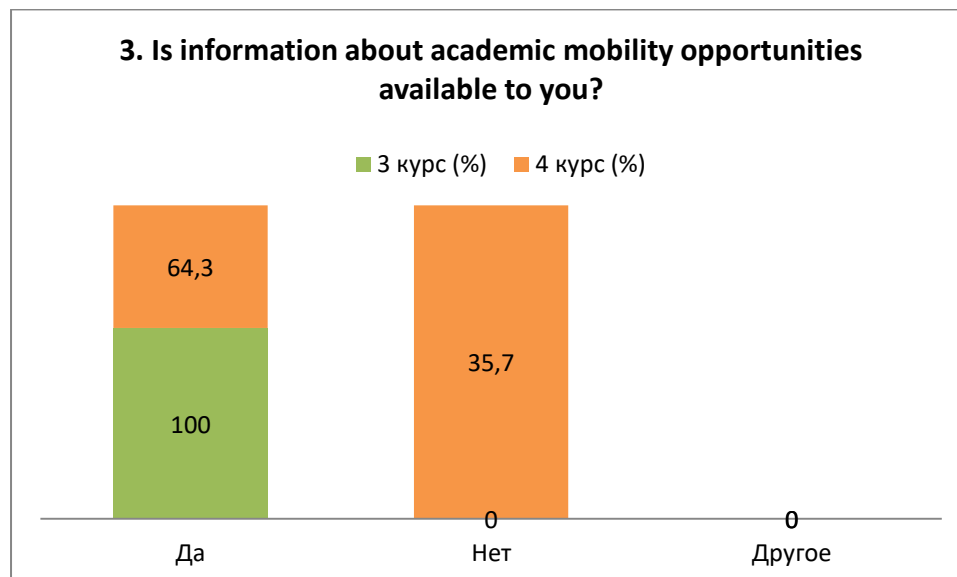
3rd year	4th year
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*The students' answers to the option "other" and "if you answered "not satisfied..." to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

- No	-
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3. Is information about academic mobility opportunities available to you?

Answer options	3rd year (%)	4th year (%)
<i>Yes</i>	100	64.3
<i>No</i>	-	35.7
<i>Other</i>	-	-



4. What do you think the relationship is like:

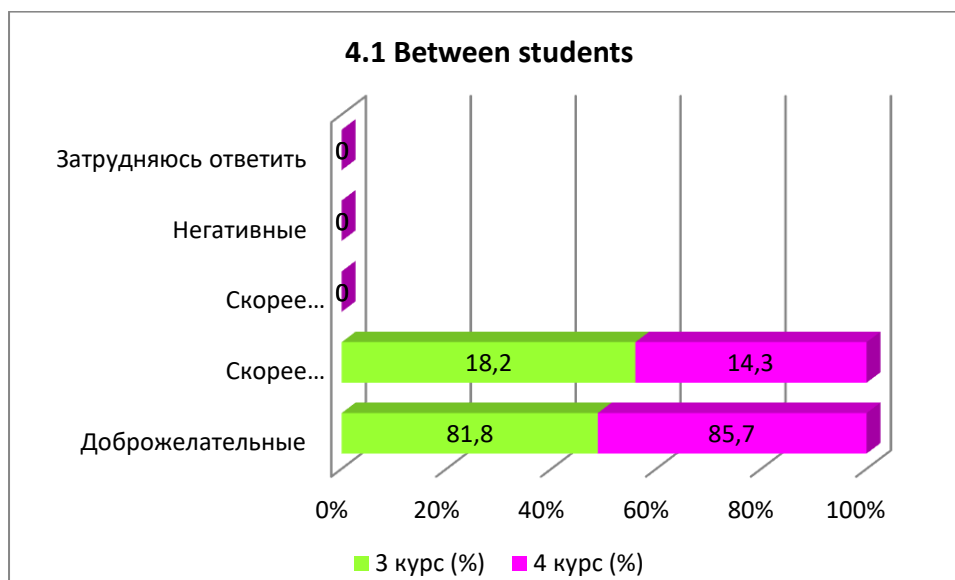
4.1 Between students
4.2 Between teachers and students (in the educational process)
4.3 Between the student and the supervisor
4.4 Between students and administration
4.5 Between students and department staff (library, student department, etc.)
4.6 Between students and security service

Other _____

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

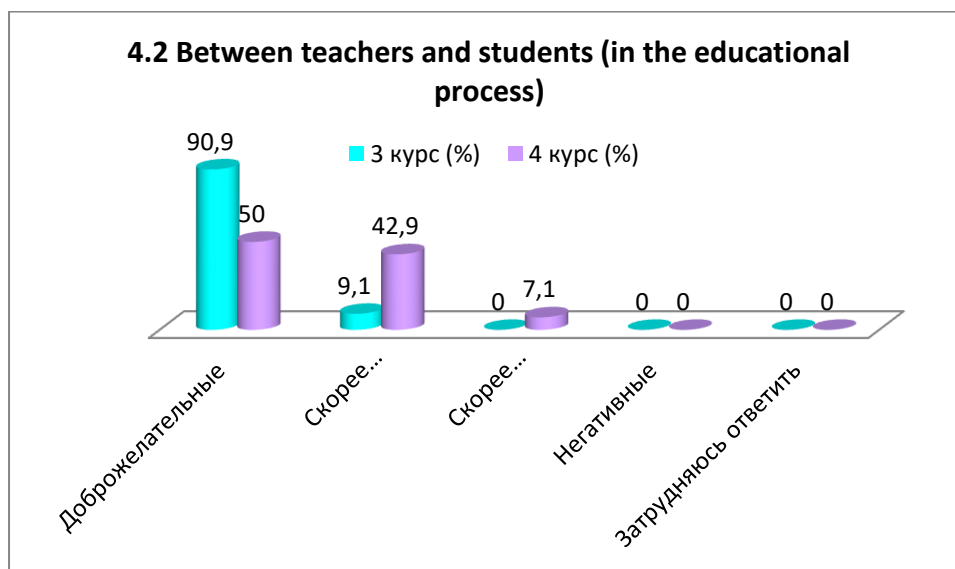
4.1 Between students

Answer options	3rd year (%)	4th year (%)
<i>Benevolent</i>	81.8	85.7
<i>More benevolent than malevolent</i>	18.2	14.3
<i>More malevolent than benevolent</i>	-	-
<i>Negative</i>	-	-
<i>I find it difficult to answer</i>	-	-



4.2 Between teachers and students (in the educational process)

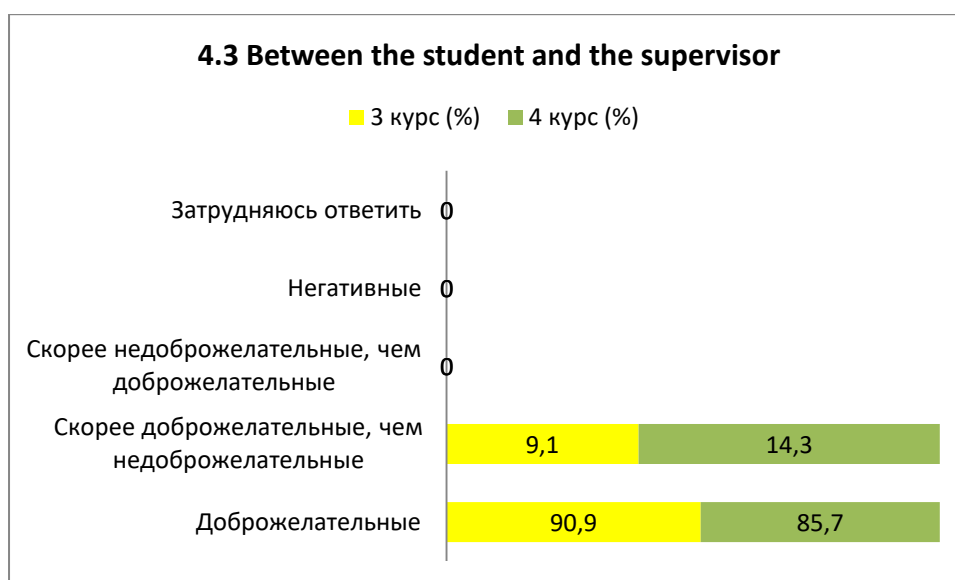
Answer options	3rd year (%)	4th year (%)
<i>Benevolent</i>	90.9	50
<i>More benevolent than malevolent</i>	9.1	42.9
<i>More malevolent than benevolent</i>	-	7.1
<i>Negative</i>	-	-
<i>I find it difficult to answer</i>	-	-



4.3 Between the student and the supervisor

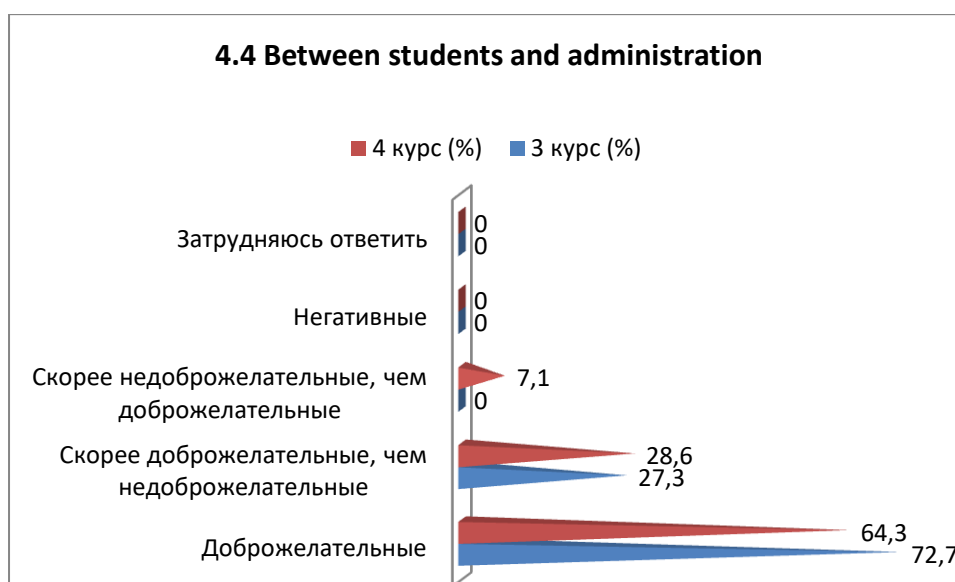
Answer options	3rd year (%)	4th year (%)
<i>Benevolent</i>	90.9	85.7
<i>More benevolent than malevolent</i>	9.1	14.3
<i>More malevolent than benevolent</i>	-	-
<i>Negative</i>	-	-

<i>I find it difficult to answer</i>	-	-
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4.4 Between students and administration

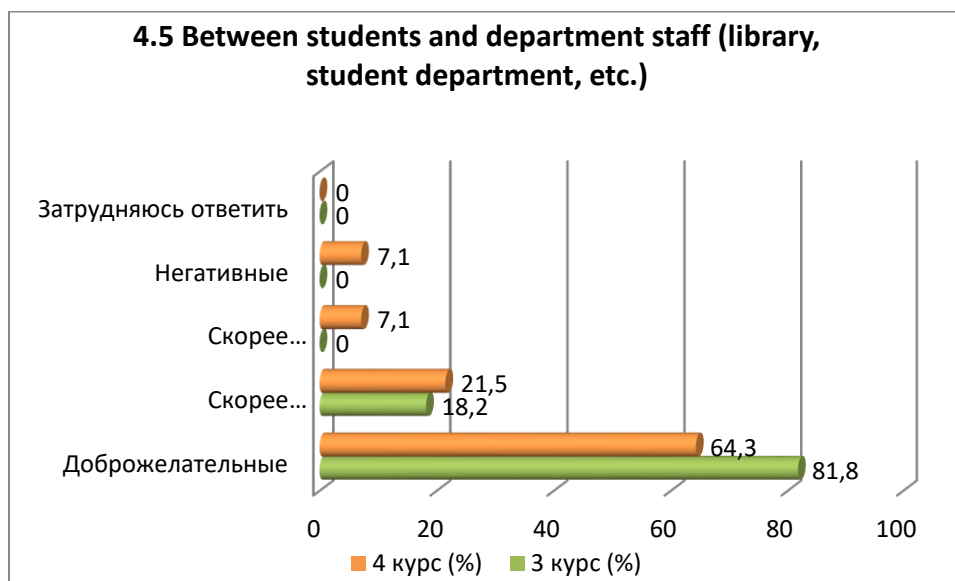
Answer options	3rd year (%)	4th year (%)
<i>Benevolent</i>	72.7	64.3
<i>More benevolent than malevolent</i>	27.3	28.6
<i>More malevolent than benevolent</i>	-	7.1
<i>Negative</i>	-	-
<i>I find it difficult to answer</i>	-	-



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

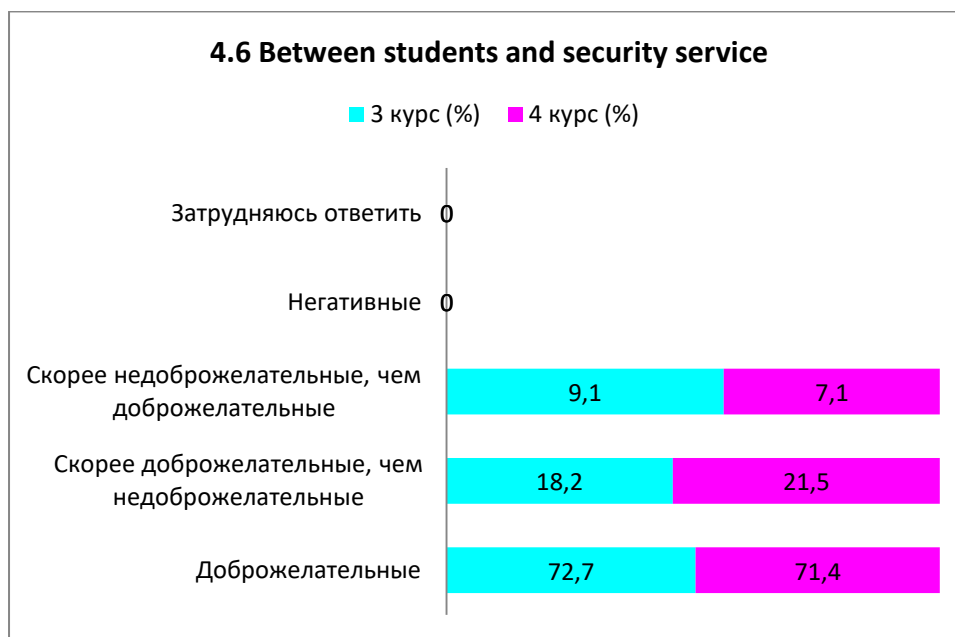
Answer options	3rd year (%)	4th year (%)
<i>Benevolent</i>	81.8	64.3
<i>More benevolent than malevolent</i>	18.2	21.5
<i>More malevolent than benevolent</i>	-	7.1

<i>Negative</i>	-	7.1
<i>I find it difficult to answer</i>	-	-



4.6 Between students and security service

Answer options	3rd year (%)	4th year (%)
<i>Benevolent</i>	72.7	71.4
<i>More benevolent than malevolent</i>	18.2	21.5
<i>More malevolent than benevolent</i>	9.1	7.1
<i>Negative</i>	-	-
<i>I find it difficult to answer</i>	-	-



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

3rd year	4th year
- No	-

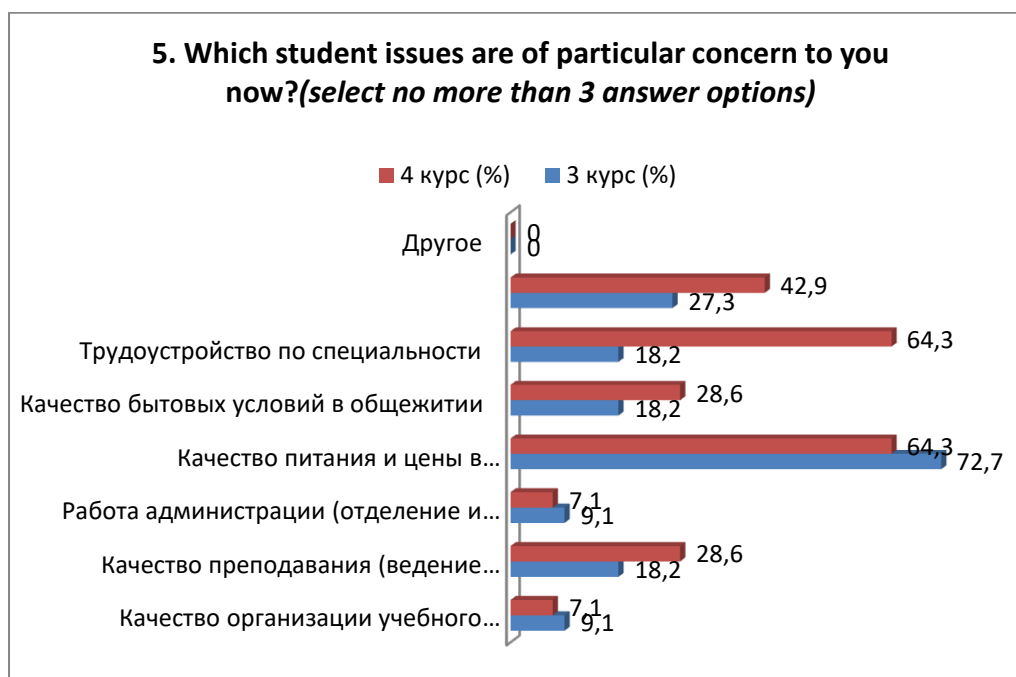
For the option «If you answered «Rather unfriendly than friendly» and «Negative» to the previous question, please provide recommendations for improvement.» students indicated the following options*:

3rd year	4th year
- No	-

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

Answer options	3rd year (%)	4th year (%)
<i>Quality of organization of the educational process</i>	9.1	7.1
<i>Quality of teaching (class delivery, assessment of knowledge, etc.)</i>	18.2	28.6
<i>Administration work (department, etc.)</i>	9.1	7.1
<i>Food quality and prices in the student canteen</i>	72.7	64.3
<i>Quality of living conditions in the hostel</i>	18.2	28.6
<i>Employment in the specialty</i>	18.2	64.3
<i>Quality of industrial practice organizations</i>	27.3	42.9
<i>Other</i>	-	-

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



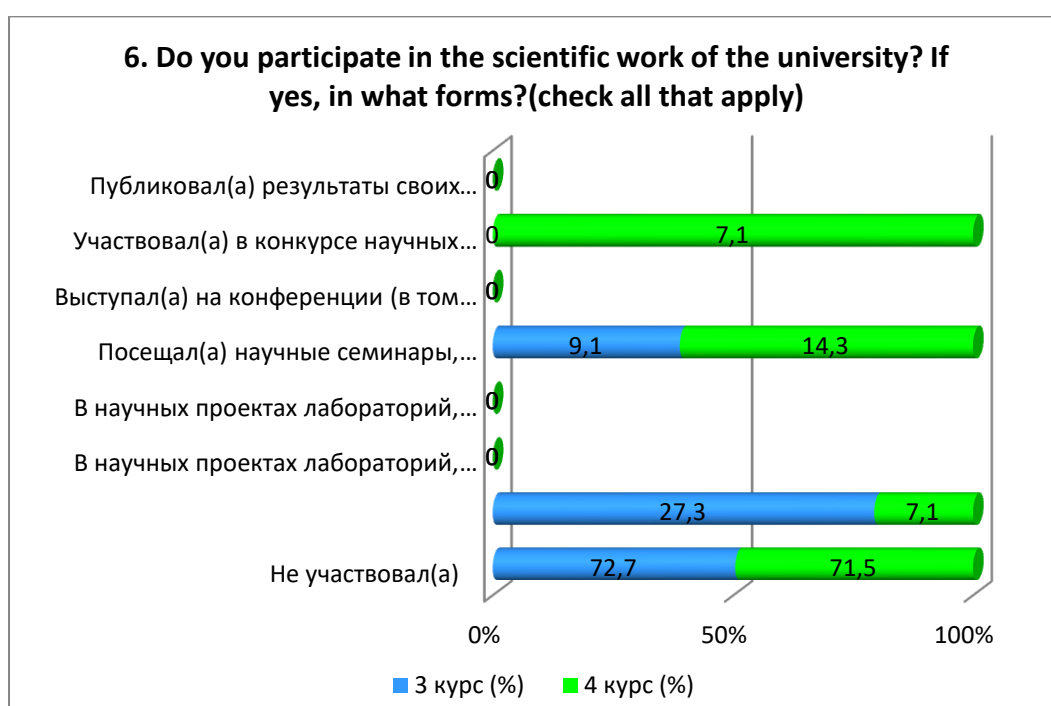
6. Do you participate in the scientific work of the university? If yes, in what forms?(check all that apply)

Answer options	3rd year (%)	4th year (%)
<i>Did not participate</i>	72.7	71.5
<i>Sometimes, when it is necessary for formal reasons</i>	27.3	7.1

*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.

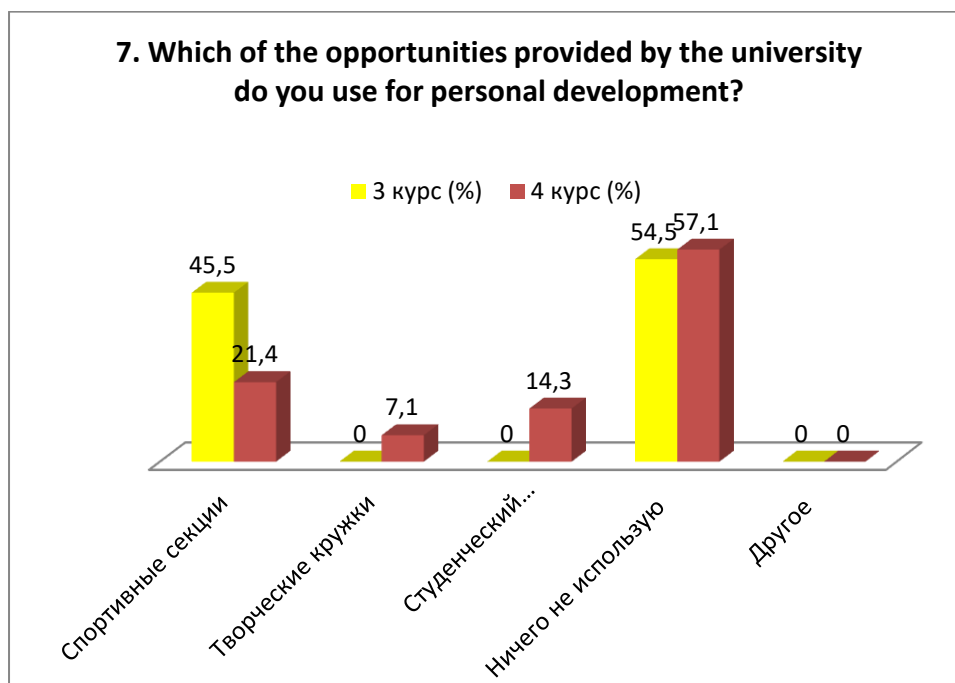
<i>In scientific projects of laboratories, centers, etc. under a contract, within the framework of a grant, etc.</i>	-	-
<i>In scientific projects of laboratories, clubs, circles, etc. on a gratuitous basis</i>	-	-
<i>Attended scientific seminars, clubs and other scientific events</i>	9.1	14.3
<i>Presented at a conference (including a student conference), scientific seminar)</i>	-	-
<i>Participated in a competition of student scientific papers</i>	-	7.1
<i>Published the results of his/her research (including in student collections)</i>	-	-

*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	3rd year (%)	4th year (%)
<i>Sports sections</i>	45.5	21.4
<i>Creative circles</i>	-	7.1
<i>Student Trade Union "Zhas Orda"</i>	-	14.3
<i>I don't use anything</i>	54.5	57.1
<i>Other</i>	-	-



For the option «If you answered «I don't use anything» to the previous question, please write why.» students indicated the following options*:

3rd year	4th year
-	- I wanted to join a sports section, but no one talked about it.

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 _____

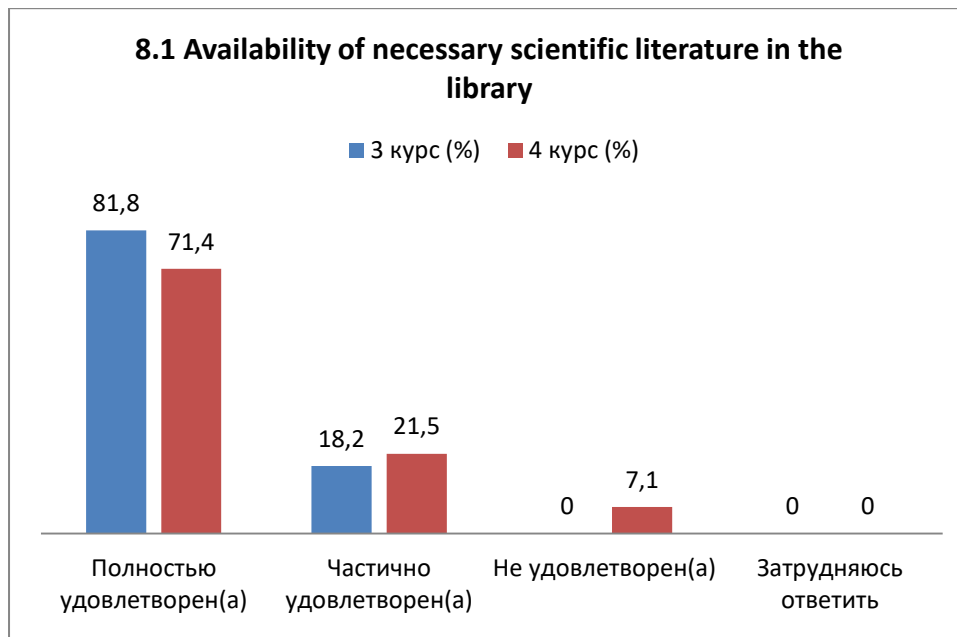
If you answered «not satisfied» to the previous question, please provide recommendations for improvement provided services _____

8.1 Availability of necessary scientific literature in the library

Answer options	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	81.8	71.4
<i>Partially satisfied</i>	18.2	21.5
<i>Not satisfied</i>	-	7.1

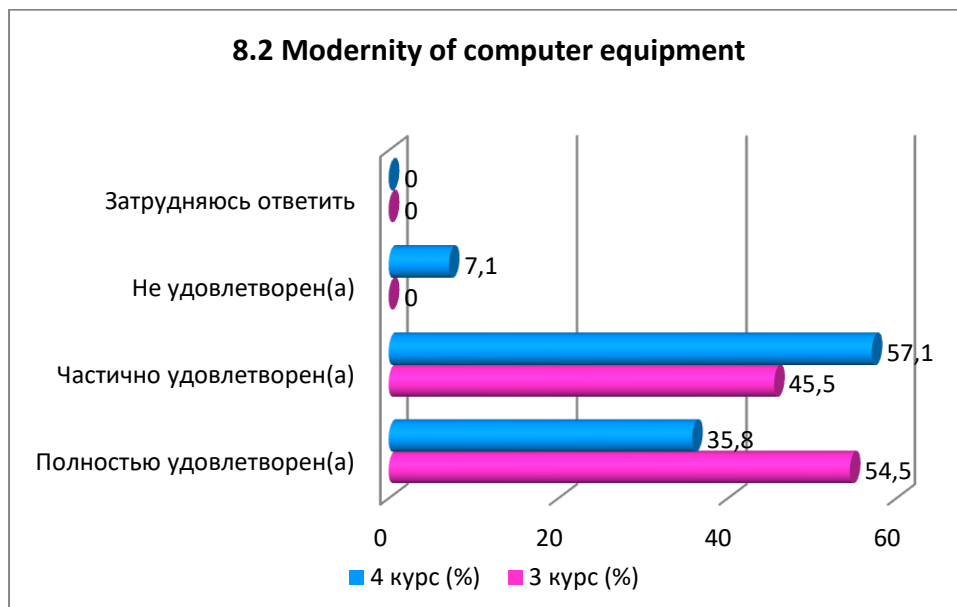
*The students' answers to the option "other" and "if you answered "not satisfied..." to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

<i>I find it difficult to answer</i>	-	-
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8.2 Modernity of computer equipment

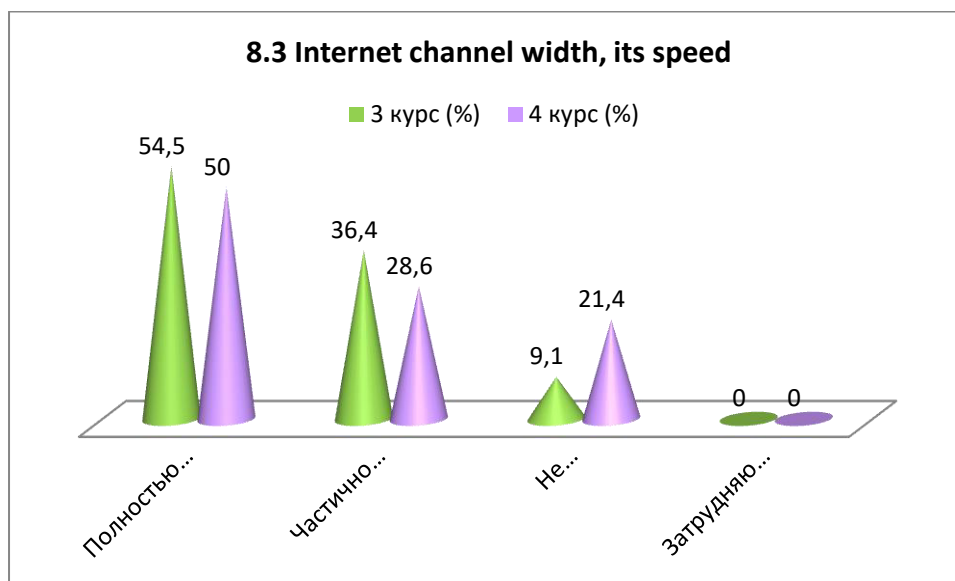
Answer options	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	54.5	35.8
<i>Partially satisfied</i>	45.5	57.1
<i>Not satisfied</i>	-	7.1
<i>I find it difficult to answer</i>	-	-



8.3 Internet channel width, its speed

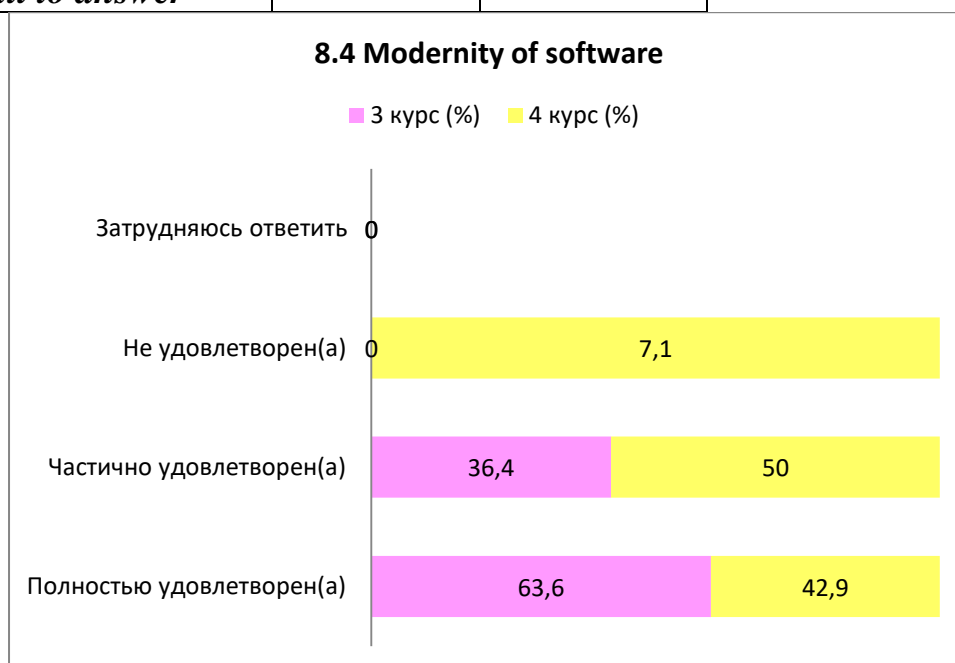
Answer options	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	54.5	50
<i>Partially satisfied</i>	36.4	28.6

<i>Not satisfied</i>	9.1	21.4
<i>I find it difficult to answer</i>	-	-



8.4 Modernity of software

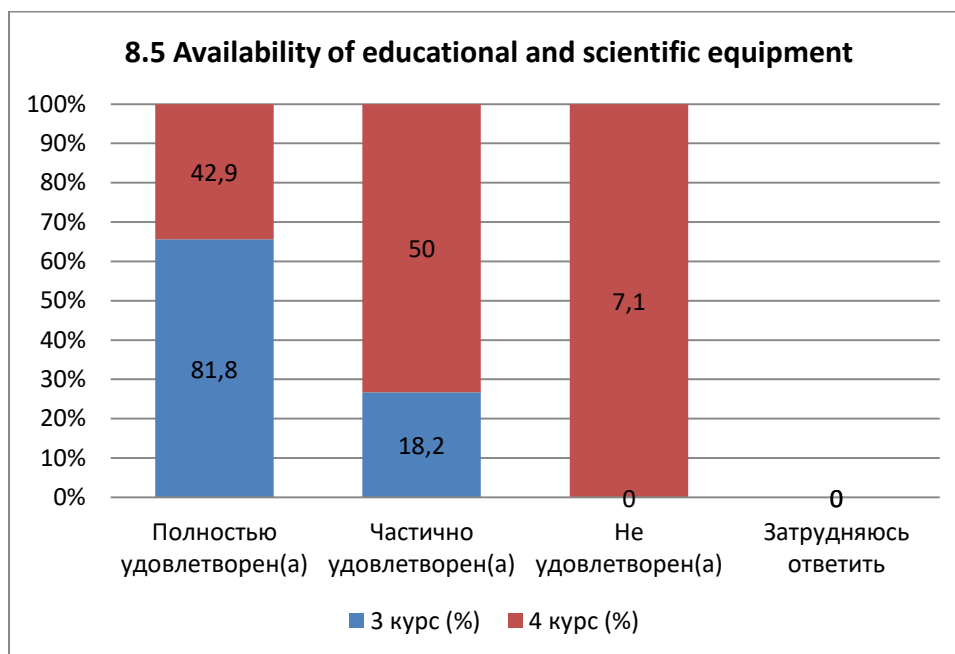
Answer options	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	63.6	42.9
<i>Partially satisfied</i>	36.4	50
<i>Not satisfied</i>	-	7.1
<i>I find it difficult to answer</i>	-	-



8.5 Availability of educational and scientific equipment

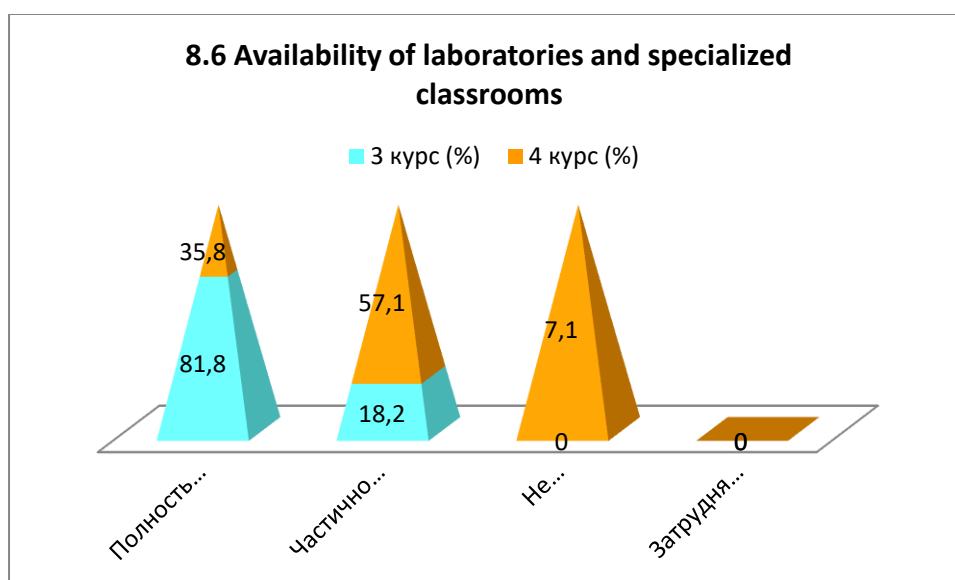
Answer options	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	81.8	42.9
<i>Partially satisfied</i>	18.2	50

<i>Not satisfied</i>	-	7.1
<i>I find it difficult to answer</i>	-	-



8.6 Availability of laboratories and specialized classrooms

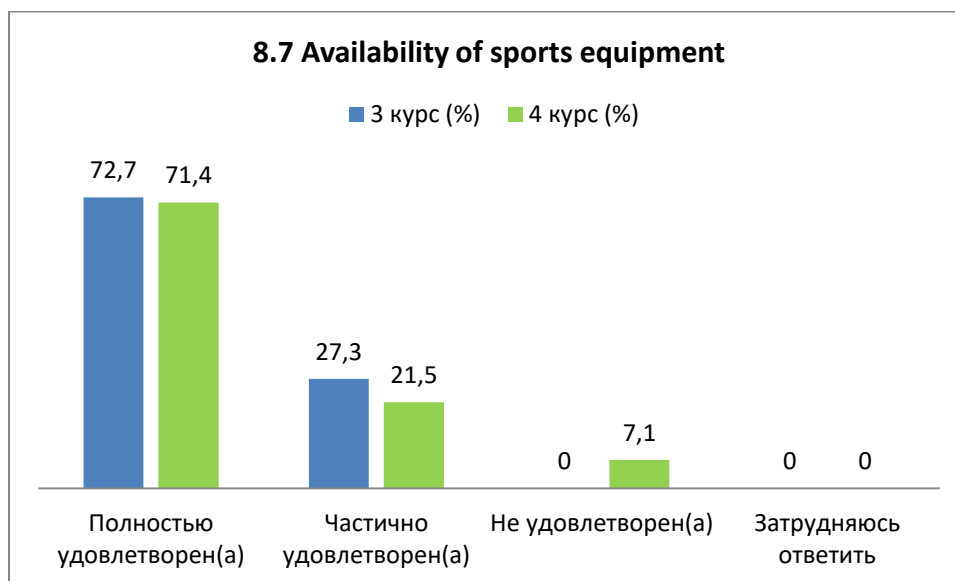
Answer options	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	81.8	35.8
<i>Partially satisfied</i>	18.2	57.1
<i>Not satisfied</i>	-	7.1
<i>I find it difficult to answer</i>	-	-



8.7 Availability of sports equipment

Answer options	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	72.7	71.4
<i>Partially satisfied</i>	27.3	21.5

<i>Not satisfied</i>	-	7.1
<i>I find it difficult to answer</i>	-	-



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	3rd year (%)	4th year (%)
<i>Obtain a high level of knowledge</i>	54.5	35.8
<i>Receive a diploma of completion</i>	54.5	42.9
<i>Gain the ability to master new knowledge that will help you quickly adapt to the workplace</i>	18.2	28.6
<i>Gain practical skills that you can immediately use in your work</i>	27.3	14.3
<i>Get a diploma, the prestige of the university does not matter</i>	-	7.1
<i>Graduate from a prestigious university</i>	9.1	7.1
<i>Get a high-paying profession</i>	27.3	35.8
<i>Get a profession that is interesting and matches your abilities</i>	18.2	14.3
<i>Get a diploma with high marks</i>	9.1	-
<i>You only need to learn what is interesting or will be needed in your future studies (work)</i>	-	7.1
<i>Graduate from this particular university, it doesn't matter what specialty</i>	-	14.3
<i>It doesn't really matter which university you go to to get this specialty.</i>	-	-

*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)



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

The quality of educational services at the university depends on a whole range of factors. A special place in it belongs to the educational process. Correct and effective organization of the educational process is the key to successful and high-quality training of specialists. The results of the survey «Satisfaction of 2-5 year students with educational services» indicate a high degree of satisfaction among respondents the learning process at the university. 96.4% of respondents were satisfied with the learning process. A small proportion of students (3.6%) expressed dissatisfaction without giving reasons.

The highest values of the satisfaction indicator (rating «excellent quality») according to the criteria:

- class schedule (92.9%);
- organization of independent work (92.9%);
- organization and implementation of the SIWT (92.9%);
- organization and implementation of laboratory work (92.9%);
- the ability to access full-text databases of scientific publications (92.9%);
- satisfaction with the library's work (92.8%);
- organization of food services at the university (92.8%).

Students rated the following criteria as «good quality»: living conditions in the dormitory (89.3%), quality of medical care (89.3%), quality of internship (82.1%).

To the question «What is your attitude towards the quality of the organization of the educational process?» the majority of students (89.3%) answered that they have no

particular complaints. The data obtained indicate an improvement in the quality of the organization of the educational process compared to the 2022-2023 academic year.

However, there is a small proportion of respondents who selected answers such as «Dissatisfaction with the quality of classes» (7.1%), «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 82.1% 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, and establishing internal and external integration links.

The psychological climate at the university is characterized by friendly relations between students, teachers and university staff. Such a climate creates a supportive and inspiring environment for students' learning and development.

72.1% of students do not participate in the university's scientific work. Students explain their non-participation in scientific work by various factors, such as being overloaded with studies and work, lack of motivation, and lack of interest in scientific work.

Despite the availability of various opportunities for personal development at the university, such as sports sections, creative clubs and the student trade union «zhas orda», more than half of students (55.8%) do not use them. Only one of the students indicated in an open version the reason for his dissatisfaction*: «I wanted to join a sports section, but no one talked about it. »

The university's material resources fully satisfy the needs of the majority of students surveyed.

To the question «What is most important for you to get as a result of studying at your university?» in first place, students put «To get a diploma of completion» - 48.7%. Next – «To get a high level of knowledge» - 45.1%. In third place is «To get a highly paid profession» - 31.5%.

Overall, the survey results indicate the need to further improve the university's work to increase students' awareness of the possibilities of academic mobility, improve the quality of the educational process, and create conditions for the active involvement of students in scientific and extracurricular activities.

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.

*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.