

**Report**  
**based on questionnaire results**  
**«Satisfaction of 2-5 year students with educational services»**  
**2022**

**Department:** «Mine surveying and geodesy»  
**Speciality:** 6B07303 «Digital aerial photography»

The center for quality management and accreditation, in October 2022, conducted an annual questionnaire on the satisfaction of 2-5 year students with the quality of services provided.

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

In specialty 6B07303 «Digital aerial photography» 121 respondents took part in the questionnaire.

- 2nd year – 63 students (87.5%);
- 3rd year – 41 students (91.5%);
- 4th year – 17 students (96.1%);

During the questionnaire process, the following data was obtained:

**Indicators:**

**1. Does it satisfy you? quality of services provided?**

1.1 The learning process in general
1.2 Class schedule
1.3 Organization of independent work
1.4 Internship
1.5 Organization and conduct of the SIWT
1.6 Organization and conduct of laboratory work
1.7 Satisfaction with the library
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 «not satisfied» to the previous question, give recommendations for improvement provided services \_\_\_\_\_

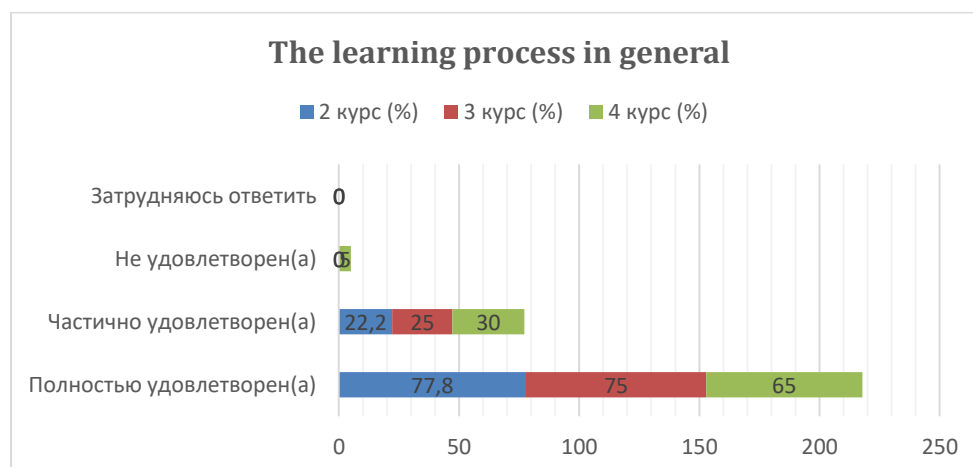
**1. Does it satisfy you? quality of services provided?**

**Indicators:**

**1.1 The learning process in general**

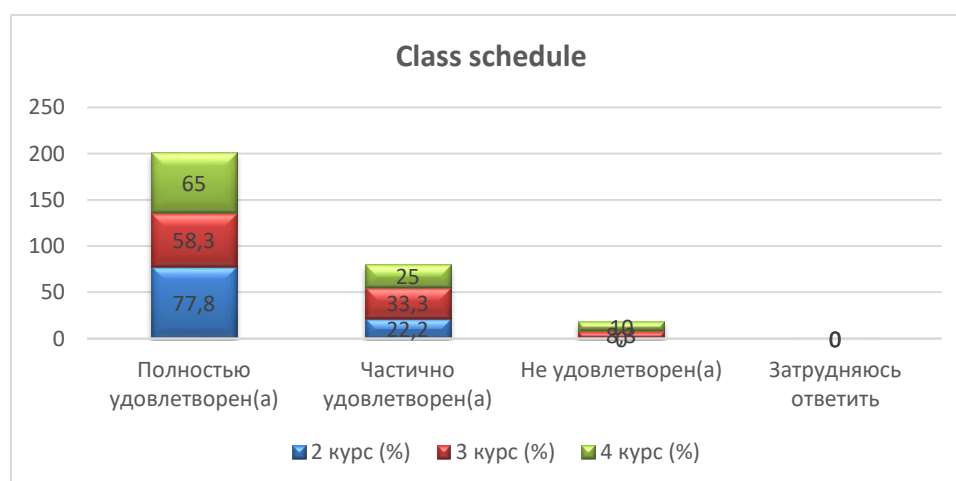
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	77.8	75	65

Partially satisfied	22.2	25	thirty
Not satisfied)	-	-	5
I find it difficult to answer	-	-	-



## 1.2 Class schedule

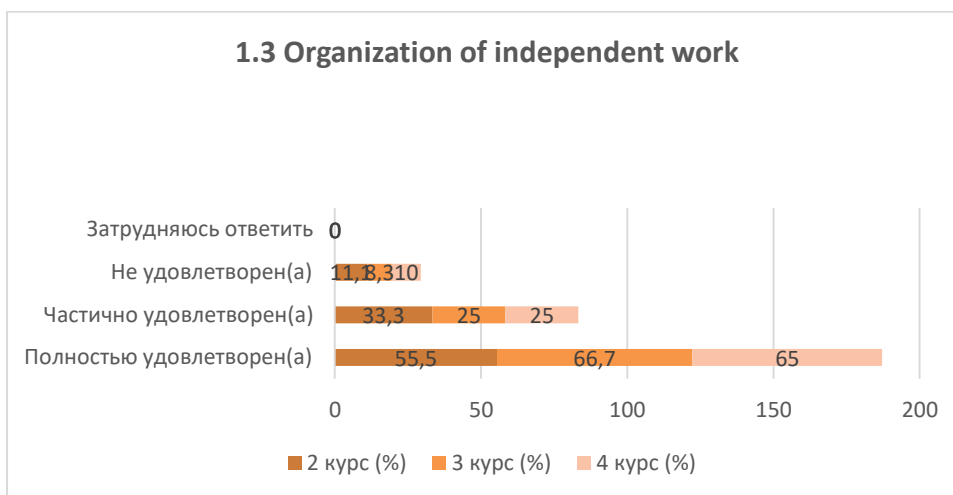
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	77.8	58.3	65
Partially satisfied	22.2	33.3	25
Not satisfied)	-	8.3	10
I find it difficult to answer	-	-	-



## 1.3 Organization of independent work

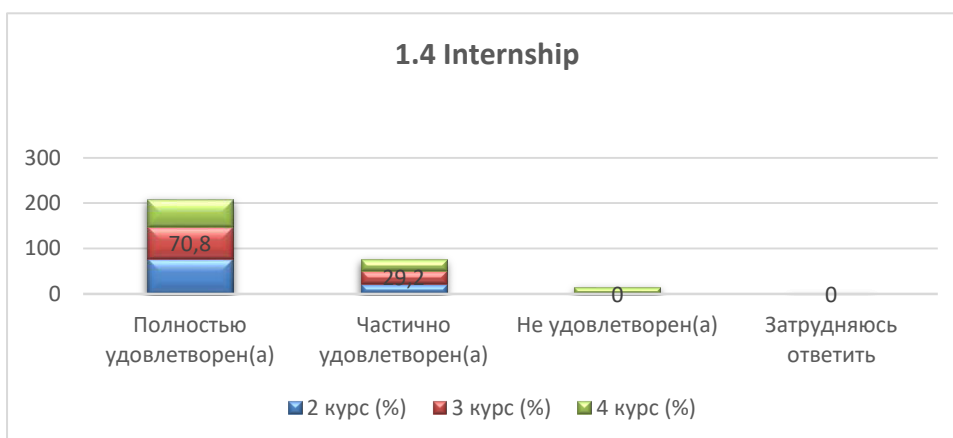
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	55.5	66.7	65
Partially satisfied	33.3	25	25
Not satisfied)	11.1	8.3	10
I find it difficult to answer	-	-	-

### 1.3 Organization of independent work



### 1.4 Internship

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	77.8	70.8	60
Partially satisfied	22.2	29.2	25
Not satisfied)	-	-	15
I find it difficult to answer	-	-	-



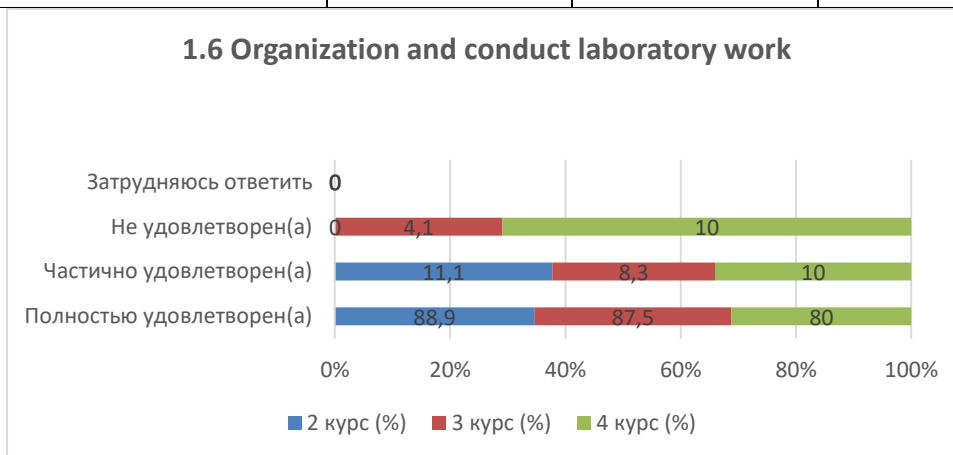
### 1.5 Organization and conduct of the SIWT

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	88.9	87.5	75
Partially satisfied	11.1	12.5	10
Not satisfied)	-	-	15
I find it difficult to answer	-	-	-

### 1.6 Organization and conduct laboratory work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	88.9	87.5	80

Partially satisfied	11.1	8.3	10
Not satisfied)	-	4.1	10
I find it difficult to answer	-	-	-



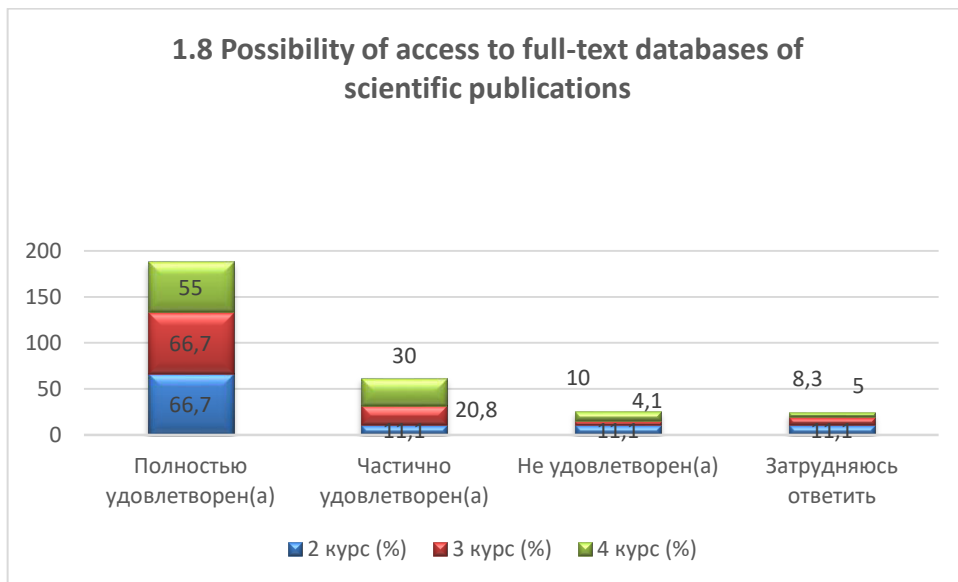
### 1.7 Satisfaction with the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	55.5	70.8	60
Partially satisfied	11.1	16.7	15
Not satisfied)	11.1	4.1	10
I find it difficult to answer	22.2	8.3	15



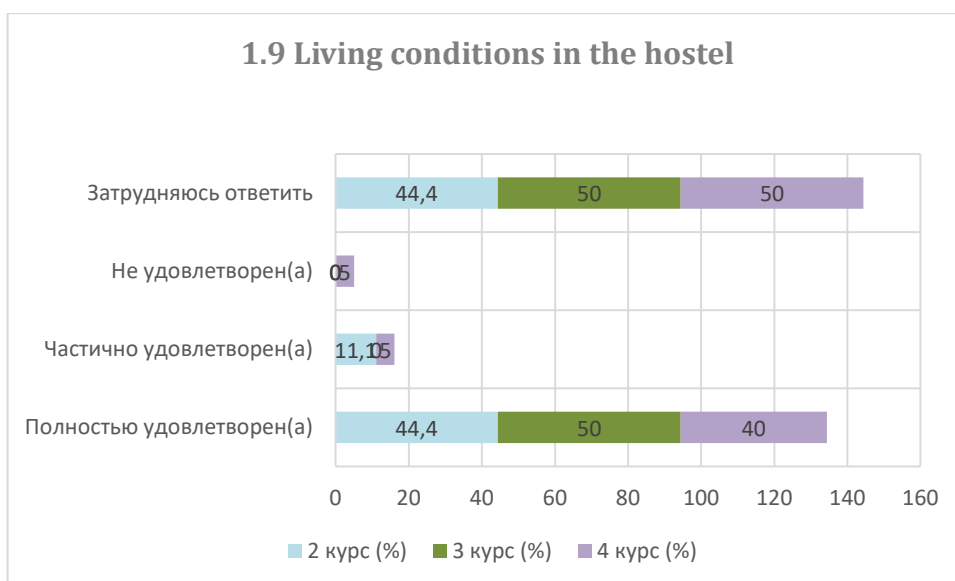
### 1.8 Possibility of access to full-text databases of scientific publications

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66.7	66.7	55
Partially satisfied	11.1	20.8	thirty
Not satisfied)	11.1	4.1	10
I find it difficult to answer	11.1	8.3	5



### 1.9 Living conditions in the hostel

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	44.4	50	40
Partially satisfied	11.1	-	5
Not satisfied)	-	-	5
I find it difficult to answer	44.4	50	50



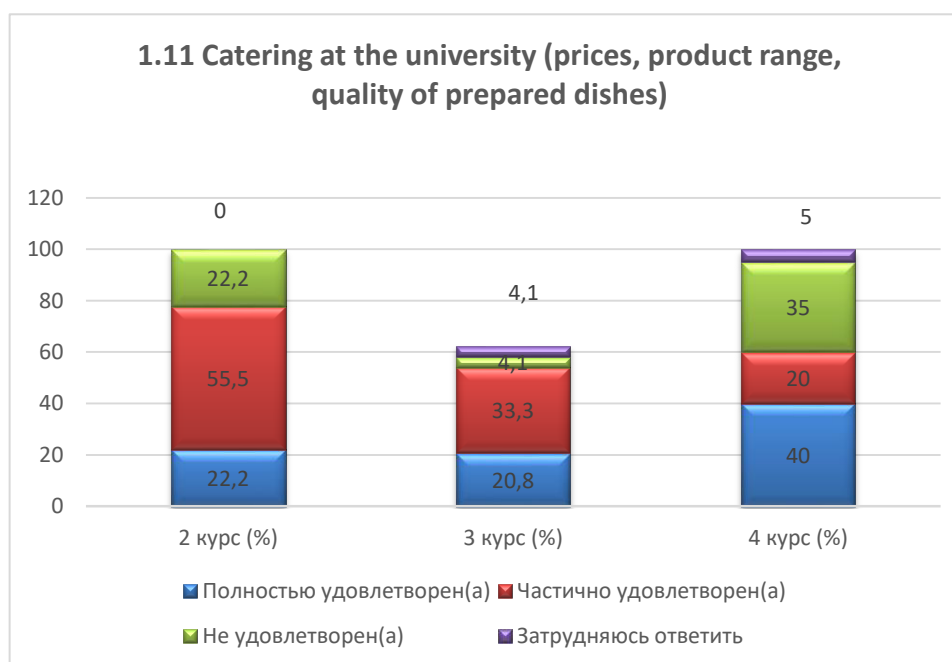
### 1.10 Quality of medical care

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66.6	45.8	45
Partially satisfied	11.1	4.1	10
Not satisfied)	11.1	-	10
I find it difficult to answer	11.1	50	35



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	22.2	20.8	40
Partially satisfied	55.5	33.3	20
Not satisfied)	22.2	4.1	35
I find it difficult to answer	-	4.1	5



Students indicated the following options for the «Other» option\*:

- Price and quality do not match. The portions are small, there is no range of drinks and the water has an unpleasant taste;
- Add new products, increase the range;
- Disgusting and expensive canteen. Either reduce prices or make the kitchen normal

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

\*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.

- The food is very expensive and of poor quality, with regards to medical services, they are completely absent;
- Too high prices for food in the canteen;
- There are not enough places in the cafeteria for all students;
- Increase the range of lunch food, carbonated drinks/juices;

In these cases, the majority of students report their complete or partial satisfaction, based on which it can be argued that, according to these indicators, the quality of services provided at the University meets the expectations of students.

But there are indicators that are worth paying attention to, for example: dissatisfaction of students in 3 courses:

1. «Satisfaction with the library» 2nd course -**11.1%**, 3rd course -**4.1%**, 4th year- **10%**.
2. «Possibility of access to full-text databases of scientific publications» 2nd course – **11.1**, 3rd year –**4.1%**, 4th course -**10%**.
3. Catering at the university (prices, product range, quality of prepared dishes) 2nd year –**22.2%**, 3rd year –**4.1%**, 4th course –**35%**.

Students also chose the option «difficult to answer» on the following indicators such as «Satisfaction with the work of the library», «**Possibility of access to full-text databases of scientific publications**»

Only one aspect of satisfaction in comparative terms can be called problematic since there is a dynamic increase in dissatisfaction; students criticize the food at the university the most.

During the survey, the following shortcomings were identified: a small range of dishes offered, a large queue that forms during peak dining hours, inflated prices for dishes, etc. All identified shortcomings significantly affect the efficiency of the canteen and, most importantly, the public opinion of visitors to this canteen.

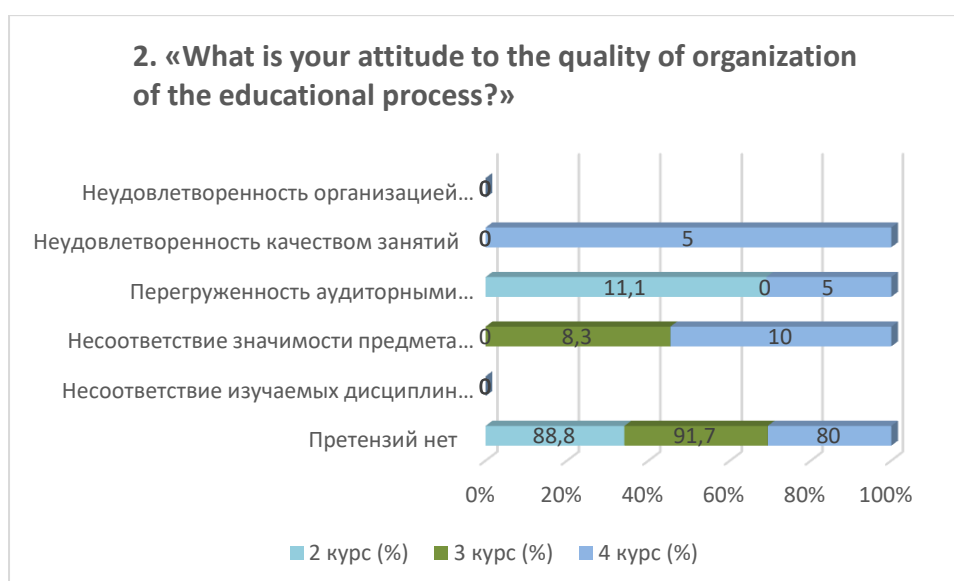
Recommendations for improving the work of canteens include, first of all, increasing their operating hours. Also, to optimize the work of canteens, you should think about expanding the range of dishes, especially in the evening, reducing prices for assortments of dishes and reducing service time.

Thus, the set of proposed measures will solve a number of problems that arise in the work of the canteen, which will ultimately improve the quality of the services provided.

## 2. «What is your attitude to the quality of organization of the educational process? »

Answer options	2nd year (%)	3rd year (%)	4th year (%)
No complaints	88.8	91.7	80
Discrepancy between the disciplines studied and the specialty obtained	-	-	-
Inconsistency between the importance of the subject and the number of hours	-	8.3	10
Overload with classroom activities	11.1	-	5
Dissatisfaction with the quality of classes	-	-	5

Dissatisfaction with the organization of tests and exams	-	-	-
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The majority of students responded that there were no special complaints: 2nd year - 88.8%, 3rd year - 91.7%, 4th year - 80%. The data obtained indicate an improvement in the quality of organization of the educational process and educational services of the university.

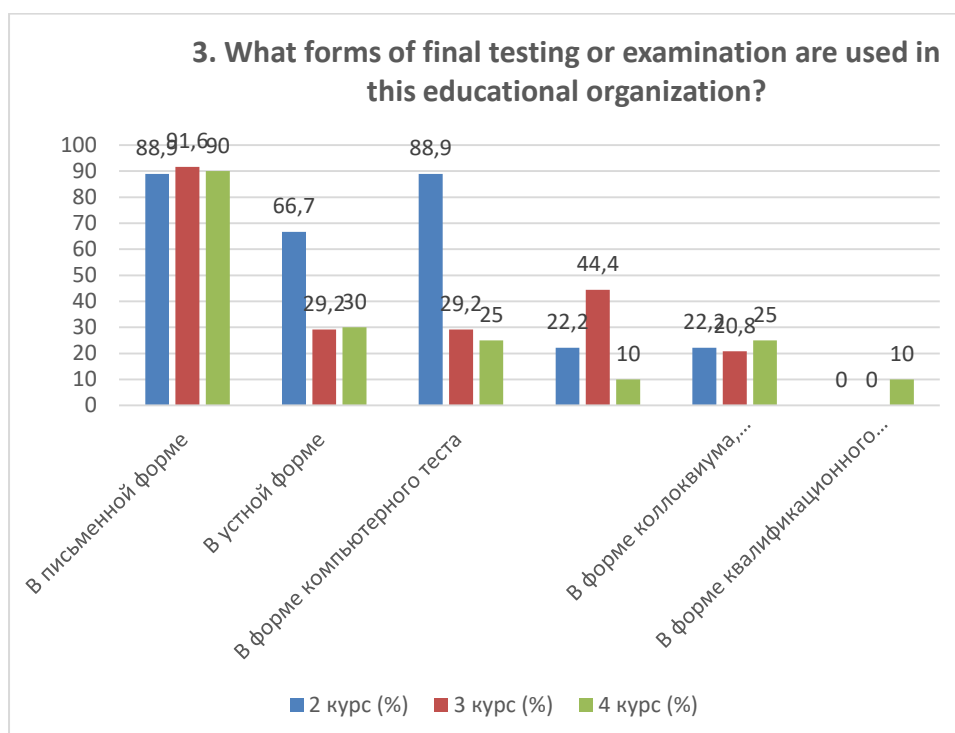
However, students 3rd year (8.3%) – 4th year (10%) courses noted the answer option «discrepancy between the importance of the subject and the number of hours», and 2nd year (11.1%) - 4th (5%) courses indicated «overload with classroom activities. » The results of the remaining indicators are distributed differently and are reflected in the table.

### 3. What forms of final testing or examination are used in this educational organization?(check all that apply)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
In writing	88.9	91.6	90
In oral form	66.7	29.2	thirty
In the form of a computer test	88.9	29.2	25
In the form of a test without using a computer	22.2	44.4	10
In the form of a colloquium, conference, project defense, etc.	22.2	20.8	25
In the form of a qualification exam (the student performs a work operation, manufactures a product, carries out labor activities, assessed by experts)	-	-	10

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



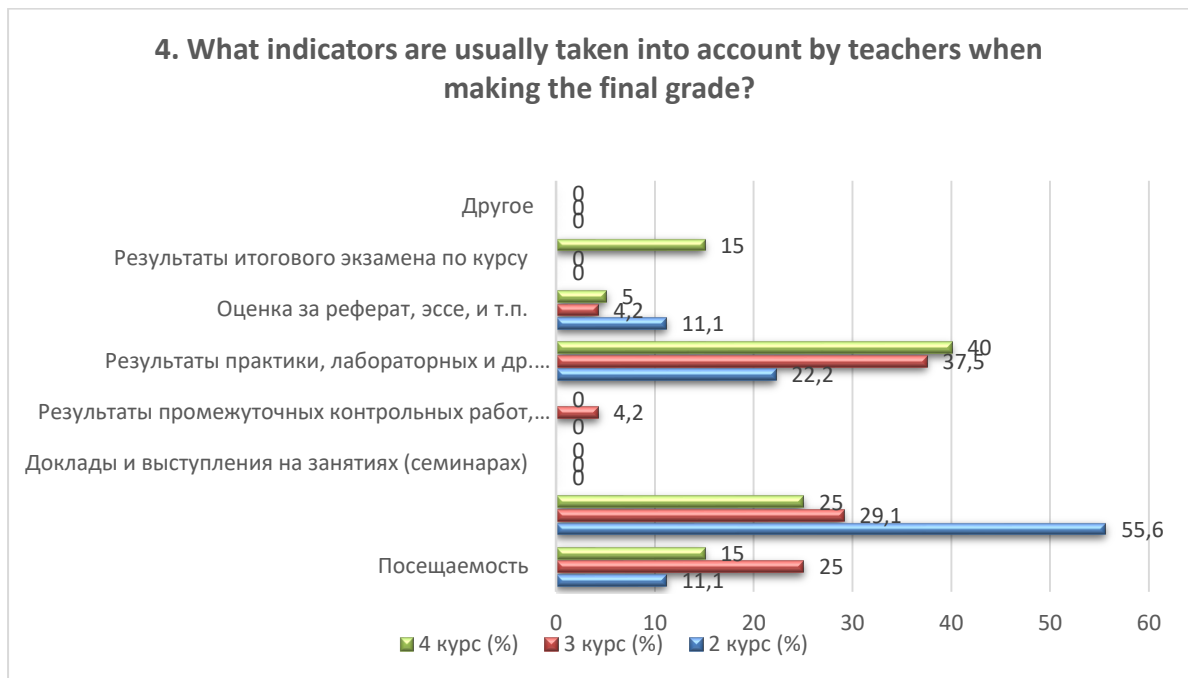


To the question: «**What forms of final test or examination are used in this educational organization?** » (multiple answers could be marked) the majority of respondents for 3 courses on average - 90.1% answered «in writing», in second place «in the form of a computer test» - 47.7%, and in third place «orally» - 41.9%.

Despite the different forms of conducting the final test or exam that the university uses, students must prepare thoroughly, answer the questions posed and get a well-deserved «result». Late completion of a test or exam is academic debt, which may subsequently develop into a reason for expulsion from the university.

#### **4. What indicators are usually taken into account by teachers when making the final grade?**

<b>Answer options</b>	<b>2nd year (%)</b>	<b>3rd year (%)</b>	<b>4th year (%)</b>
Attendance	11.1	25	15
Activity in classes (seminars), answers to teacher questions, problem solving, etc.	55.6	29.1	25
Reports and speeches at classes (seminars)	-	-	-
Results of intermediate tests, tests, colloquiums, etc.	-	4.2	-
Results of practice, laboratory and other practical work	22.2	37.5	40
Score for an abstract, essay, etc.	11.1	4.2	5
Results of the final exam for the course	-	-	15
Other	-	-	-



Students indicated the following options for the «Other» option\*:  
 - all of the above.

Assessment of students' educational achievements is carried out on the basis of a point-rating system, according to which the student's final grade for the semester in each discipline is derived based on the summation of rating points received by him in all control events in this discipline during the semester and when passing the final control (exam). At the same time, 60% of the final grade falls on current and midterm control, and 40% on exam assessment.

To the question: «What indicators are usually taken into account by teachers when making the final grade?» 36.5% of students indicated the option «activity in classes (seminars), answers to teacher questions, problem solving, etc.», in second place - 33.3% «results of practice, laboratory and other practical work» and in third place 17.1% «attendance»

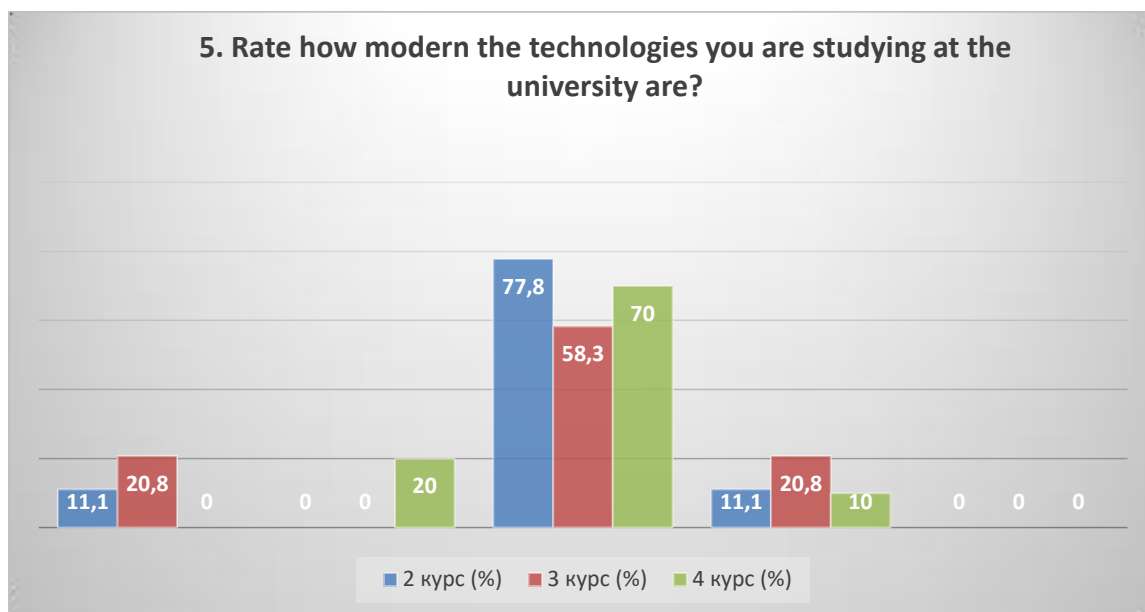
Students in the «other» option indicated the following answers: «All indicators are taken into account», all of the above.

#### 5. Rate how modern the technologies you are studying at the university are?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
These are the most advanced technologies; there are no such technologies in real production yet.	11.1	20.8	-
These are modern technologies, they are used by leading companies	-	-	20
These are quite modern technologies, they are used, but I know more modern	77.8	58.3	70

\*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.

ones			
These are yesterday's technologies that are no longer on the market.	11.1	20.8	10
I don't know, I can't rate it	-	-	-



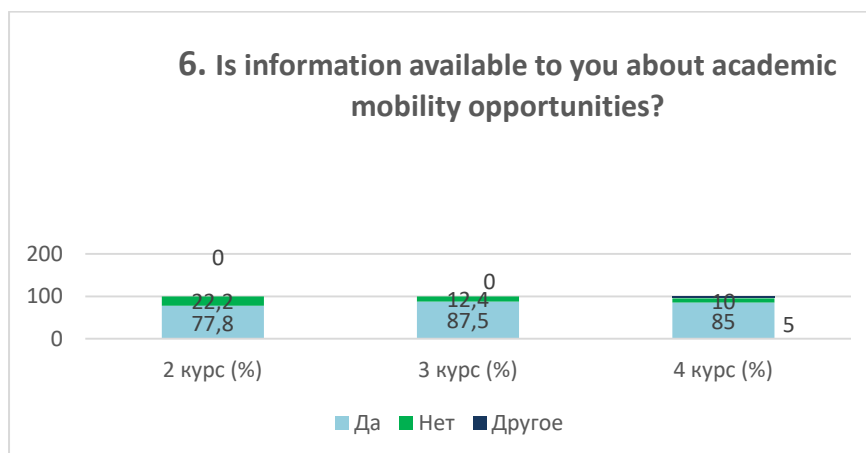
An important feature of modern education is its continuous improvement. In the context of the transition to new generation standards in the university educational process, there is a need to use modern educational technologies. Scientific and technological progress and informatization of society require students to master special qualities in the modern educational process.

#### 6. Is information available to you about academic mobility opportunities?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	77.8	87.5	85
No	22.2	12.4	10
Other	-	-	5

Students indicated the following options for the «Other» option: \*

- Don't know;
- I find it difficult to answer.



## 7. What do you think the relationship is like:

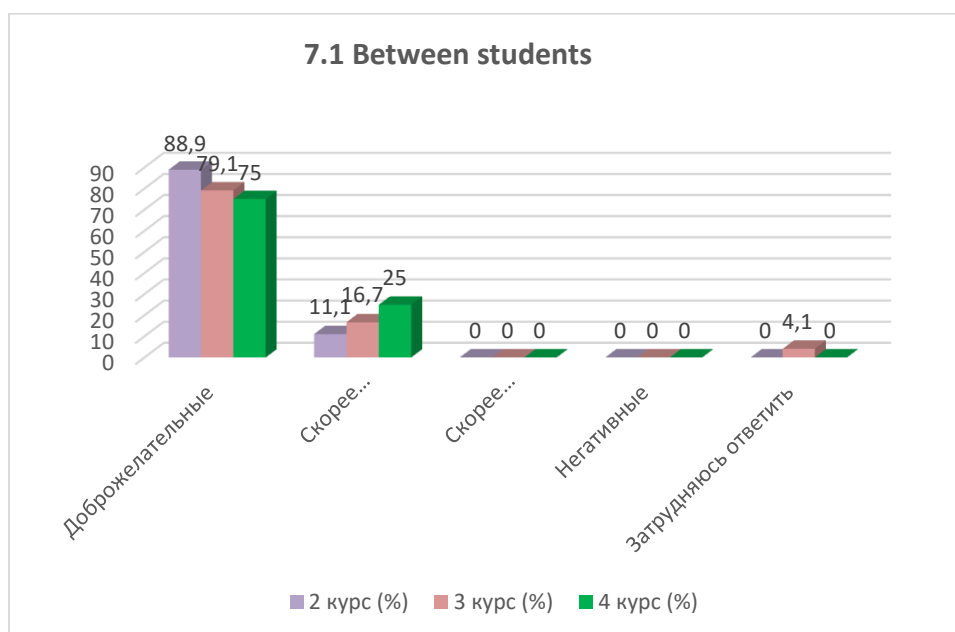
7.1 Between students
7.2 Between teachers and students (in the educational process)
7.3 Between the student and the curator
7.4 Between students and administration
7.5 Between students and employees of departments (library, student department, etc.)
7.6 Between students and security service

Other \_\_\_\_\_

If you answered the previous question «More unfriendly than friendly» and «Negative», give recommendations for improvement \_\_\_\_\_

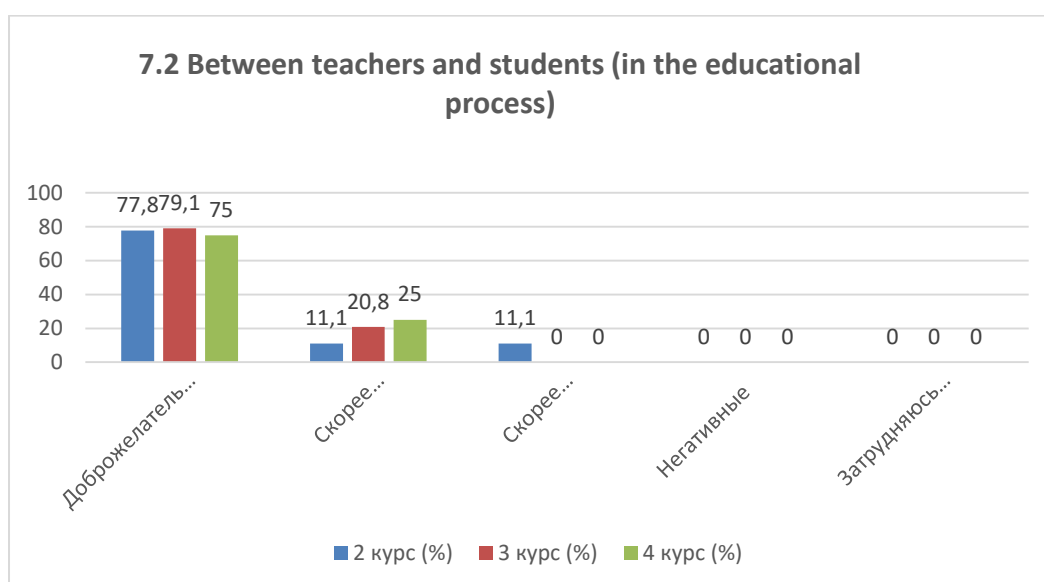
### 7.1 Between students

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	88.9	79.1	75
More friendly than unfriendly	11.1	16.7	25
More unfriendly than benevolent	-	-	-
Negative	-	-	-
I find it difficult to answer	-	4.1	-



### 7.2 Between teachers and students (in the educational process)

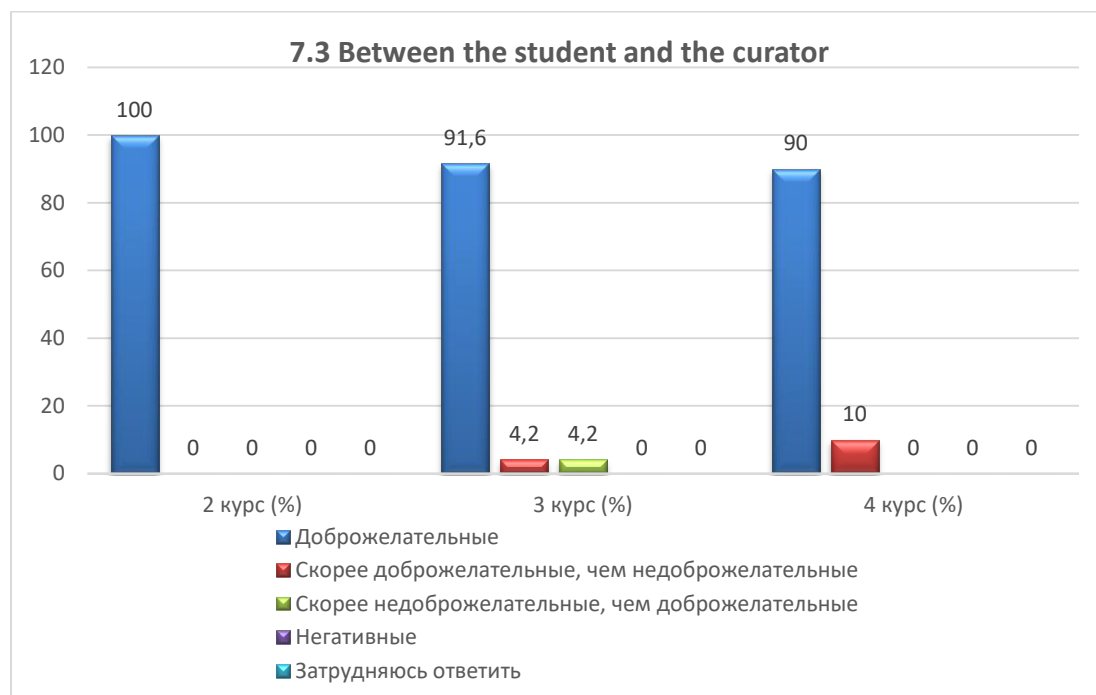
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	77.8	79.1	75
More friendly than unfriendly	11.1	20.8	25
More unfriendly than benevolent	11.1	-	-
Negative	-	-	-
I find it difficult to answer	-	-	-



### 7.3 Between the student and the curator

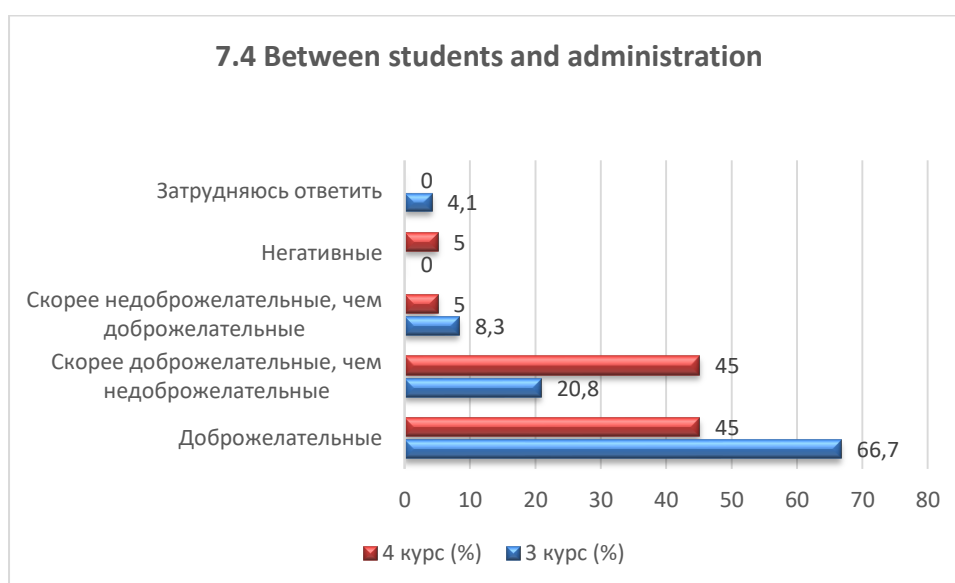
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	100	91.6	90
More friendly than unfriendly	-	4.2	10
More unfriendly than benevolent	-	4.2	-

Negative	-	-	-
I find it difficult to answer	-	-	-



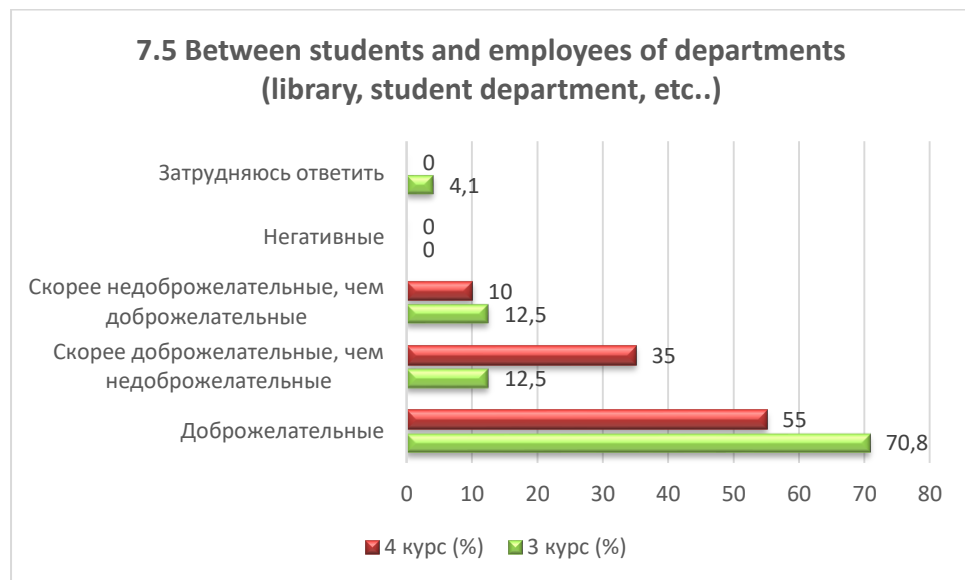
#### 7.4 Between students and administration

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	77.8	66.7	45
More friendly than unfriendly	22.2	20.8	45
More unfriendly than benevolent	-	8.3	5
Negative	-	-	5
I find it difficult to answer	-	4.1	-



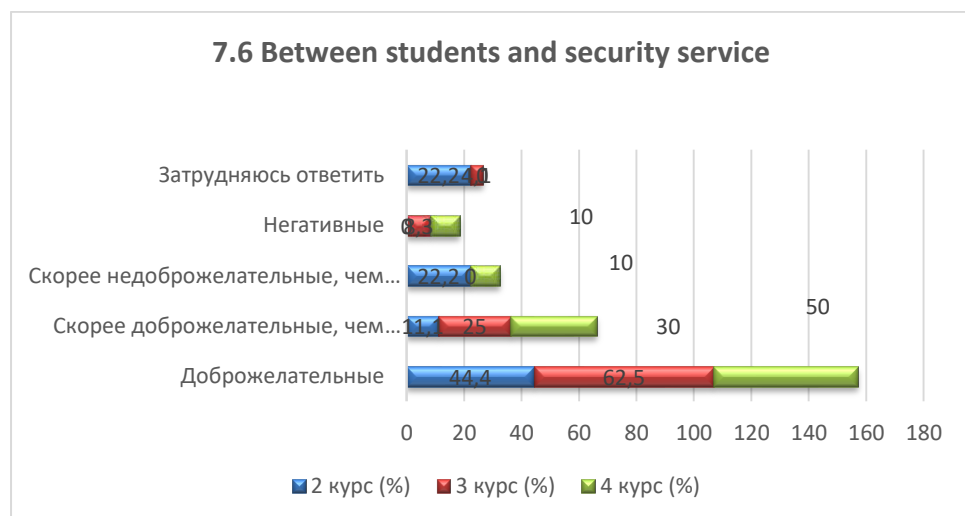
#### 7.5 Between students and employees of departments (library, student department, etc.)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	77.8	70.8	55
More friendly than unfriendly	22.2	12.5	35
More unfriendly than benevolent	-	12.5	10
Negative	-	-	-
I find it difficult to answer	-	4.1	-



### 7.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	44.4	62.5	50
More friendly than unfriendly	11.1	25	thirty
More unfriendly than benevolent	22.2	-	10
Negative	-	8.3	10
I find it difficult to answer	22.2	4.1	-



As can be seen from the presented results, the relationships between students, teachers and students (in the educational process), curators and students are assessed by

respondents mainly as friendly and «with more benevolent than unfriendly» accordingly, which fully corresponds to the high level of satisfaction with the moral and psychological climate in the student environment.

For the remaining indicators, student responses were distributed as follows:

-Between students and administration 3rd year (8.3%), 4th year – (5%) «Rather unfriendly than friendly»

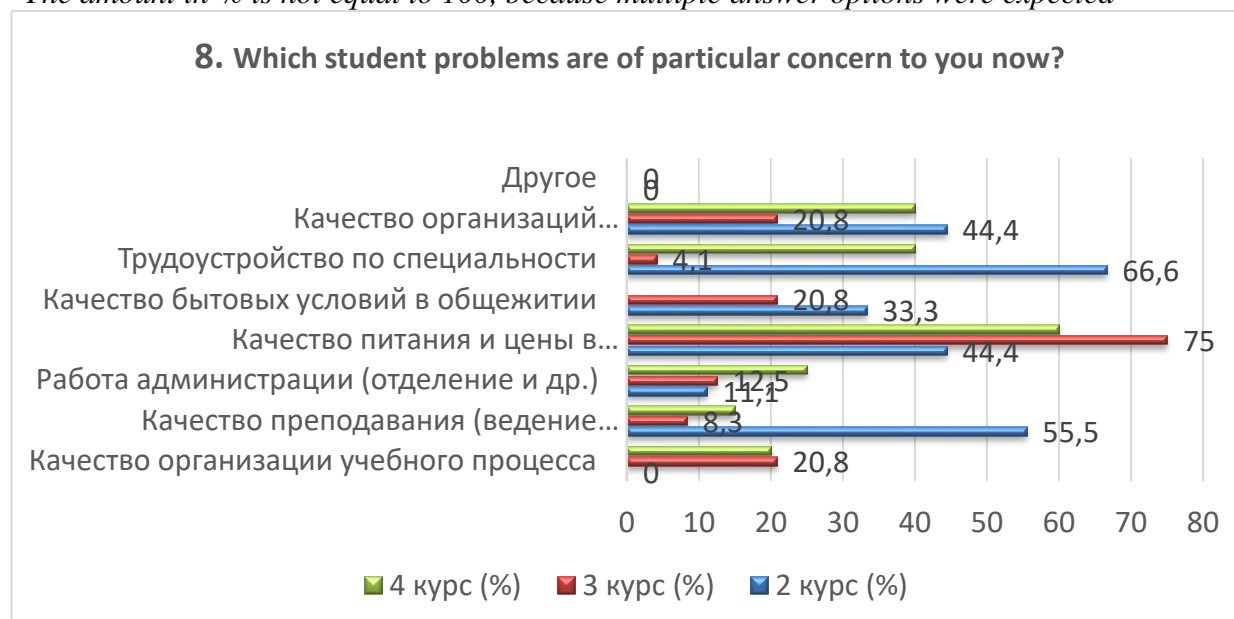
-Between students and employees of departments (library, student department, etc.) 3rd year (12.5%) 4th year (10%) «Rather unfriendly than friendly, » as well as 3rd year students chose the option «Difficult to answer» - 4, 1%;

- Between students and security service – 2nd year (22.2%), 3rd year (4.1%) “Rather unfriendly than friendly”, as well as students of 3 (8.3%) – 4 (10%) courses chose the answer option «Negative».

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Quality of organization of the educational process	-	20.8	20
Quality of teaching (class conducting, assessment of knowledge, etc.)	55.5	8.3	15
Administration work (department, etc.)	11.1	12.5	25
Quality of food and prices in the student canteen	44.4	75	60
Quality of living conditions in the hostel	33.3	20.8	-
Employment by specialty	66.6	4.1	40
Quality of industrial practice organizations	44.4	20.8	40
Other	-	-	-

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





As can be seen from the table, on average, students put first place «quality of food and prices in the student canteen» - 59.8%, followed by «employment in their specialty» - 36.9%. Next – In third position – Quality of teaching (class conducting, assessment of knowledge, etc.)– 26.2%.

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

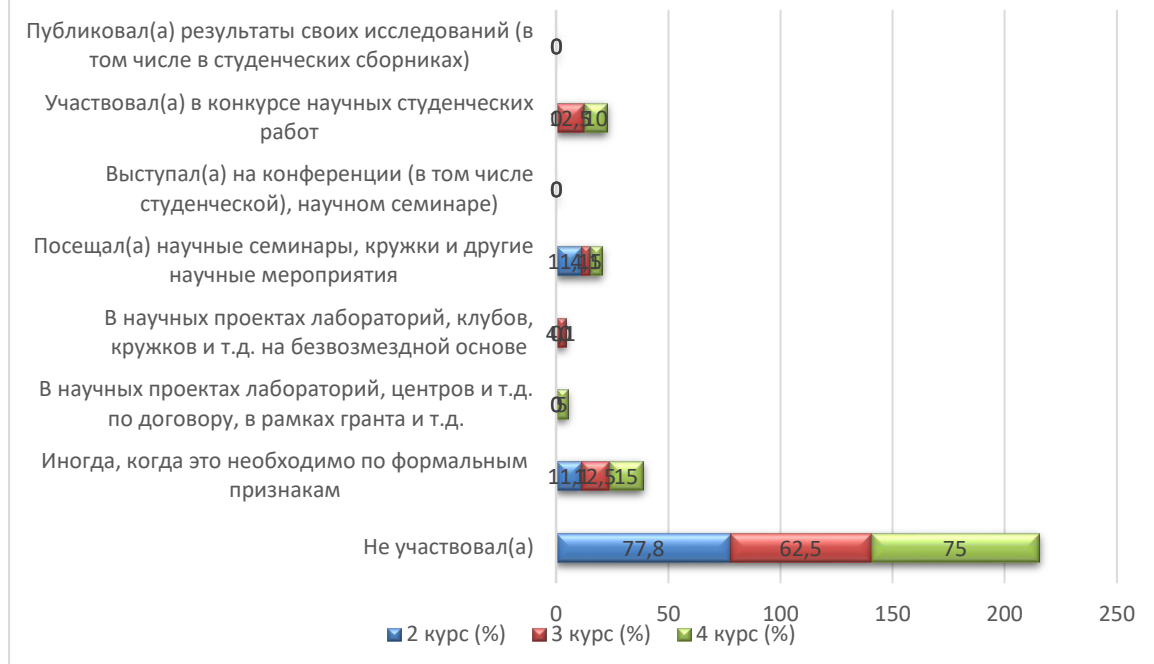
<b>Answer options</b>	<b>2nd year (%)</b>	<b>3rd year (%)</b>	<b>4th year (%)</b>
Did not participate	77.8	62.5	75
Sometimes, when it is necessary for formal reasons	11.1	12.5	15
In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.	-	-	5
In scientific projects of laboratories, clubs, circles, etc. free of charge	-	4.1	-
Attended scientific seminars, clubs and other scientific events	11.1	4.1	5
Speaker at a conference (including a student conference), scientific seminar)	-	-	-
Participated in a student scientific work competition	-	12.5	10
Published the results of his research (including in student collections)	-	-	-

*\*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»** students indicated the following options\*:

- I have no desire to participate;
- showed no interest;
- no time;
- not interested

**9. Do you take part in the scientific work of the university? if yes, in what forms?**



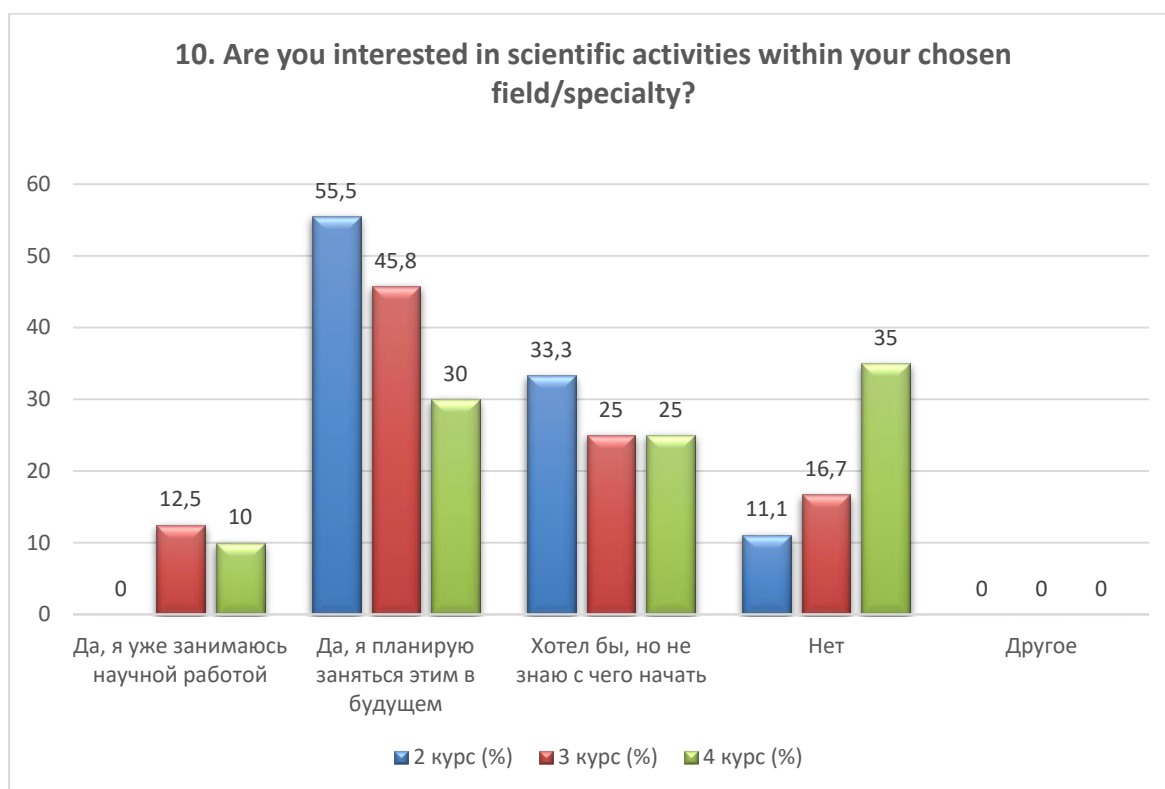
**10. Are you interested in scientific activities within your chosen field/specialty?**

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes, I'm already doing scientific work	-	12.5	10
Yes, I plan to do this in the future	55.5	45.8	thirty
I would like to, but I don't know where to start	33.3	25	25
No	11.1	16.7	35
Other	-	-	-

Students pointed to «other»\*:

For the option «If you answered «I would like to, but I don't know where to start» or «No» to the previous question, write why» students indicated the following options\*:

- Don't want;
- I don't want



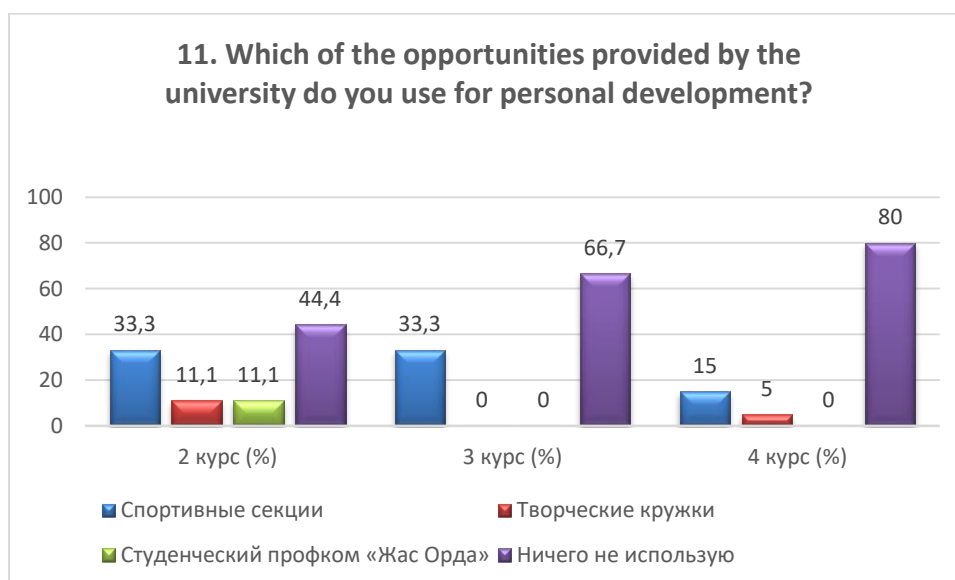
**11. Which of the opportunities provided by the university do you use for personal development?**

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Sport sections	33.3	33.3	15
Creative clubs	11.1	-	5
Student trade union committee "Zhas Orda"	11.1	-	-
I don't use anything	44.4	66.7	80

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

- I go to the university gym, but it costs 5000 tenge, I would like a discount, we are students after all;
- Terrible quality of services;
- Not interested

\*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.



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

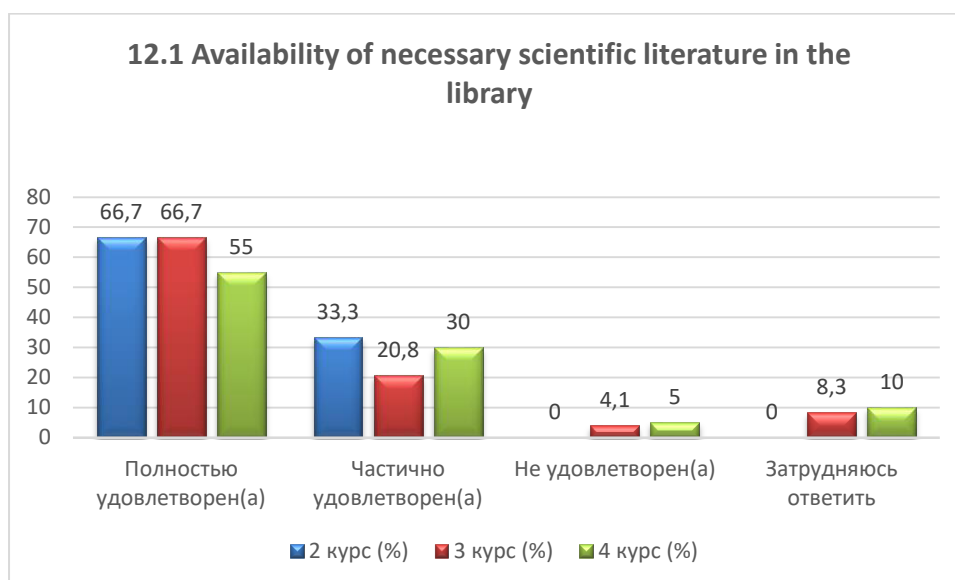
12.1 Availability of necessary scientific literature in the library
12.2 Modern computer equipment
12.3 Internet channel width, its speed
12.4 Modern software
12.5 Availability of educational and scientific equipment
12.6 Availability of laboratories and specialized classrooms
12.7 Availability of sports equipment

Other \_\_\_\_\_

If you answered «not satisfied» to the previous question, give recommendations for improvement provided services \_\_\_\_\_

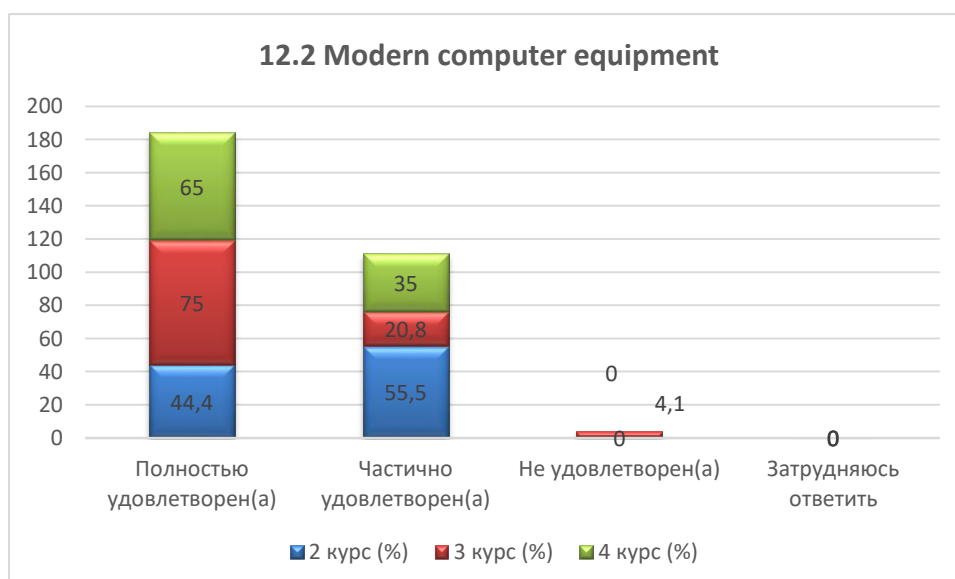
### 12.1 Availability of necessary scientific literature in the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66.7	66.7	55
Partially satisfied	33.3	20.8	thirty
Not satisfied)	-	4.1	5
I find it difficult to answer	-	8.3	10



## 12.2 Modern computer equipment

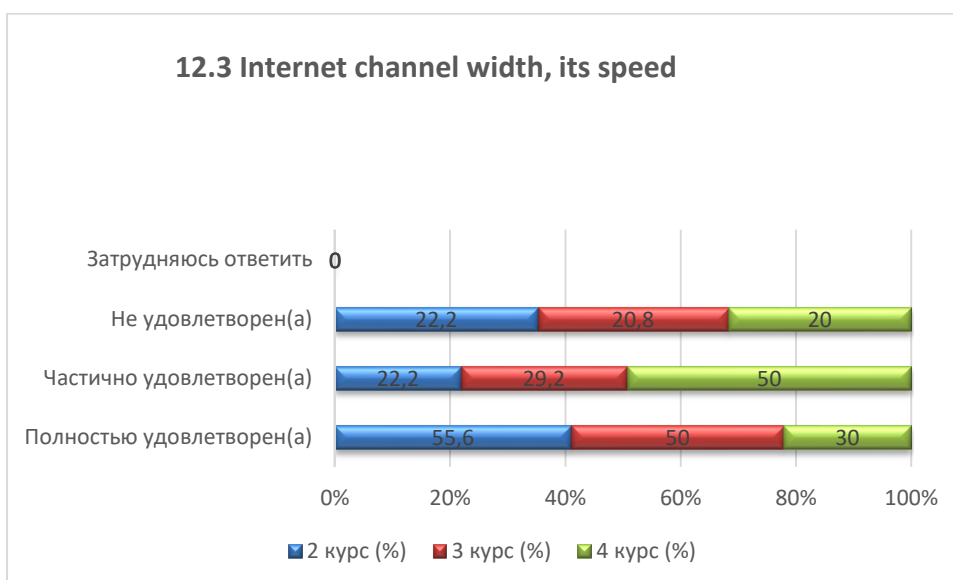
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	44.4	75	65
Partially satisfied	55.5	20.8	35
Not satisfied)	-	4.1	-
I find it difficult to answer	-	-	-



## 12.3 Internet channel width, its speed

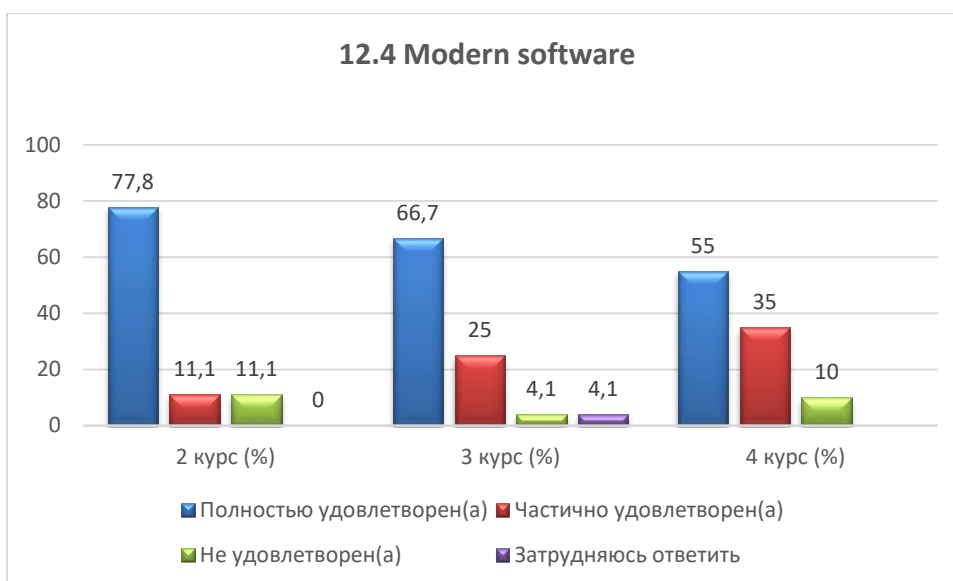
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	55.6	50	thirty
Partially satisfied	22.2	29.2	50
Not satisfied)	22.2	20.8	20
I find it difficult to answer	-	-	-

### 12.3 Internet channel width, its speed



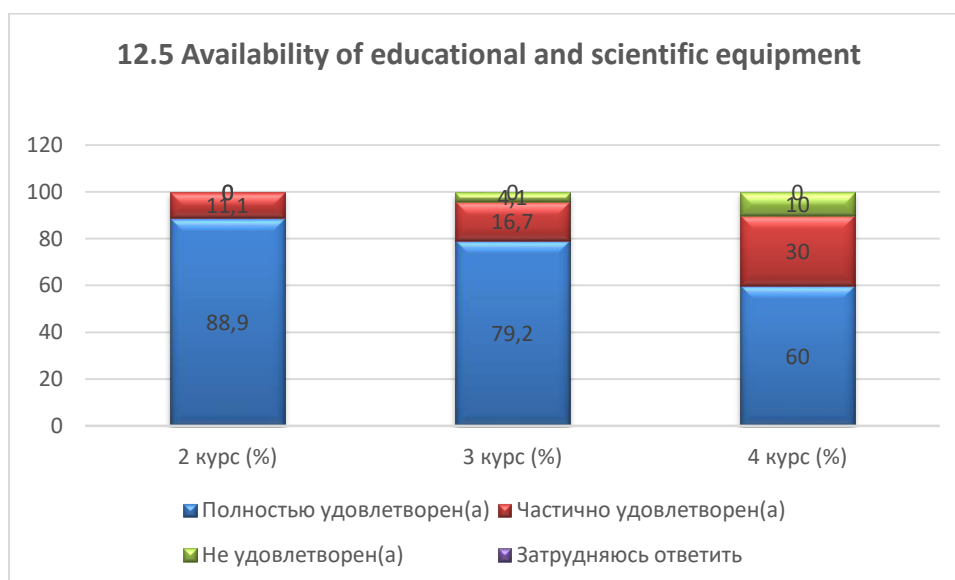
### 12.4 Modern software

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	77.8	66.7	55
Partially satisfied	11.1	25	35
Not satisfied)	11.1	4.1	10
I find it difficult to answer	-	4.1	



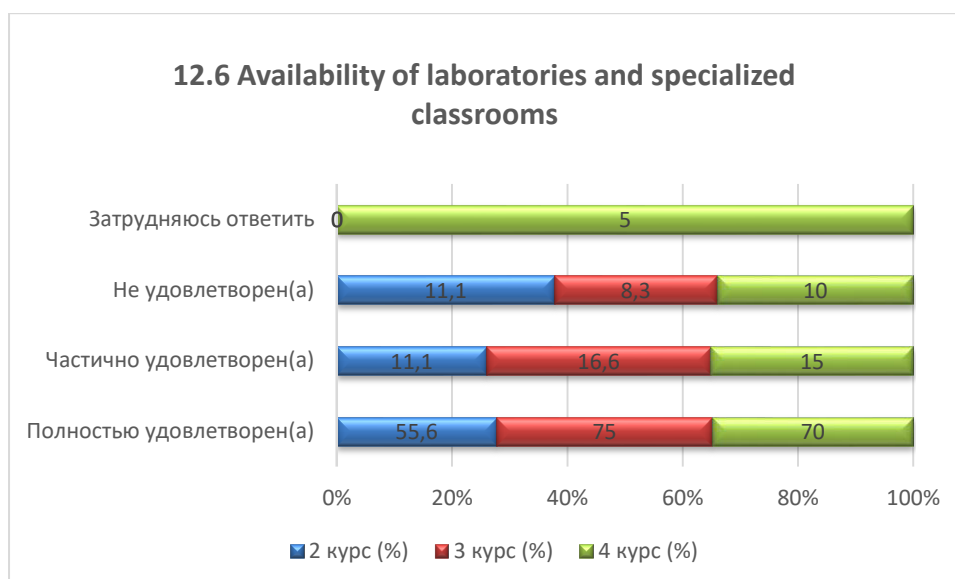
### 12.5 Availability of educational and scientific equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	88.9	79.2	60
Partially satisfied	11.1	16.7	thirty
Not satisfied)	-	4.1	10
I find it difficult to answer	-	-	-



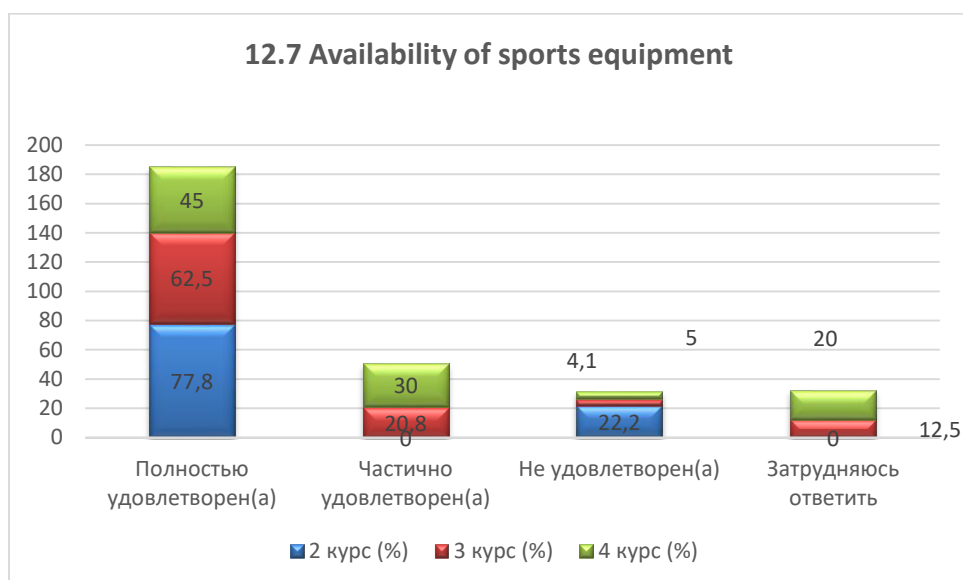
### 12.6 Availability of laboratories and specialized classrooms

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	55.6	75	70
Partially satisfied	11.1	16.6	15
Not satisfied)	11.1	8.3	10
I find it difficult to answer	-	-	5



### 12.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	77.8	62.5	45
Partially satisfied	-	20.8	thirty
Not satisfied)	22.2	4.1	5
I find it difficult to answer	-	12.5	20

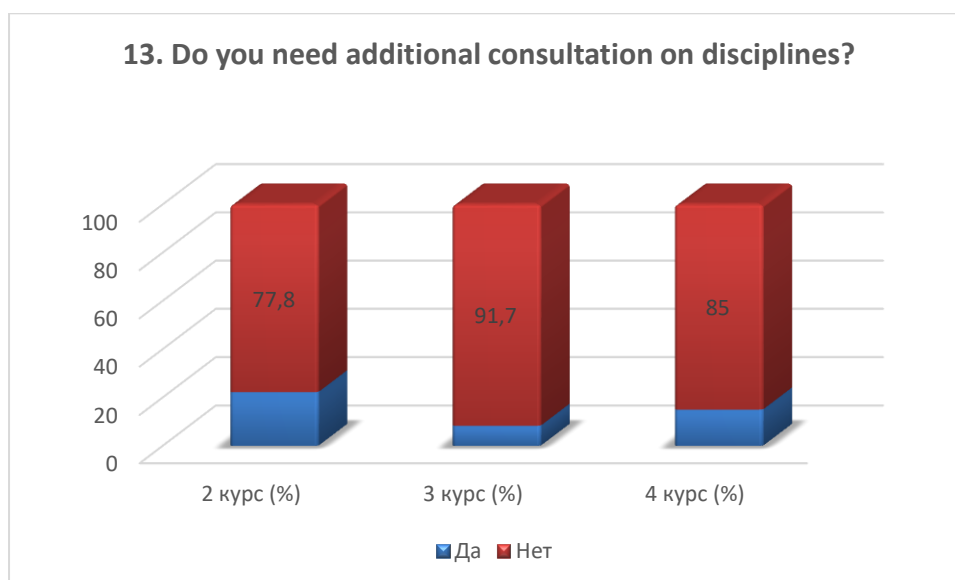


For the option «If you answered the previous question «More unfriendly than friendly» and «Negative», give recommendations for improvement» students indicated the following options\*:

- Internet connection is very poor both at the university and in the dormitory, and for the lesson you naturally need Wi-Fi

### 13. Do you need additional consultation on disciplines?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	22.2	8.3	15
No	77.8	91.7	85



For the option «If you answered «Yes» to the previous question, then indicate the discipline on which you need additional advice.» students indicated the following options\*:

- Engineering geodesy, cartography, higher geodesy;

\*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.



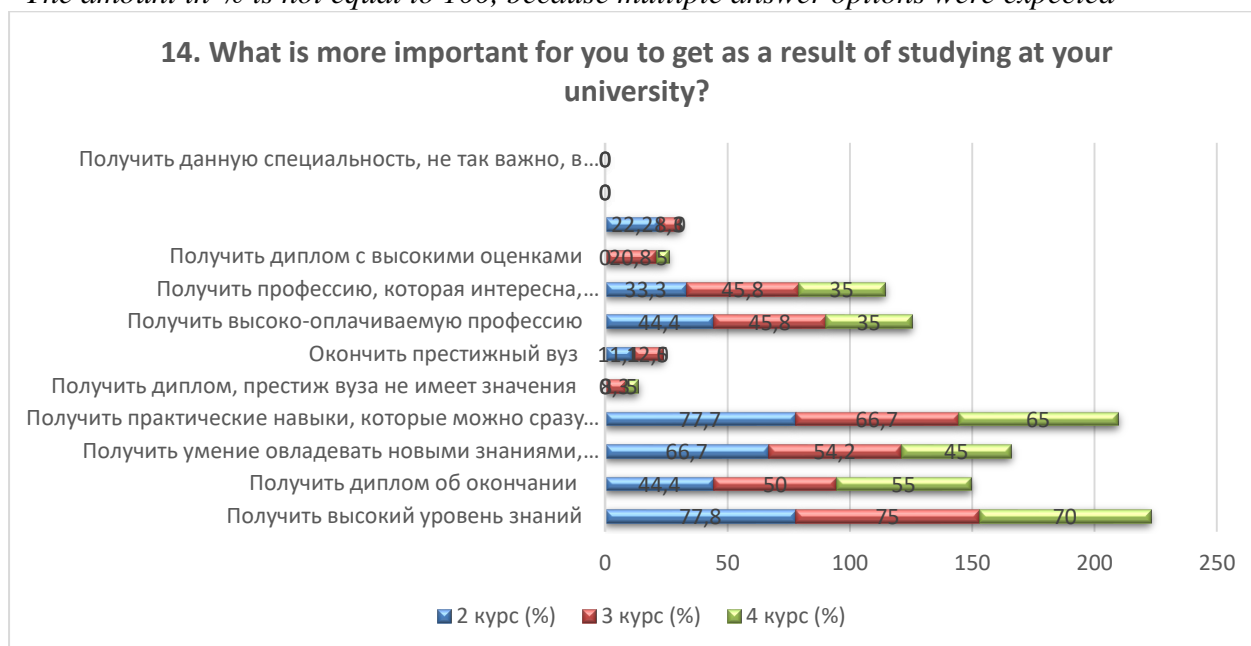
- During coursework, students need additional advice

#### 14. What is more important for you to get as a result of studying at your university?

(You can select one or more answer options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Get a high level of knowledge	77.8	75	70
Receive a diploma of completion	44.4	50	55
Gain the ability to acquire new knowledge that will help you quickly adapt in the workplace	66.7	54.2	45
Gain practical skills that you can immediately use at work	77.7	66.7	65
Get a diploma, the prestige of the university does not matter	-	8.3	5
Graduate from a prestigious university	11.1	12.5	-
Get a highly paid profession	44.4	45.8	35
Get a profession that is interesting and matches your abilities	33.3	45.8	35
Get a diploma with high grades	-	20.8	5
You need to learn only what is interesting or will be needed in further study (work)	22.2	8.3	-
It's not so important to graduate from this particular university, in what specialty	-	-	-
Getting this specialty is not so important in which university.	-	-	-

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



**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, improve the quality of services provided, improve the quality of distance learning and other areas of the university's activities.***(Students' answers are presented in the original. The author's spelling and punctuation have been preserved.)*

- I think it would be good to add questions on the topic of student mental health;
- About the hostels, there is no wi-fi there, plus there is a very bad network (connection);
- Nothing to say;
- this questionnaire contains all the important questions
- Do teachers go to the meeting?
- No need to add
- No need to add anything
- No offers
- anything goes
- The food in our university buildings is terrible.
- Are you satisfied with the cleanliness of your educational institution?
- In the field of sports, we need to add questions separately for boys and girls. Because most students do not know that there is a club for different sports. As far as I know, and I study myself, some students don't even know who to contact about this issue!!!!

**Recommendations:**

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