

Report
on the results of the questionnaire
“Satisfaction of 2nd-5th year students with educational services”
for the 2023 – 2024 year

Department: “Technological Equipment, Mechanical Engineering and Standardization”

Specialty: 6B07105 Digital technologies in mechanical engineering

Center for Quality Management and Accreditation, in October 2023 conducted an annual questionnaire on the satisfaction of students of 2-5 courses with the quality of services provided.

Purpose of the questionnaire: Identification of the degree of respondents' satisfaction with the quality of educational services and other activities of the university.

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

On specialty 6B07105 “Digital technologies in mechanical engineering” 10 respondents took part in the questionnaire.

- 3rd year – 10 students (71,4%).

Form of training

- Budget – 10 students (100%);
- Paid - 0.

In the process of questionnaire survey the following data were obtained:

Indicators:

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

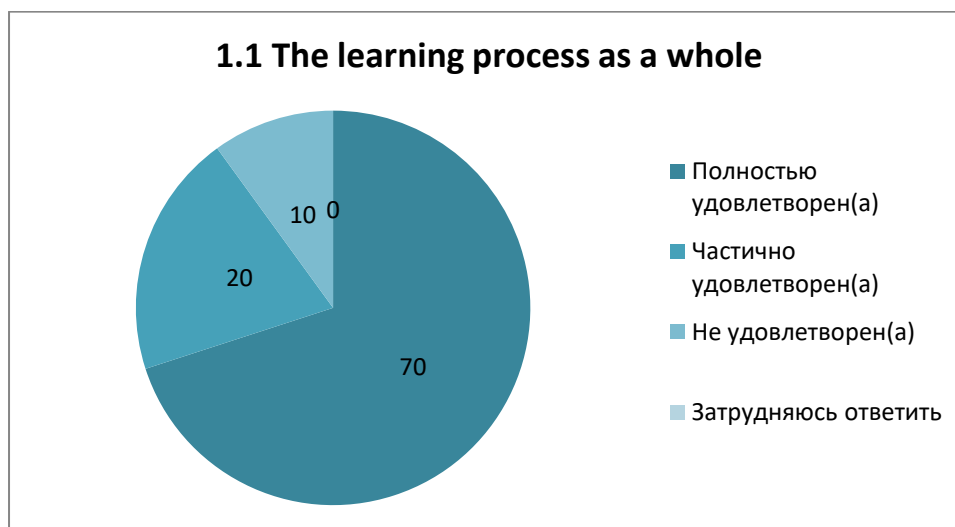
1.1 The learning process as a whole
1.2 Class schedule
1.3 Organization of independent work
1.4 Internship
1.5 Organization and carrying out of SIWT
1.6 Organization and conduct of laboratory works
1.7 Satisfaction with the work of the library
1.8 Possibility of access to full-text databases of scientific publications
1.9 Living conditions in the dormitory
1.10 Quality of medical service
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, make recommendations to improve the services provided _____

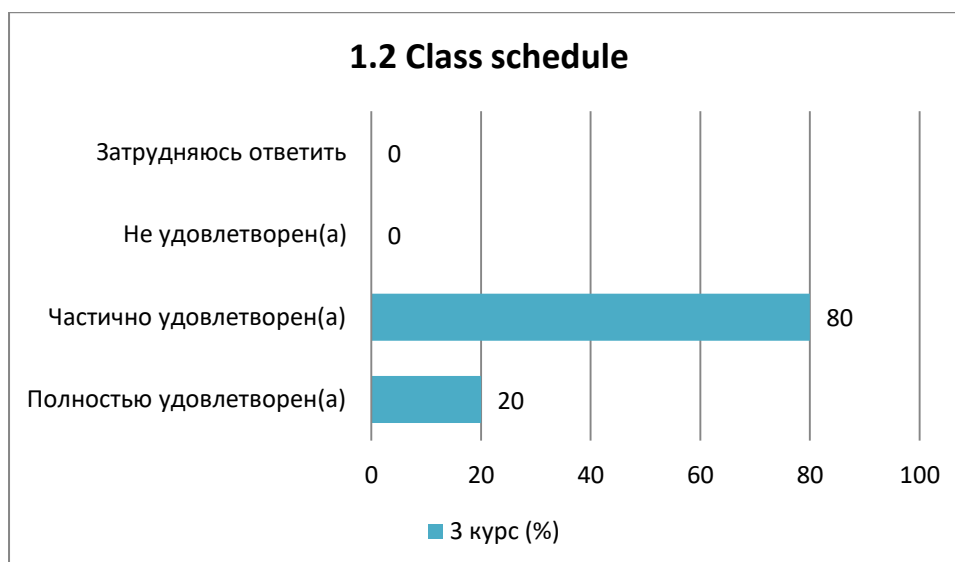
1.1 The learning process as a whole

Answer options	3rd year (%)
Completely satisfied	70
Partially satisfied	20
Not satisfied	10
Difficult to answer	-



1.2 Class schedule

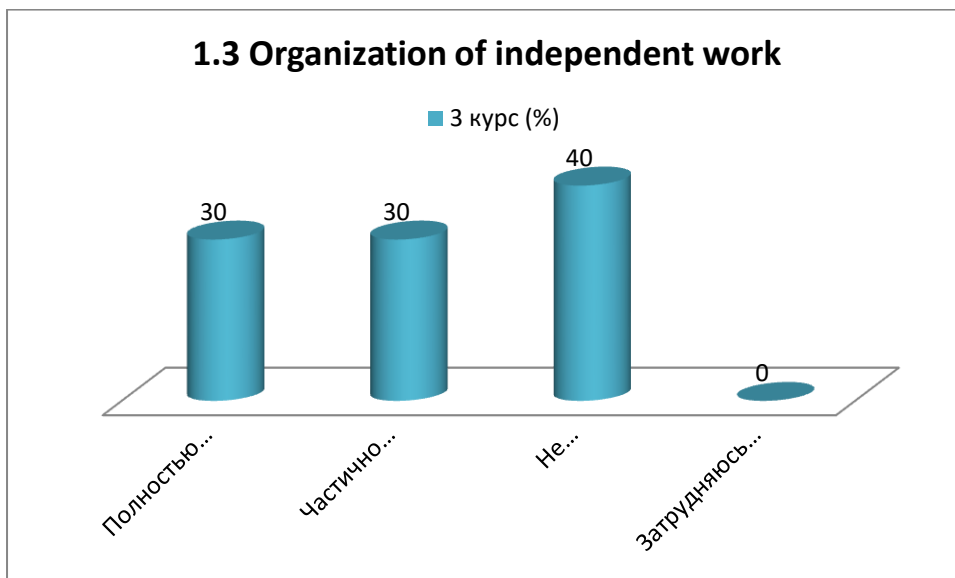
Answer options	3rd year (%)
Completely satisfied	20
Partially satisfied	80
Not satisfied	-
Difficult to answer	-



1.3 Organization of independent work

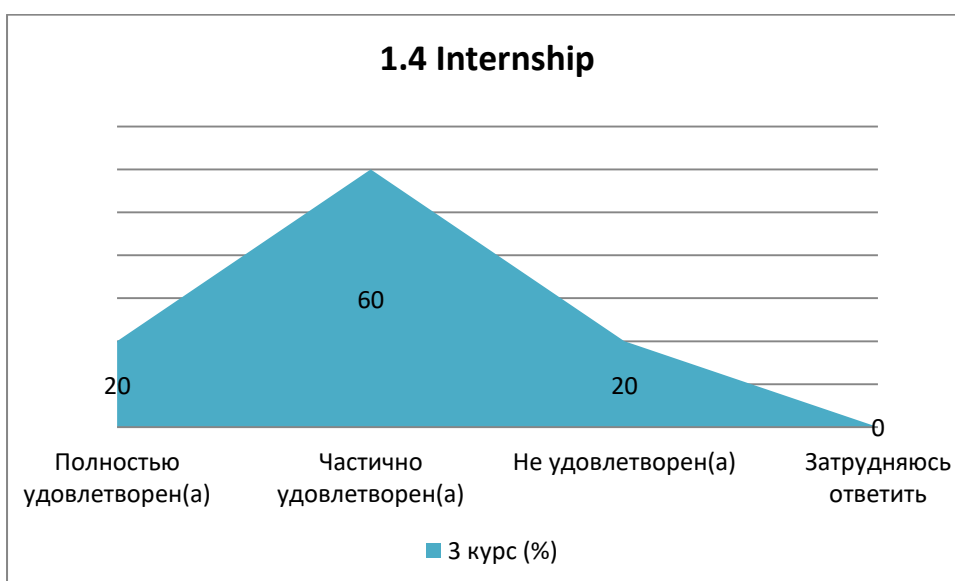
Answer options	3rd year (%)
Completely satisfied	30
Partially satisfied	30
Not satisfied	40
Difficult to answer	-

1.3 Organization of independent work



1.4 Internship

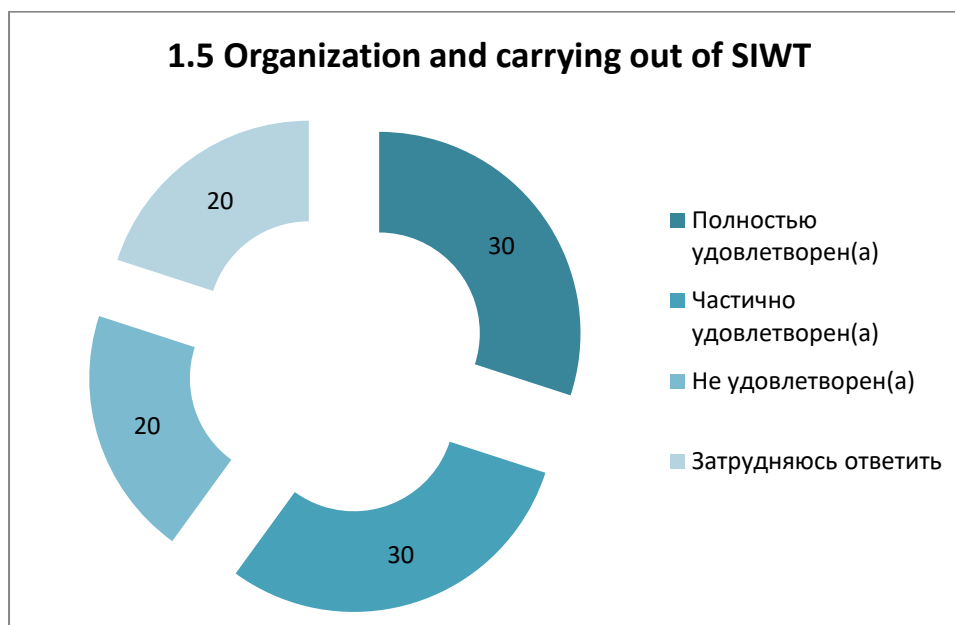
Answer options	3rd year (%)
Completely satisfied	20
Partially satisfied	60
Not satisfied	20
Difficult to answer	-



1.5 Organization and carrying out of SIWT

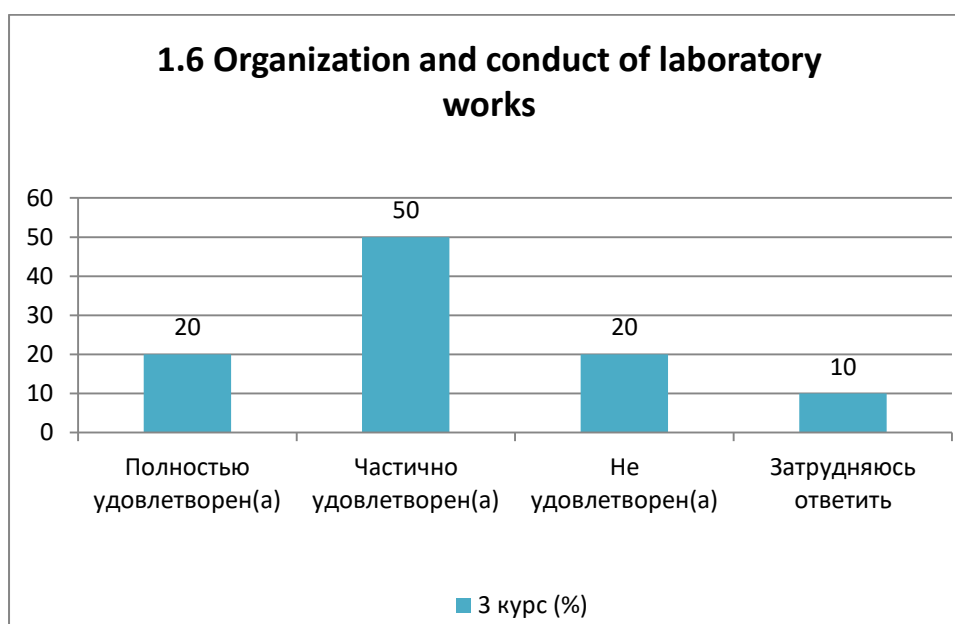
Answer options	3rd year (%)
Completely satisfied	30
Partially satisfied	30
Not satisfied	20
Difficult to answer	20

1.5 Organization and carrying out of SIWT



1.6 Organization and conduct of laboratory works

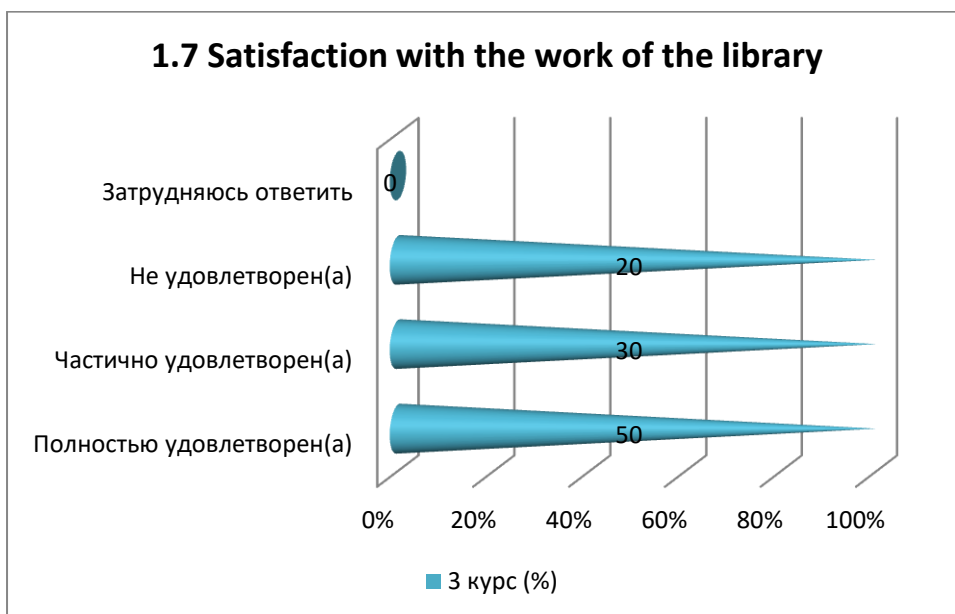
Answer options	3rd year (%)
Completely satisfied	20
Partially satisfied	50
Not satisfied	20
Difficult to answer	10



1.7 Satisfaction with the work of the library

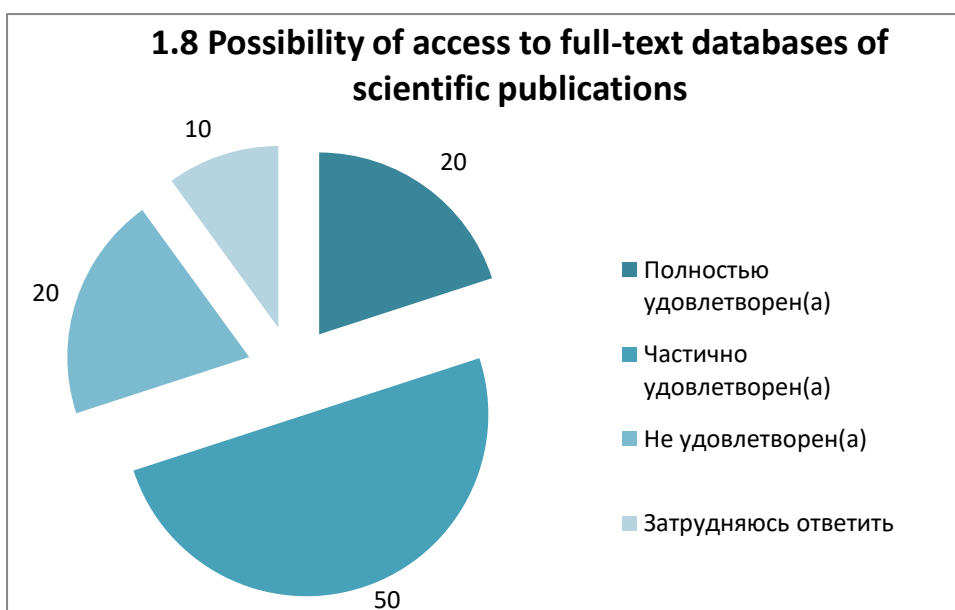
Answer options	3rd year (%)
Completely satisfied	50
Partially satisfied	30
Not satisfied	20
Difficult to answer	-

1.7 Satisfaction with the work of the library



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

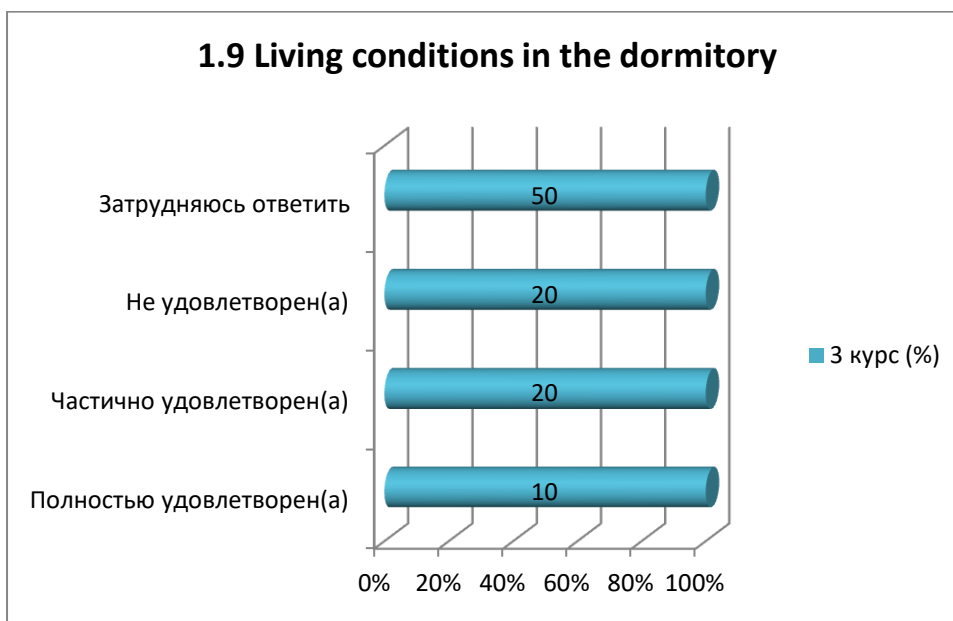
Answer options	3rd year (%)
Completely satisfied	20
Partially satisfied	50
Not satisfied	20
Difficult to answer	10



1.9 Living conditions in the dormitory

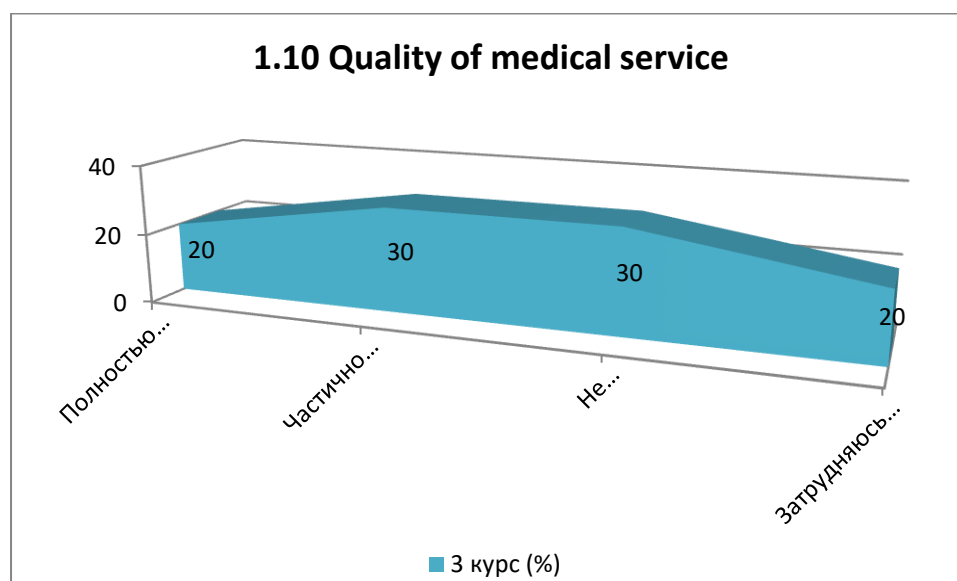
Answer options	3rd year (%)
Completely satisfied	10
Partially satisfied	20
Not satisfied	20
Difficult to answer	50

1.9 Living conditions in the dormitory



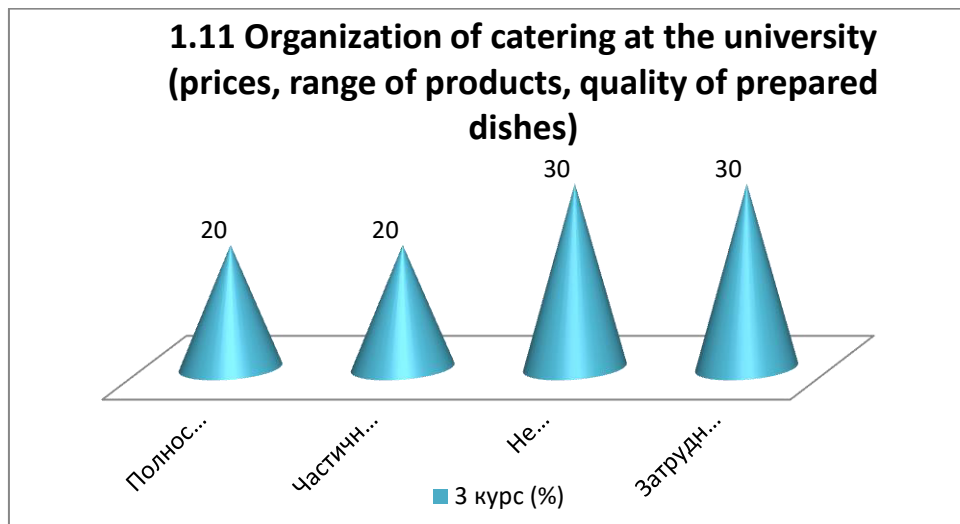
1.10 Quality of medical service

Answer options	3rd year (%)
Completely satisfied	20
Partially satisfied	30
Not satisfied	30
Difficult to answer	20



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

Answer options	3rd year (%)
Completely satisfied	20
Partially satisfied	20
Not satisfied	30
Difficult to answer	30



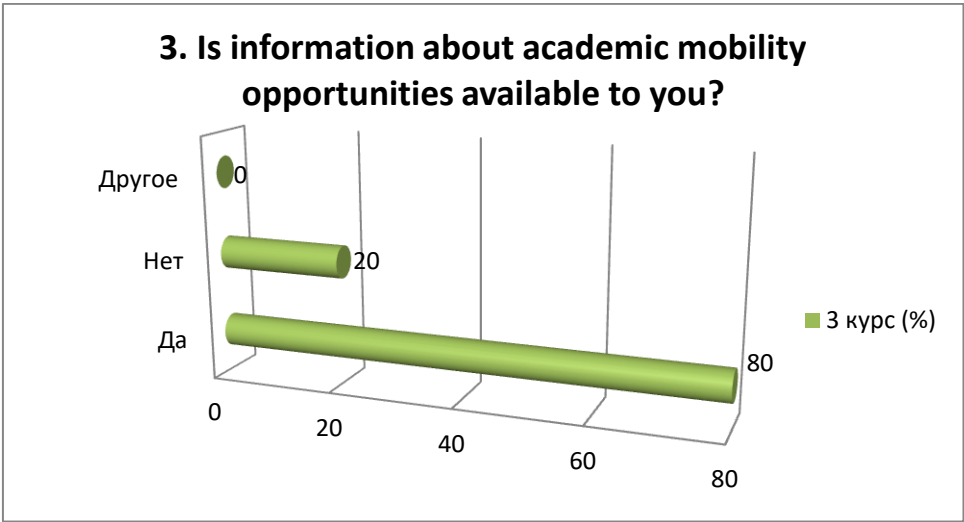
2. Your attitude towards the quality of the organization of the educational process?

Answer options	3rd year (%)
No complaints	30
Discrepancy between the disciplines studied and the specialty obtained	10
Inconsistency between the importance of the subject and the number of hours	40
Overload with classroom activities	20
Dissatisfaction with the quality of classes	-
Dissatisfaction with the organization of tests and exams	-
Other	-



3. Is information about academic mobility opportunities available to you?

Answer options	3rd year (%)
Yes	80
No	20



4. What do you think the relationship is:

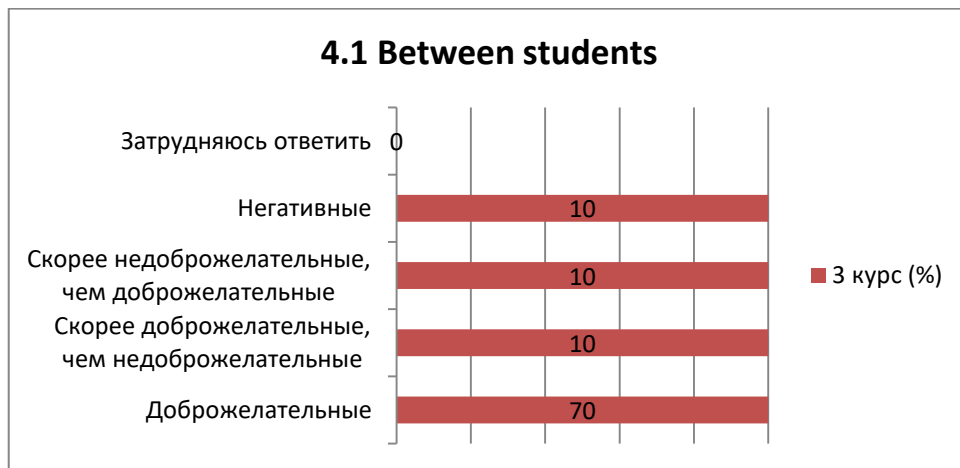
4.1 Between students
4.2 Between teachers and students (in the educational process)
4.3 Between student and supervisor
4.4 Between students and administration
4.5 Between students and employees of departments (library, student department, etc.).
4.6 Between students and security service

Other _____

If you answered “Rather unfriendly than benevolent” and “Negative” to the previous question, give recommendations for improvement _____

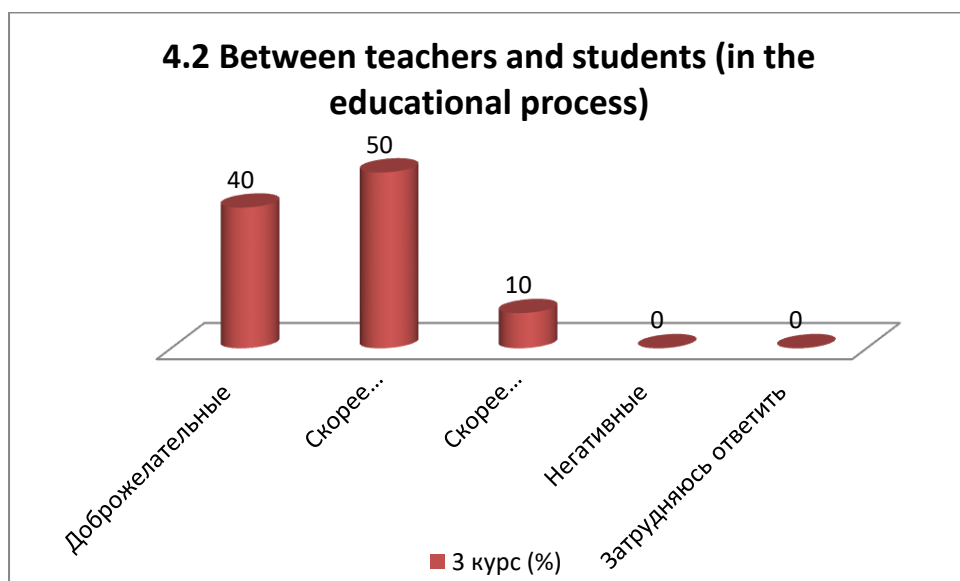
4.1 Between students

Answer options	3rd year (%)
Benevolent	70
Rather benevolent than unfriendly	10
Rather unfriendly than benevolent	10
Negative	10
Difficult to answer	-



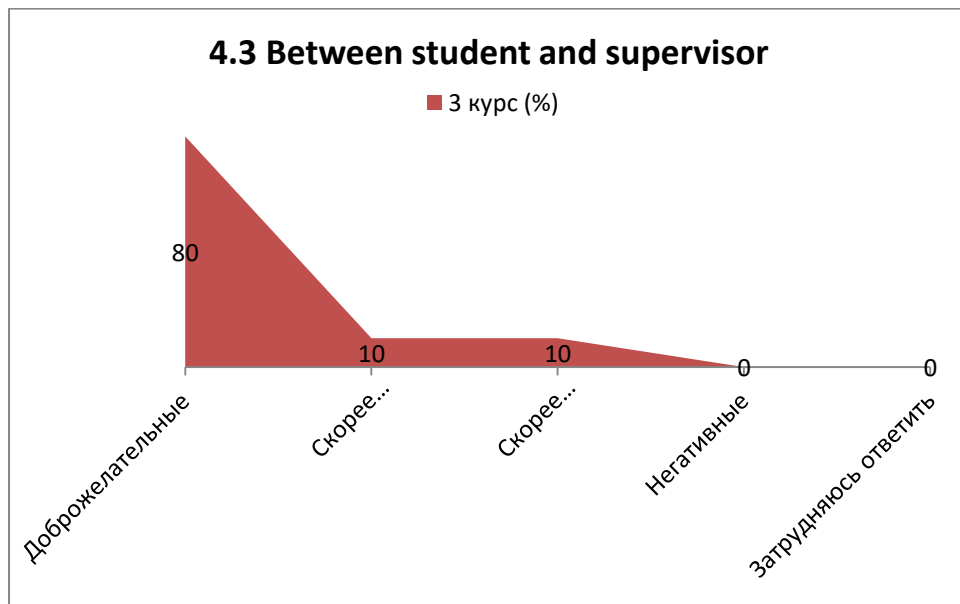
4.2 Between teachers and students (in the educational process)

Answer options	3rd year (%)
Benevolent	40
Rather benevolent than unfriendly	50
Rather unfriendly than benevolent	10
Negative	-
Difficult to answer	-



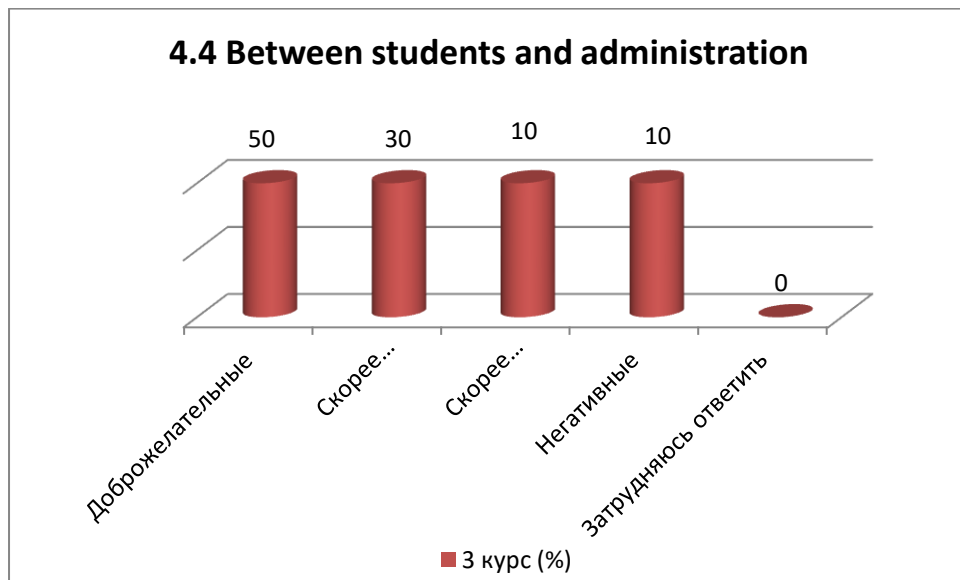
4.3 Between student and supervisor

Answer options	3rd year (%)
Benevolent	80
Rather benevolent than unfriendly	10
Rather unfriendly than benevolent	10
Negative	-
Difficult to answer	-



4.4 Between students and administration

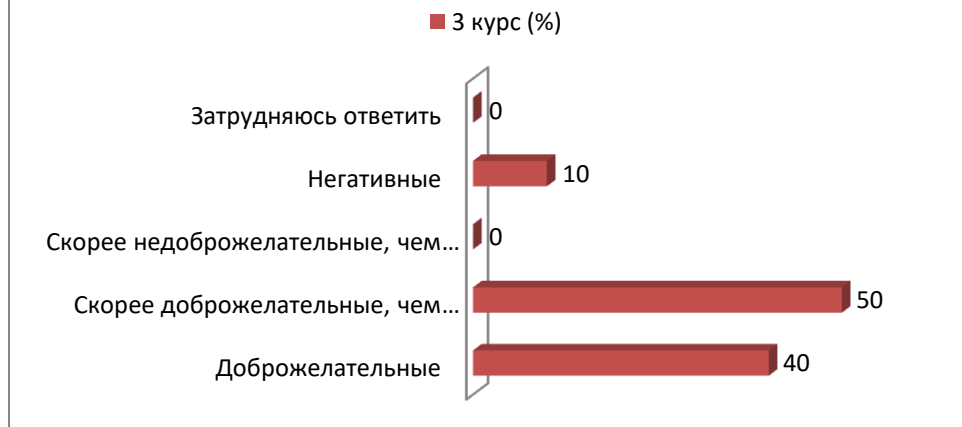
Answer options	3rd year (%)
Benevolent	50
Rather benevolent than unfriendly	30
Rather unfriendly than benevolent	10
Negative	10
Difficult to answer	-



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

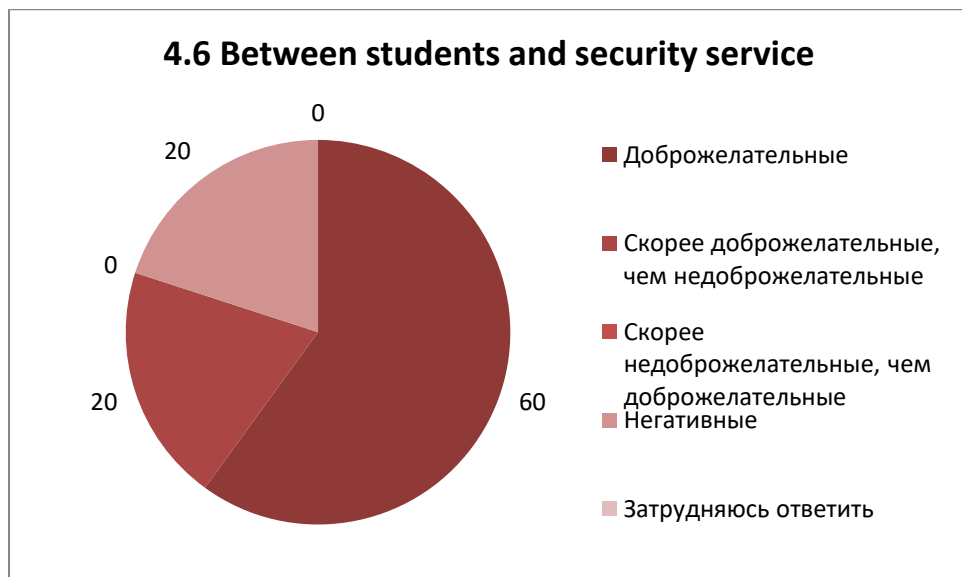
Answer options	3rd year (%)
Benevolent	40
Rather benevolent than unfriendly	50
Rather unfriendly than benevolent	-
Negative	10
Difficult to answer	-

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



4.6 Between students and security service

Answer options	3rd year (%)
Benevolent	60
Rather benevolent than unfriendly	20
Rather unfriendly than benevolent	-
Negative	20
Difficult to answer	-



For the option “If you answered ‘Rather unfriendly than benevolent’ and ‘Negative’ to the previous question, give recommendations for improvement,” students indicated the following options*:

- security is overstepping its authority, especially in the first building.

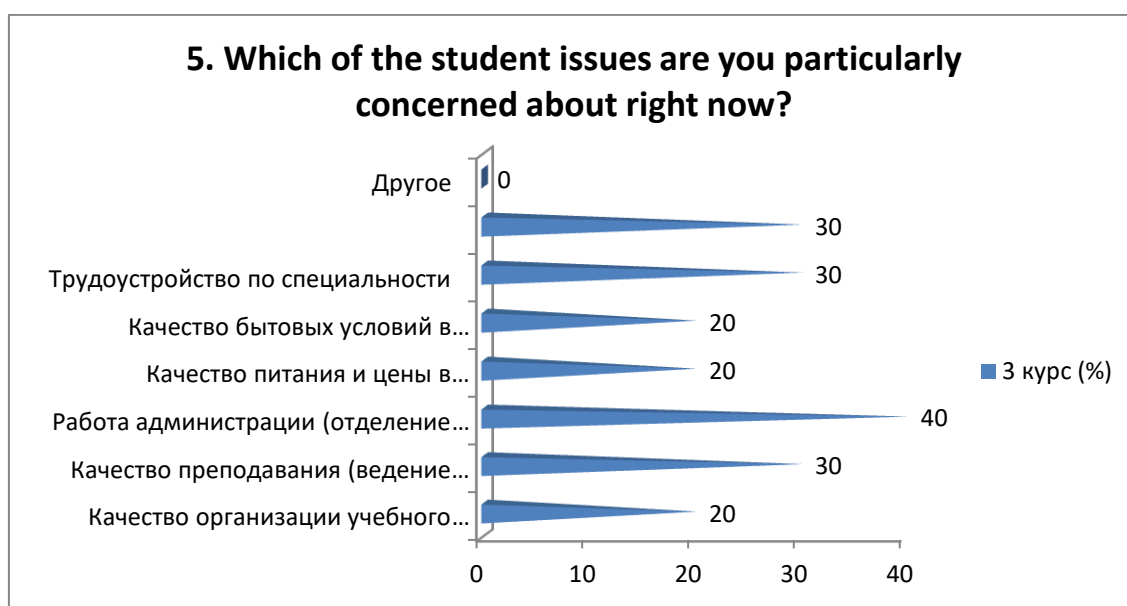
5. Which of the student issues are you particularly concerned about right now?

(choose no more than 3 answers)

* 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.

Answer options	3rd year (%)
Quality of the organization of the educational process	20
Quality of teaching (conducting classes, assessment of knowledge, etc.).	30
Work of administration (department, etc.)	40
Quality of food and prices in the student canteen	20
Quality of living conditions in the dormitory	20
Employment in the specialty	30
Quality of internship organizations	30
Other	-

* The amount in % is not equal to 100, because it was assumed that there were several possible answers

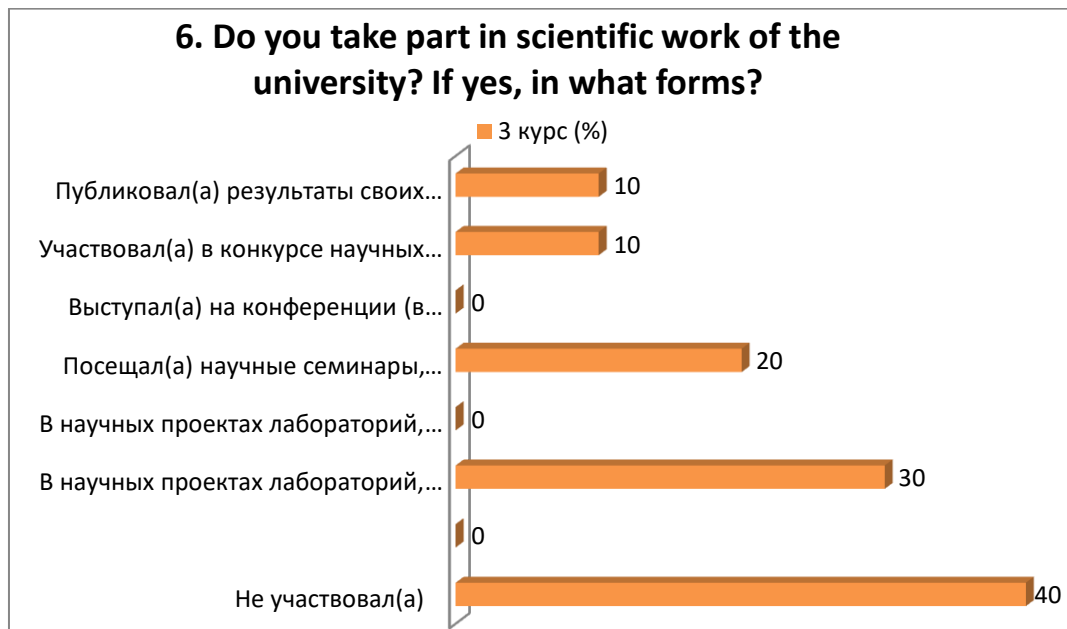


6. Do you take part in scientific work of the university? If yes, in what forms?

(mark all appropriate answers)

Answer options	3rd year (%)
Did not participate	40
Sometimes, when it is necessary on formal grounds	-
In scientific projects of laboratories, centers, etc. under a contract, grant, etc.	30
In scientific projects of laboratories, clubs, circles, etc. on a gratuitous basis.	-
Attended scientific seminars, clubs and other scientific events.	20
Speaker(s) at a conference (including student), scientific seminar)	-
Participated in the competition of scientific student works	10
Published(s) the results of his/her research (including in student collections)	10

* The amount in % is not equal to 100, because it was assumed that there were several possible answers



For the option “If you answered ‘Did not participate’ to the previous question, write why”, students indicated the following options*:

- because he wasn't notified about them.

7. Which of the opportunities provided by the university do you utilize for personal development?

Answer options	3rd year (%)
Sports sections	10
Creative clubs	40
Student Trade Union “Zhas Orda”	20
I don't use anything	30
Other	-



8. How satisfied are you with the material base of our university?

8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet channel width and speed

* 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.

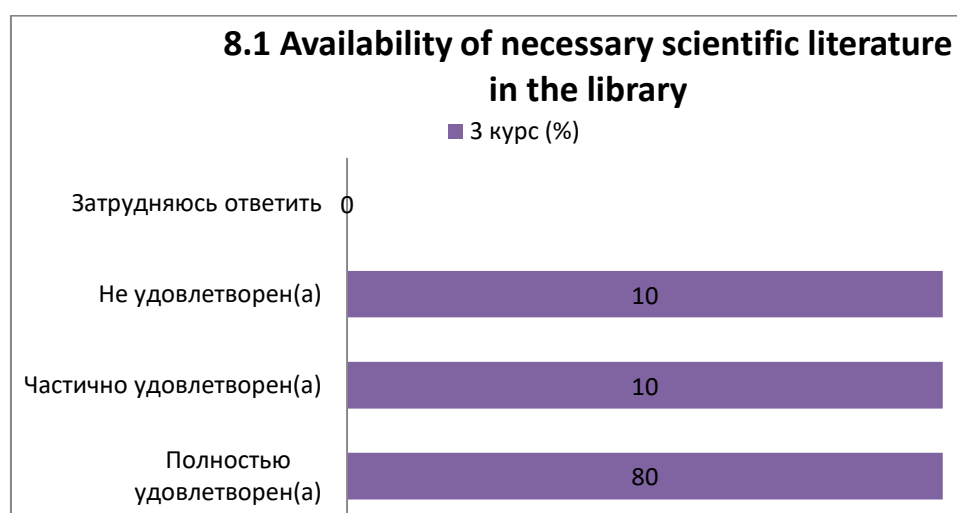
8.4 Modernity of software
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability of sports equipment

Other _____

If you answered “not satisfied” to the previous question, make recommendations to improve the services provided _____

8.1 Availability of necessary scientific literature in the library

Answer options	3rd year (%)
Completely satisfied	80
Partially satisfied	10
Not satisfied	10
Difficult to answer	-



8.2 Modernity of computer equipment

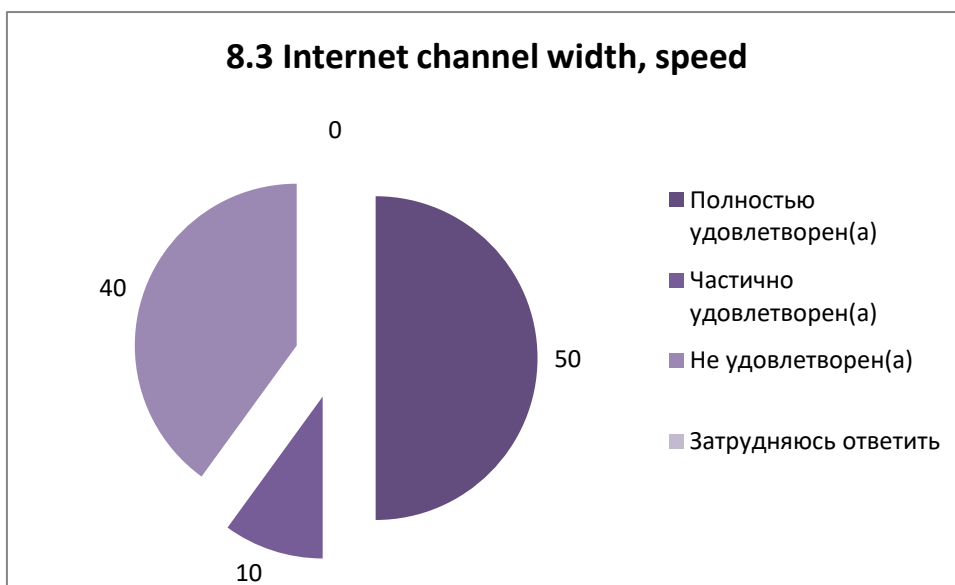
Answer options	3rd year (%)
Completely satisfied	20
Partially satisfied	60
Not satisfied	20
Difficult to answer	-

8.2 Modernity of computer equipment



8.3 Internet channel width, speed

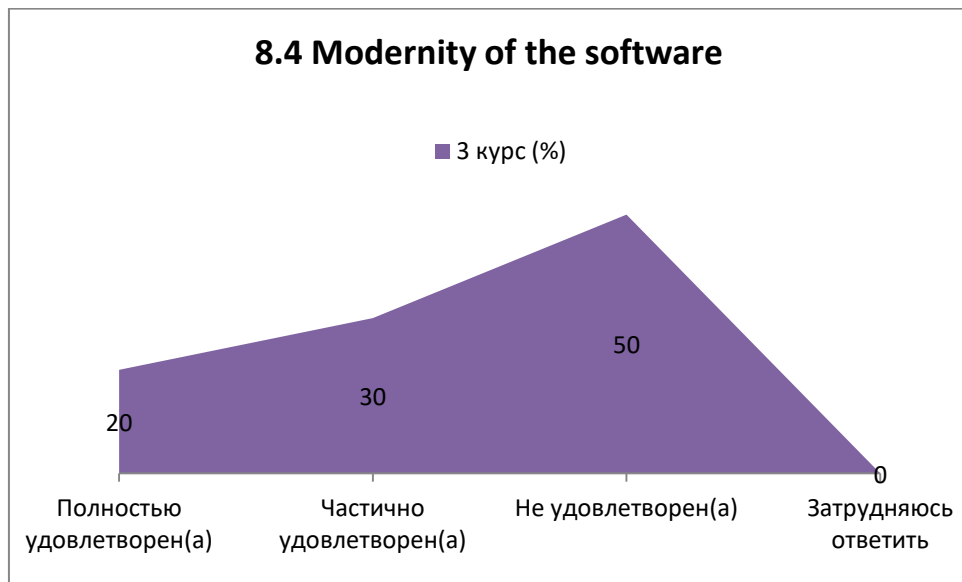
Answer options	3rd year (%)
Completely satisfied	50
Partially satisfied	10
Not satisfied	40
Difficult to answer	-



8.4 Modernity of the software

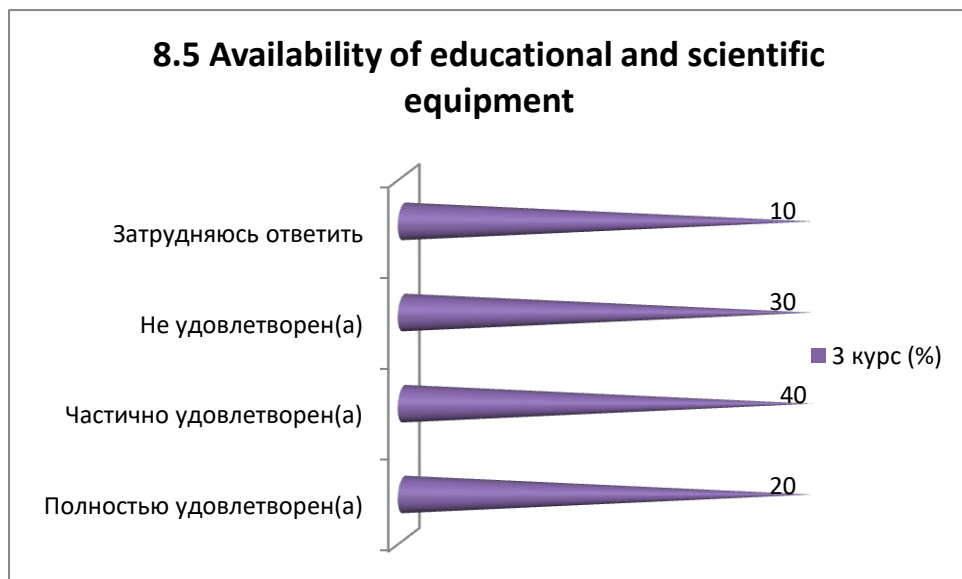
Answer options	3rd year (%)
Completely satisfied	20
Partially satisfied	30
Not satisfied	50
Difficult to answer	-

8.4 Modernity of the software



8.5 Availability of educational and scientific equipment

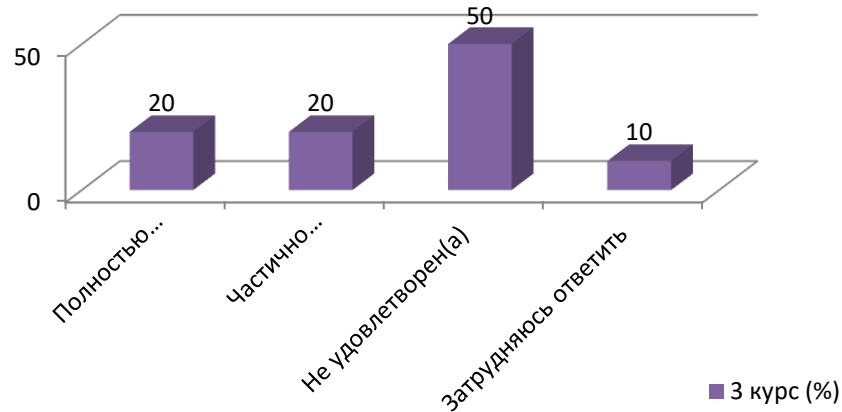
Answer options	3rd year (%)
Completely satisfied	20
Partially satisfied	40
Not satisfied	30
Difficult to answer	10



8.6 Availability of laboratories and specialized classrooms

Answer options	3rd year (%)
Completely satisfied	20
Partially satisfied	20
Not satisfied	50
Difficult to answer	10

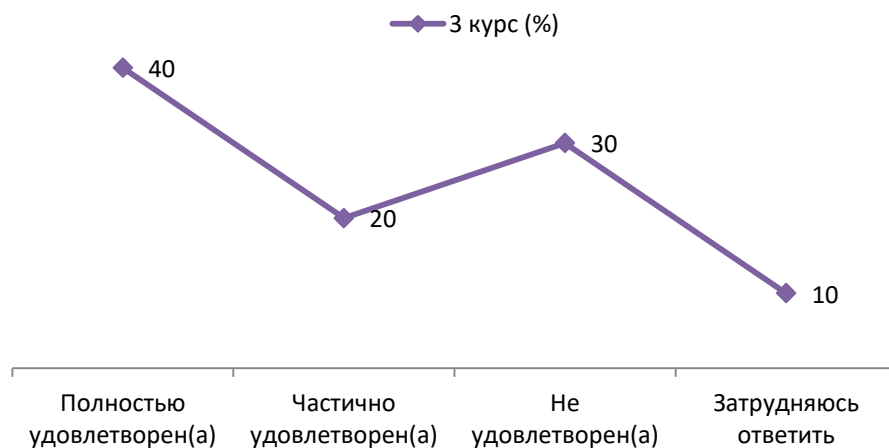
8.6 Availability of laboratories and specialized classrooms



8.7 Availability of sports equipment

Answer options	3rd year (%)
Completely satisfied	40
Partially satisfied	20
Not satisfied	30
Difficult to answer	10

8.7 Availability of sports equipment

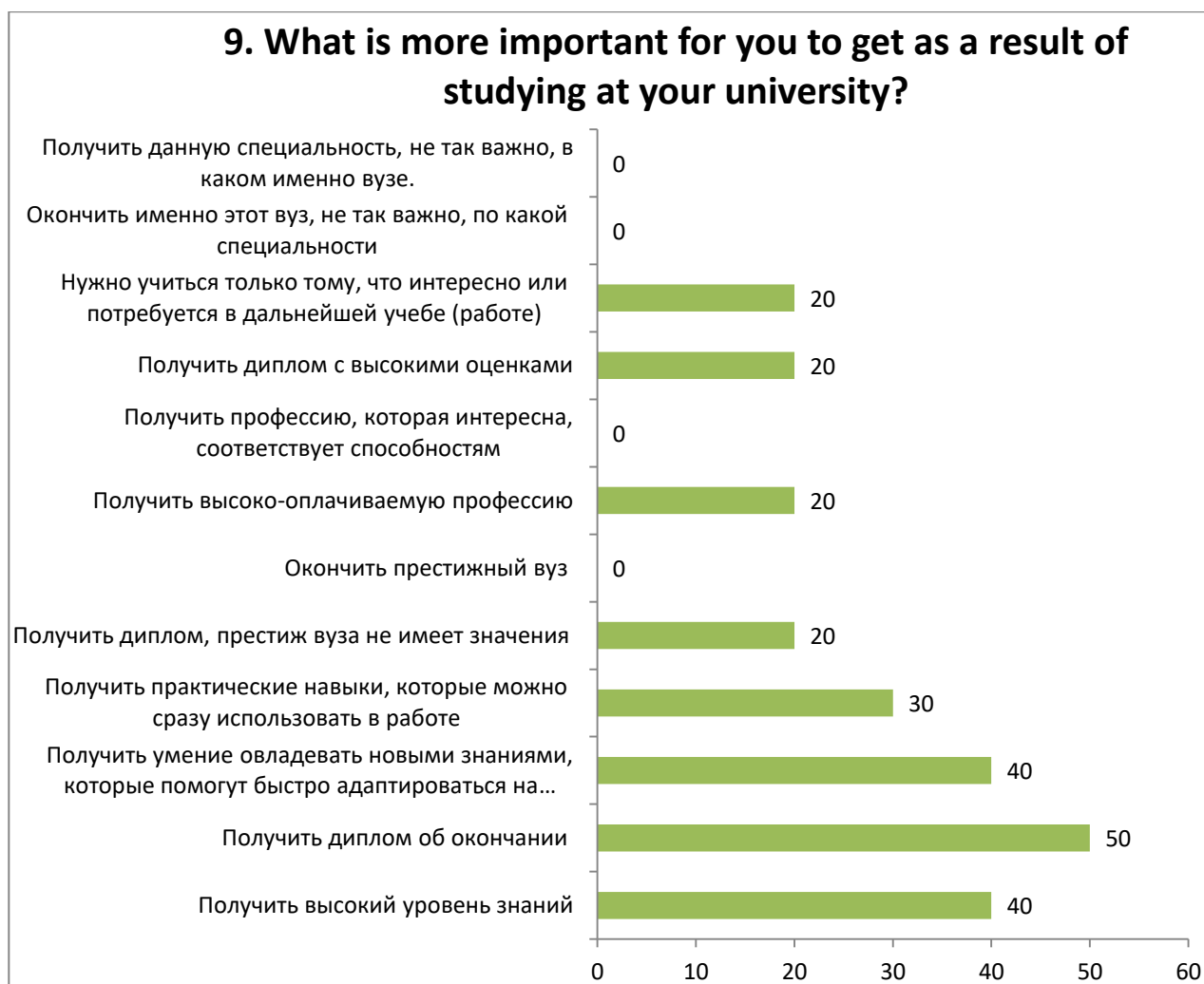


9. What is more important for you to get as a result of studying at your university? (You can choose one or more answer options)

Answer options	3rd year (%)
Gain a high level of knowledge	40
Get a diploma of completion	50
Gain the ability to learn new knowledge that will help you adapt quickly in the workplace	40
Get practical skills that can be immediately used in the workplace	30
Get a diploma, the prestige of the university does not matter	20

Graduate from a prestigious university	-
Get a high-paying profession	20
To get a profession that is interesting, corresponds to abilities	-
Get a diploma with high grades	20
It is necessary to study only what is interesting or will be needed in further studies (work).	20
To graduate from this particular university, no matter what specialty	-
To get this specialty, it is not so important in which university.	-

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



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

The results of the questionnaire survey of students of 2-5 years of educational services have shown generally positive satisfaction of students with the quality of the educational process at the university. The main part of students (89.8%) are satisfied with the extent to which the educational process corresponds to their aptitudes, interests and opportunities.

The highest values of the satisfaction indicator (rating 'excellent quality') for the criteria:

- class schedule (100%)
- quality of internship (80%)
- satisfaction with the work of the library (80%)
- organisation and carrying out of laboratory works (70%)
- possibility of access to full-text databases of scientific publications (70%).

In these cases, the bulk of students report their full or partial satisfaction, based on which it can be argued that according to these criteria, the educational programme at the university met the expectations of students.

Students rated as 'good quality' the following criteria: organisation of independent work (60%), organisation and conduct of SIWT (60%), quality of medical care (50%).

From the results of the survey we can identify two aspects that cause the least confidence among students: living conditions in the dormitory and the organisation of catering at the university. The respondents expressed their dissatisfaction, but did not specify the reasons for this. Some have difficulties in answering, probably due to uncertainty in assessing the above parameters.

The survey of students about the **availability of information** about academic mobility at the university revealed that 80% of respondents have this information. This indicates the successful implementation of the programme of outgoing and incoming academic mobility, aimed at improving the quality of higher education, the effectiveness of research and the establishment of integration links.

The psychological climate at the university is characterised by friendly relations between students, teachers and other university staff, which creates a positive motivation to receive quality education, the formation of appropriate civic and personal positions of students.

40% of students do not participate in scientific work of the university. Only one student explained the reason for non-participation in scientific activities by the fact that he/she is not sufficiently informed.

Despite the availability of various opportunities for personal development, such as sports sections, creative circles and student trade union 'Zhas Orda', less than half of the

students (30%) do not use them. The reasons for non-participation were not indicated by students in the questionnaire.

To the question 'What is more important for you to get as a result of studying at your university?' the first place is given to 'To get a diploma of graduation' - 50%. Then - 'To get a high level of knowledge' and 'To get the ability to master new knowledge that will help to quickly adapt in the workplace' - 40%. The third position is occupied by 'To get practical skills that can be immediately used in work' - 29.2%.

In general, the results of the survey indicate the need for further improvement of the university's work on raising students' awareness of academic mobility opportunities, improving the quality of the organization of the educational process, as well as creating conditions for the active involvement of students in academic and extracurricular activities.

Recommendations:

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

Students may request survey results by emailing the Center of Quality Management and Accreditation cqma_kstu@mail.ru.