

Report
on the results of the survey
First year students' satisfaction with educational services
in 2023-2024 academic year
Department: Building Materials and Technology
Specialty: 6B07307 Engineering Systems of Buildings and Structures

In February 2024, the Quality Management and Accreditation Center conducted an annual survey on the satisfaction of first-year students with the quality of services provided.

The purpose of the survey: Improving the learning process, improving the quality of educational services provided and other areas of the University's activities.

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

In the specialty 6B07307 Engineering Systems of Buildings and Structures, 13 respondents took part in the survey, which amounted to 81.3% of the total number of students.

The following data were obtained during the survey:

1. What factor played the decisive role in your choice of specialty?

Criteria	Indicators (%)
Prestige of the specialty	30,8
Personal inclination to a certain type of activity, assessment of one's own abilities	38,4
Opinion and recommendations of parents/relatives	15,4
Friends studying	7,7
Low passing score for the specialty	-
Labor market requirements (employment opportunities)	7,7
I find it difficult to answer	-
Other	-



2. Who (what) became your source of information of the University?

Criteria	Indicators (%)
Official website of the university	23,1
Relatives, acquaintances	38,4
School teachers	-
Advertising brochures	-
University representatives who came to the school with advertising	15,4
Social networks	7,7
Other	15,4



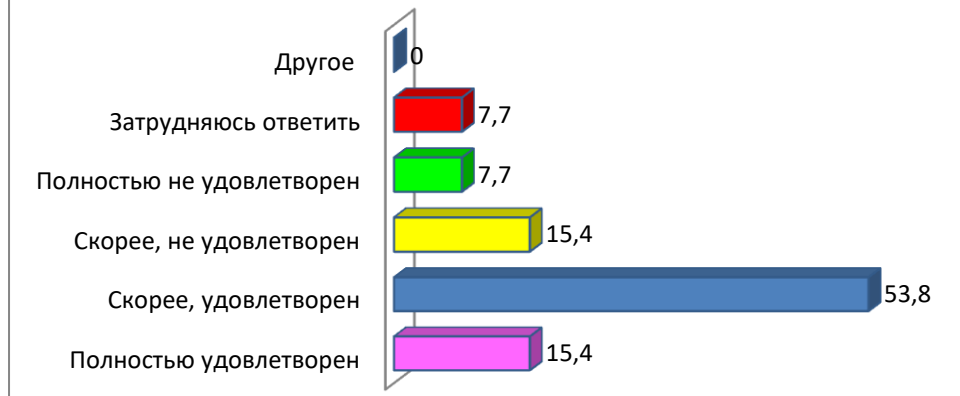
For the “Other” option, students indicated the following options*:

- Football team
- Friends studying at the university.

3. How much are you satisfied with the choice of the educational program you are studying in?

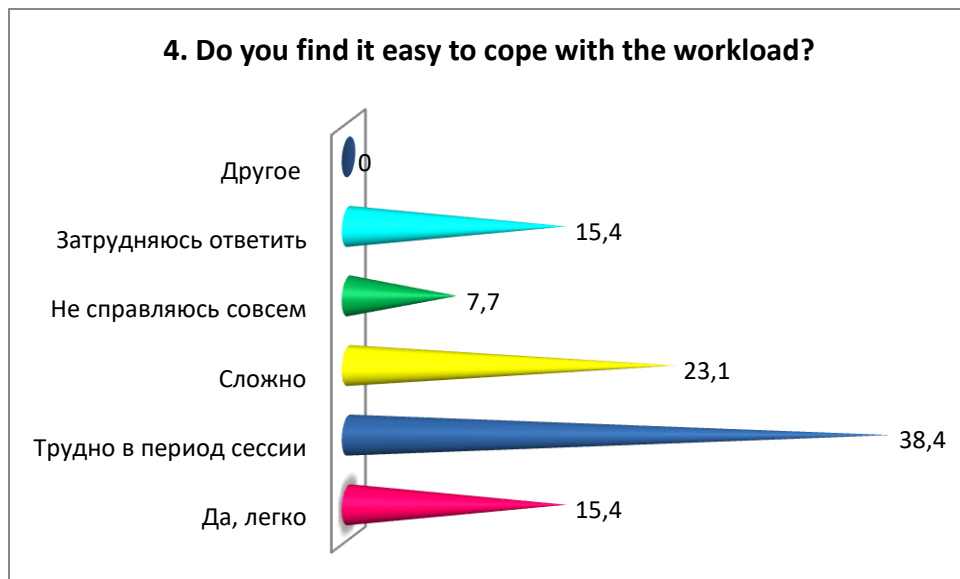
Criteria	Indicators (%)
Completely satisfied	15,4
Rather satisfied	53,8
Rather dissatisfied	15,4
Completely dissatisfied	7,7
Difficult to answer	7,7
Other	-

3. How much are you satisfied with the choice of the educational program you are studying in?



4. Do you find it easy to cope with the workload?

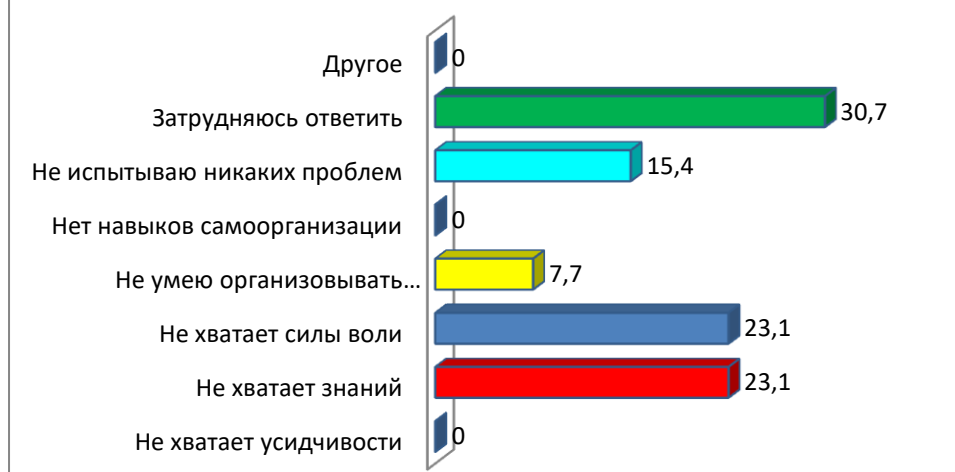
Criteria	Indicators (%)
Yes, easy	15,4
Difficult during the session	38,4
Difficult	23,1
Can't cope at all	7,7
Difficult to answer	15,4
Other	-



5. Problems you experience during the learning process

Criteria	Indicators (%)
Lack of perseverance	-
Lack of knowledge	23,1
Lack of willpower	23,1
I can't organize my own time	7,7
No self-organization skills	-
I don't have any problems	15,4
I find it difficult to answer	30,7
Other	-

5. Problems you experience during the learning process



6. Are you satisfied with the work of?..

Criteria	Completely satisfied	Rather satisfied	Rather dissatisfied	Completely dissatisfied	Difficult to answer
Dean's Offices	69,2	15,4	15,4	-	-
Departments	69,2	23,1	7,7	-	-
Teachers	46,1	38,5	15,4	-	-
Curators	84,6	15,4	-	-	-



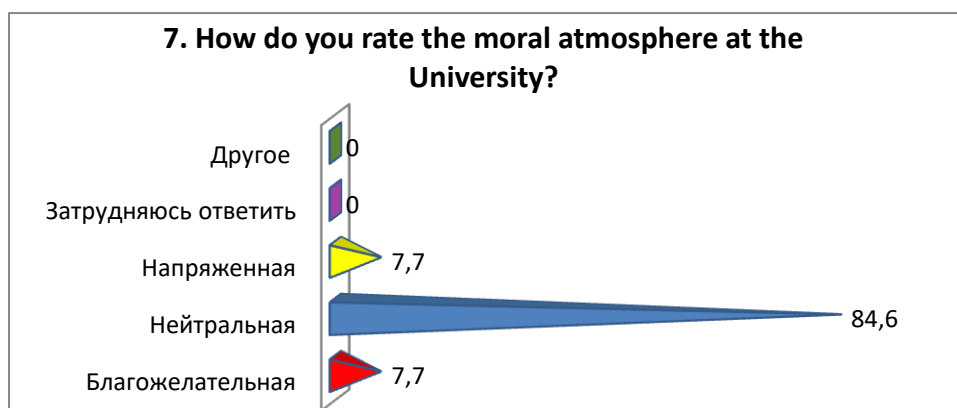
For the option “If you answered “rather dissatisfied or completely dissatisfied”, provide recommendations for improvement”, students indicated the following options*:

- Teachers lack professionalism in their work, especially the Kazakh language teacher.

7. How do you rate the moral atmosphere at the University?

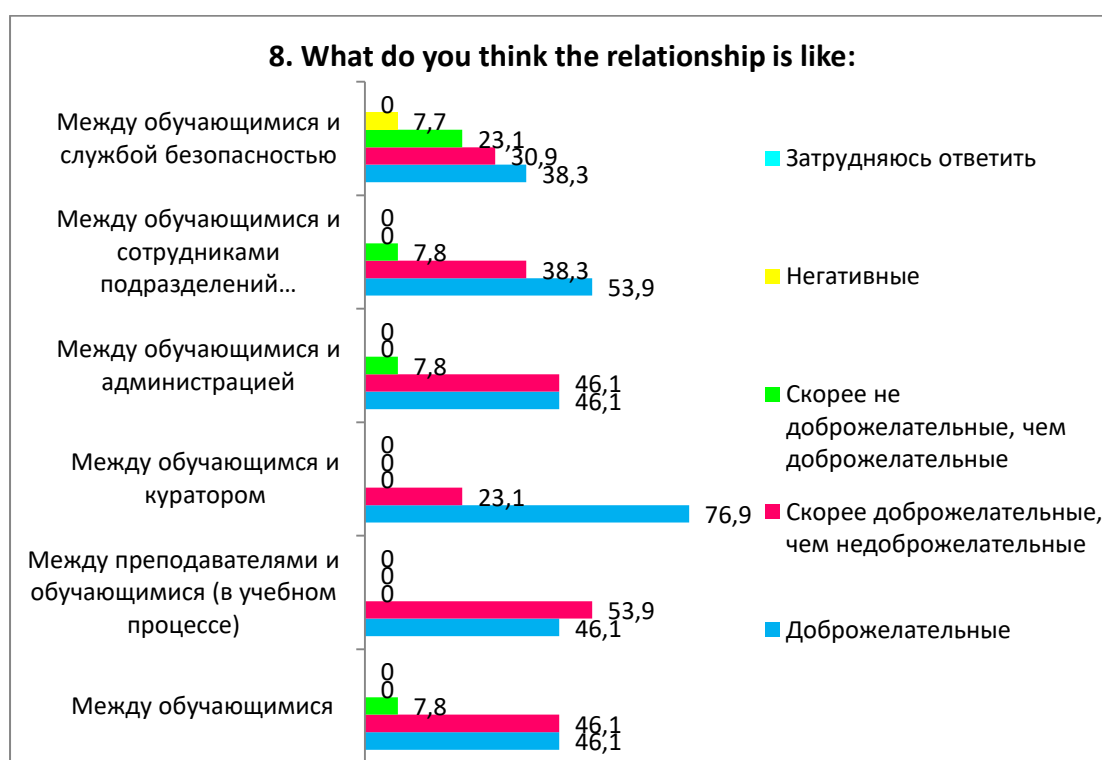
Criteria	Indicators (%)
Benevolent	7,7
Neutral	84,6
Tense	7,7
Difficult to answer	-

Other	-
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8. What do you think the relationship is like:

Criteria	Friendly	Rather friendly than unfriendly	Rather unfriendly than friendly	Negative	Difficult to answer
Between students	46,1	46,1	7,8	-	-
Between teachers and students (in the educational process)	46,1	53,9	-	-	-
Between a student and a supervisor	76,9	23,1	-	-	-
Between students and administration	46,1	46,1	7,8	-	-
Between students and department staff (library, student department, etc.)	53,9	38,3	7,8	-	-
Между обучающимися и службой безопасности	38,3	30,9	23,1	7,7	-



For the option "If you answered "Rather unfriendly than friendly or negative" to the previous question, please write why" students indicated the following options*:

- The security staff are unfriendly, most of them are rude
- The security guards are dismissive and rude towards students, they do not let you in with a student ID in a one-time case, although during the freshman week it was clearly stated that if the key card remains at home, you can get in by showing the security guards your student ID. The administration prohibits taking jackets with you, despite the fact that now (15.02.2024-20.02.2024) frosts below -30 °, in the flow auditoriums simply warm clothes do not save, drafts and poor heating of the premises, especially in the main building of the university.
- I don't know.

9. Are you satisfied with?..

Criteria	Completely satisfied	Partially satisfied	Not satisfied	Difficult to answer
Organization of the educational process	69,2	30,8	-	-
Class schedule	69,2	15,4	15,4	-
Organization of independent work	53,8	38,5	7,7	-
Satisfaction with the library work	69,2	23,1	-	7,7
Living conditions in the hostel	30,8	23,1	-	46,1
Quality of medical care	46,1	38,5	-	15,4
Organization of catering at the University (prices, product range, quality of prepared dishes)	46,1	38,5	-	15,4

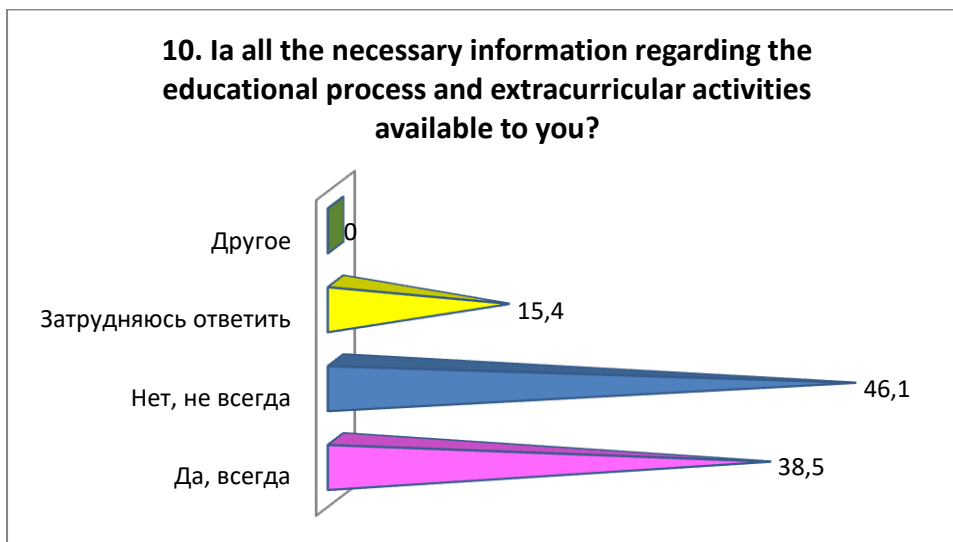


For the option "If you answered "Not satisfied", please provide recommendations for improvement", the students indicated the following options□:

- Poor quality of the food provided.

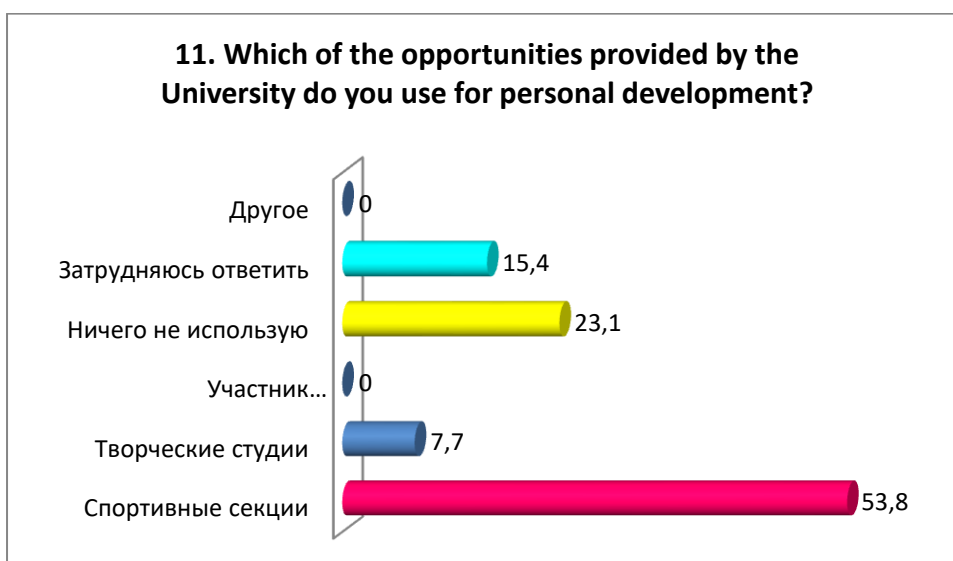
10. Is all the necessary information regarding the educational process and extracurricular activities always available to you?

Criteria	Indicators (%)
Yes, always	38,5
No, not always	46,1
Difficult to answer	15,4
Other	-



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

Criteria	Indicators (%)
Sports sections	53,8
Creative studios	7,7
Member of the Department of Youth Policy	-
I don't use anything	23,1
I find it difficult to answer	15,4
Other	-



12. How do you rate the quality of conducting classes?

Criteria	Completely satisfied	Satisfied	Rather satisfied	Rather dissatisfied	Completely dissatisfied	Difficult to answer
The material is presented clearly, accessibly, in a logical sequence	38,4	38,4	23,2	-	-	-
In classes, the main points are highlighted, and well-founded conclusions are made	46,2	38,4	15,4	-	-	-
In classes, a friendly atmosphere is maintained towards the students	38,4	38,4	23,2	-	-	-
In classes, the pace of the presentation of the material is convenient for perception and recording	46	23,2	30,8	-	-	-
Tasks for independent work of students are clearly formulated, and support for its implementation is provided	46,2	38,4	15,4	-	-	-
The assessment of learning outcomes in the discipline is transparent and objective	38,4	38,4	23,2	-	-	-



Please write your suggestions, wishes, and what questions, in your opinion, should 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. (*The students' answers are presented in the original. The author's spelling and punctuation have been preserved.*)

- My questions won't change anything at the university
- It is necessary to add events for the training programs
- None.

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

The choice of a specialty was determined by various factors. The main ones were personal inclinations and assessment of one's own abilities, which played a decisive role for 38.4% of students. The prestige of the specialty also had a significant influence on 30.8% of respondents. The opinion of parents/relatives, labor market requirements, and the influence of friends were taken into account when choosing a specialty.

Students chose the University based on various sources of information. The main ones were recommendations from relatives and friends, as well as information from the official website of the University. Social networks and visits of university representatives to schools also had an influence.

More than half of the students (69.2%) expressed satisfaction with the chosen educational program, which indicates that the program matches their interests and expectations.

During the course of their studies, students face various problems, such as lack of knowledge, willpower, time management, and workload management. Some students experience difficulties, especially during the exam period, while others do not experience problems in their studies. Satisfaction with the work of the University structural divisions is high: the dean's office (84.6%), departments (92.3%), teachers (84.6%) and curators (100%). This indicates a positive assessment of the university environment and the support provided to them during their studies. Relations between students, teachers, curators and administration are assessed as friendly or rather friendly, which indicates a favorable moral and psychological atmosphere at the University.

The University successfully organizes the educational process, which is reflected in a high level of student satisfaction with the class schedule, independent work, library work and catering. However, there is some disagreement among students regarding the availability of information, which requires additional attention from the university.

It is important to note that not all students actively use the opportunities provided for personal development, which can reduce their overall educational experience. Understanding the reasons for this lack of involvement and developing activities to encourage participation can improve the situation.

In addition, the complete satisfaction of students with the quality of the classes underlines the success of the pedagogical work and suggests that this high level will be maintained in the future.

Recommendations:

Head of the department should familiarize the staff and students with the results of the survey and discuss them at the curatorial hours. This will allow all interested parties to obtain the information of the current state and opinions of students regarding the quality of the educational process and learning conditions; if needed, to develop an action plan to improve the quality of educational services.

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