

Report
on the results of the survey
“Satisfaction of 2-5 year students with educational services”
in 2023 – 2024 academic year
Department: Architecture and Design
Specialty: 6B02101 Design

In October 2023, the Center of Quality Management and Accreditation conducted an annual survey on the satisfaction of 2-5 year students with the quality of services provided.

The survey purpose: To identify the degree of respondents' satisfaction with the quality of the educational services provided and the other areas of the University activities.

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

In specialty 6B02101 Design, 18 respondents took part in the survey.

- 4 year – 18 students (100%).

Mode of training

- Budget – 6 students (33,3%);
- Paid – 12 students (66,7%).

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

Indicators:

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

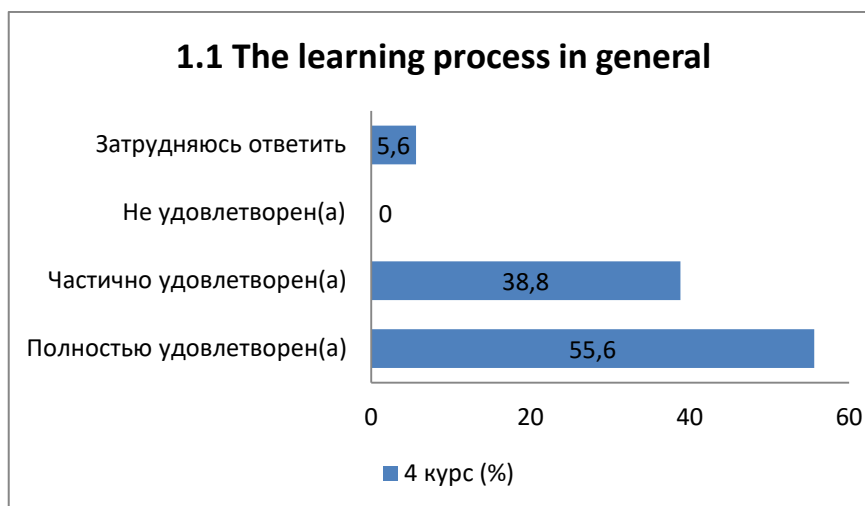
1.1 The learning process in general
1.2 Class schedule
1.3 Organization of independent work
1.4 Practices
1.5 Organizing and conducting SIWT
1.6 Organizing and conducting laboratory work
1.7 Satisfaction with the library work
1.8 Possibility of access to full-text databases of scientific publications
1.9 Living conditions in the hostel
1.10 Quality of medical care
1.11 Catering at the University (prices, product range, quality of prepared dishes)

Other _____

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

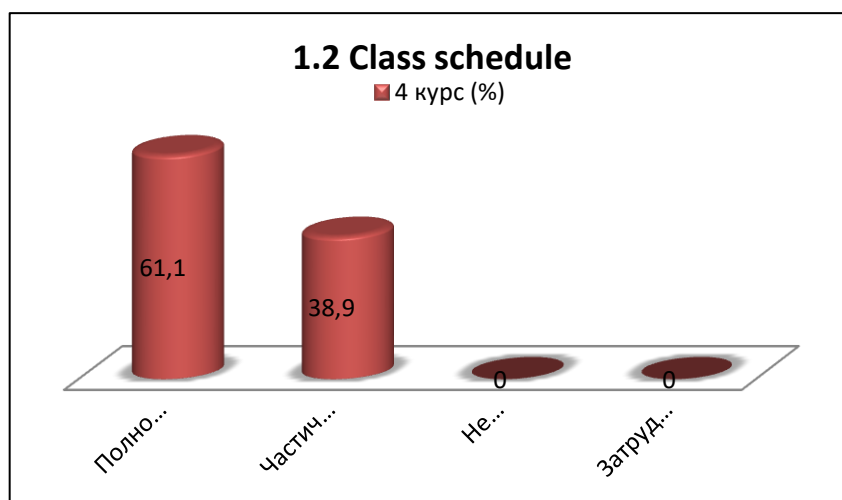
1.1 The learning process in general

Answer options	4 year (%)
<i>Completely satisfied</i>	55.6
<i>Partially satisfied</i>	38.8
<i>Not satisfied</i>	-
<i>I find it difficult to answer</i>	5.6



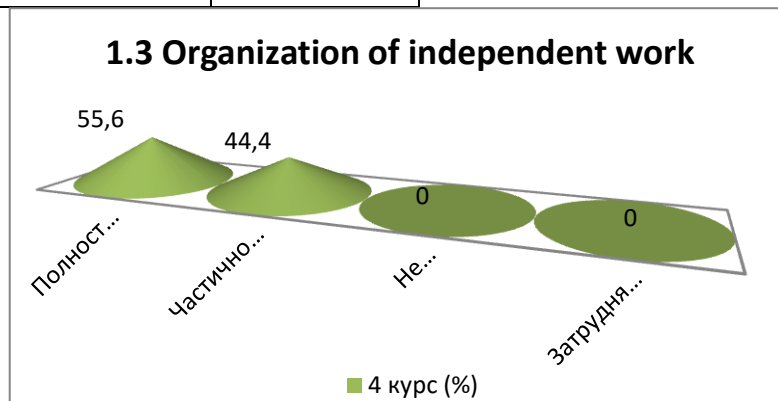
1.2 Class schedule

Answer options	4 year (%)
<i>Completely satisfied</i>	61,1
<i>Partially satisfied</i>	38,9
<i>Not satisfied</i>	-
<i>I find it difficult to answer</i>	-



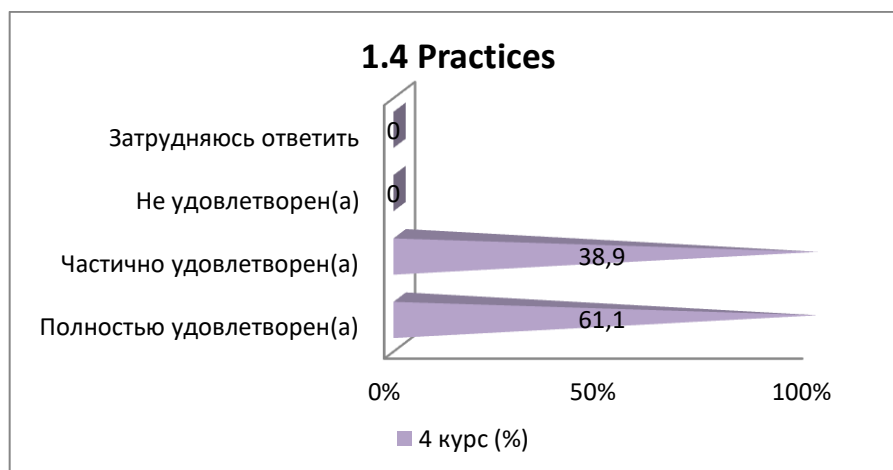
1.3 Organization of independent work

Answer options	4 year (%)
<i>Completely satisfied</i>	55,6
<i>Partially satisfied</i>	44,4
<i>Not satisfied</i>	-
<i>I find it difficult to answer</i>	-



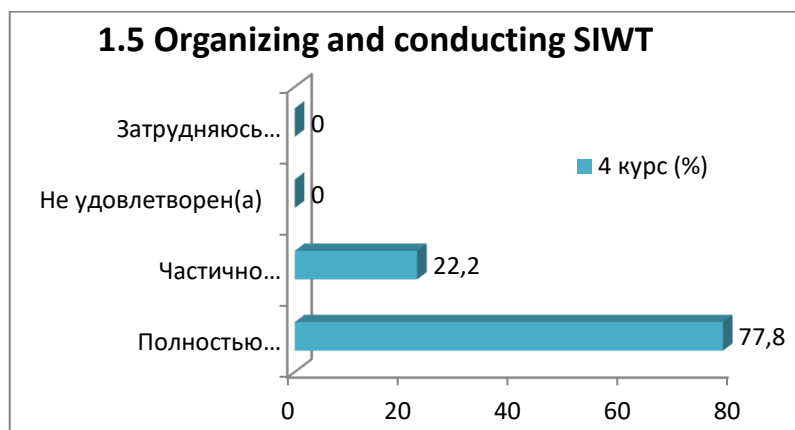
1.4 Practices

Answer options	4 year (%)
<i>Completely satisfied</i>	61.1
<i>Partially satisfied</i>	38.9
<i>Not satisfied</i>	-
<i>I find it difficult to answer</i>	-



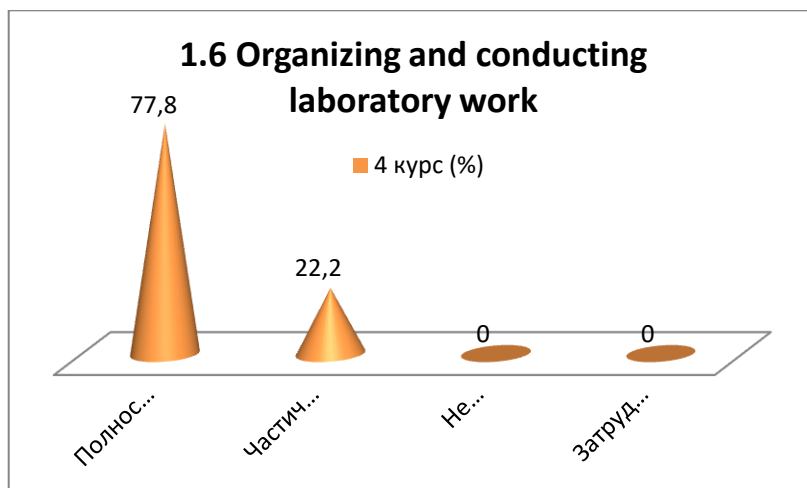
1.5 Organizing and conducting SIWT

Answer options	4 year (%)
<i>Completely satisfied</i>	77.8
<i>Partially satisfied</i>	22.2
<i>Not satisfied</i>	-
<i>I find it difficult to answer</i>	-



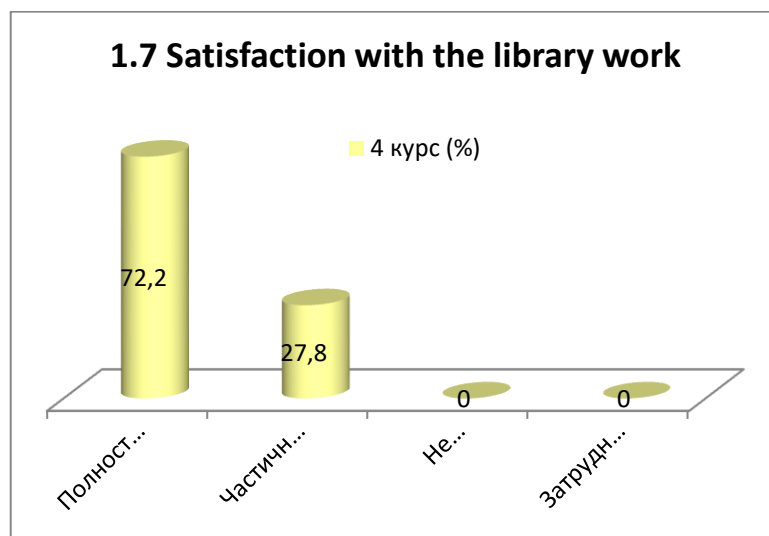
1.6 Organizing and conducting laboratory work

Answer options	4 year (%)
<i>Completely satisfied</i>	77.8
<i>Partially satisfied</i>	22.2
<i>Not satisfied</i>	-
<i>I find it difficult to answer</i>	-



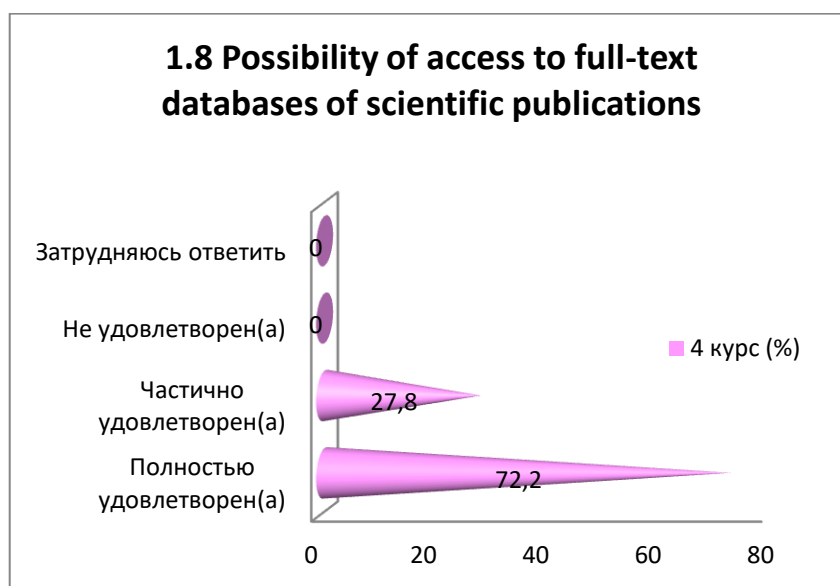
1.7 Satisfaction with the library work

Answer options	4 year (%)
<i>Completely satisfied</i>	72.2
<i>Partially satisfied</i>	27.8
<i>Not satisfied</i>	-
<i>I find it difficult to answer</i>	-



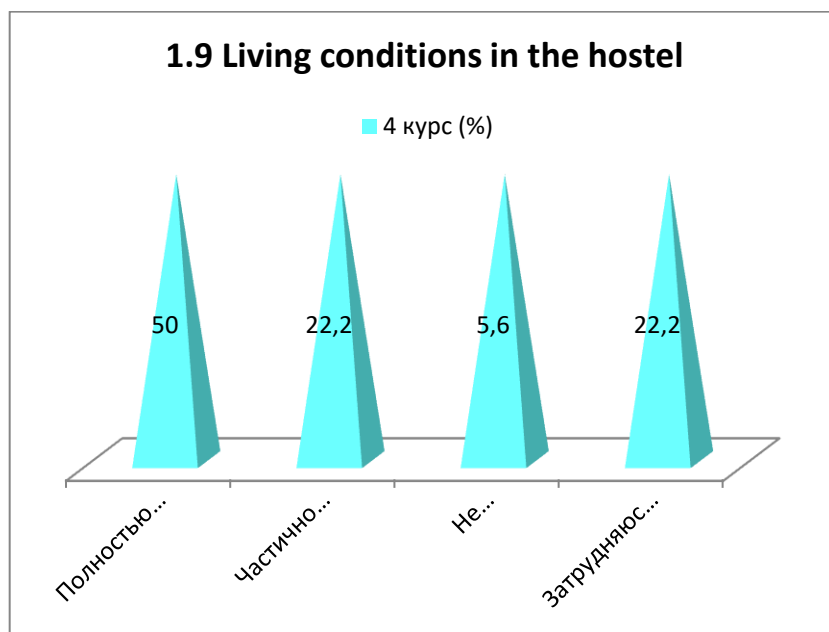
1.8 Possibility of access to full-text databases of scientific publications

Answer options	4 year (%)
<i>Completely satisfied</i>	72.2
<i>Partially satisfied</i>	27.8
<i>Not satisfied</i>	-
<i>I find it difficult to answer</i>	-



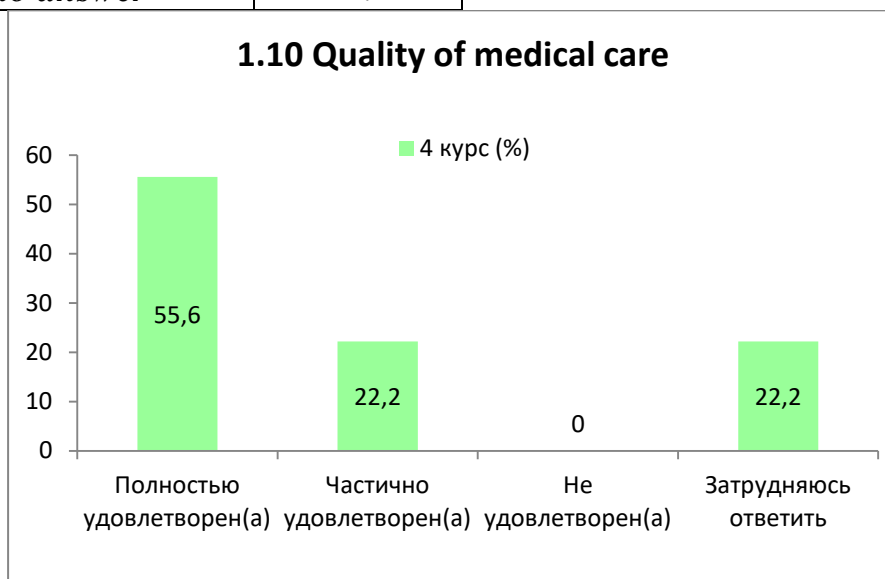
1.9 Living conditions in the hostel

Answer options	4 year (%)
<i>Completely satisfied</i>	50
<i>Partially satisfied</i>	22.2
<i>Not satisfied</i>	5.6
<i>I find it difficult to answer</i>	22.2



1.10 Quality of medical care

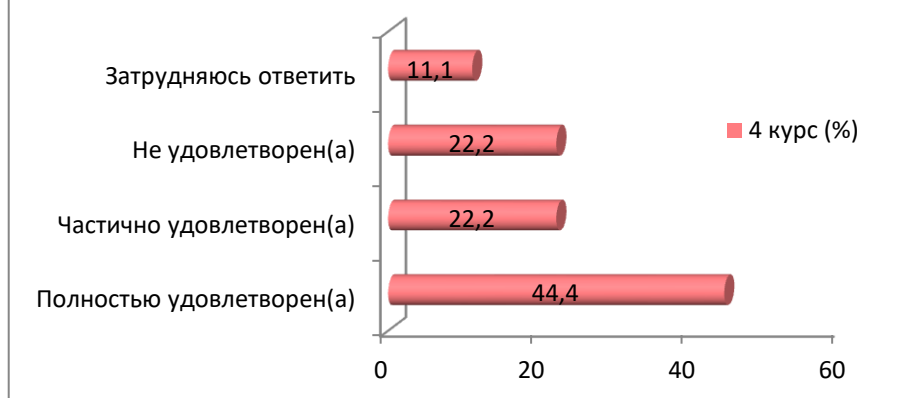
Answer options	4 year (%)
<i>Completely satisfied</i>	55.6
<i>Partially satisfied</i>	22.2
<i>Not satisfied</i>	-
<i>I find it difficult to answer</i>	22.2



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

Answer options	4 year (%)
<i>Completely satisfied</i>	44.4
<i>Partially satisfied</i>	22.2
<i>Not satisfied</i>	22.2
<i>I find it difficult to answer</i>	11.1

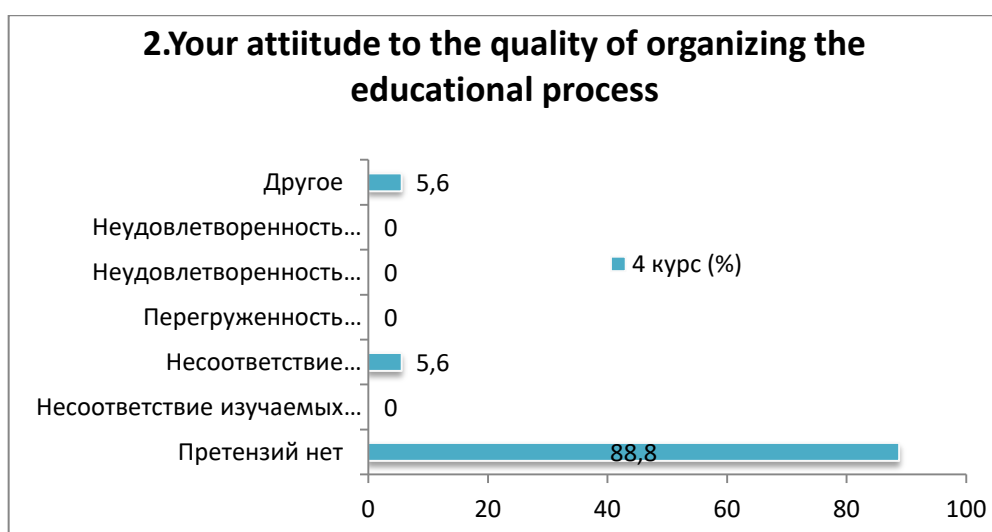
1.11 Catering at the University (prices, product range, quality of prepared dishes)



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

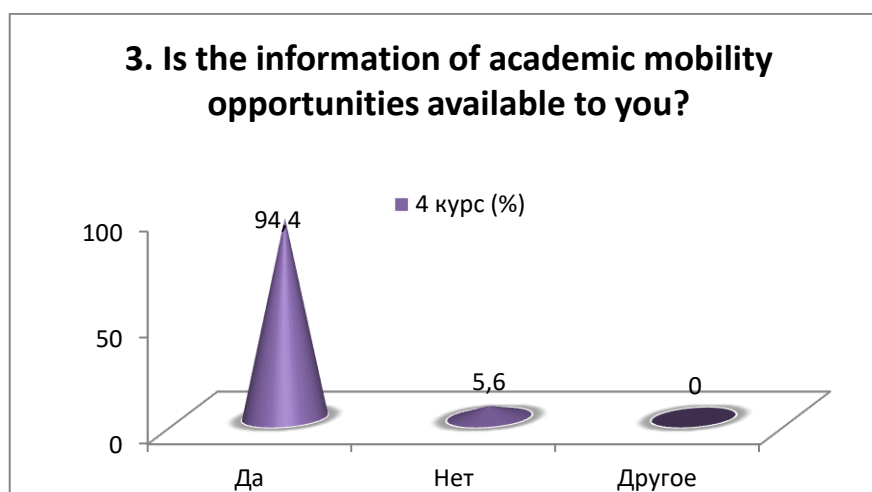
Answer options	4 year (%)
<i>No complaints</i>	88.8
<i>Discrepancy between the disciplines studied and the specialty obtained</i>	-
<i>Inconsistency between the importance of the subject and the number of hours</i>	5.6
<i>Overload with classroom activities</i>	-
<i>Dissatisfaction with the quality of classes</i>	-
<i>Dissatisfaction with the organization of tests and exams</i>	-
<i>Other</i>	5.6

For the option “Other”, students gave the following answer* :
 - I am satisfied with everything.



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

Answer options	4 year (%)
Yes	94.4
No	5.6
Other	-



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

- Language barrier.

4. What do you think the relationship is like

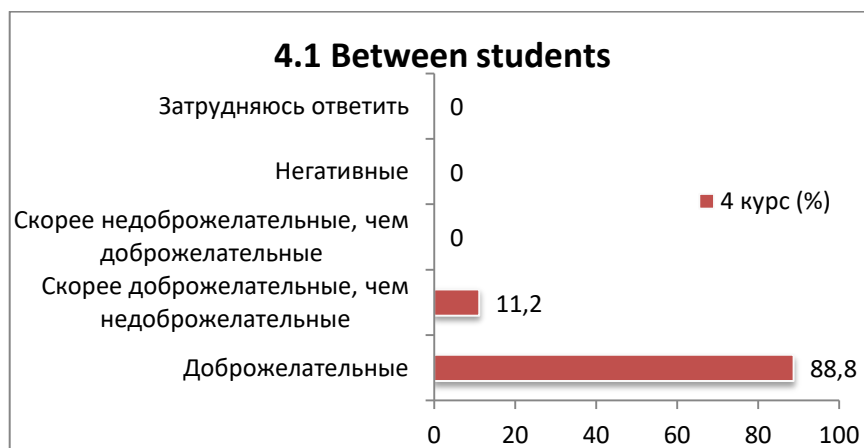
4.1 Between students
4.2 Between teachers and students (in the educational process)
4.3 Between a student and a supervisor
4.4 Between students and administration
4.5 Between students and employees of departments (library, student department, etc.)
4.6 Between students and security service

Other _____

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

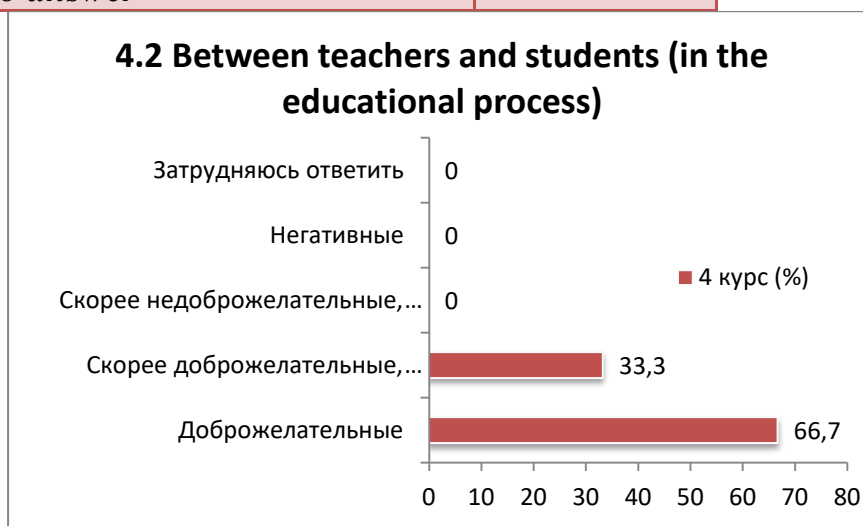
4.1 Between students

Answer options	4 year (%)
<i>Friendly</i>	88.8
<i>More friendly than unfriendly</i>	11.2
<i>More unfriendly than friendly</i>	-
<i>Negative</i>	-
<i>I find it difficult to answer</i>	-



4.2 Between teachers and students (in the educational process)

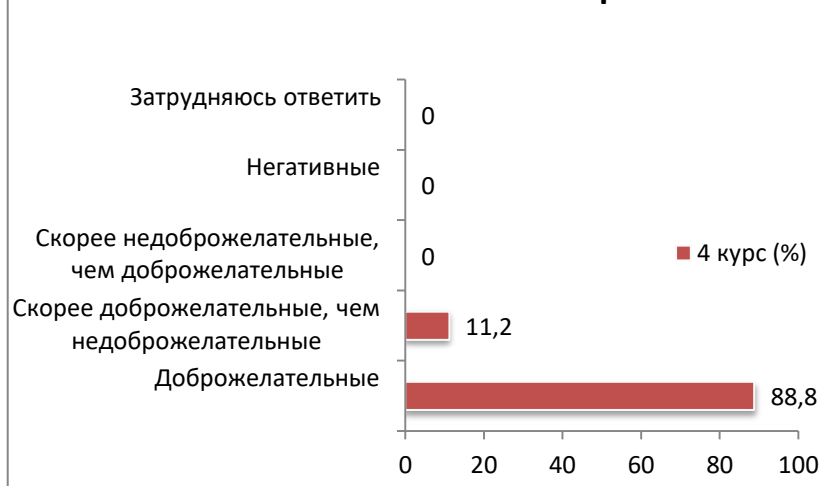
Answer options	4 year (%)
<i>Friendly</i>	66.7
<i>More friendly than unfriendly</i>	33.3
<i>More unfriendly than friendly</i>	-
<i>Negative</i>	-
<i>I find it difficult to answer</i>	-



4.3 Between a student and a supervisor

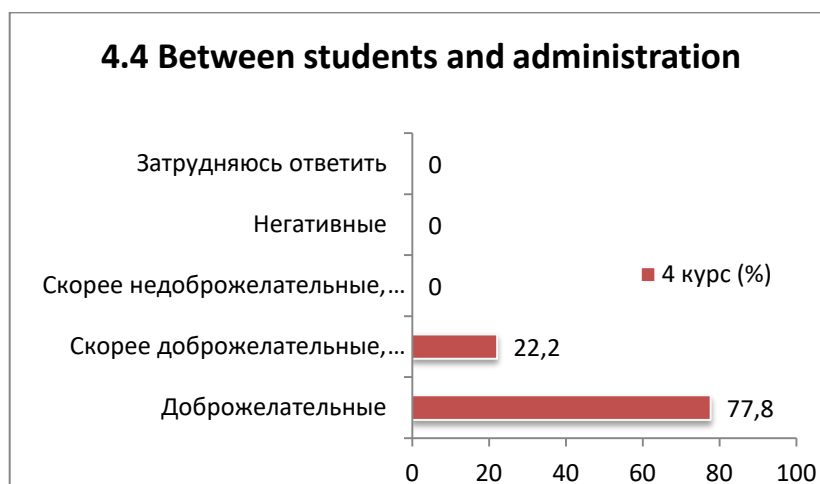
Answer options	4 year (%)
<i>Friendly</i>	88.8
<i>More friendly than unfriendly</i>	11.2
<i>More unfriendly than friendly</i>	-
<i>Negative</i>	-
<i>I find it difficult to answer</i>	-

4.3 Between a student and a supervisor



4.4 Between students and administration

Answer options	4 year (%)
<i>Friendly</i>	77.8
<i>More friendly than unfriendly</i>	22.2
<i>More unfriendly than friendly</i>	-
<i>Negative</i>	-
<i>I find it difficult to answer</i>	-



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

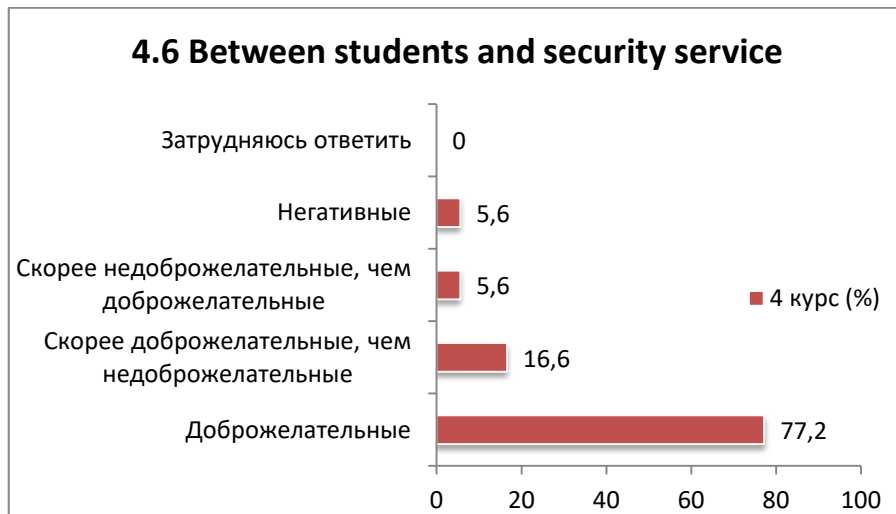
Answer options	4 year (%)
<i>Friendly</i>	83.3
<i>More friendly than unfriendly</i>	16.7
<i>More unfriendly than friendly</i>	-
<i>Negative</i>	-
<i>I find it difficult to answer</i>	-

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



4.6 Between students and security service

Answer options	4 year (%)
<i>Friendly</i>	77.2
<i>More friendly than unfriendly</i>	16.6
<i>More unfriendly than friendly</i>	5.6
<i>Negative</i>	5.6
<i>I find it difficult to answer</i>	-

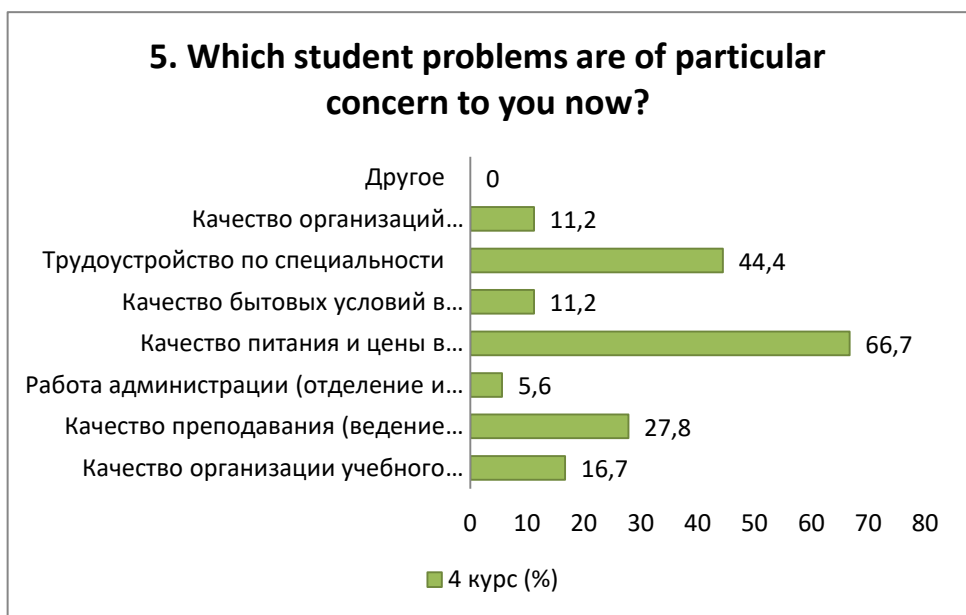


5. Which student problems are of particular concern to you now? (choose no more than 3 answer options)

Answer options	4 year (%)
<i>Quality of organizing the educational process</i>	16.7
<i>Quality of teaching (class conducting, assessment of knowledge, etc.)</i>	27.8
<i>Administration work (department, etc.)</i>	5.6
<i>Quality of food and prices in the student canteen</i>	66.7
<i>Quality of living conditions in the hostel</i>	11.2
Answer options	44.4

<i>Quality of organizing the educational process</i>	11.2
<i>Quality of teaching (class conducting, assessment of knowledge, etc.)</i>	-

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



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

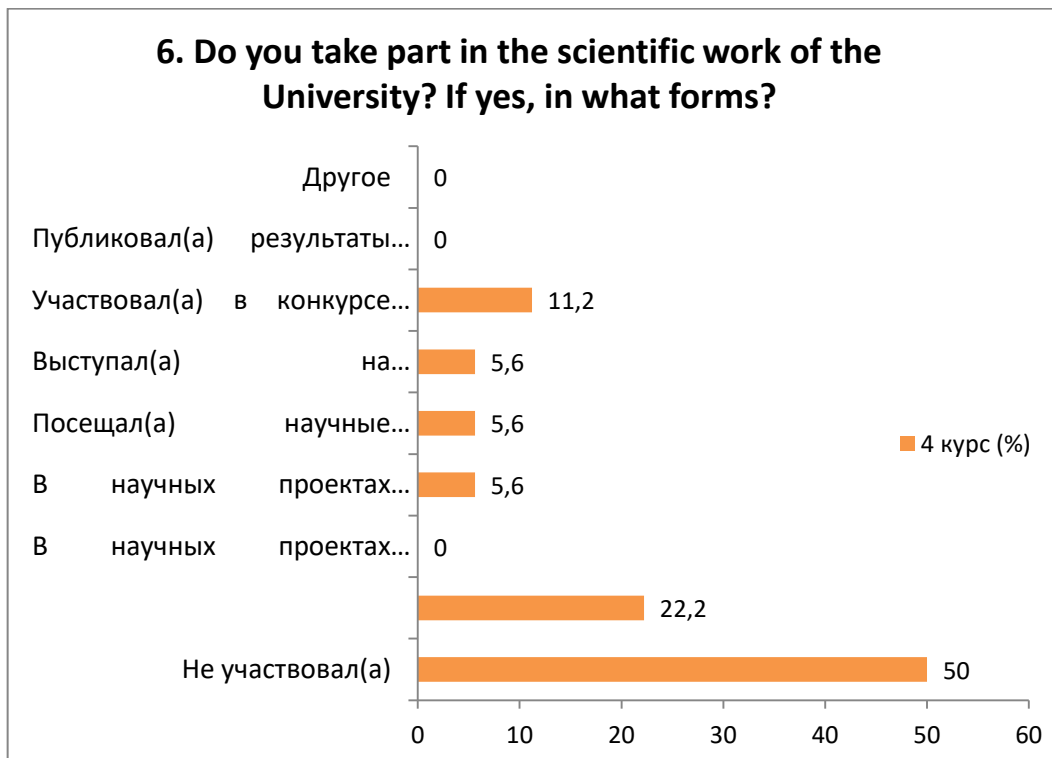
Answer options	4 year (%)
<i>Do not participate</i>	50
<i>Sometimes, when it is necessary for formal reasons</i>	22.2
<i>In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.</i>	-
<i>In scientific projects of laboratories, clubs, circles, etc. free of charge</i>	5.6
<i>Attend scientific seminars, clubs and other scientific events</i>	5.6
<i>Speaker at a conference (including a student conference), scientific seminar</i>	5.6
<i>Participated in the competition of scientific student works</i>	11.2
<i>Published the results of his research (including in student collections)</i>	-
	-

* 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” the students indicated the following options*:

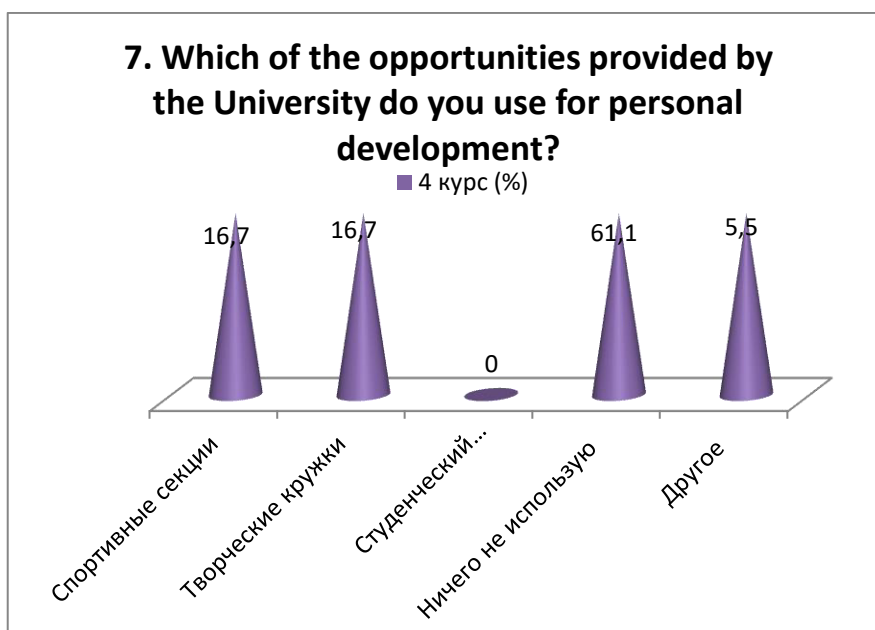
- participated only in competitions;
- no time.

6. Do you take part in the scientific work of the University? If yes, in what forms?



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

Answer options	4 year (%)
<i>Sport sections</i>	16.7
<i>Creative clubs</i>	16.7
<i>Student trade union committee "Zhas Orda"</i>	-
<i>I don't use anything</i>	61.1
<i>Other (your option)</i>	5.5



For the option "Other", students indicated the following options*:
 - Participation in academic mobility.

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

- Organization of bus routes to satellite cities;
- Not interested;
- Not enough time;
- No information of this matter.

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

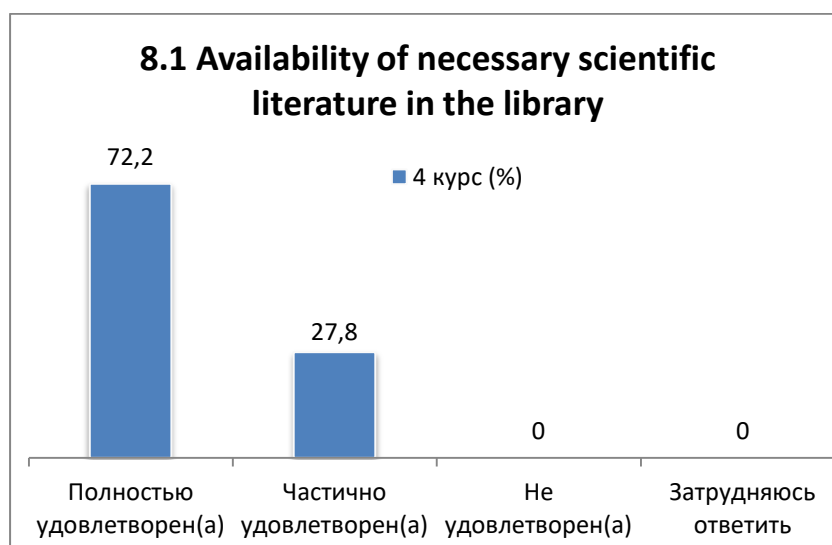
8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet channel width, its speed
8.4 Software modernity
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability of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

Other _____

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

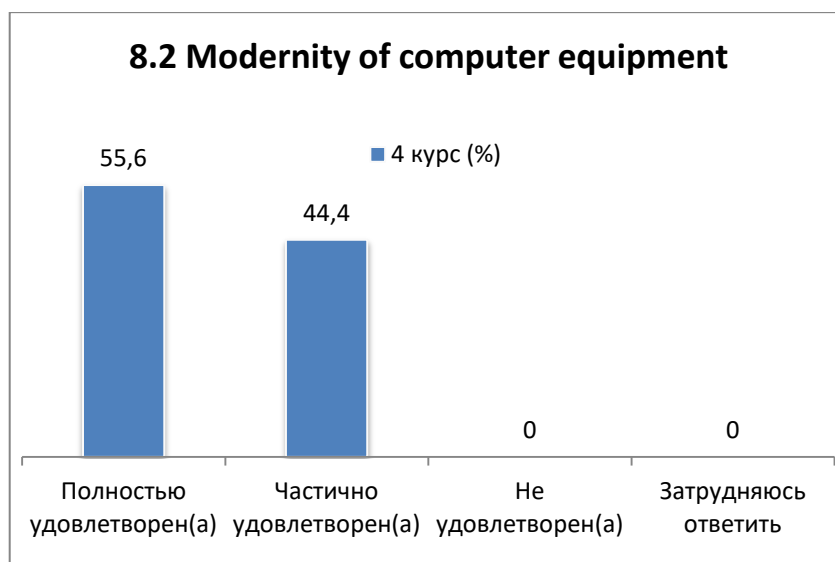
8.1 Availability of necessary scientific literature in the library

Answer options	4 year (%)
<i>Completely satisfied</i>	72.2
<i>Partially satisfied</i>	27.8
<i>Not satisfied</i>	-
<i>I find it difficult to answer</i>	-



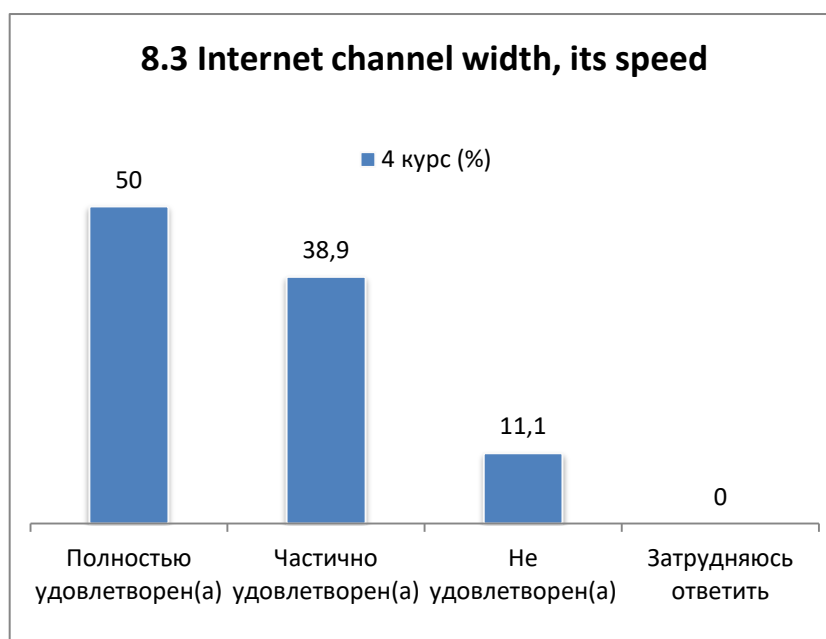
8.2 Modernity of computer equipment

Answer options	4 year (%)
<i>Completely satisfied</i>	55.6
<i>Partially satisfied</i>	44.4
<i>Not satisfied</i>	-
<i>I find it difficult to answer</i>	-



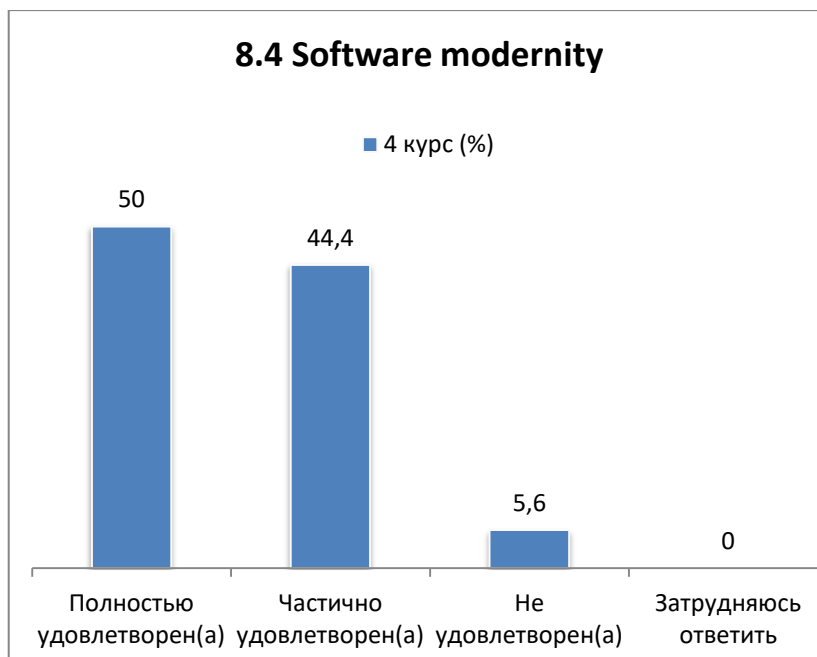
8.3 Internet channel width, its speed

Answer options	4 year (%)
<i>Completely satisfied</i>	50
<i>Partially satisfied</i>	38.9
<i>Not satisfied</i>	11.1
<i>I find it difficult to answer</i>	-



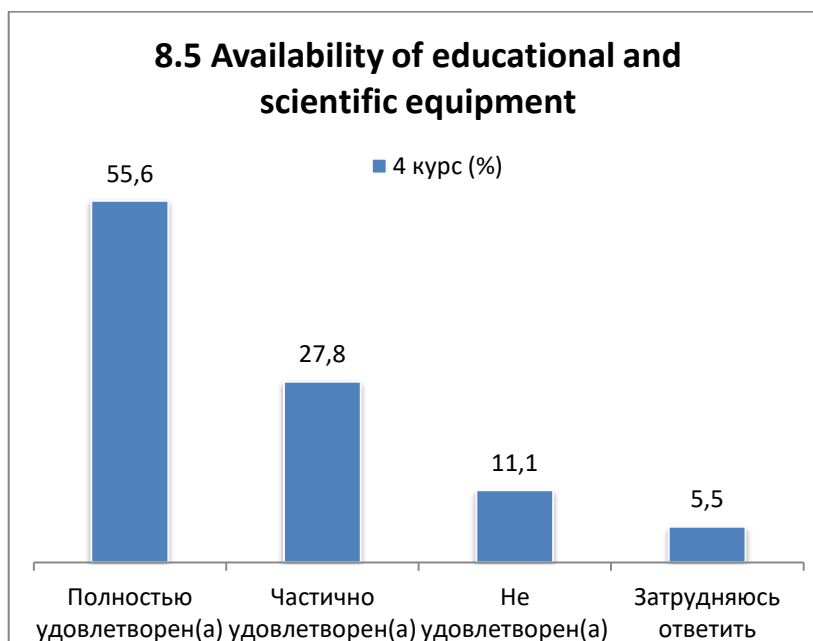
8.4 Software modernity

Answer options	4 year (%)
<i>Completely satisfied</i>	50
<i>Partially satisfied</i>	44.4
<i>Not satisfied</i>	5.6
<i>I find it difficult to answer</i>	-



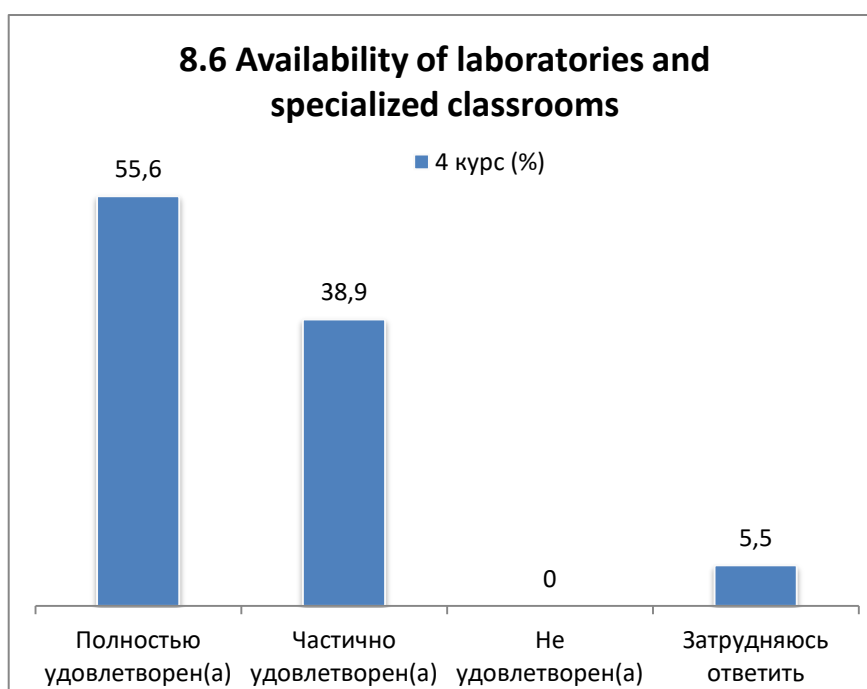
8.5 Availability of educational and scientific equipment

Answer options	4 year (%)
<i>Completely satisfied</i>	55.6
<i>Partially satisfied</i>	27.8
<i>Not satisfied</i>	11.1
<i>I find it difficult to answer</i>	5.5



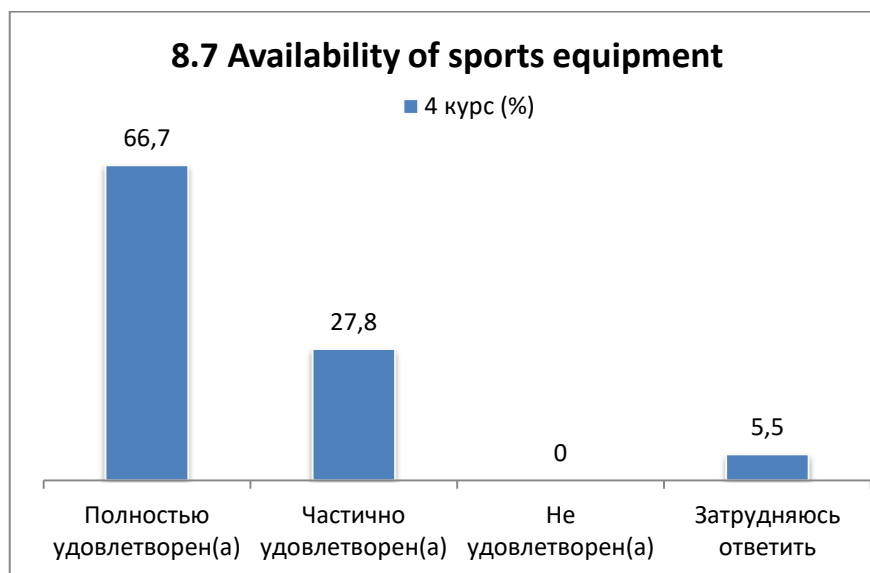
8.6 Availability of laboratories and specialized classrooms

Answer options	4 year (%)
<i>Completely satisfied</i>	55.6
<i>Partially satisfied</i>	38.9
<i>Not satisfied</i>	-
<i>I find it difficult to answer</i>	5.5



8.7 Availability of sports equipment

Answer options	4 year (%)
<i>Completely satisfied</i>	66.7
<i>Partially satisfied</i>	27.8
<i>Not satisfied</i>	-
<i>I find it difficult to answer</i>	5.5



9. What is more important for you to get as a result of studying at the University?
(You can select one or more answer options)

Answer options	4 year (%)
<i>Acquiring a high level of knowledge</i>	83.3
<i>Receiving a diploma of completion</i>	50
<i>Gaining the ability to acquire new knowledge that will help one to quickly adapt to the workplace</i>	66.7
<i>Gaining practical skills that one can immediately use at work</i>	44.4
<i>Receiving a diploma, the prestige of the university does not matter</i>	5.6
<i>Graduating from a prestigious university</i>	-
<i>Acquiring a highly paid profession</i>	22.2
<i>Acquiring a profession that is interesting and matches one's abilities</i>	33.3
<i>Receiving a diploma with high grades</i>	5.6
<i>One should learn only what is interesting or will be needed in further study (work)</i>	11.1
<i>It's not so important in what specialty to graduate from this particular university</i>	-
<i>Getting this specialty is not so important in which university.</i>	5.6

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

9. What is more important for you yo get as a results of studying at the University?



Please write your suggestions, wishes, as well as what questions in your opinion need to be added to this questionnaire to improve the training program, to improve the quality of services provided, to improve the quality of distance learning and the other areas of the University activities. (Students' answers are presented in the original. The author's spelling and punctuation have been preserved):

- It seems that all the necessary questions are included.

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

The results of the survey of 2-5 year students showed generally positive student satisfaction with the quality of the educational process at the University. The majority of students (94.4%) are satisfied with the extent to which the educational process corresponds to their inclinations, interests and capabilities. The remaining 5.6% were in the uncertainty zone (found it difficult to answer).

The students rated the following criteria as "excellent quality":

- class schedule;
- organization of independent work;
- practices;
- organizing and conducting independent work
- organizing and conducting laboratory work;
- satisfaction with the work of the library;
- the ability to access full-text databases of scientific publications. The proportion of respondents who indicated full or partial satisfaction with these criteria was 100%.

The students rated the following criteria as "good quality": the quality of medical care (77.8%), living conditions in the hostel (72.2%), and catering at the University (66.6%).

The question "What is your attitude to the quality of the organization of the educational process?" was answered by the majority (88.8%) of students that they had no special complaints. The data obtained indicate an improvement in the quality of the organization of the educational process by 13.6% compared to the 2022-2023 academic year.

Nevertheless, there is a small part of the respondents who noted such an answer as "Inconsistency of the importance of the subject with the number of hours" - 5.6%. But this fact is difficult to establish, since the respondents do not write explanations for their answers.

A survey of students on the availability of the information of academic mobility at the University revealed that 94.4% of respondents were informed of the possibilities of academic mobility. This indicates the successful implementation of the outgoing and incoming academic mobility program aimed at improving the quality of higher education, the effectiveness of scientific research and the establishment of integration links. The psychological climate at the University is characterized by friendly relations between students, teachers and other university staff, which creates positive motivation for obtaining a quality education and the formation of appropriate civic and personal positions of students.

More than half of the students (61.1%) of the University do not use the opportunities offered for personal development, such as sports sections, creative clubs and the student trade union "Zhas Orda". The reasons are limited time or absence of desire to use these opportunities.

Among the conditions for ensuring the quality of education, an important place is occupied by the material base of the University. The majority of students (94.5%) believe that the availability of laboratories and specialized classrooms is sufficient. At the same time, the share of respondents who noted full and partial satisfaction with the criteria of "availability of the necessary scientific literature in the library", "availability of modern computer equipment" is very high (100%).

94.4% of respondents are satisfied with the software modernity, 83.4% with the availability of educational and scientific equipment, and 94.5% with sports equipment.

11.1% of respondents are not satisfied with the speed of the Internet. At the same time, the majority of students (88.9%) have an increased level of satisfaction on this scale.

The question "What is more important for you to get as a result of studying at your university?" was in first place answered by students "Acquiring a high level of knowledge" - 83.3%; next is "Acquiring the ability to master new knowledge that will help to quickly adapt in the workplace" - 66.7%. In third place is "Receiving a diploma of completion" - 50%.

In general, the survey results indicate the need for further improvement of the University work to improve the quality of organizing the educational process, as well as forming the conditions for the active involvement of students in scientific and extracurricular activities.

Recommendations:

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

Students can request the survey results by email from the Center of Quality Management and Accreditation cqma_kstu@mail.ru.