

**Report**  
**on the results of the survey**  
**“Satisfaction of 2-5 year students with educational services”**  
**in 2023 – 2024 academic year**  
**Department:** Building Materials and Technology  
**Specialty:** 6B07307 Engineering Systems of Buildings and Structures

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 6B07307 Engineering Systems of Buildings and Structures, 12 respondents took part in the survey.

- 2 year – 11 students (78,6%);
- 3 year – 1 students (75%);

**Mode of training**

- Budget – 8 students (66.7%);
- Paid – 4 students (33.3%).

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

Indicators:

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

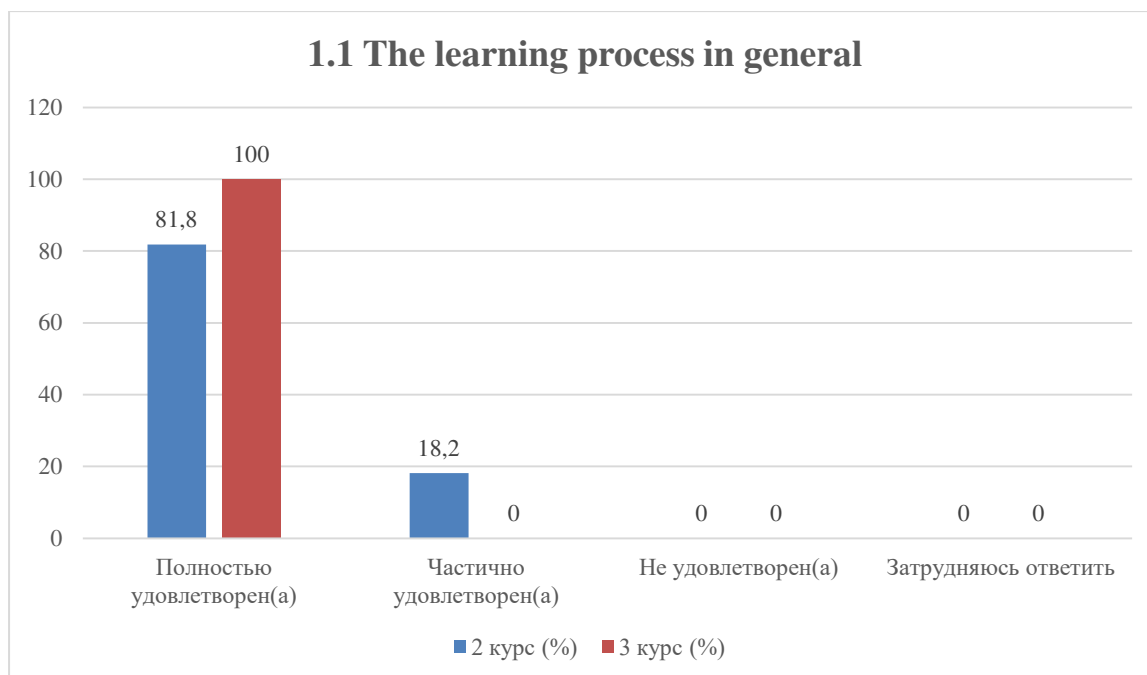
1.1 The learning process in general
1.2 Class schedule
1.3 Organization of independent work
1.4 Practices
1.5 Organizing and conducting SIWT
1.6 Organizing and conducting laboratory work
1.7 Satisfaction with the library work
1.8 Possibility of access to full-text databases of scientific publications
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. \_\_\_\_\_

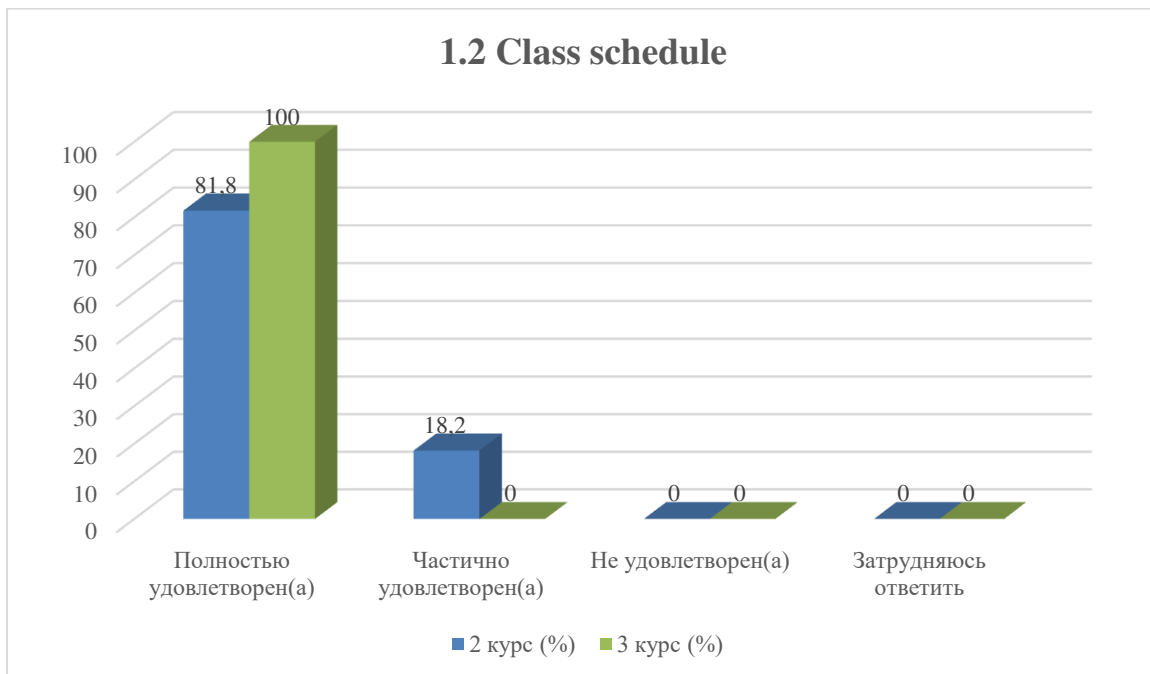
## 1.1 The learning process in general

Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	81,8	100
<i>Partially satisfied</i>	18,2	-
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	-	-



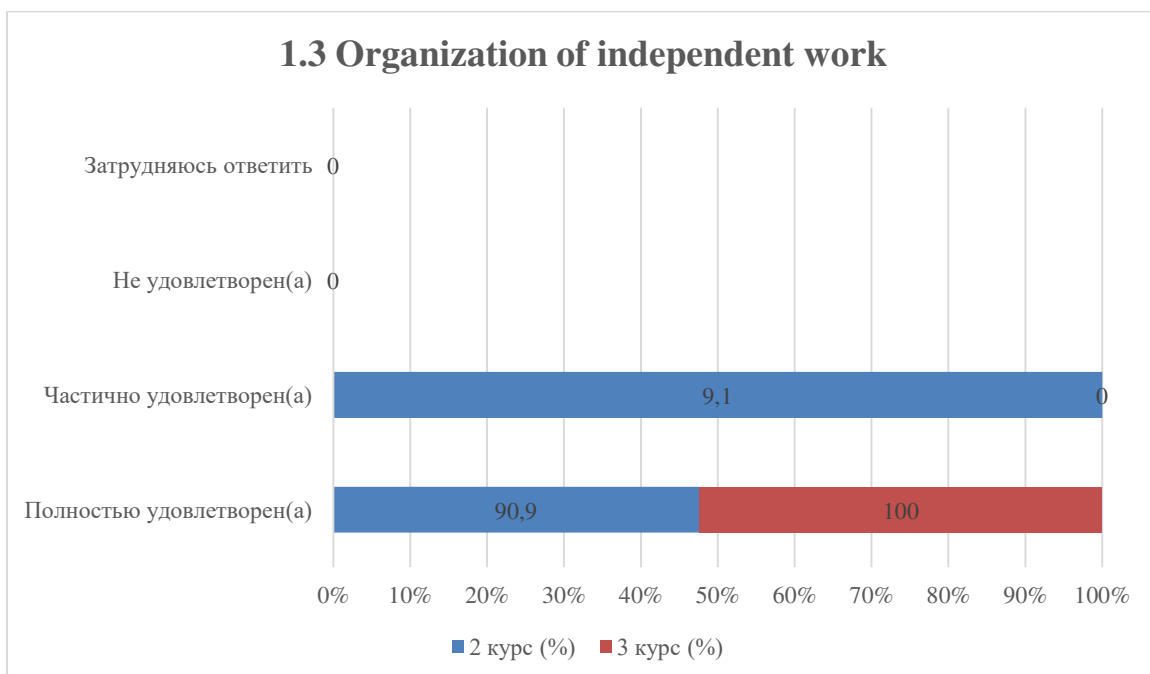
## 1.2 Class schedule

Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	81,8	100
<i>Partially satisfied</i>	18,2	-
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	-	-



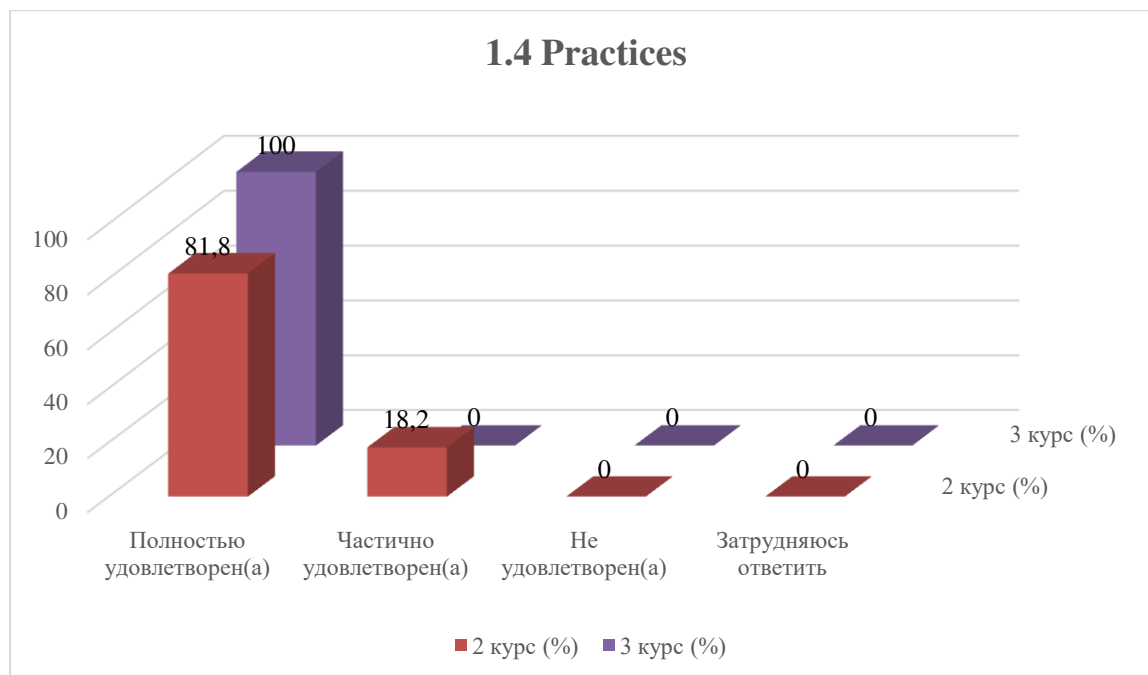
### 1.3 Organization of independent work

Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	90.9	100
<i>Partially satisfied</i>	9.1	-
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	-	-



## 1.4 Practices

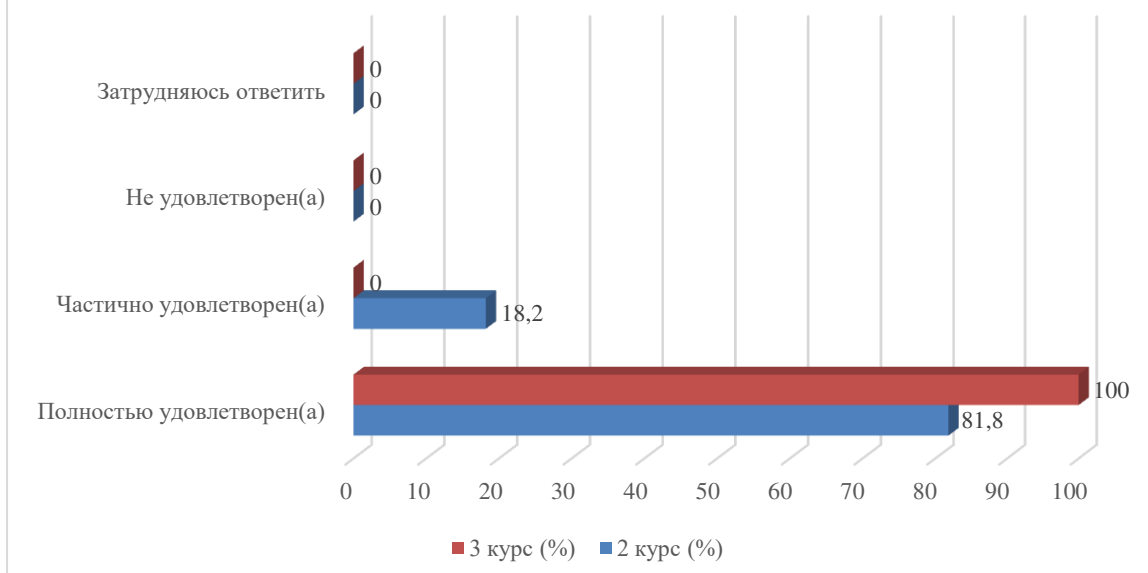
Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	81.8	100
<i>Partially satisfied</i>	18.2	-
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	-	-



## 1.5 Organizing and conducting SIWT

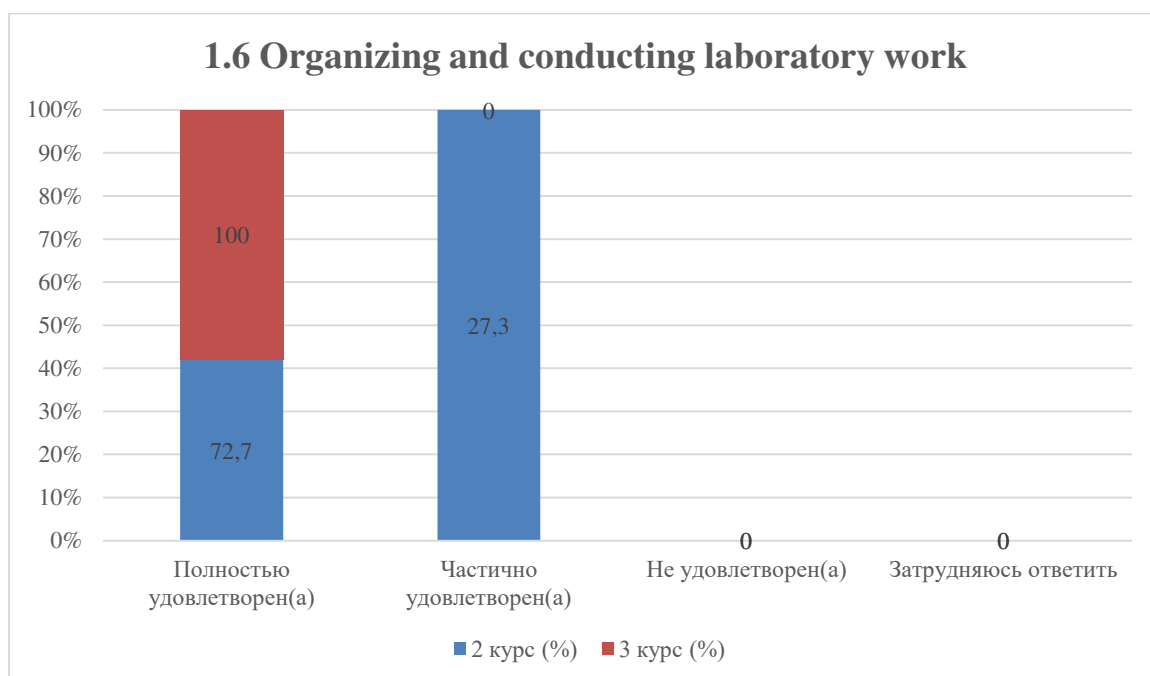
Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	81.8	100
<i>Partially satisfied</i>	18.2	-
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	-	-

### 1.5 Organizing and conducting SIWT



### 1.6 Organizing and conducting laboratory work

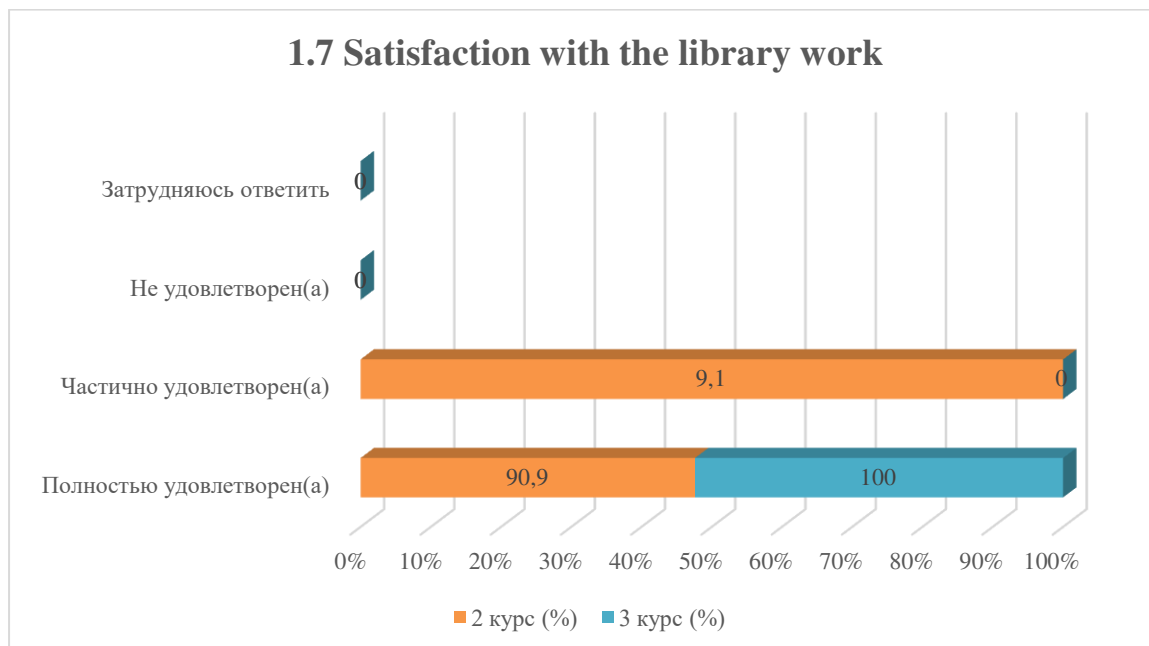
Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	72.7	100
<i>Partially satisfied</i>	27.3	-
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	-	-



### 1.7 Satisfaction with the library work

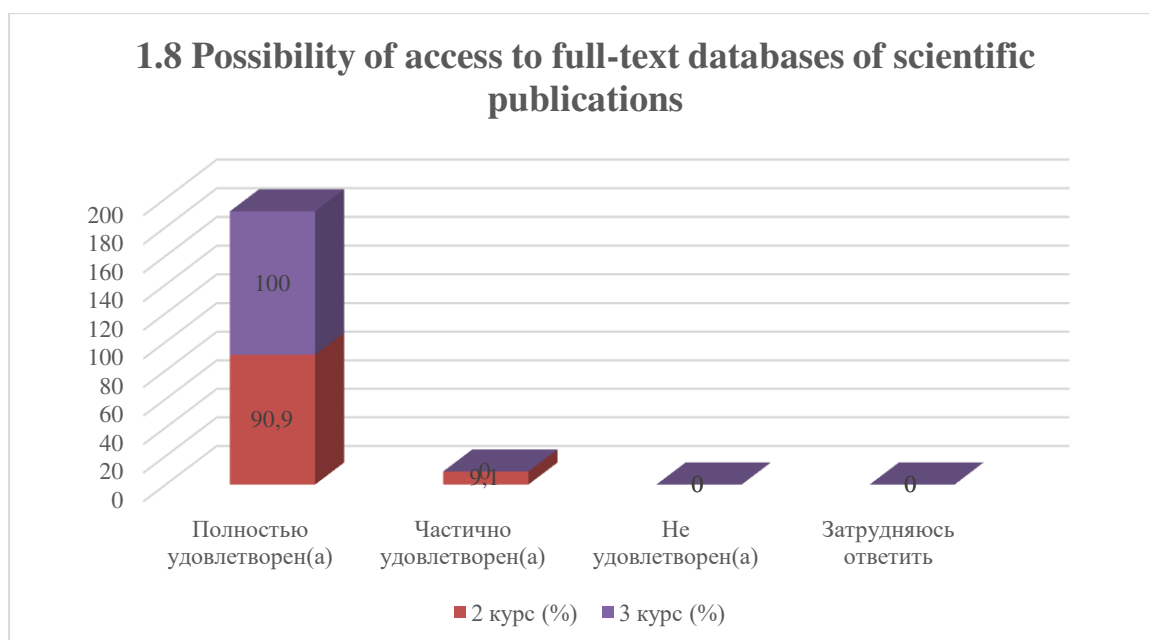
Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	90.9	100
<i>Partially satisfied</i>	9.1	-
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	-	-

### 1.7 Satisfaction with the library work



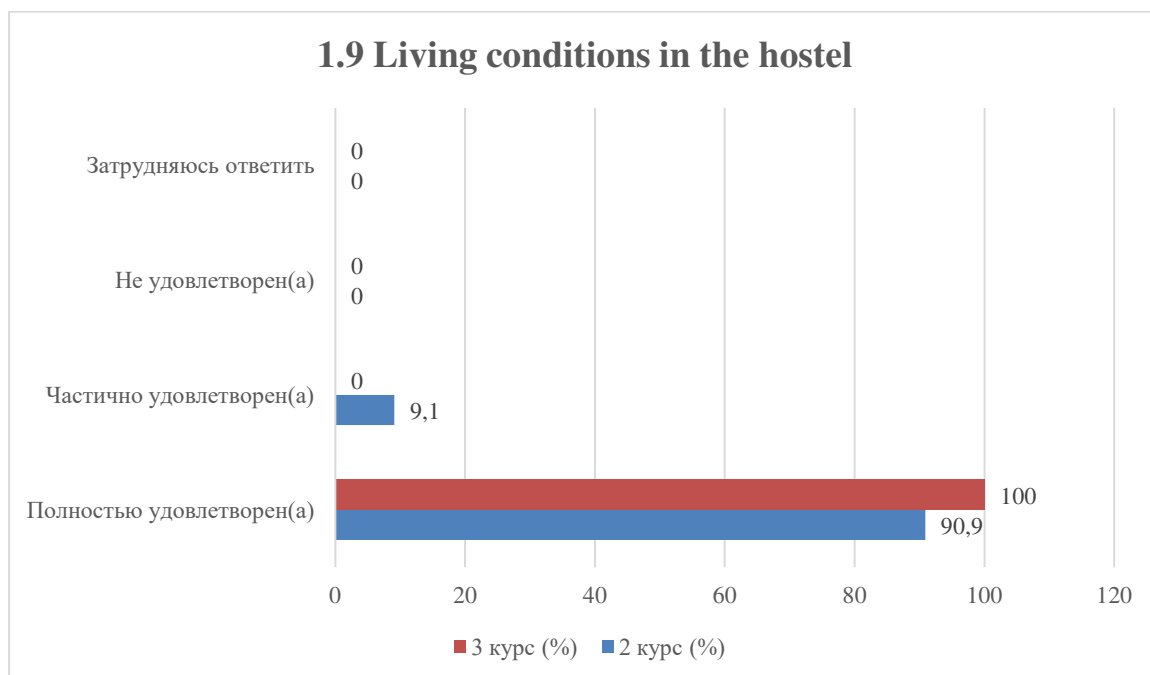
### 1.8 Possibility of access to full-text databases of scientific publications

Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	90.9	100
<i>Partially satisfied</i>	9.1	-
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	-	-



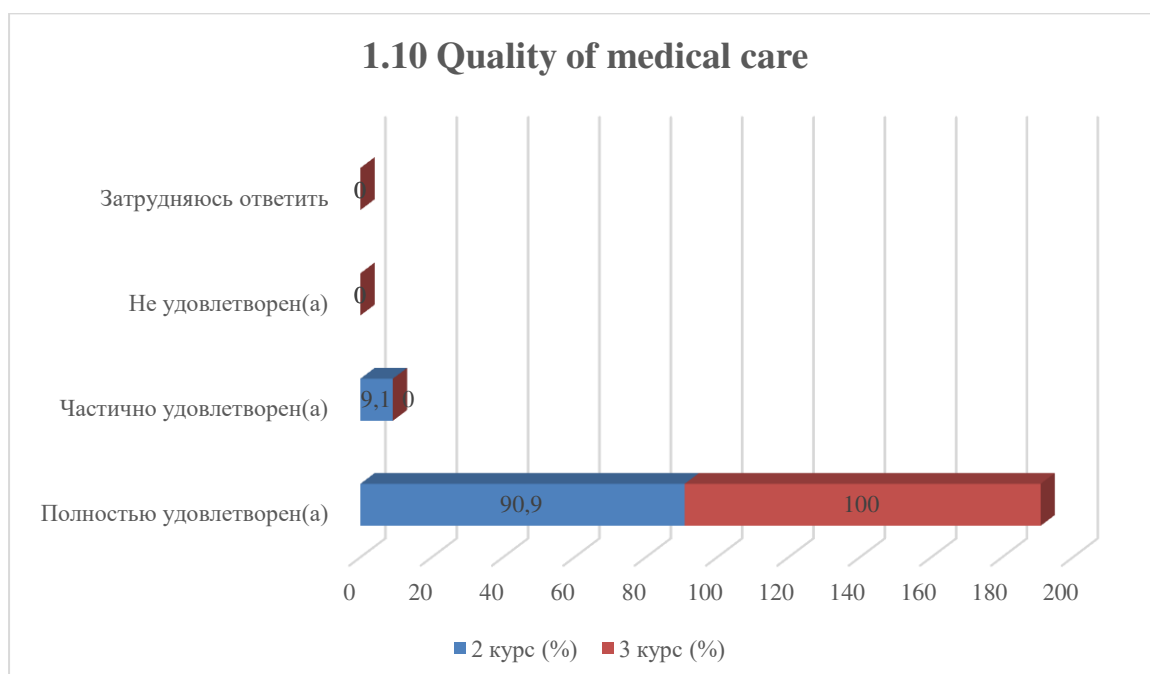
### 1.9 Living conditions in the hostel

Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	90.9	100
<i>Partially satisfied</i>	9.1	-
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	-	-



### 1.10 Quality of medical care

Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	90.9	100
<i>Partially satisfied</i>	9.1	-
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	-	-



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

Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	81.8	100
<i>Partially satisfied</i>	18.2	-
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	-	-

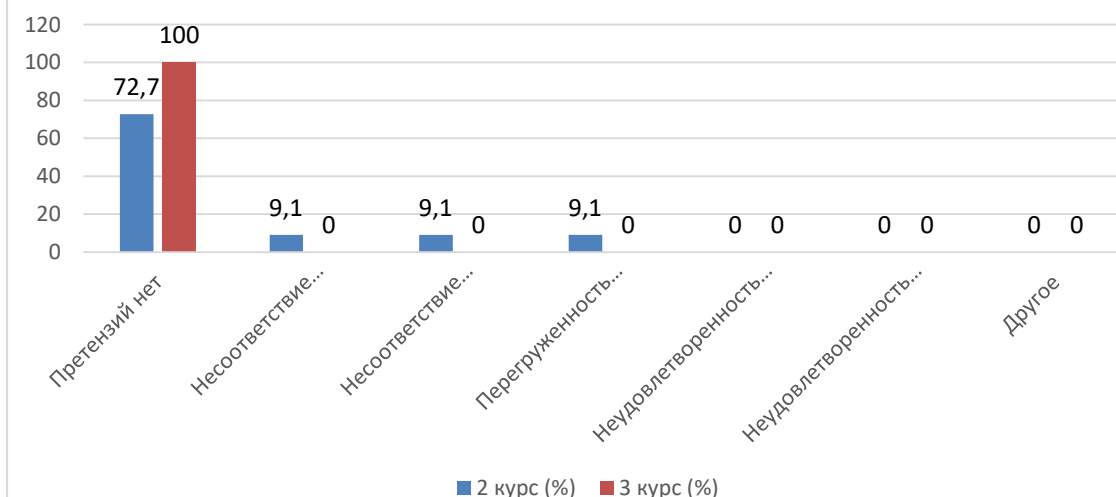
### 1.11 Catering at the University (prices, product range, quality of prepared dishes)



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

Answer options	2 year (%)	3 year (%)
<i>No complaints</i>	72.7	100
<i>Discrepancy between the disciplines studied and the specialty obtained</i>	9.1	-
<i>Inconsistency between the importance of the subject and the number of hours</i>	9.1	-
<i>Overload with classroom activities</i>	9.1	-
<i>Dissatisfaction with the quality of classes</i>	-	-
<i>Dissatisfaction with the organization of tests and exams</i>	-	-
<i>Other</i>	-	-

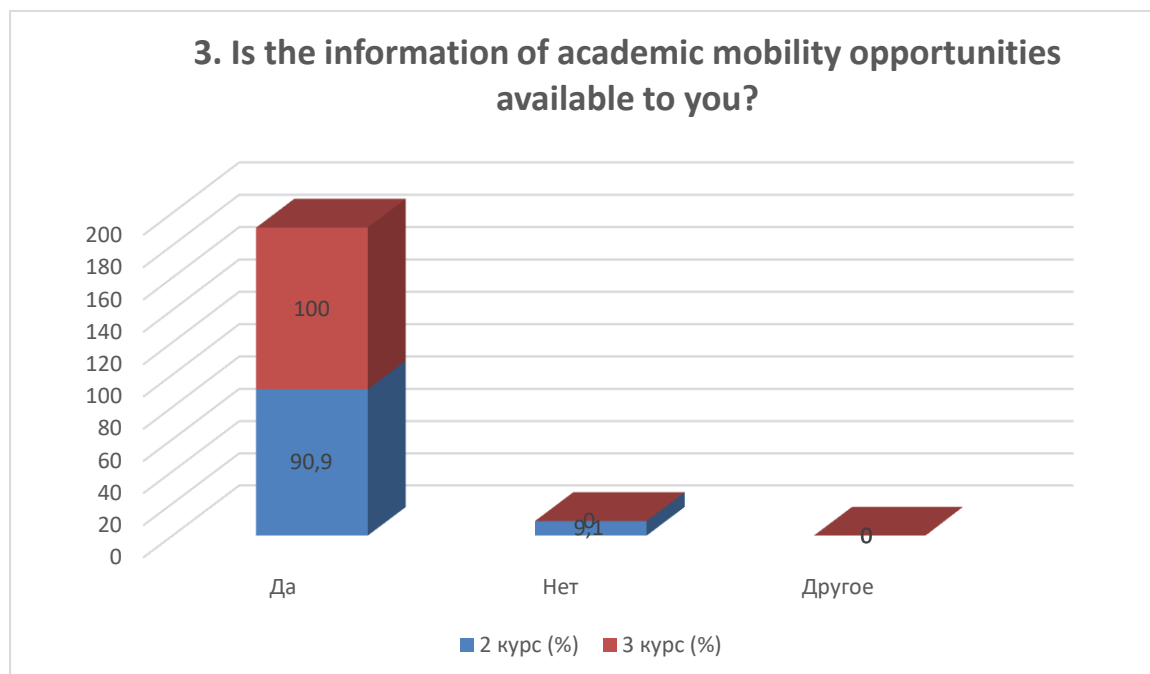
### 2. Your attitude to the quality of organizing the educational process





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

Answer options	2 year (%)	3 year (%)
<b>Yes</b>	90,9	100
<b>No</b>	9.1	-
<b>Other</b>	-	-



### 4. What do you think the relationship is like

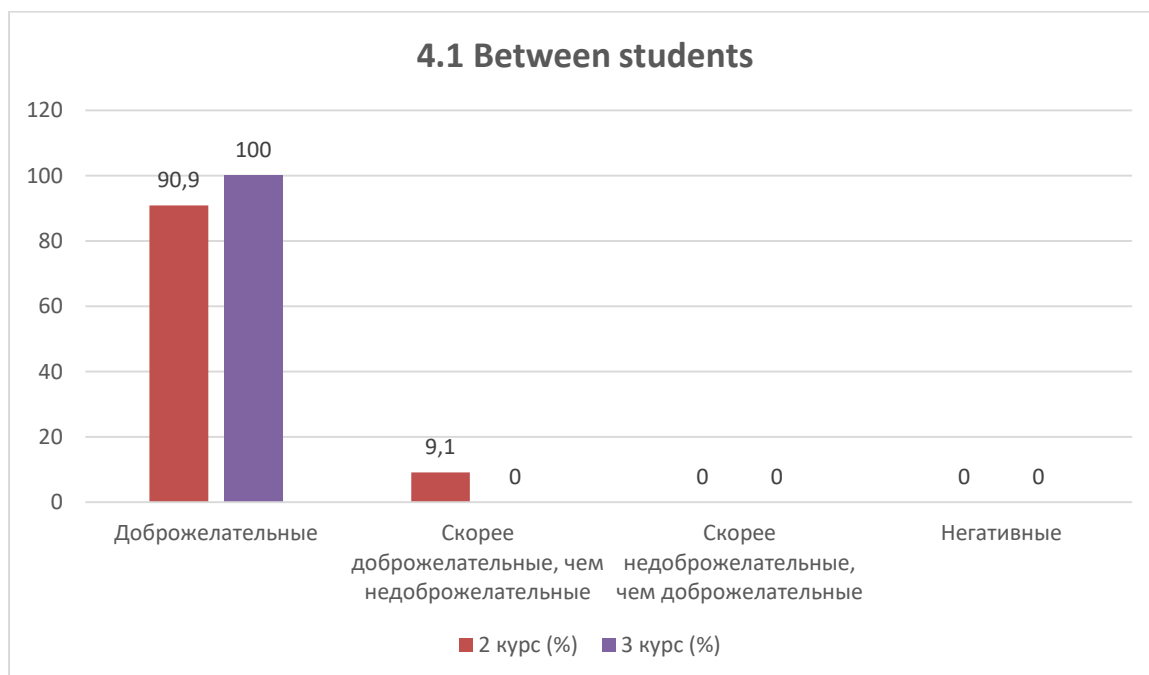
4.1 Between students
4.2 Between teachers and students (in the educational process)
4.3 Between a student and a supervisor
4.4 Between students and administration
4.5 Between students and employees of departments (library, student department, etc.)
4.6 Between students and security service

Other \_\_\_\_\_

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

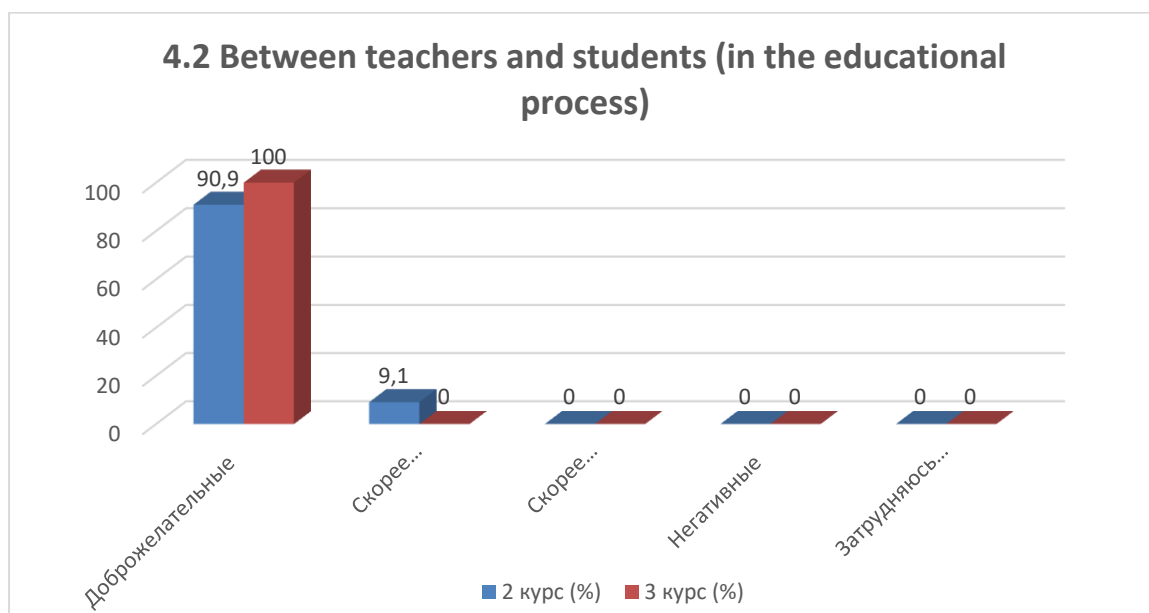
#### 4.1 Between students

Answer options	2 year (%)	3 year (%)
<b>Friendly</b>	90.9	100
<b>More friendly than unfriendly</b>	9.1	-
<b>More unfriendly than friendly</b>	-	-
<b>Negative</b>	-	-
<b>I find it difficult to answer</b>	-	-



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

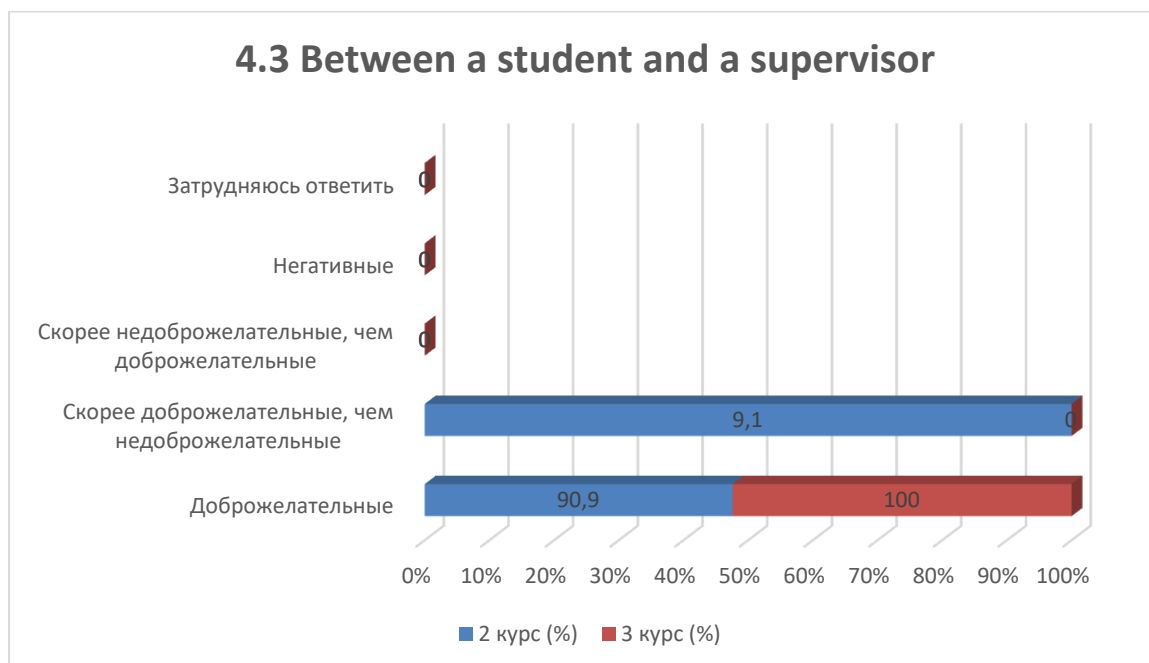
Answer options	2 year (%)	3 year (%)
<i>Friendly</i>	90.9	100
<i>More friendly than unfriendly</i>	9.1	-
<i>More unfriendly than friendly</i>	-	-
<i>Negative</i>	-	-
<i>I find it difficult to answer</i>	-	-



### 4.3 Between a student and a supervisor

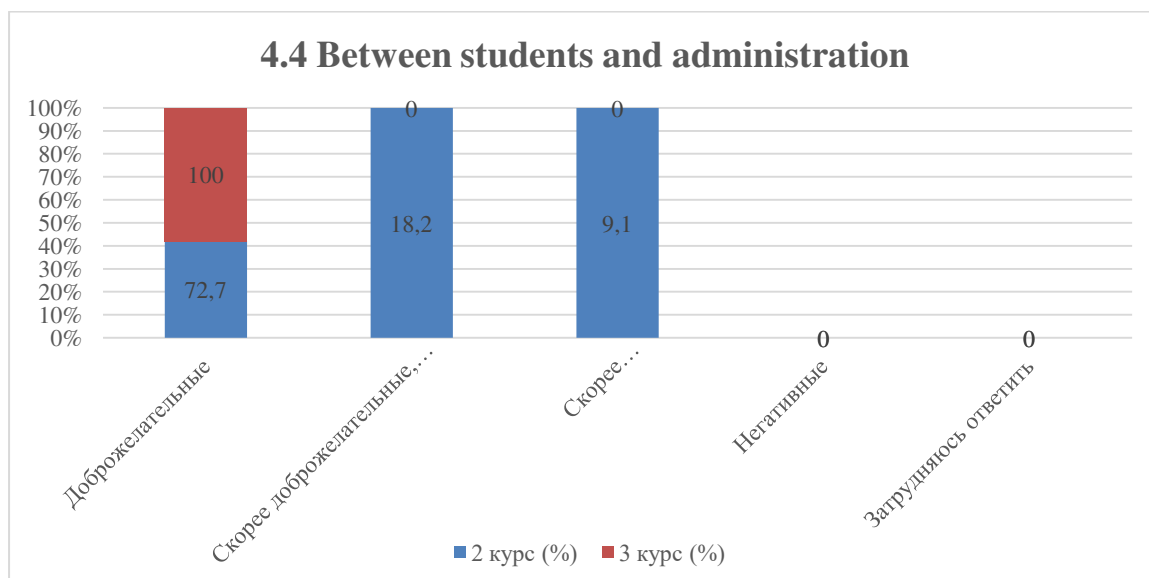
Answer options	2 year (%)	3 year (%)
<i>Friendly</i>	90.9	100
<i>More friendly than unfriendly</i>	9.1	-
<i>More unfriendly than friendly</i>	-	-

<i>Negative</i>	-	-
<i>I find it difficult to answer</i>	-	-



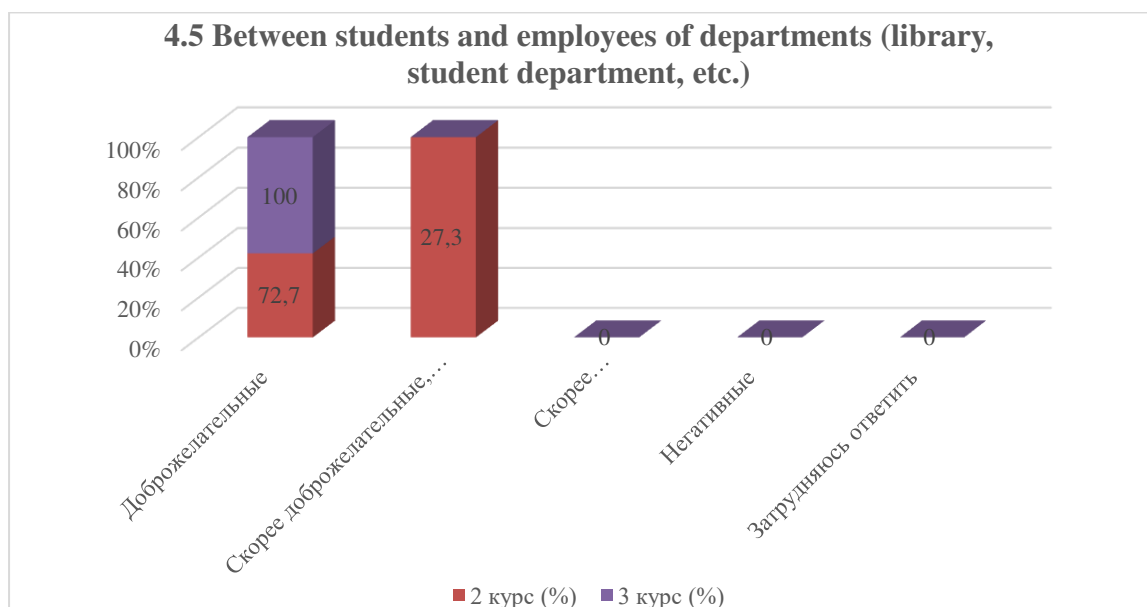
### 4.4 Between students and administration

Answer options	2 year (%)	3 year (%)
<i>Friendly</i>	72,7	100
<i>More friendly than unfriendly</i>	18,2	-
<i>More unfriendly than friendly</i>	9,1	-
<i>Negative</i>	-	-
<i>I find it difficult to answer</i>	-	-



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

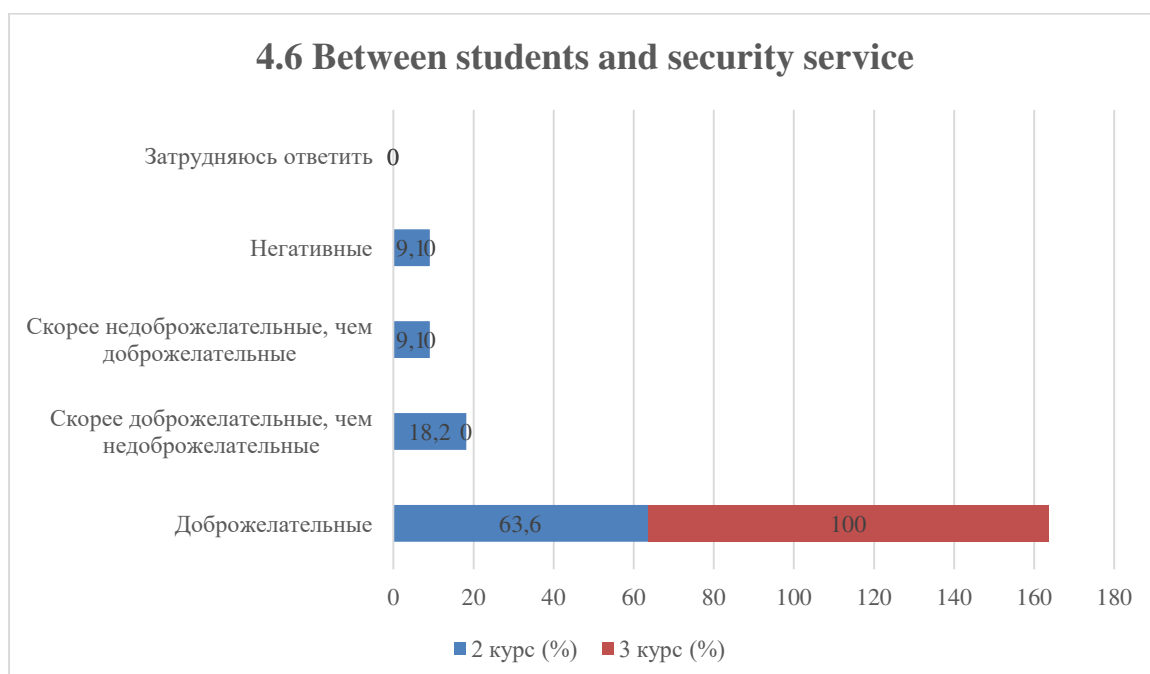
Answer options	2 year (%)	3 year (%)
<i>Friendly</i>	72.7	100
<i>More friendly than unfriendly</i>	27.3	-
<i>More unfriendly than friendly</i>	-	-
<i>Negative</i>	-	-
<i>I find it difficult to answer</i>	-	-



#### 4.6 Between students and security service

Answer options	2 year (%)	3 year (%)
<i>Friendly</i>	63,6	100
<i>More friendly than unfriendly</i>	18,2	-
<i>More unfriendly than friendly</i>	9,1	-
<i>Negative</i>	9,1	-
<i>I find it difficult to answer</i>	-	-

#### 4.6 Between students and security service

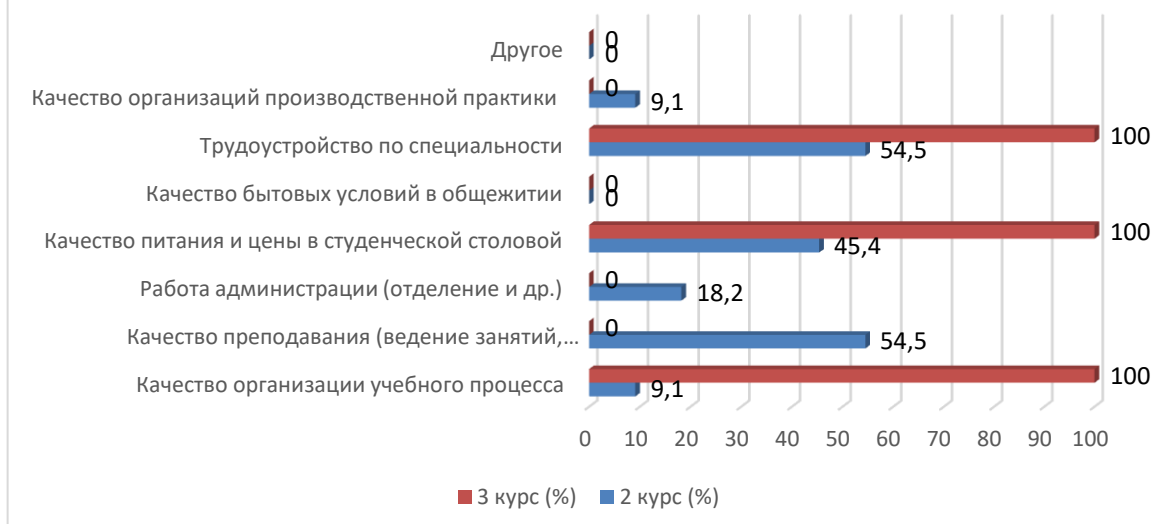


**5. Which student problems are of particular concern to you now? (choose no more than 3 answer options)**

Answer options	2 year (%)	3 year (%)
<i>Quality of organizing the educational process</i>	9.1	100
<i>Quality of teaching (class conducting, assessment of knowledge, etc.)</i>	54.5	-
<i>Administration work (department, etc.)</i>	18.2	-
<i>Quality of food and prices in the student canteen</i>	45.4	100
<i>Quality of living conditions in the hostel</i>	-	-
<b>Answer options</b>	54.5	100
<i>Quality of organizing the educational process</i>	9.1	-
<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

## 5. Which student problems are of particular concern for you now?



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

Answer options	2 year (%)	3 year (%)
<i>Do not participate</i>	36.4	-
<i>Sometimes, when it is necessary for formal reasons</i>	18.2	-
<i>In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.</i>	27.3	-
<i>In scientific projects of laboratories, clubs, circles, etc. free of charge</i>	18.2	-
<i>Attend scientific seminars, clubs and other scientific events</i>	18.2	-
<i>Speaker at a conference (including a student conference), scientific seminar</i>	-	-
<i>Participated in the competition of scientific student works</i>	9.1	100
<i>Published the results of his research (including in student collections)</i>	9.1	-

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

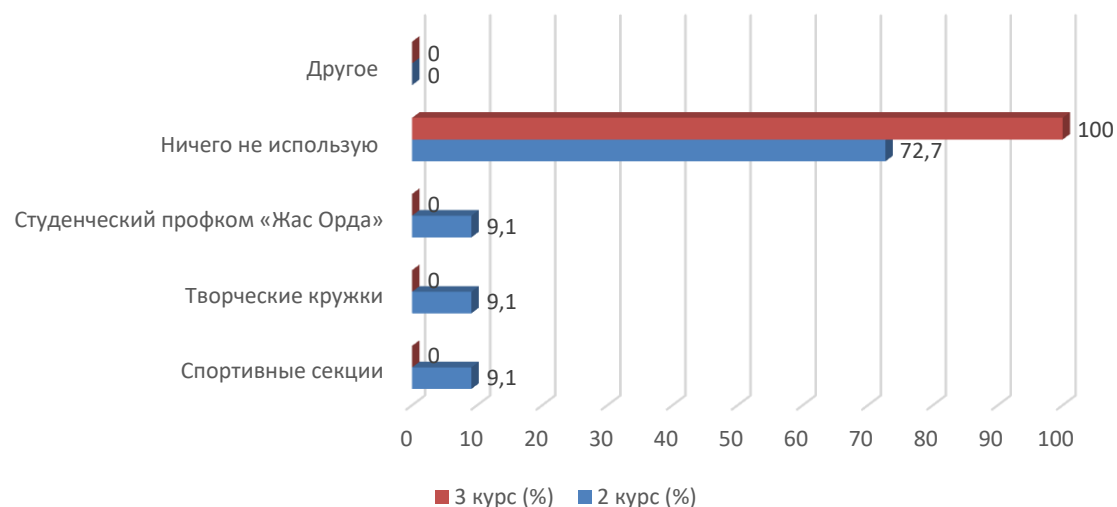
## 6. Do you take part in the scientific work of the University? If yes, in what forms?



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

Answer options	2 year (%)	3 year (%)
<i>Sport sections</i>	9.1	-
<i>Creative clubs</i>	9.1	-
<i>Student trade union committee "Zhas Orda"</i>	9.1	-
<i>I don't use anything</i>	72.7	100
<i>Other (your option)</i>	-	-

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



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

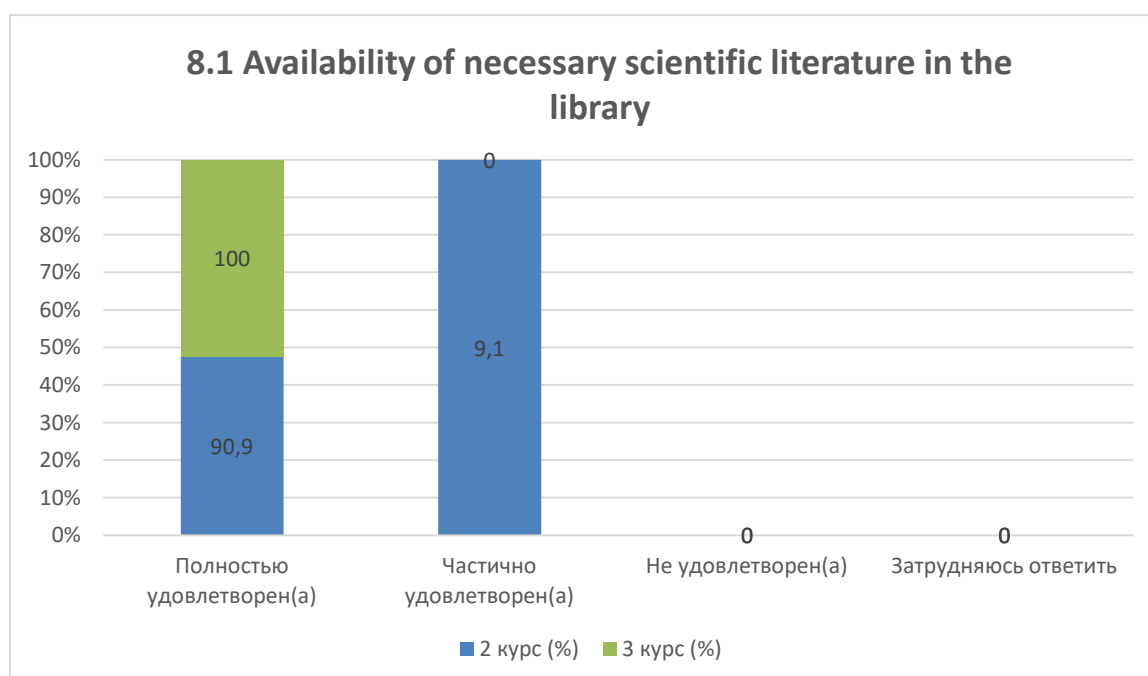
8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet channel width, its speed
8.4 Software modernity
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability of 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	2 year (%)	3 year (%)
<i>Completely satisfied</i>	90.9	100
<i>Partially satisfied</i>	9.1	-
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	-	-

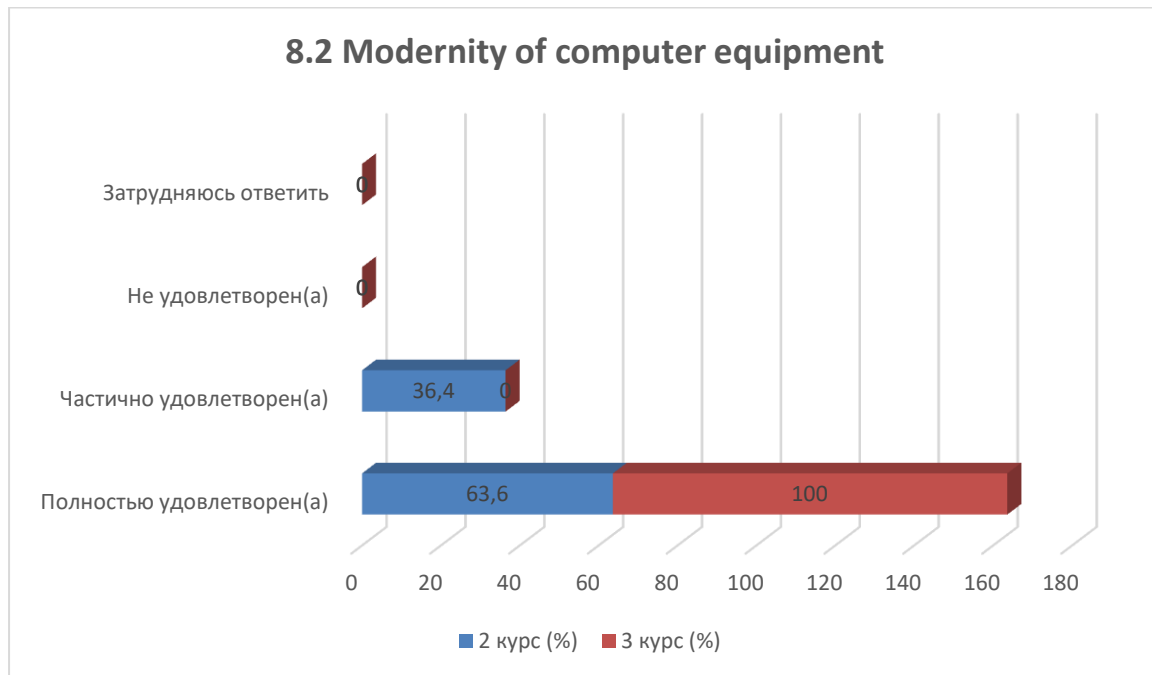


### 8.2 Modernity of computer equipment

Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	63.6	100
<i>Partially satisfied</i>	36.4	-

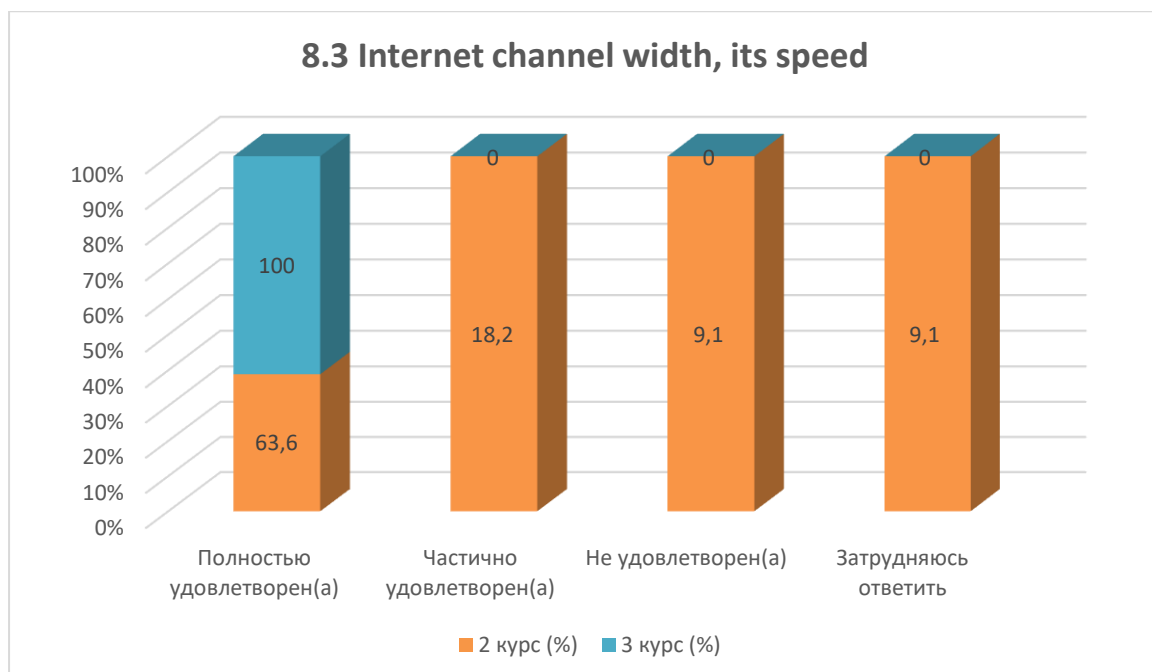


<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	-	-



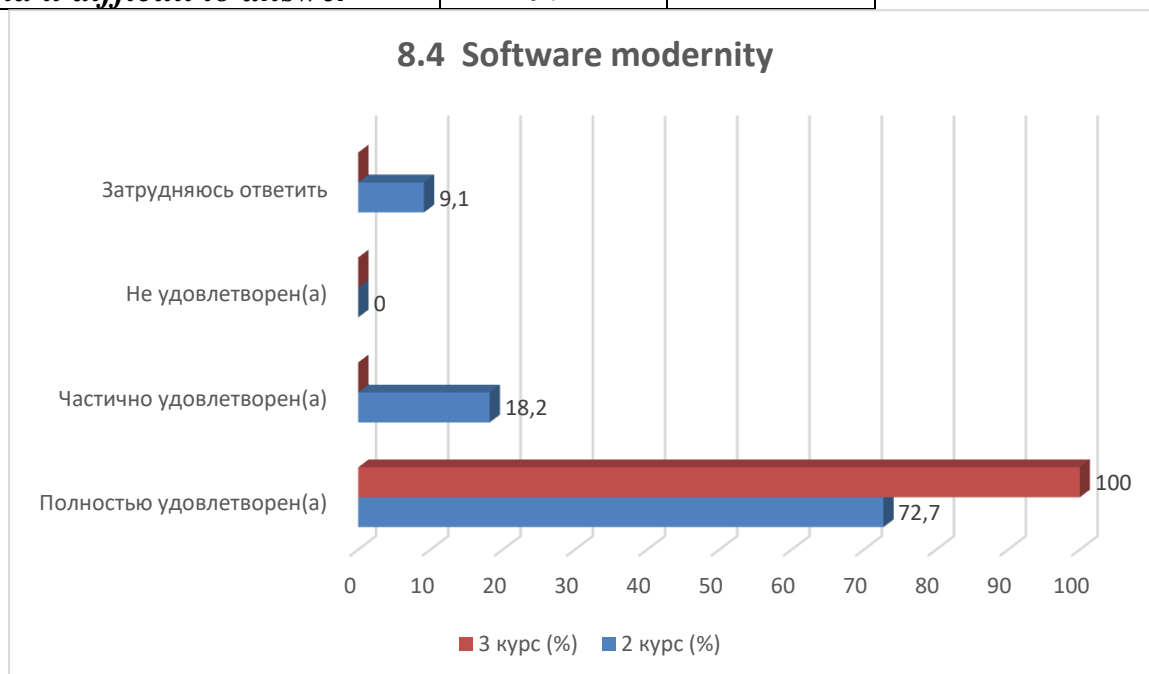
### 8.3 Internet channel width, its speed

Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	63.6	100
<i>Partially satisfied</i>	18.2	-
<i>Not satisfied</i>	9.1	-
<i>I find it difficult to answer</i>	9.1	-



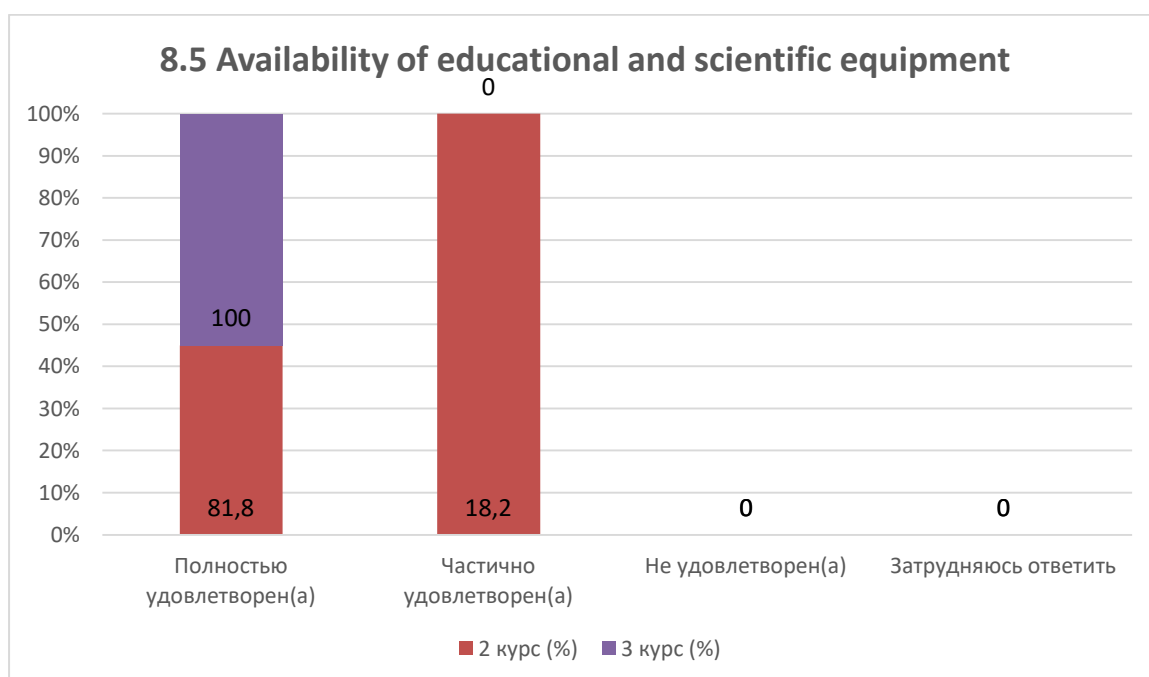
## 8.4 Software modernity

Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	72.7	100
<i>Partially satisfied</i>	18.2	-
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	9.1	-



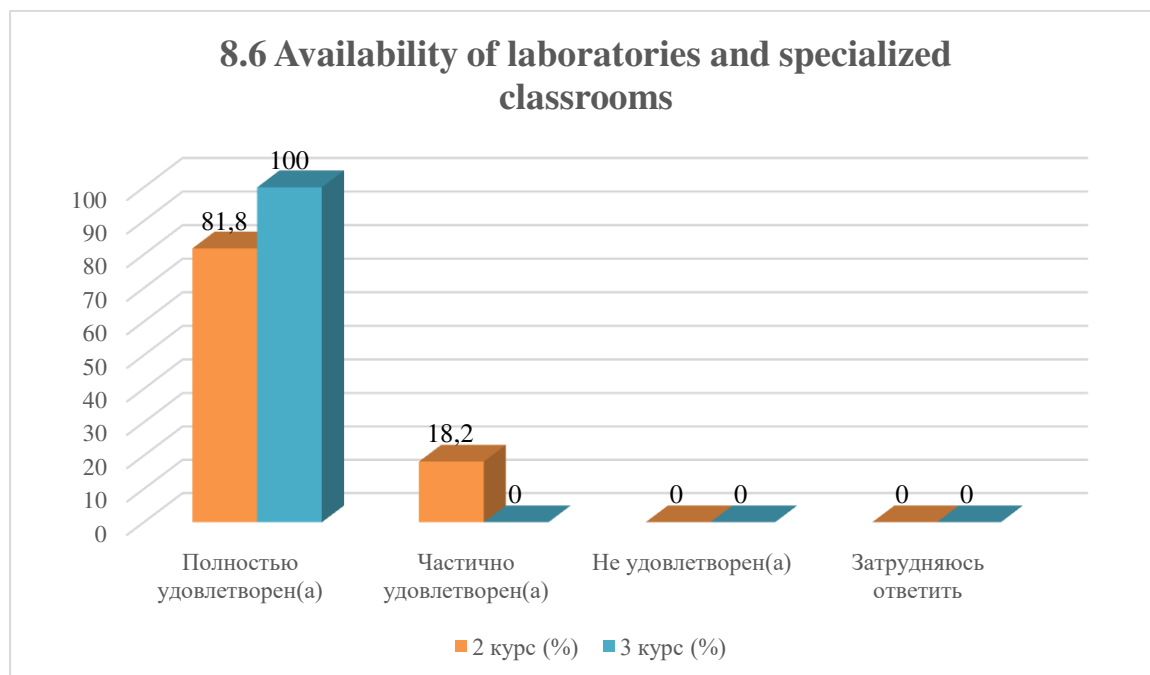
## 8.5 Availability of educational and scientific equipment

Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	81.8	100
<i>Partially satisfied</i>	18.2	-
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	-	-



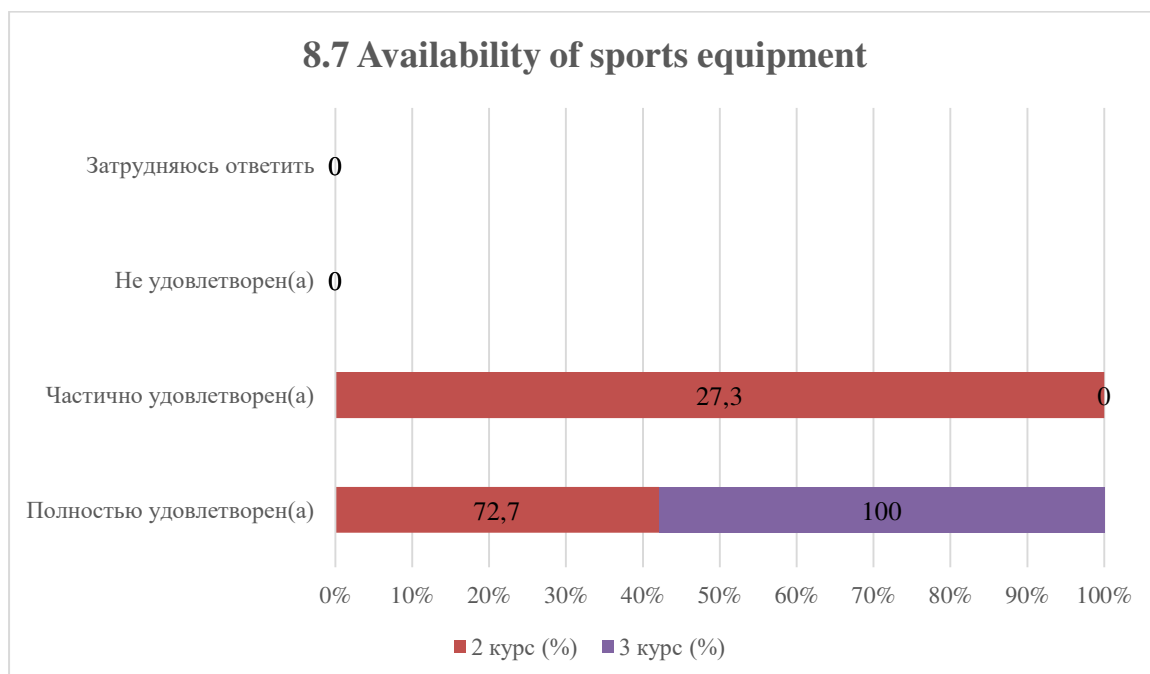
## 8.6 Availability of laboratories and specialized classrooms

Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	81.8	100
<i>Partially satisfied</i>	18.2	-
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	-	-



## 8.7 Availability of sports equipment

Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	72.7	100
<i>Partially satisfied</i>	27.3	-
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	-	-

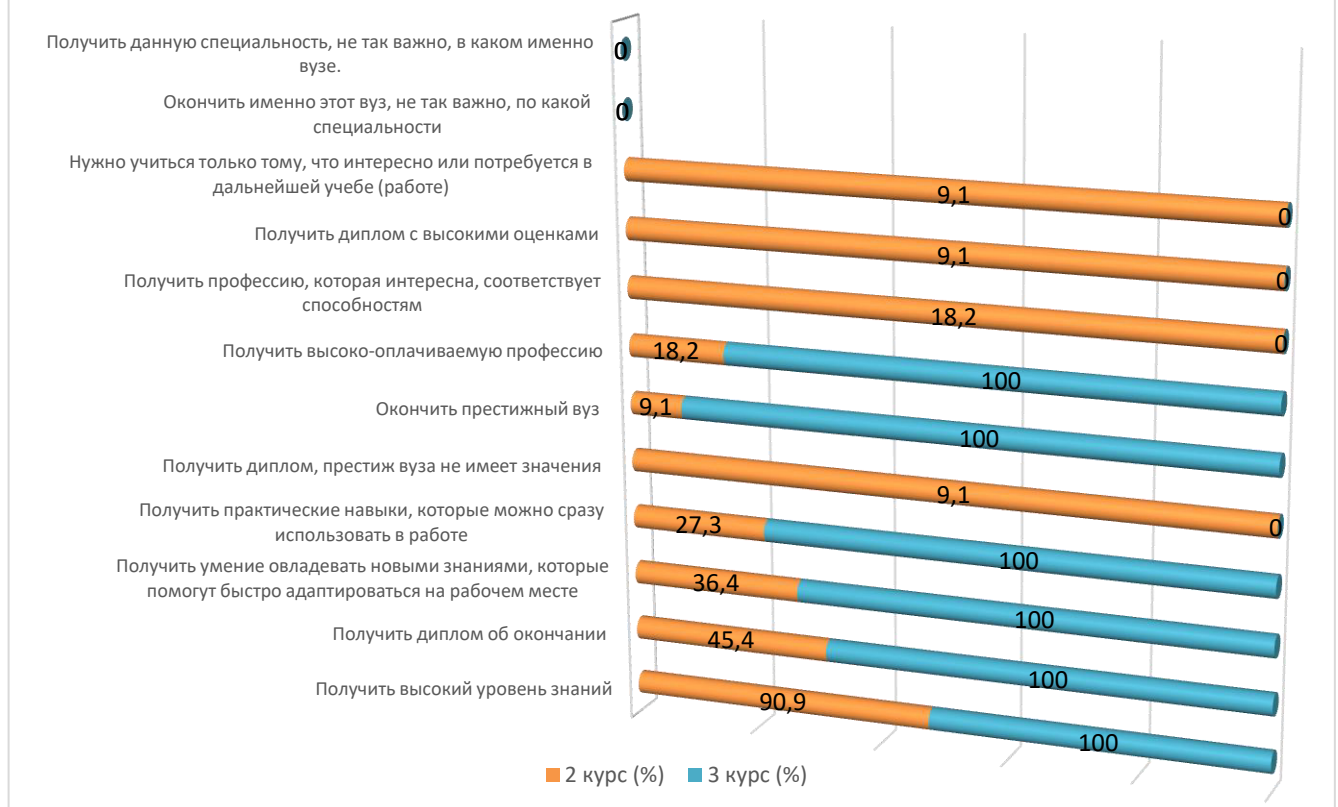


**9. What is more important for you to get as a result of studying at the University?**  
*(You can select one or more answer options)*

Answer options	2 year (%)	3 year (%)
<i>Acquiring a high level of knowledge</i>	90.9	100
<i>Receiving a diploma of completion</i>	45.4	100
<i>Gaining the ability to acquire new knowledge that will help one to quickly adapt to the workplace</i>	36.4	100
<i>Gaining practical skills that one can immediately use at work</i>	27.3	100
<i>Receiving a diploma, the prestige of the university does not matter</i>	9.1	-
<i>Graduating from a prestigious university</i>	9.1	100
<i>Acquiring a highly paid profession</i>	18.2	100
<i>Acquiring a profession that is interesting and matches one's abilities</i>	18.2	-
<i>Receiving a diploma with high grades</i>	9.1	-
<i>One should learn only what is interesting or will be needed in further study (work)</i>	9.1	-
<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>	-	-

*\*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 results of studying at the University?



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 (90.9%) are satisfied with the extent to which the educational process corresponds to their inclinations, interests and capabilities. Students rated the following criteria as "excellent quality":

- class schedule
- organization of independent work
- practices
- organizing and conducting SIWT
- organizing and conducting laboratory work
- satisfaction with the work of the library
- living conditions in the hostel
- quality of medical care
- organization of catering at the University.

The share of respondents who noted complete or partial satisfaction with these criteria was 100%.

The possibility of access to full-text databases of scientific publications was highly rated by the surveyed students: 95.5% of respondents positively noted this criterion. However, 4.4% of respondents found it difficult to answer, which could indicate uncertainty in their assessment of this criterion.

The question "Is information of academic mobility opportunities available to you?" was answered "yes" by 95.5% of respondents. Based on this, it can be understood that the University successfully implements a program of outgoing and incoming academic mobility, which contributes to improving the quality of higher education, increasing the

effectiveness of scientific research, establishing internal and external integration links, and using global educational resources.

Psychological climate is an important characteristic of the comfort of the educational environment, which is considered as a person's immediate environment, as well as the conditions within which he or she interacts with this environment. It can be seen from the presented results that the relationships between students, teachers and students (in the educational process), curators and students, administration and students, department staff (library, student department, etc.) and students, security service and students are assessed by respondents mainly as “friendly” and “more friendly than unfriendly”, respectively, which fully corresponds to the high level of satisfaction and is a good indicator of the moral and psychological climate in the student environment.

Among the University students, 18.2% do not participate in scientific activities. In addition, 86.4% of students do not use the opportunities for personal growth, such as sports sections, creative clubs and the student union "Zhas Orda". The reasons for non-participation were not indicated by the students in the survey.

The material base of the University fully satisfies the needs of the majority of the students surveyed.

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](mailto:cqma_kstu@mail.ru).