Report
on the results of the survey
"Satisfaction of 2-5 year students with educational services"
in 2023 – 2024 academic year
Department: Mine Surveying and Geodesy
Specialty: 6B07303 Digital Aero Surveying

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 6B07303 Digital Aero Surveying, 126 respondents took part in the survey:

- 2 year – 37 students (60,7%);
- 3 year – 51 students (71,8%);
- 4 year – 37 students (63,8%).

Mode of training
- Budget – 116 students (92.1%);
- Paid – 10 students (7.9%).

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. _____
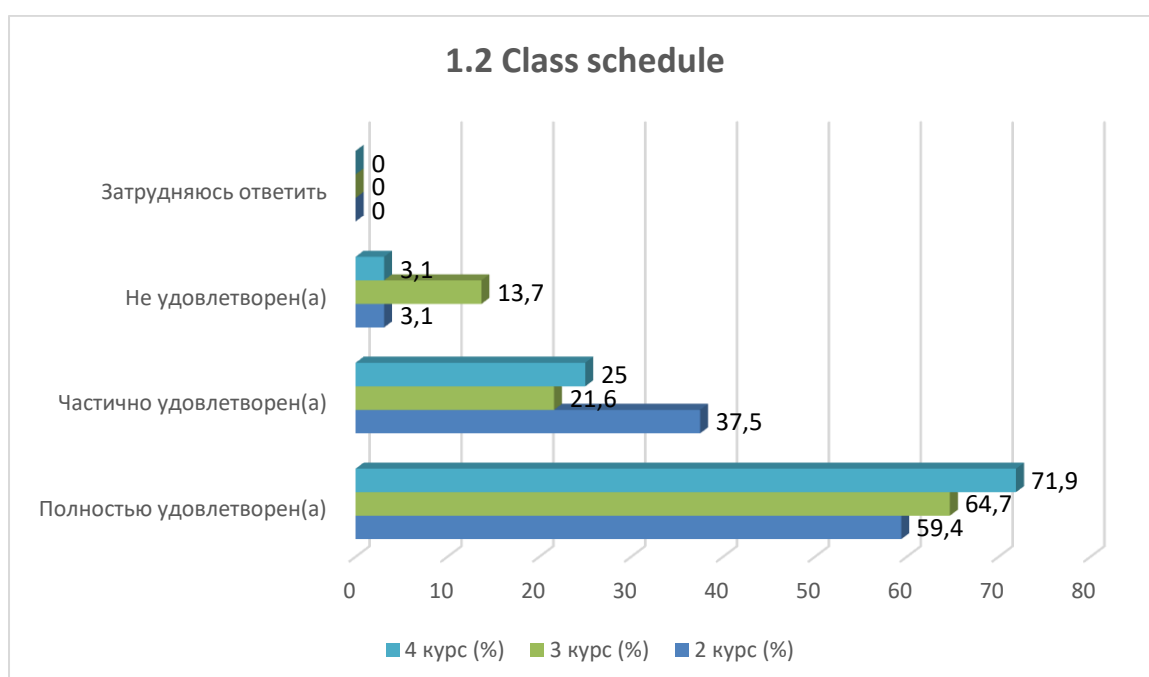
1.1 The learning process in general

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	75	84.3	81.3
Partially satisfied	21.9	13.7	15.6
Not satisfied	3.1	-	3.1
I find it difficult to answer	-	2	-
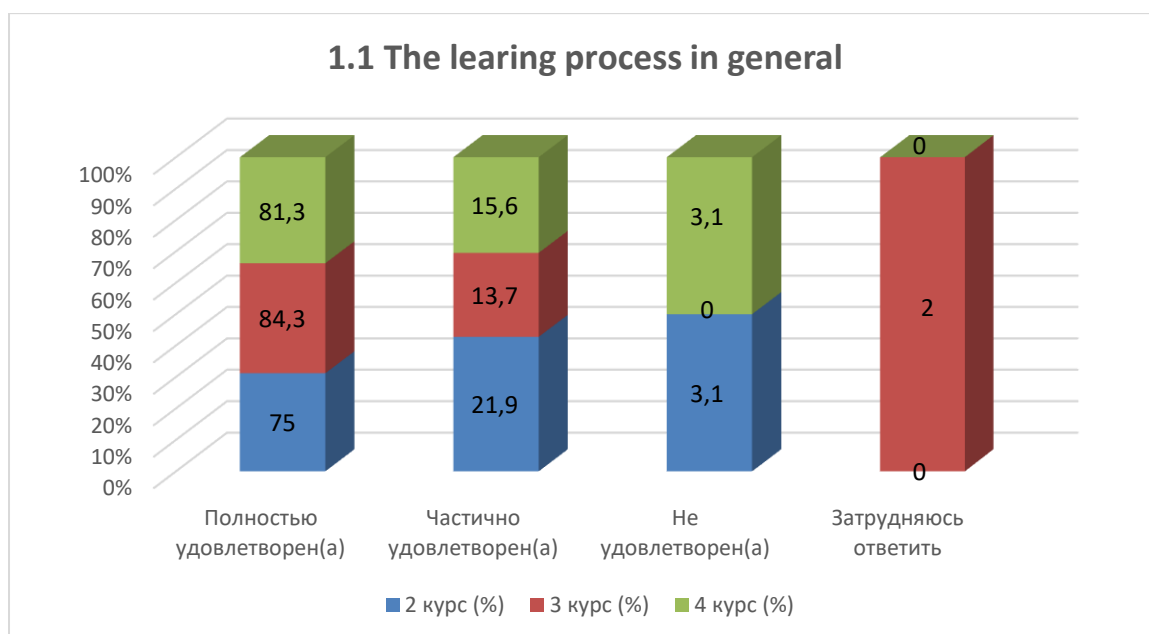
1.2 Class schedule

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	59.4	64.7	71.9
Partially satisfied	37.5	21.6	25
Not satisfied	3.1	13.7	3.1
I find it difficult to answer	-	-	-

1.3 Organization of independent work

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	56.3	74.5	68.8
Partially satisfied	37.5	23.5	28.1
Not satisfied	6.2	-	3.1
I find it difficult to answer	-	2	-
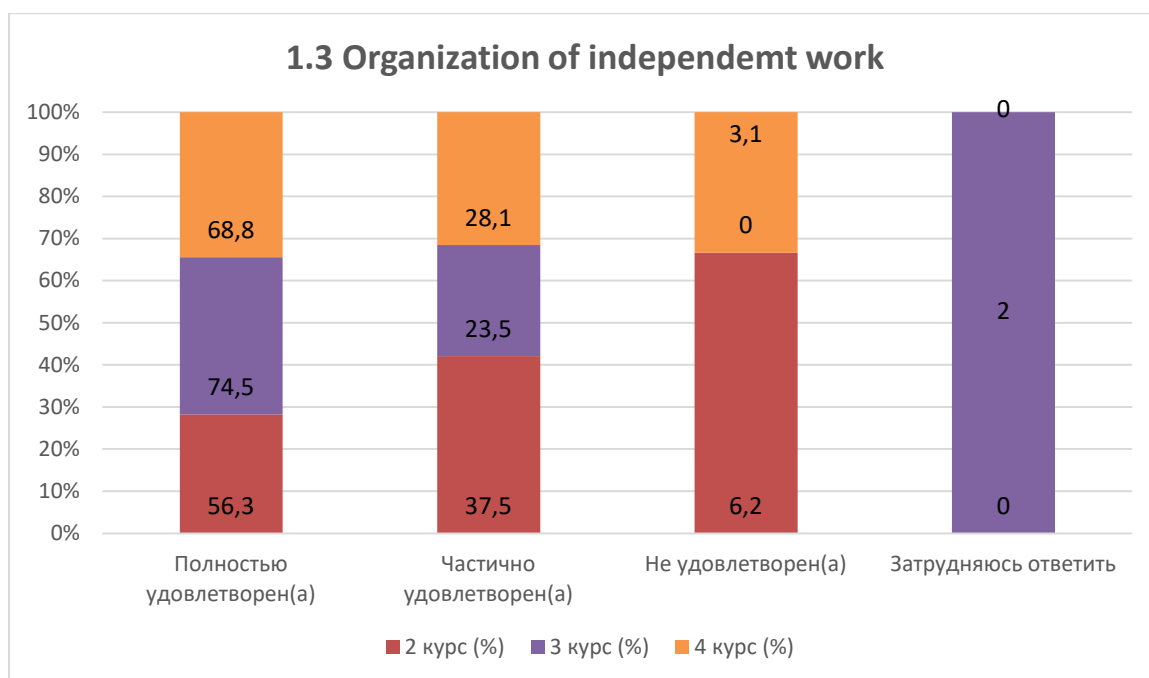
1.4 Practices

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	68.8	76.5	46.9
Partially satisfied	21.9	21.6	37.5
Not satisfied	9.3	1.9	12.5
I find it difficult to answer	-	-	3.1

1.4 Practices
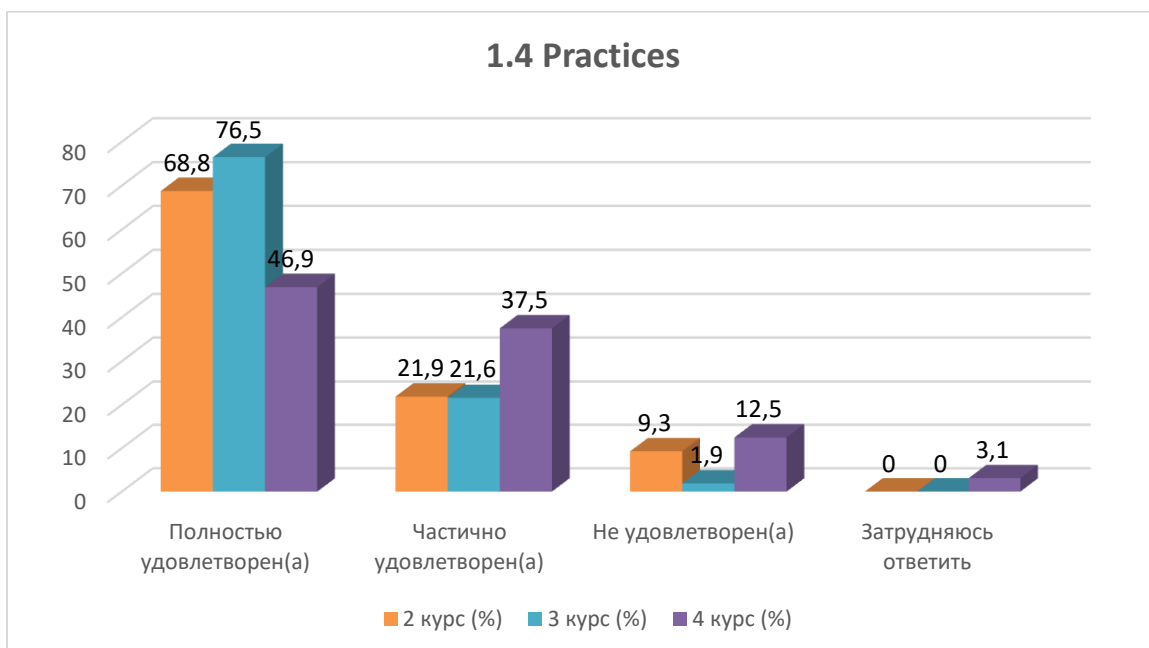
1.5 Organizing and conducting SIWT

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	62.5	78.4	78.1
Partially satisfied	25	17.6	21.9
Not satisfied	9.4	4	-
I find it difficult to answer	3.1	-	-

1.5 Organizng and conducting SIWT
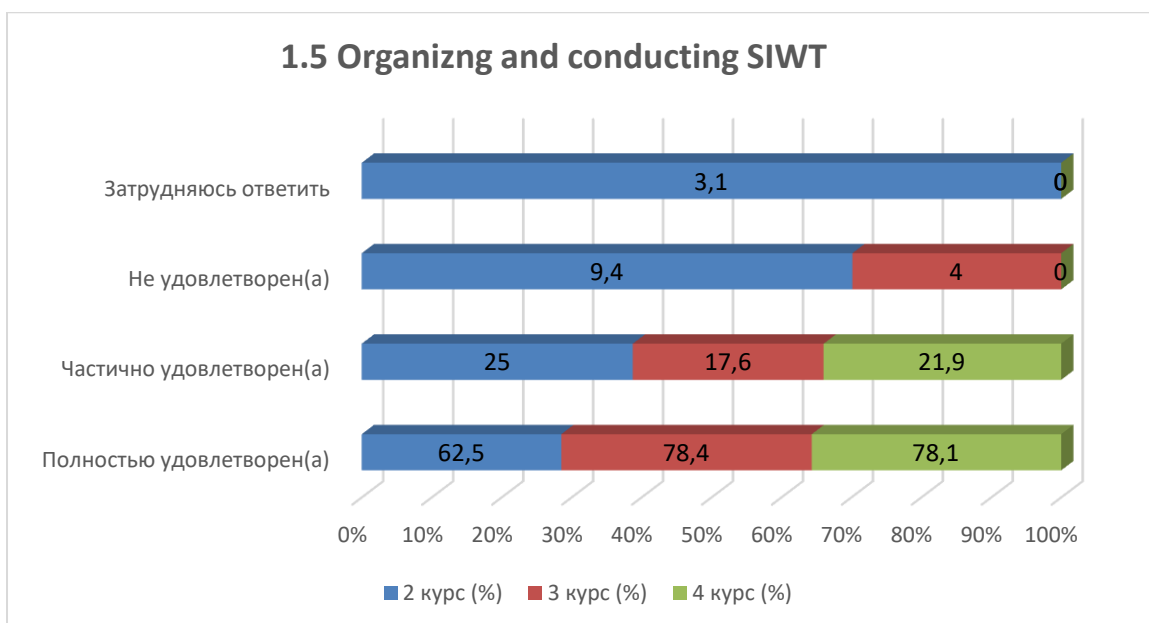
1.6 Organizing and conducting laboratory work

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	71.9	78.4	75
Partially satisfied	25	17.6	21.9
Not satisfied	-	4	-
I find it difficult to answer	3.1	-	3.1
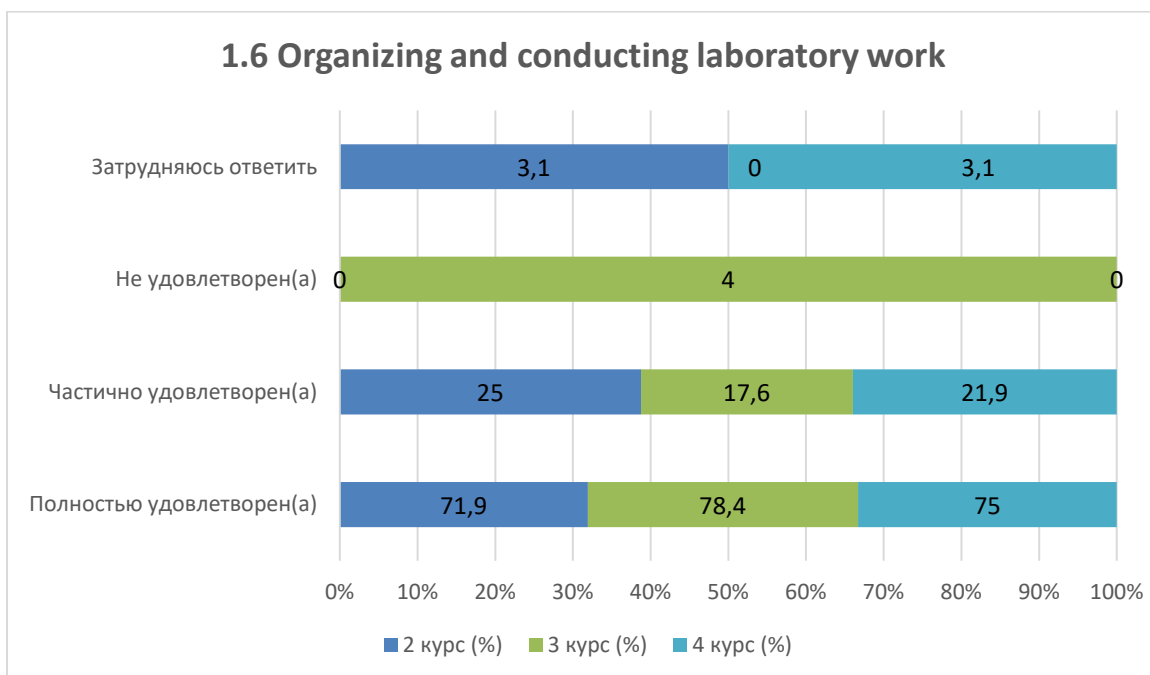
1.7 Satisfaction with the library work

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	62.5	70.6	62.5
Partially satisfied	25	21.6	21.9
Not satisfied	9.4	5.8	3.1
I find it difficult to answer	3.1	2	12.5
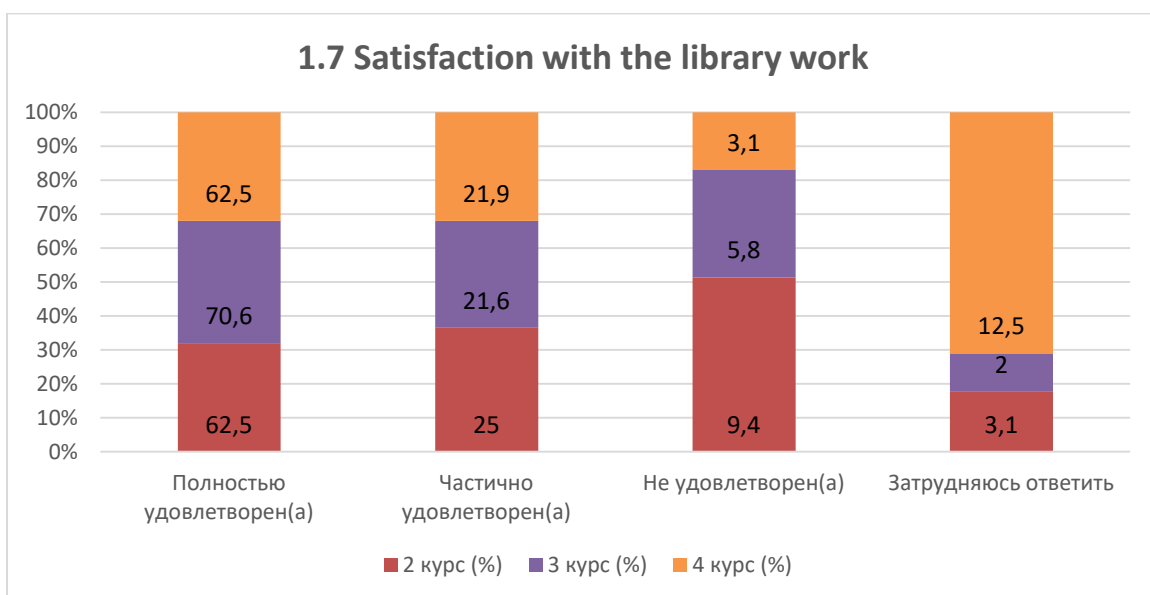
1.8 Possibility of access to full-text databases of scientific publications

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	59.4	62.7	68.8
Partially satisfied	34.4	23.5	25
Not satisfied	9.1	9.8	3.1
I find it difficult to answer	3.1	4	3.1

1.8 Possibility of access to full-text databases of scientific publications
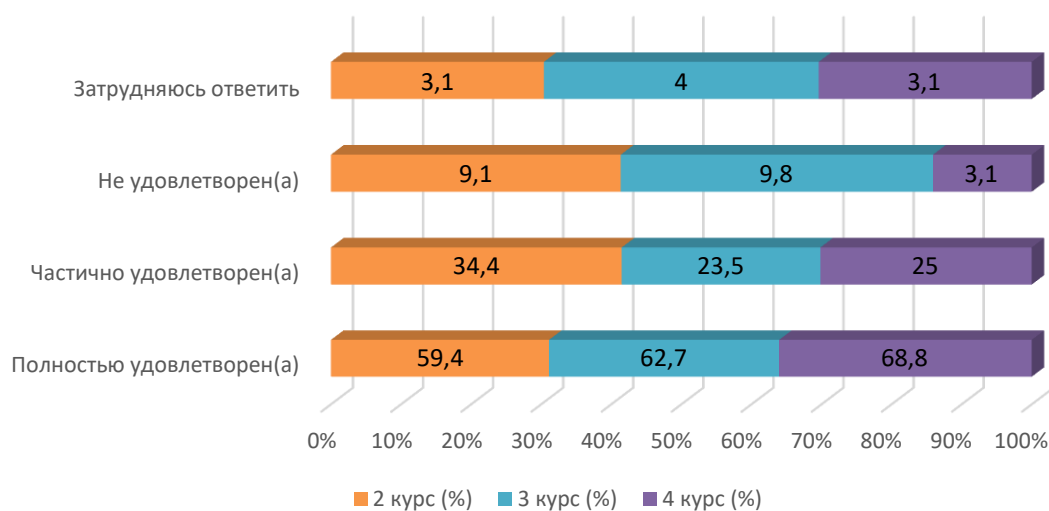
1.9 Living conditions in the hostel

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	62.5	62.7	43.7
Partially satisfied	31.3	15.7	31.9
Not satisfied	-	9.8	3.1
I find it difficult to answer	6.2	11.8	31.3

1.9 Living conditions in the hostel
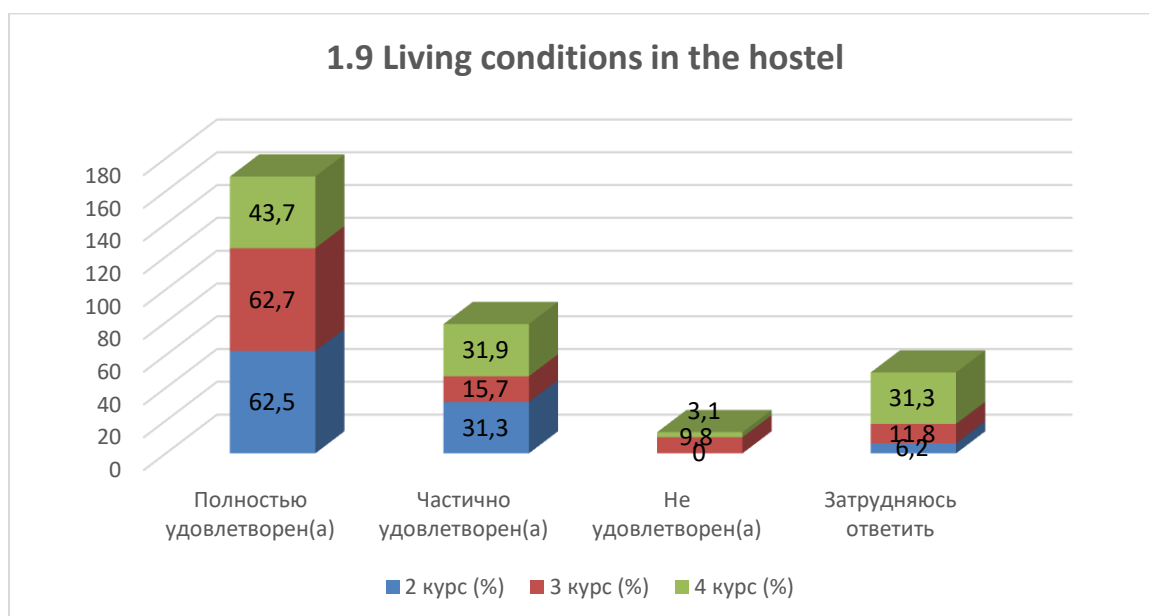
1.10 Quality of medical care

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	46.9	64.7	46.9
Partially satisfied	25	23.5	18.8
Not satisfied	18.8	5.8	3.1
I find it difficult to answer	9.3	5.8	31.3

1.10 Quality of medical care
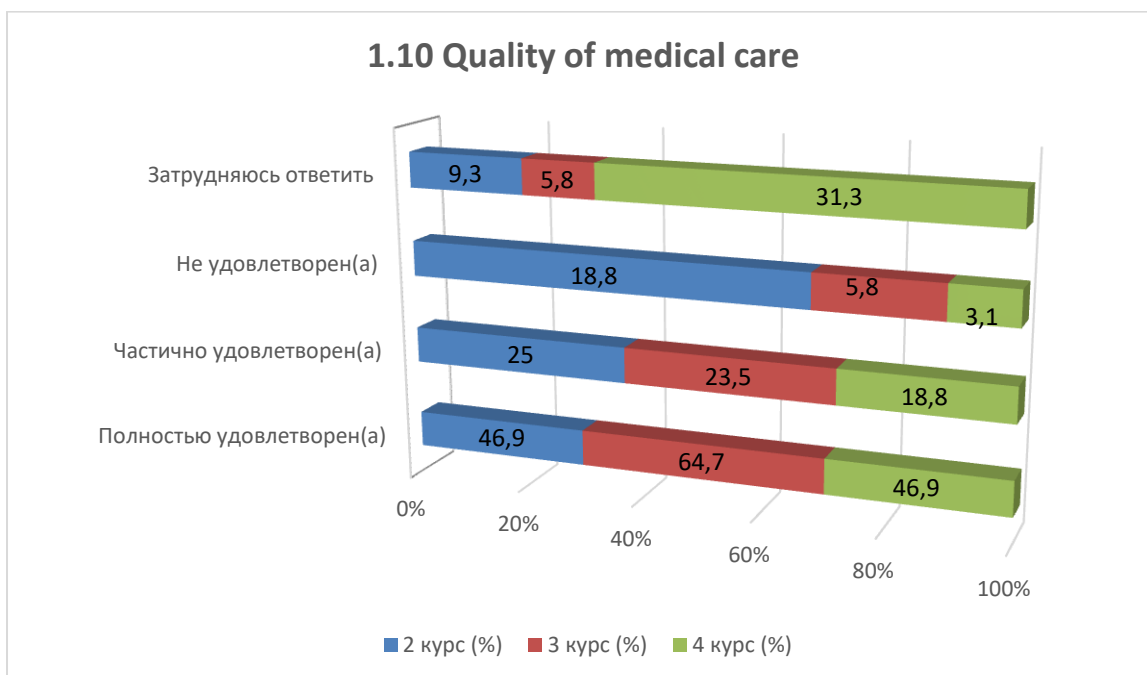
1.11 Catering at the University (prices, product range, quality of prepared dishes)

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	46.9	58.8	37.5
Partially satisfied	34.4	21.6	15.6
Not satisfied	15.6	13.7	43.8
I find it difficult to answer	3.1	5.8	3.1

1.11 Catering at the University (prices, product range, quality of prepared dishes)
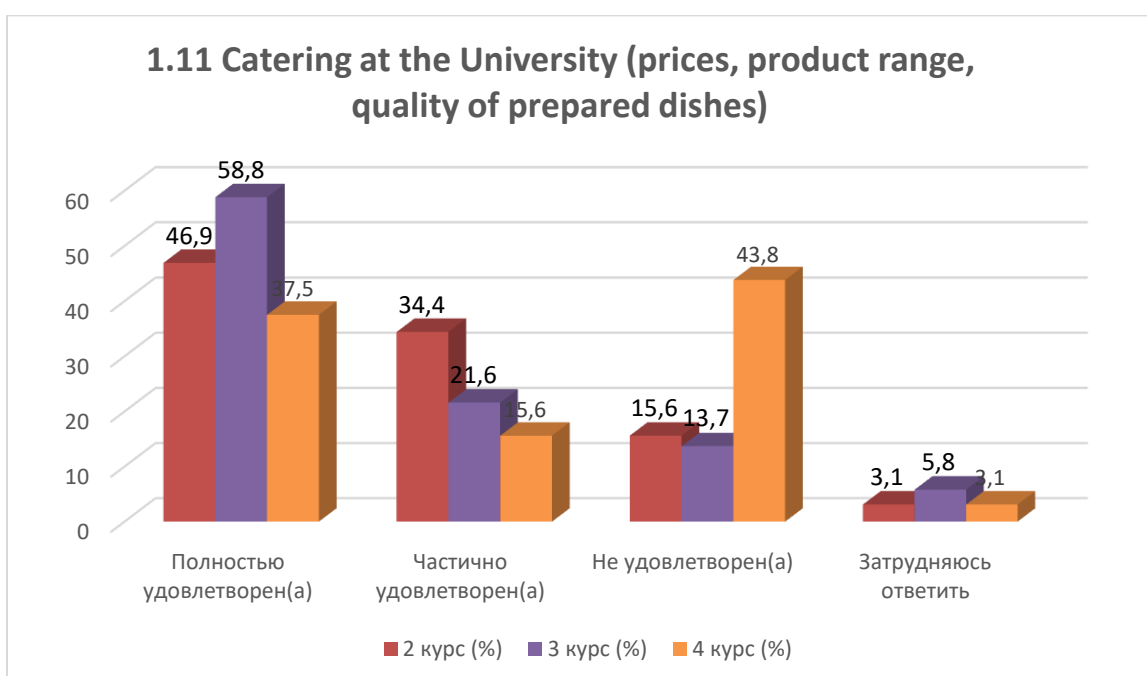
For the option "Other", the students indicated the following options*:
- Nothing
- Satisfied
- Completely satisfied
- Everything is good
- The canteen is disgusting! High prices, the food is not tasty. Completely unsanitary.

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

2 year	3 year	4 year
- The learning process: lack of logic between topics, boring lectures in many disciplines, bad classrooms Organization of independent work: weak or complete lack of checking of the studied material Organization and implementation of independent work: mostly complete lack Food at the university: terrible quality of products, unjustified cost, very poor choice	- Satisfied - The dorm rooms are small - Please change the saleswoman in the canteen	- In the 2nd building the saleswoman in the canteen is rude, boorish - I ask you to monitor the politeness of the staff - I would like a greater variety of food in the canteen and lower prices. - In the hostel, both the administrator Botagoz Nurimbetovna and the guards know no boundaries. They get personal, allow themselves to insult students. They do not give the opportunity to study, there is always some kind of noise. Forces you to turn off the lights. The administrator always threatens to evict students, just like that:) Maybe it is worth having some kind of dialogue with them?) - I studied at a banking college before and the food there was tastier, more varied - prices and lack of choice in the canteen

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

Answer options	2 year (%)	3 year (%)	4 year (%)
No complaints	62.5	86.3	90.6
Discrepancy between the disciplines studied and the specialty obtained	6.2	1.9	3.1
Inconsistency between the importance of the subject and the number of hours	12.5	1.9	-
Overload with classroom activities	9.4	4	6.3
Dissatisfaction with the quality of classes	9.4	5.8	-
Dissatisfaction with the organization of tests and exams	-	-	-
Other	-	-	-

2.Yout attitude to the quality of organizing the educational process
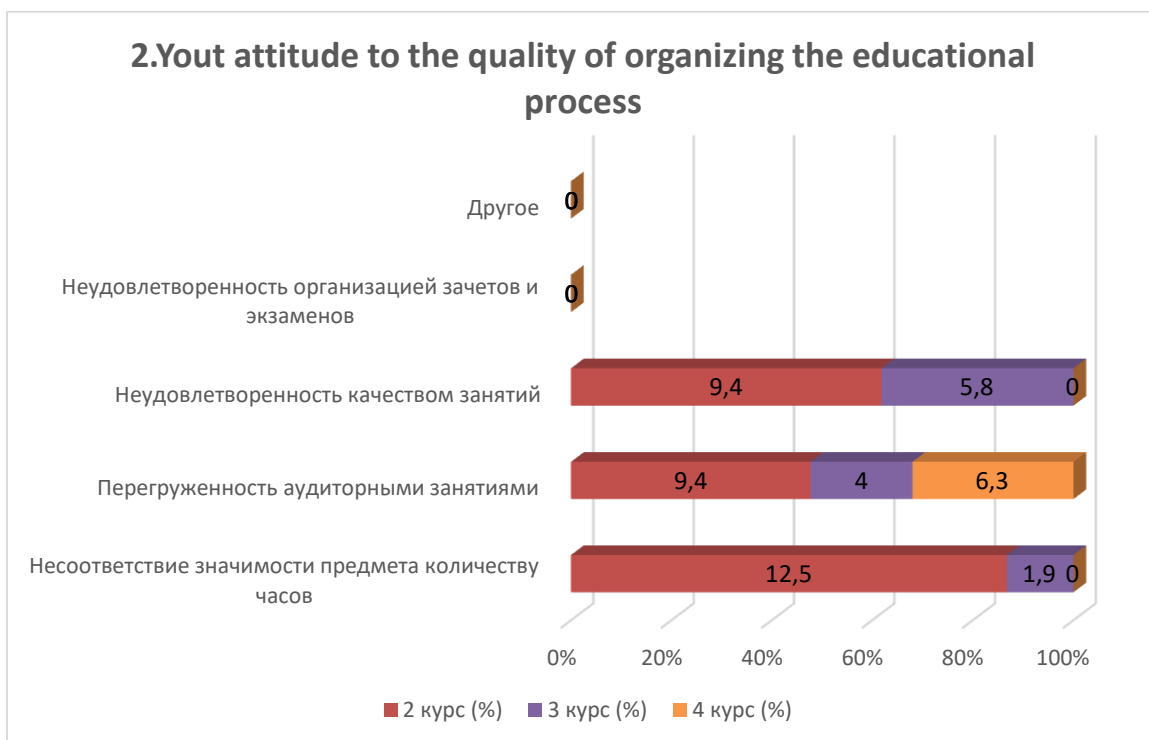
To the option "If you answered "Not satisfied" to the previous question, please provide recommendations for improvement", students indicated the following options□:
- Boring forms of conducting classes, lack of interest from the teachers.

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

Answer options	2 year (%)	3 year (%)	4 year (%)
Yes	75	86,3	84,4
No	25	13,7	13,5
Other	-	-	3,1

3. Is the information of academic mobility opportunities available to you?
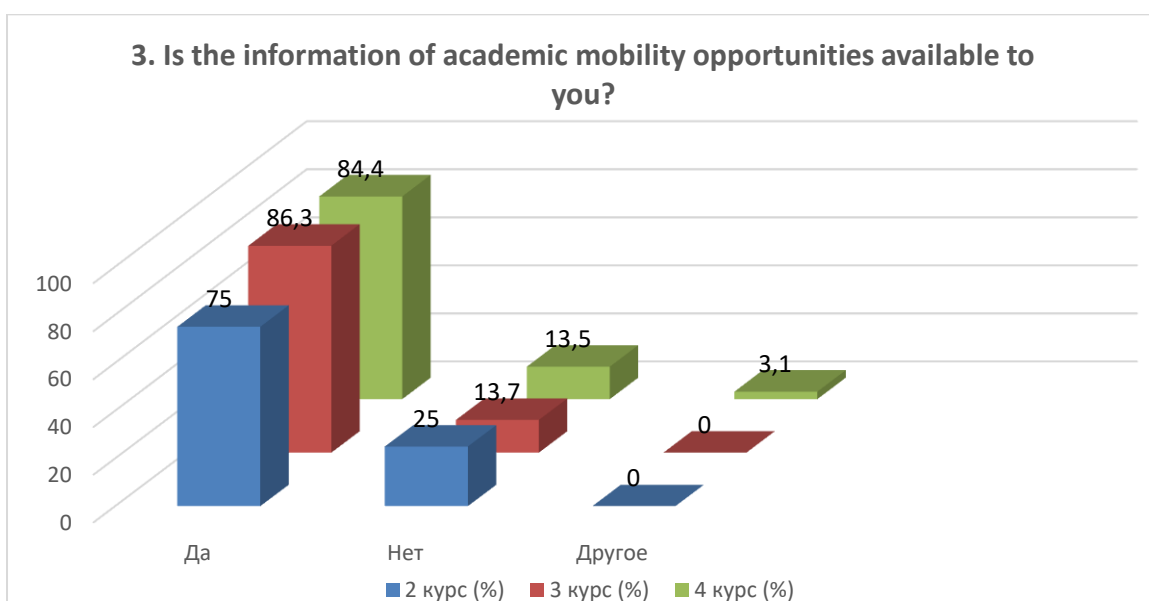
For the "Other" option, students indicated the following options*:
- They sent information about this late, so I didn't have time to collect the documents.

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	2 year (%)	3 year (%)	4 year (%)
Friendly	87.5	88.2	96.9
More friendly than unfriendly	9.4	9.8	3.1
More unfriendly than friendly	-	-	-
Negative	-	2	-
I find it difficult to answer	3.1	-	-
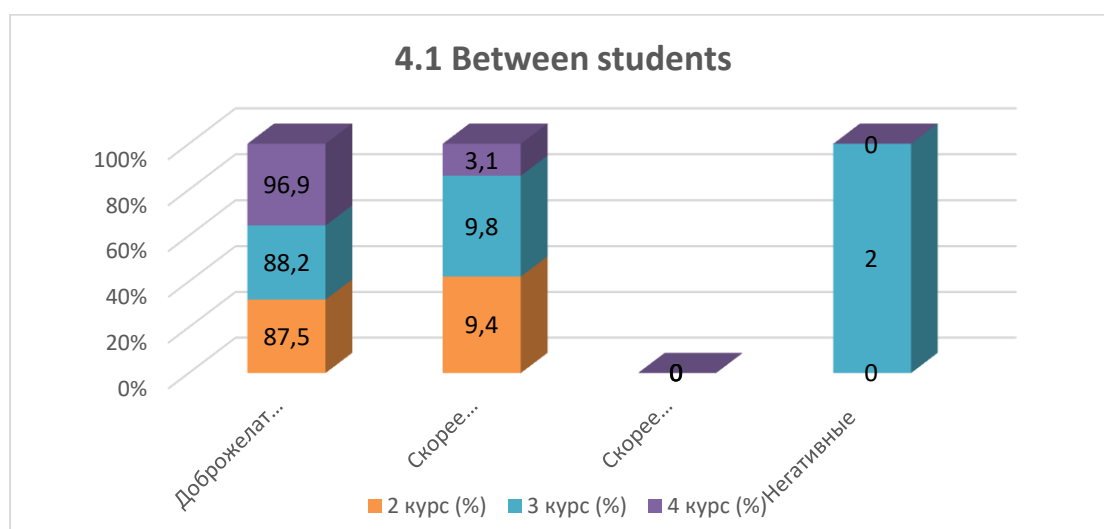
4.2 Between teachers and students (in the educational process)

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	84.4	80.3	93.8
More friendly than unfriendly	15.6	15.7	6.2
More unfriendly than friendly	-	2	-
Negative	-	2	-
I find it difficult to answer	-	-	-

4.2 Between teachers and students (in the educational process)

	2 курс (%)	3 курс (%)	4 курс (%)
Негативные	0	2	0
Скорее недоброжелательные, чем доброжелательные	0	2	0
Скорее доброжелательные, чем недоброжелательные	15,6	15,7	6,2
Доброжелательные	84,4	80,3	93,8
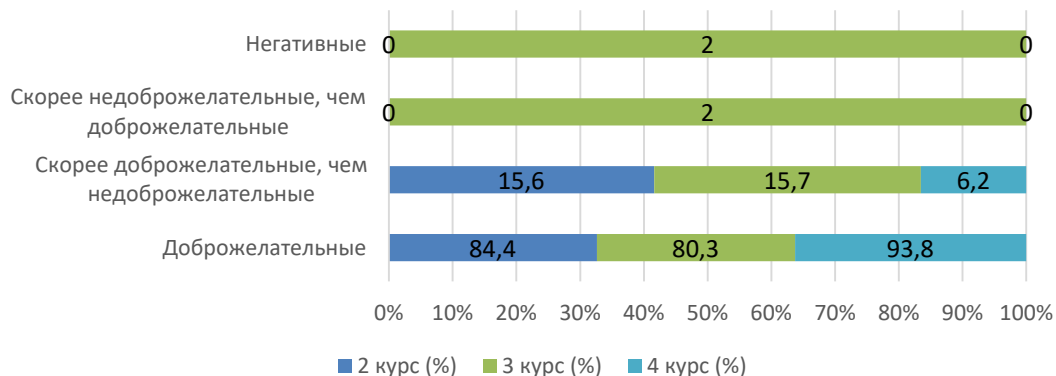
4.3 Between a student and a supervisor

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	84.4	86.3	93.8
More friendly than unfriendly	12.5	11.8	6.2
More unfriendly than friendly	3.1	-	-
Negative	-	1.9	-
I find it difficult to answer	-	-	-

4.3 Between a student and a supervisor
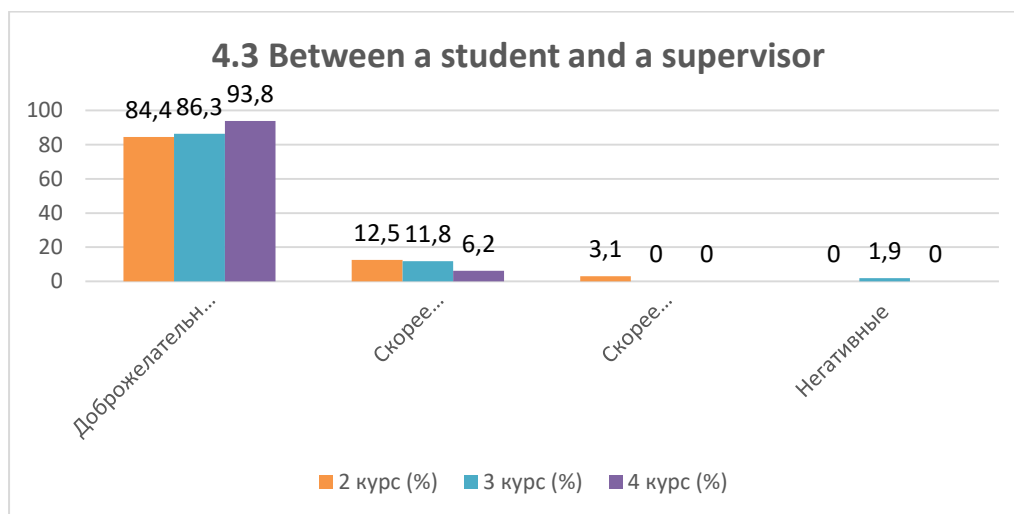
4.4 Between students and administration

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	75	66.7	75
More friendly than unfriendly	21.9	25.5	21.9
More unfriendly than friendly	-	3.9	-
Negative	3.1	-	-
I find it difficult to answer	-	3.9	3.1
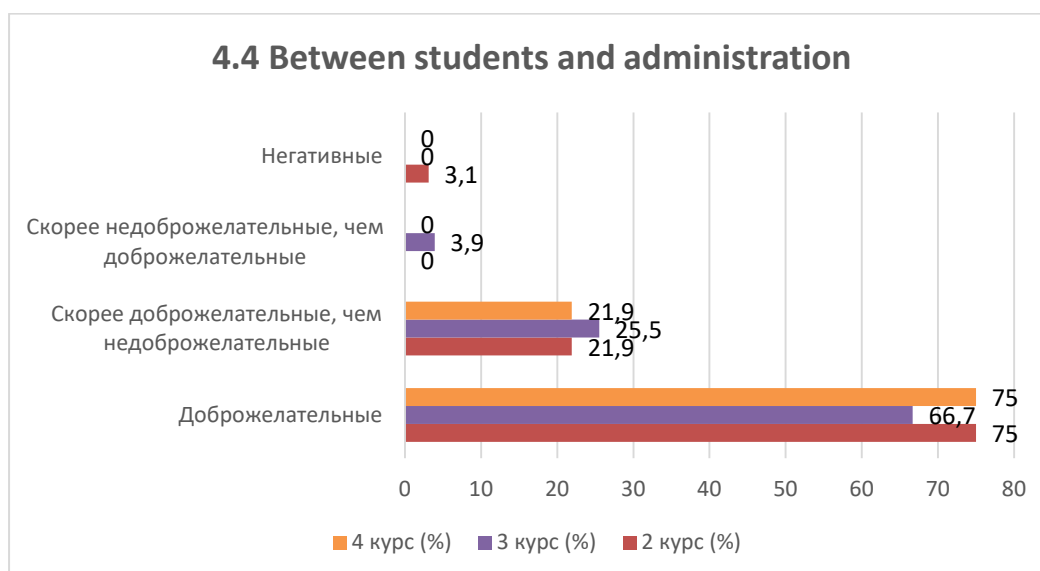
4.5 Between students and employees of departments (library, student department, etc.)

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	68.8	70.5	78.1
More friendly than unfriendly	28.1	23.5	18.8
More unfriendly than friendly	-	2	-
Negative	-	2	-
I find it difficult to answer	3.1	2	3.1
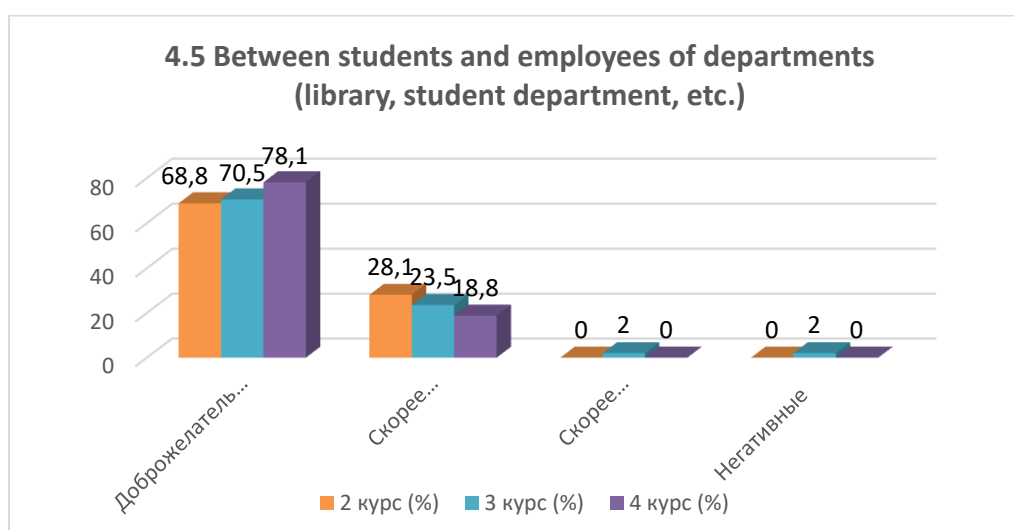
4.6 Between students and security service

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	68.8	66.7	68.8
More friendly than unfriendly	21.9	23.5	28.1
More unfriendly than friendly	3.1	2	-
Negative	3.1	2	-
I find it difficult to answer	3.1	5.8	3.1

4.6 Between students and security service

	2 курс (%)	3 курс (%)	4 курс (%)
Негативные	3,1	2	0
Скорее недоброжелательные, чем доброжелательные	3,1	2	0
Скорее доброжелательные, чем недоброжелательные	21,9	23,5	28,1
Доброжелательные	68,8	66,7	68,8
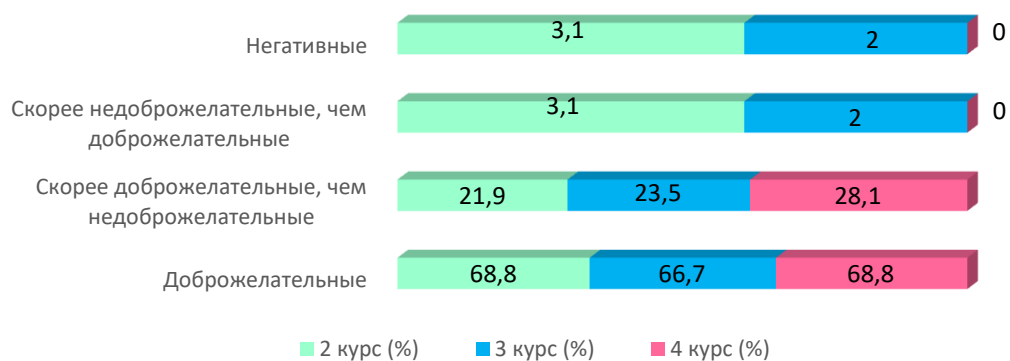
For the option "Other" the students indicated the following options:
- friendly.

5. Which of the student problems are you particularly concerned about now?
(choose no more than 3 answer options)

Answer options	2 year (%)	3 year (%)	4 year (%)
Quality of organizing the educational process	25	25.5	18.8
Quality of teaching (class conducting, assessment of knowledge, etc.)	40.6	21.6	15.6
Administration work (department, etc.)	18.8	13.7	21.9
Quality of food and prices in the student canteen	37.5	43.1	62.5
Quality of living conditions in the hostel	31.3	19.6	9.3
Employment by specialty	34.4	45.1	53.1
Quality of industrial practice organizations	21.9	25.5	40.6
Other	-	2	-

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

5. Which of student problems are of particular concern to you now?
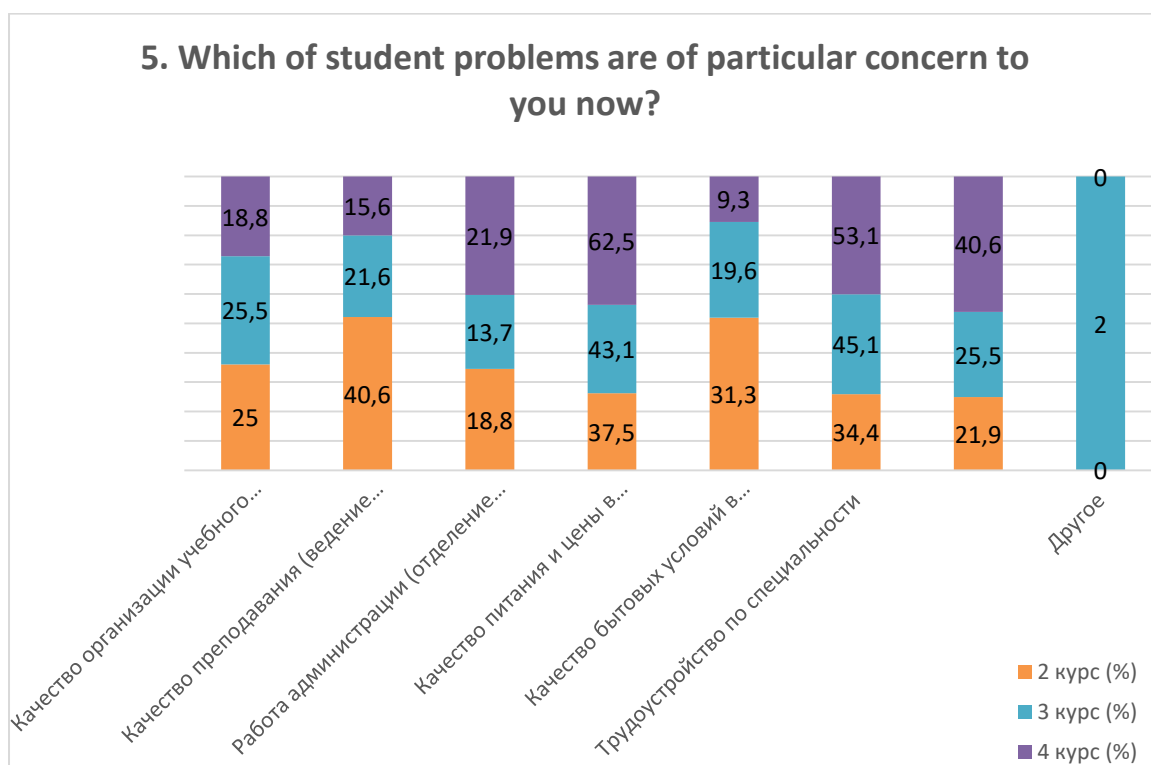
For the option "Other", students indicated the following options*:
- does not matter.

6. Do you participate in the scientific work of the University? If yes, in what forms? (*mark all appropriate answers*)

Answer options	2 year (%)	3 year (%)	4 year (%)
Do not participate	46,9	56,9	46,9
Sometimes, when it is necessary for formal reasons	15.6	17.6	28.1
In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.	12.5	9.8	6.2
In scientific projects of laboratories, clubs, circles, etc. free of charge	9.4	5.8	9.3
Attend scientific seminars, clubs and other scientific events	9.4	9.8	31.3
Speaker at a conference (including a student conference), scientific seminar)	6.2	9.8	12.5
Participated in the competition of scientific student works	9.4	7.8	9.3
Published the results of his research (including in student collections)	15.6	5.8	9.3

* 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?
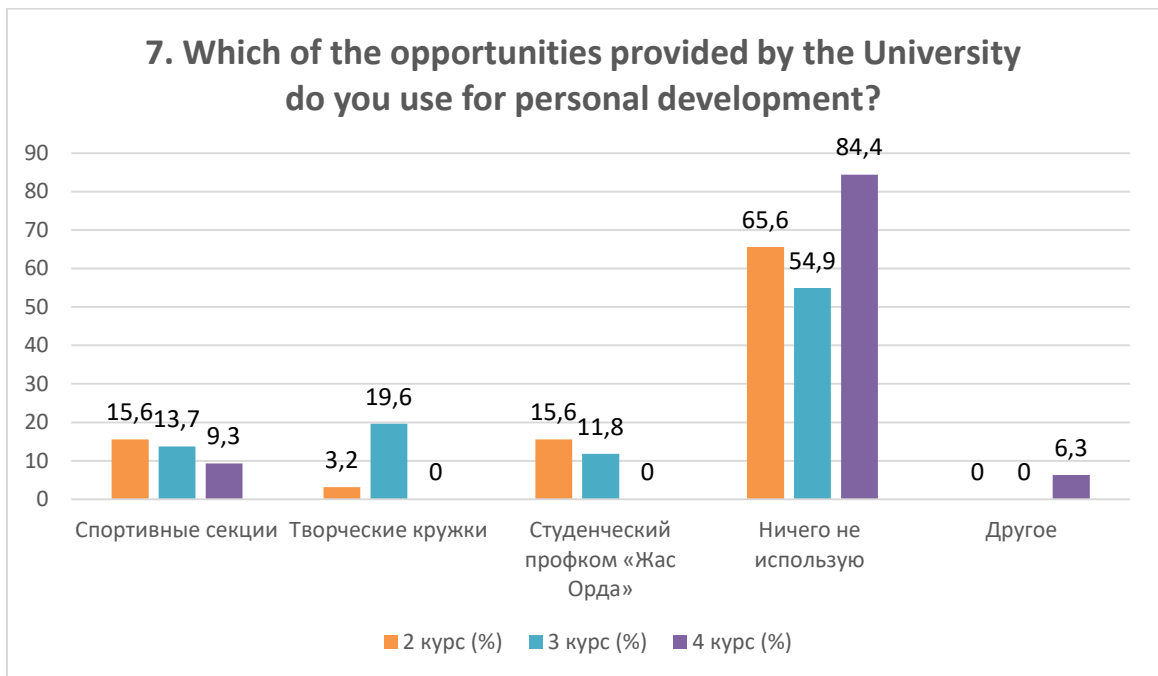
	4 курс (%)	3 курс (%)	2 курс (%)
Публиковал(а) результаты своих исследований (в…	9,3	5,8	15,6
Участвовал(а) в конкурсе научных студенческих работ	9,3	7,8	9,4
Выступал(а) на конференции (в том числе…	12,5	9,8	6,2
Посещал(а) научные семинары, кружки и другие…	31,3	9,8	9,4
В научных проектах лабораторий, клубов, кружков и…	9,3	5,8	9,4
В научных проектах лабораторий, центров и т.д. по…	6,2	9,8	12,5
	28,1	17,6	15,6
Не участвовал(а)	46,9	56,9	46,9

To the option "If you answered "Did not participate" to the previous question, write why" the students indicated the following options☐:
- No offers
- No desire
- I don't even know
- No interest
- No time

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

Answer options	2 year (%)	3 year (%)	4 year (%)
Sport sections	15.6	13.7	9.3
Creative clubs	3.2	19.6	-
Student trade union committee "Zhas Orda"	15.6	11.8	-
I don't use anything	65.6	54.9	84.4
Other	-	-	6.3

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

	Спортивные секции	Творческие кружки	Студенческий профком «Жас Орда»	Ничего не использую	Другое
2 курс (%)	15,6	3,2	15,6	65,6	0
3 курс (%)	13,7	19,6	11,8	54,9	0
4 курс (%)	9,3	0	0	84,4	6,3

For the option "Other", students indicated the following options*:
- Research and development activities.

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

2 year	3 year	4 year
- I study separately - Because	- No interest	- I wasn't interested - it's too far to travel - I go to private courses outside of the University

8 How much 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	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	84.4	82.3	71.9
Partially satisfied	12.5	13.7	21.9
Not satisfied	-	2	3.1
I find it difficult to answer	3.1	2	3.1
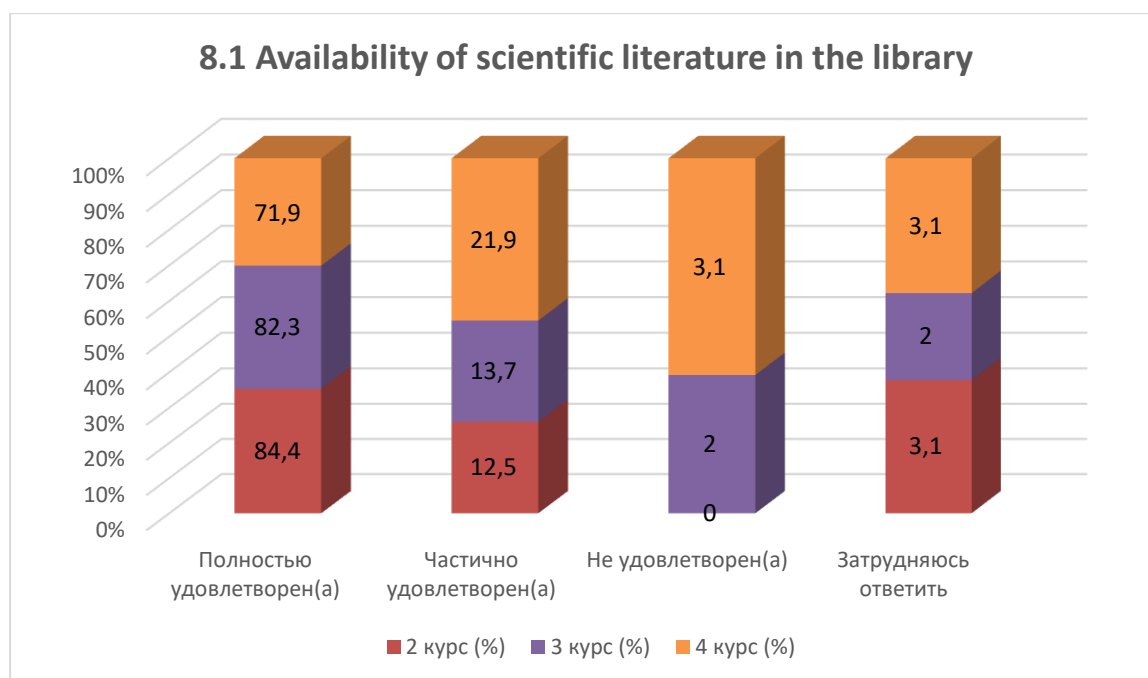
8.2 Modernity of computer equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	62.5	68.6	71.9
Partially satisfied	31.3	25.5	25
Not satisfied	-	3.9	3.1
I find it difficult to answer	3.1	2	-

8.2 Modernity of computer equipment
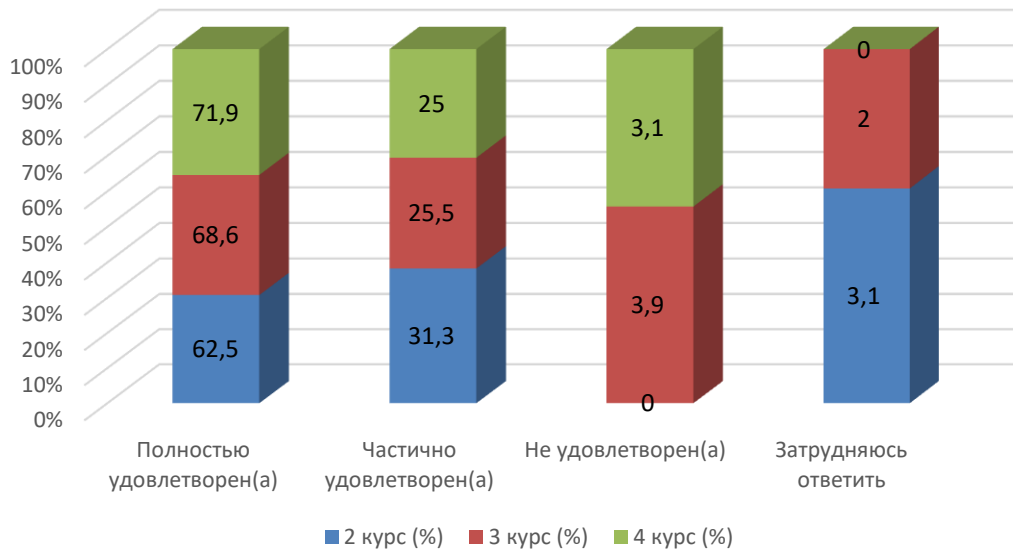
8.3 Internet channel width, its speed

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	53.1	58.8	40.6
Partially satisfied	34.4	25.5	18.8
Not satisfied	12.5	13.7	40.6
I find it difficult to answer	-	2	-

8.3 Internet chanel width, its speed
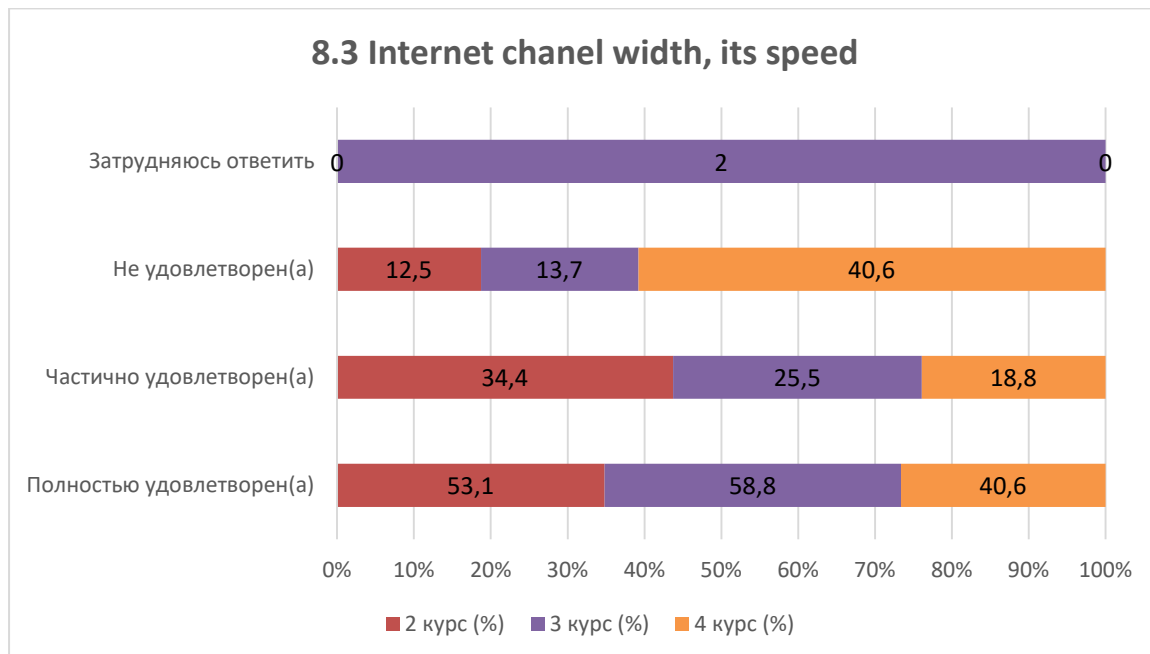
8.4 Software modernity

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	53.1	66.7	65.6
Partially satisfied	28.1	27.5	28.1
Not satisfied	18.8	4	6.3
I find it difficult to answer		2	-

8.4 Software modernity
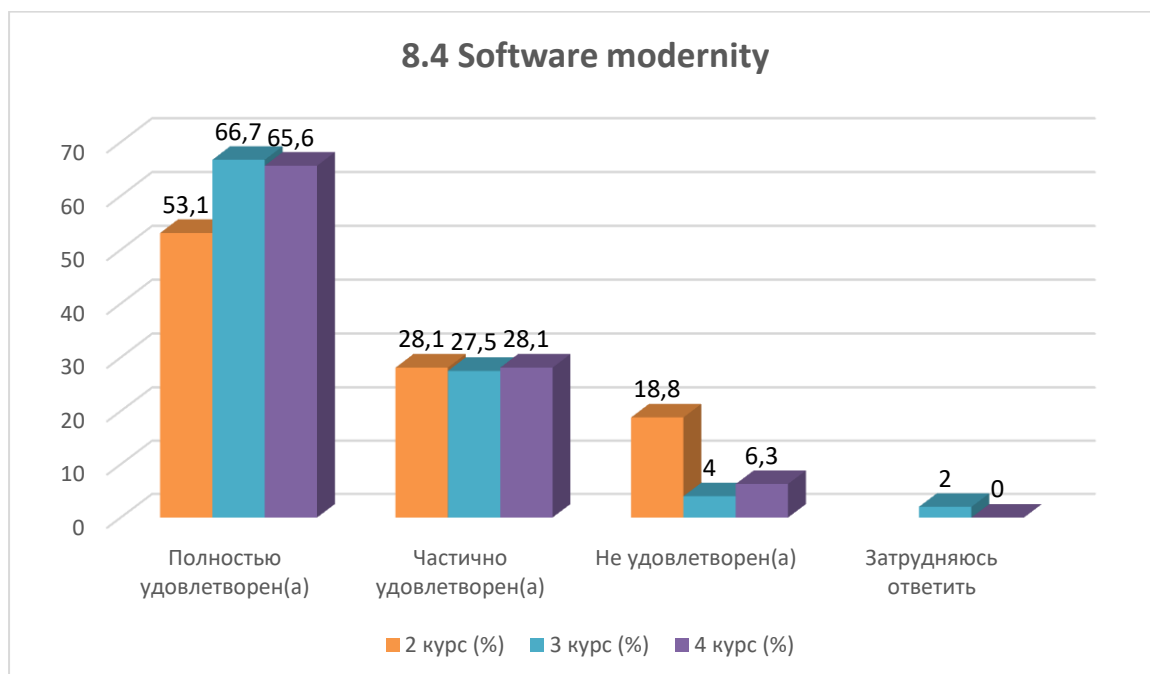
8.5 Availability of educational and scientific equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	50	76.4	59.4
Partially satisfied	40.6	19.6	31.3
Not satisfied	9.4	2	9.3
I find it difficult to answer	-	2	-

8.5 Availability of educational and scientific equipment
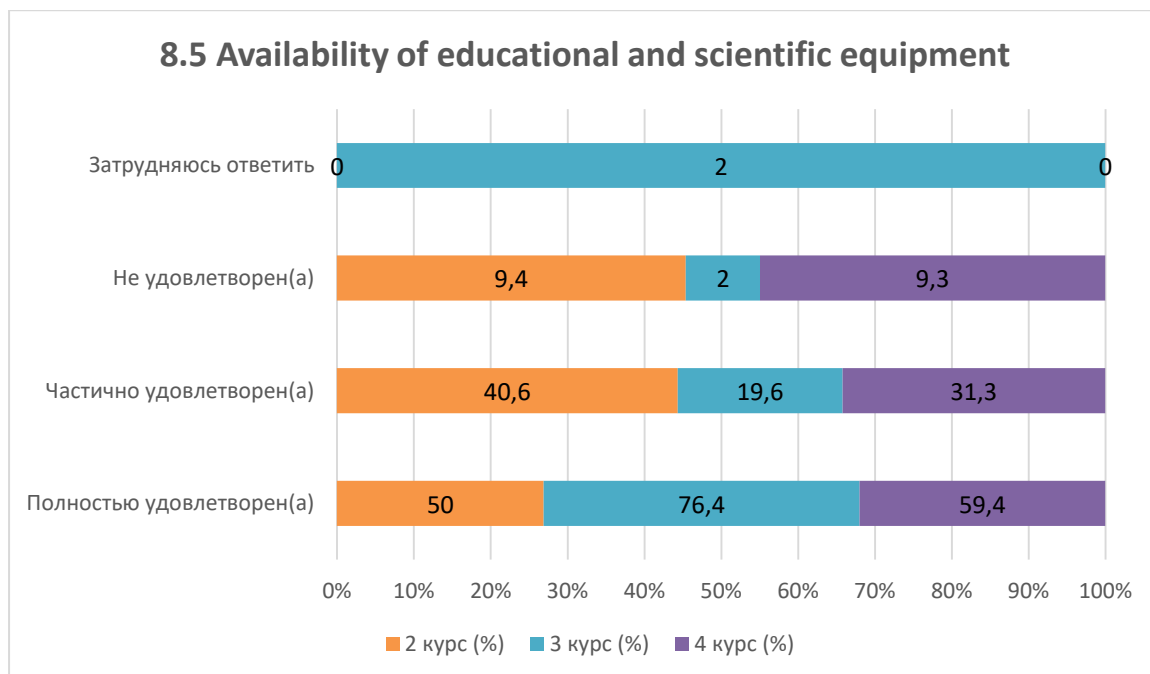
8.6 Availability of laboratories and specialized classrooms

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	65.7	74.5	46.9
Partially satisfied	21.9	17.6	43.8
Not satisfied	6.2	5.8	3.1
I find it difficult to answer	6.2	2	6.2

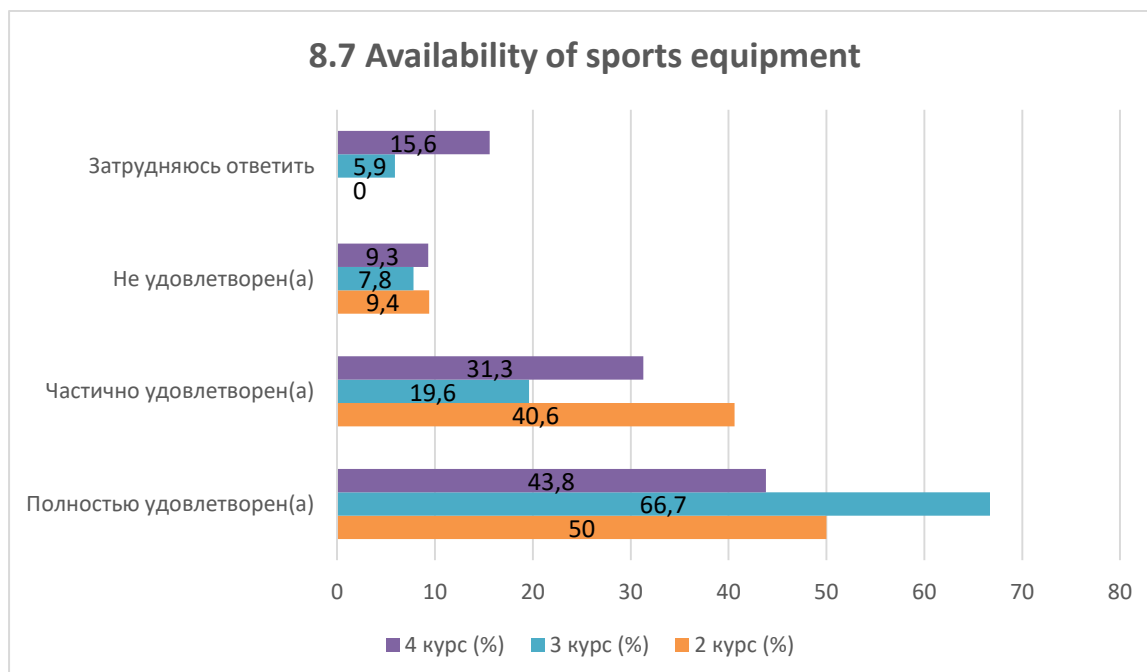**8.6 Availability of laboratories and specialized classrooms**
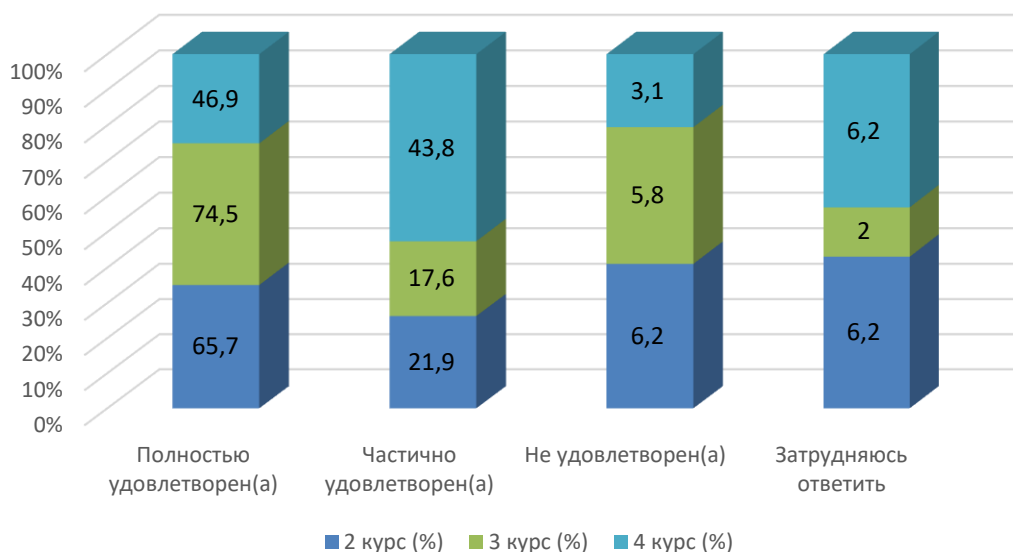
8.7 Availability of sports equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	50	66.7	43.8
Partially satisfied	40.6	19.6	31.3
Not satisfied	9.4	7.8	9.3
I find it difficult to answer	-	5.9	15.6

8.7 Availability of sports equipment

For the option "Other", students indicated the following options*:
- everything is good.

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

- Modernity of software: terrible computers, often freezing, old software, uncomfortable during training Availability of laboratories: very few, old equipment, lack of involvement from management
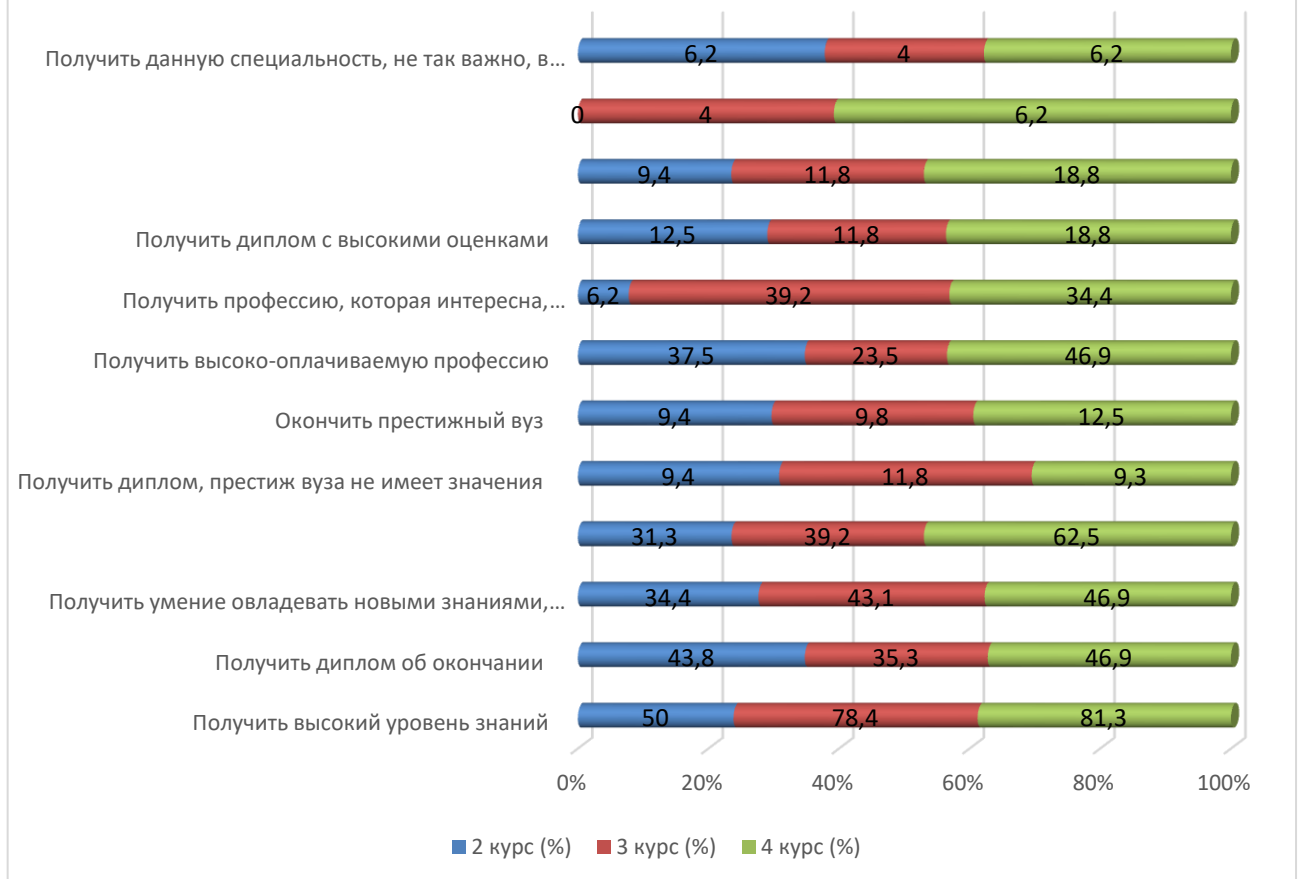- Weak Internet.

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	2 year (%)	3 year (%)	4 year (%)
Acquiring a high level of knowledge	50	78.4	81.3
Receiving a diploma of completion	43.8	35.3	46.9
Gaining the ability to acquire new knowledge that will help one to quickly adapt to the workplace	34.4	43.1	46.9
Gaining practical skills that one can immediately use at work	31.3	39.2	62.5
Receiving a diploma, the prestige of the university does not matter	9.4	11.8	9.3
Graduating from a prestigious university	9.4	9.8	12.5
Acquiring a highly paid profession	37.5	23.5	46.9
Acquiring a profession that is interesting and matches one's abilities	6.2	39.2	34.4
Receiving a diploma with high grades	12.5	11.8	18.8
One should learn only what is interesting or will be needed in further study (work)	9.4	11.8	18.8
It's not so important in what specialty to graduate from this particular university	-	4	6.2
Getting this specialty is not so important in which university.	6.2	4	6.2

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

9. What is more important for you to get as a result of studyinhg at the University?

Category	2 курс (%)	3 курс (%)	4 курс (%)
Получить данную специальность, не так важно, в…	6,2	4	6,2
	0	4	6,2
	9,4	11,8	18,8
Получить диплом с высокими оценками	12,5	11,8	18,8
Получить профессию, которая интересна,…	6,2	39,2	34,4
Получить высоко-оплачиваемую профессию	37,5	23,5	46,9
Окончить престижный вуз	9,4	9,8	12,5
Получить диплом, престиж вуза не имеет значения	9,4	11,8	9,3
	31,3	39,2	62,5
Получить умение овладевать новыми знаниями,…	34,4	43,1	46,9
Получить диплом об окончании	43,8	35,3	46,9
Получить высокий уровень знаний	50	78,4	81,3

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):*

- I don't know
- Quality of teaching
- Organization and holding of events/conferences.

Based on the survey results, the following conclusions can be made:

The results of the survey of 2-5 year students of educational services showed generally positive satisfaction of students with the quality of the educational process at the University. The majority of students (97.3%) are satisfied with the extent to which the educational process corresponds to their inclinations, interests and capabilities. For ease of analysis, let's consider in more detail the criteria by which respondents assessed their satisfaction with educational services. Students rated the following criteria by which the educational program at the university meets the expectations of students as "excellent quality":

- organizing and conducting laboratory work (96.6%);
- organizing and conducting SIWT (94.5%);
- class schedule (93.3%);
- organization of independent work (92.9%);

- possibility of access full-text databases of scientific publications (91.2%);
- quality of practices (91.1%).

Students rated the following criteria as "good quality": satisfaction with the library work (88%); living conditions in the hostel (79.3%); quality of medical care (75.2%); organization of catering at the University (71.6%).

Such satisfaction indicators indicate that the University successfully fulfills its main task: providing high-quality education to students. However, despite these positive results, there is always room for improvement and further development. To improve the quality of services provided, students wrote their proposals. Most of the recommendations were given regarding organization of catering at the University.

A student survey on the availability of the information of academic mobility at the University revealed that, on average, 81.9% of the students surveyed had the information. 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, the formation of appropriate civic and personal positions of students.

50.2% of students do not participate in the scientific work of the University. Students explain the reasons for not participating in scientific activities by various factors, such as being busy with studies and work, absence of motivation and of interest in scientific work.

More than half of the students (68.3%) 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.

The material base of the University fully satisfies the needs of most of the surveyed students. However, students left comments, where the main suggestions are related to updating the software and improving the speed of the Internet and the quality of computers.

For students, the highest priority in the process of studying at the University is obtaining high knowledge (69.9%). The next most important factor is the acquisition of practical skills that can be immediately applied in work (44.3%). Obtaining a diploma of graduation from the University ranks third in importance (42%).

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 to form 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 и cqma_kstu@mail.ru.