

**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:** 6B07302 Geodesy and Cartography

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 6B07302 Geodesy and Cartography, 39 respondents took part in the survey:

- 2 year – 28 students (75,7%);
- 3 year – 11 students (50%).

**Mode of training**

- Budget – 32 students (82,1%);
- Paid – 7 students (17,9%).

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

**Indicators:**

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

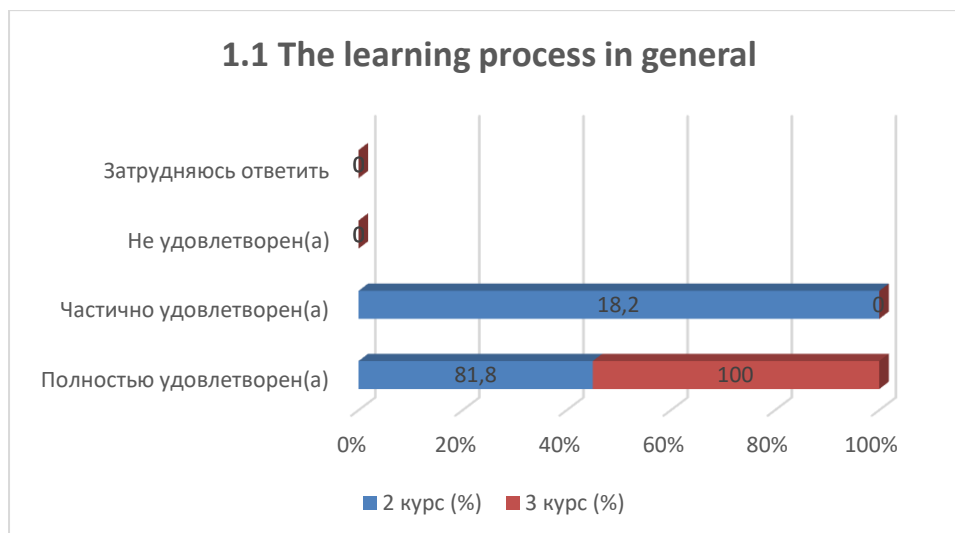
1.1 The learning process in general
1.2 Class schedule
1.3 Organization of independent work
1.4 Practices
1.5 Organizing and conducting SIWT
1.6 Organizing and conducting laboratory work
1.7 Satisfaction with the library work
1.8 Possibility of access to full-text databases of scientific publications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

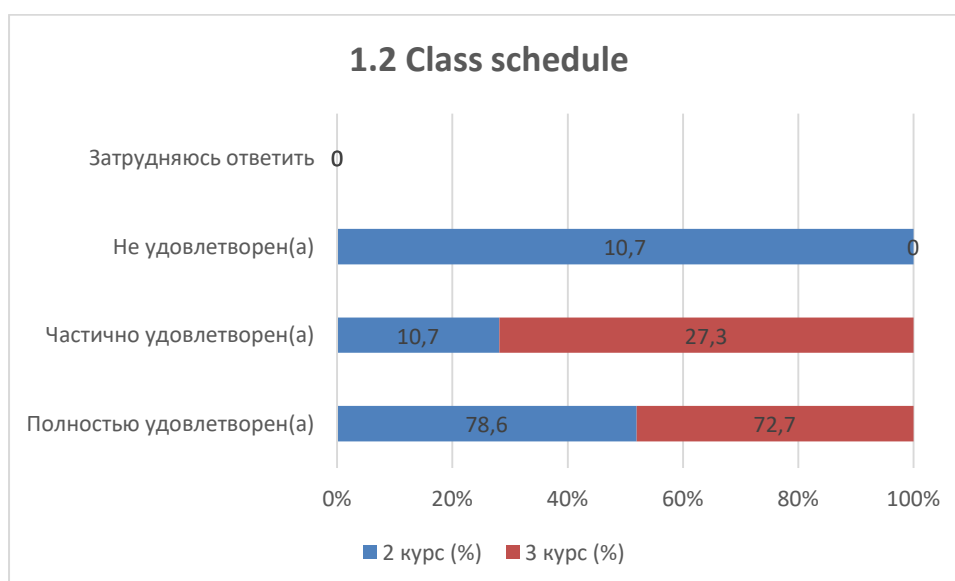
## 1.1 The learning process in general

Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	89.3	100
<i>Partially satisfied</i>	10.7	-
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	-	-



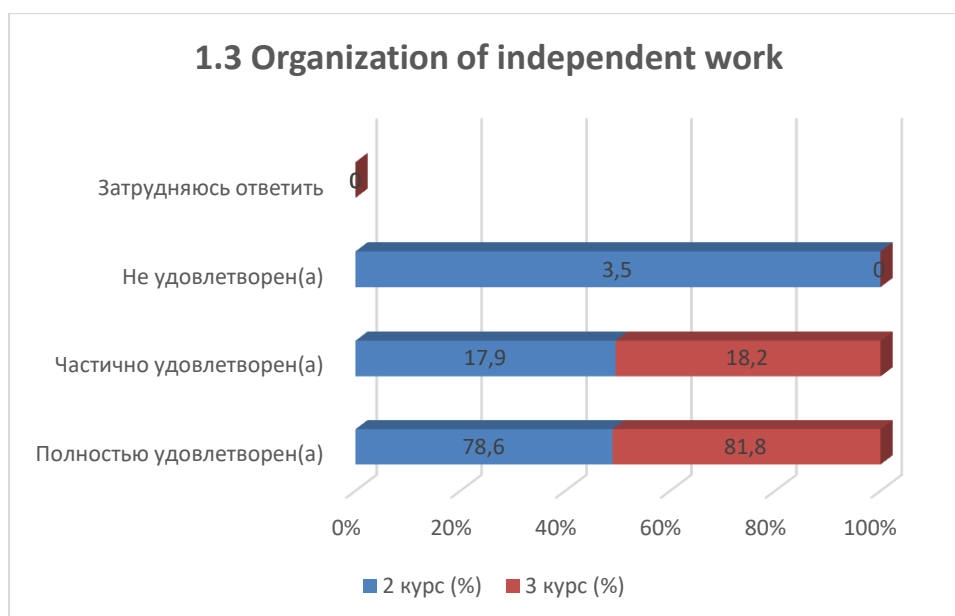
## 1.2 Class schedule

Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	78.6	72.7
<i>Partially satisfied</i>	10.7	27.3
<i>Not satisfied</i>	10.7	-
<i>I find it difficult to answer</i>	-	-



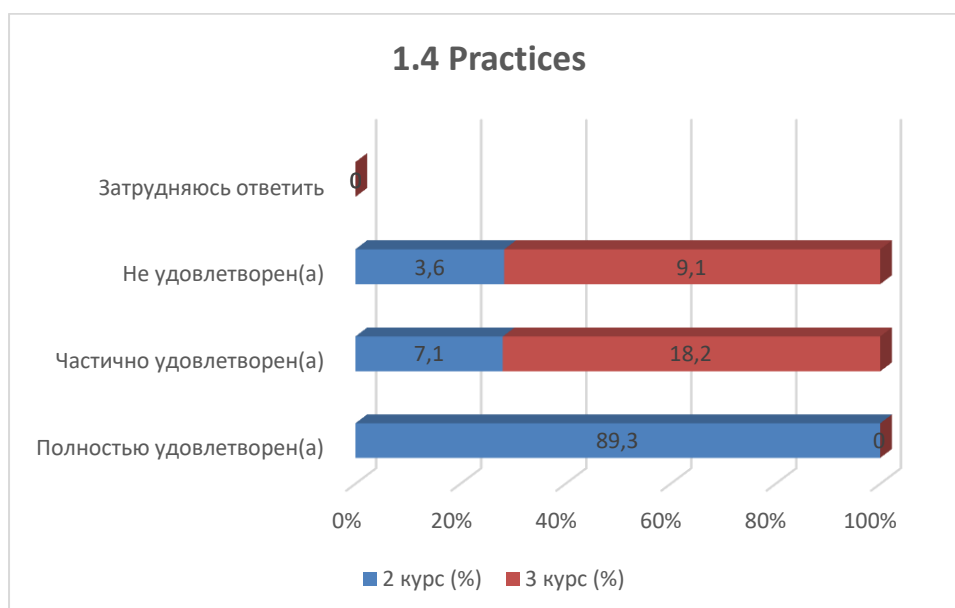
### 1.3 Organization of independent work

Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	78.6	81.8
<i>Partially satisfied</i>	17.9	18.2
<i>Not satisfied</i>	3.5	-
<i>I find it difficult to answer</i>	-	-



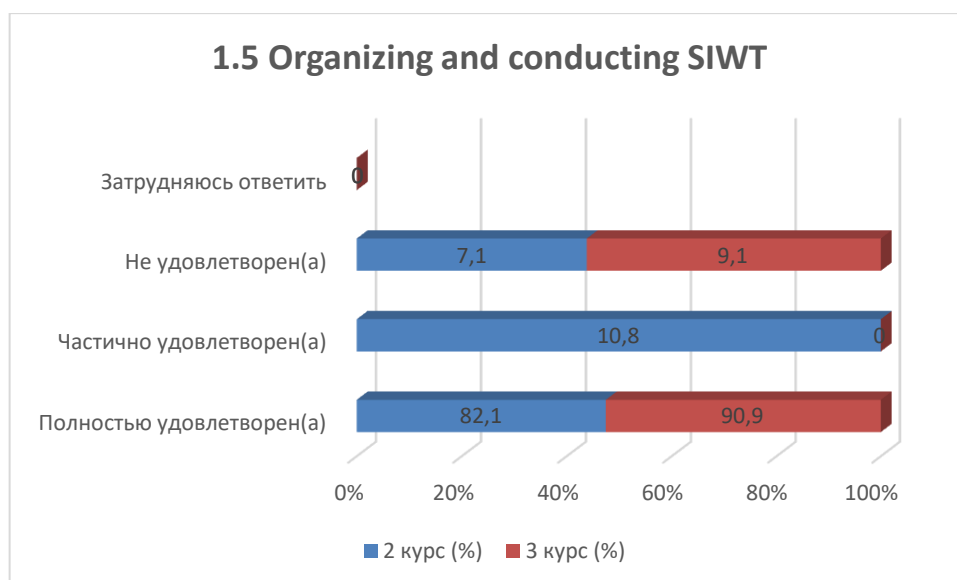
### 1.4 Practices

Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	89.3	72.2
<i>Partially satisfied</i>	7.1	18.2
<i>Not satisfied</i>	3.6	9.1
<i>I find it difficult to answer</i>	-	-



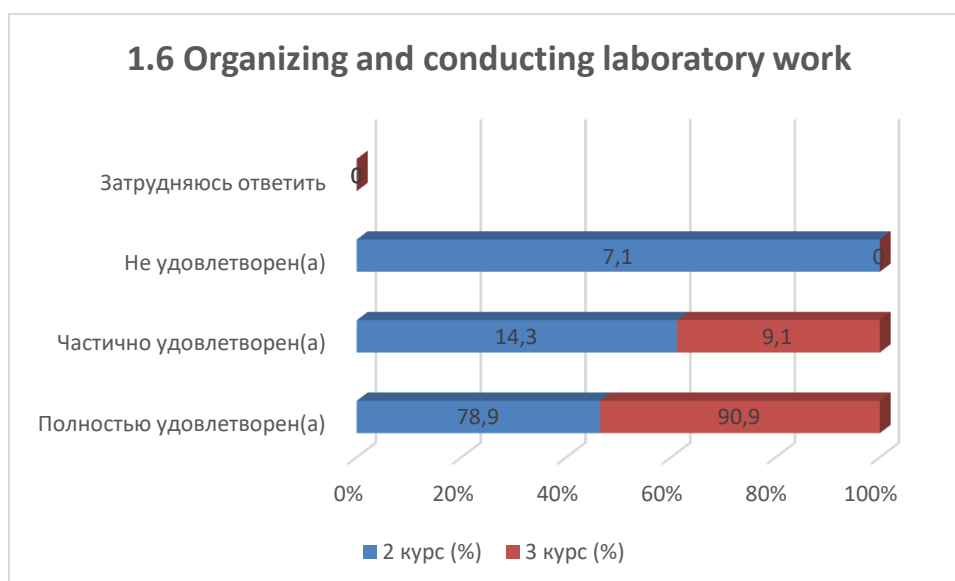
## 1.5 Organizing and conducting SIWT

Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	82.1	90.9
<i>Partially satisfied</i>	10.8	-
<i>Not satisfied</i>	7.1	9.1
<i>I find it difficult to answer</i>	-	-



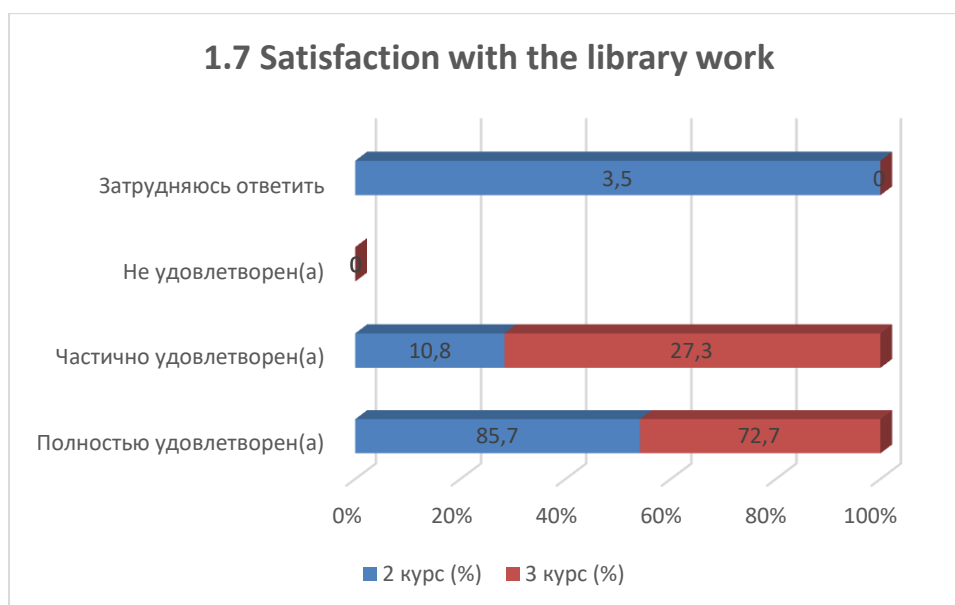
## 1.6 Organizing and conducting laboratory work

Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	78.9	90.9
<i>Partially satisfied</i>	14.3	9.1
<i>Not satisfied</i>	7.1	-
<i>I find it difficult to answer</i>	-	-



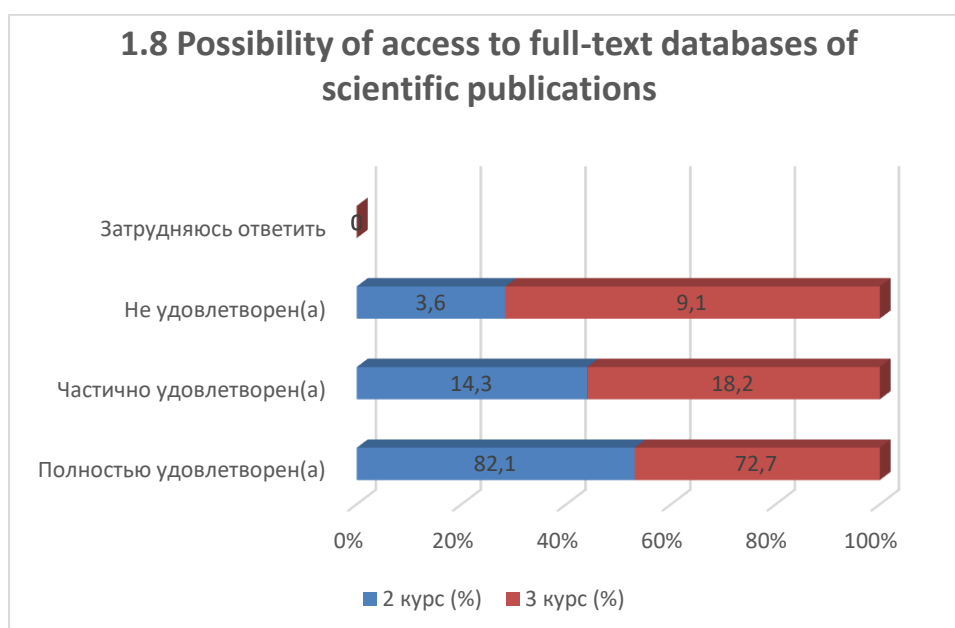
## 1.7 Satisfaction with the library work

Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	85.7	72.7
<i>Partially satisfied</i>	10.8	27.3
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	3.5	-



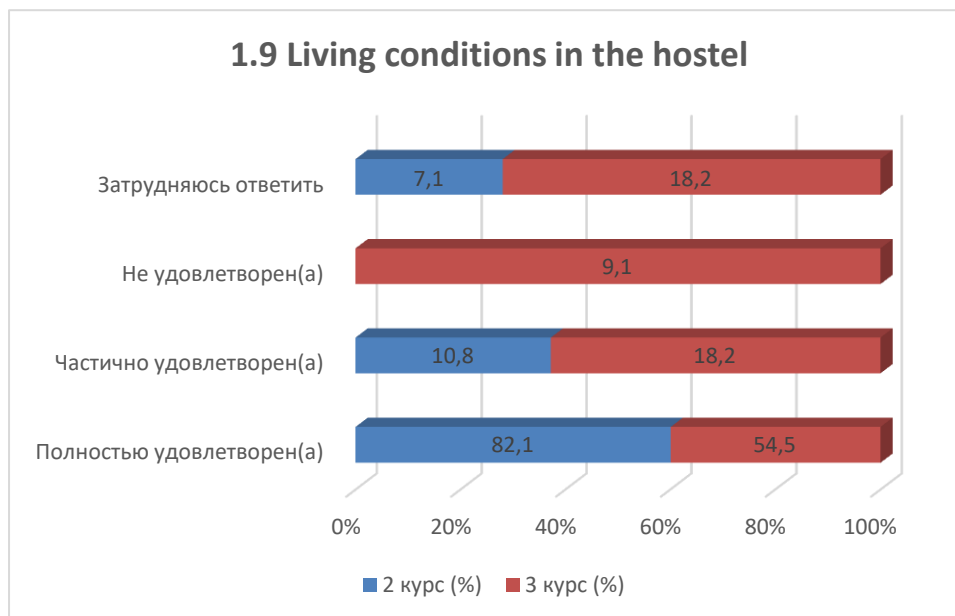
## 1.8 Possibility of access to full-text databases of scientific publications

Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	82.1	72.7
<i>Partially satisfied</i>	14.3	18.2
<i>Not satisfied</i>	3.6	9.1
<i>I find it difficult to answer</i>	-	-



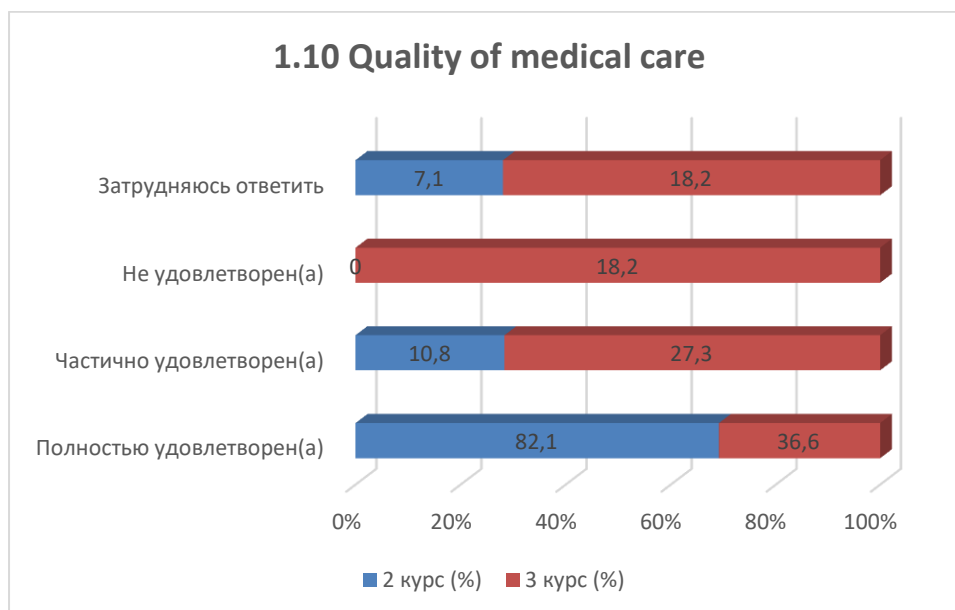
## 1.9 Living conditions in the hostel

Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	82.1	54.5
<i>Partially satisfied</i>	10.8	18.2
<i>Not satisfied</i>	-	9.1
<i>I find it difficult to answer</i>	7.1	18.2



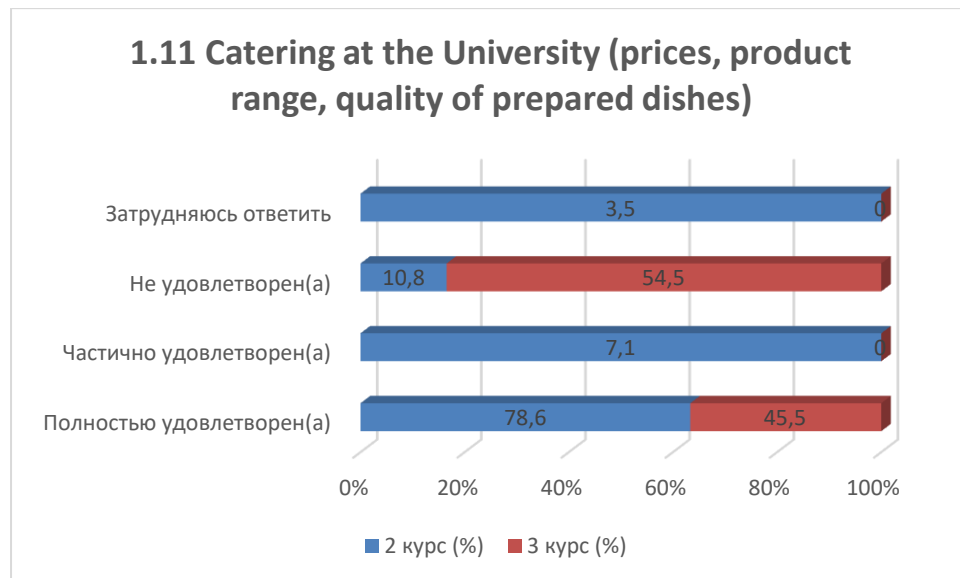
## 1.10 Quality of medical care

Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	82.1	36.6
<i>Partially satisfied</i>	10.8	27.3
<i>Not satisfied</i>	-	18.2
<i>I find it difficult to answer</i>	7.1	18.2



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

Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	78.6	45.5
<i>Partially satisfied</i>	7.1	-
<i>Not satisfied</i>	10.8	54.5
<i>I find it difficult to answer</i>	3.5	-



To the option “Other”, students indicated the following answers\*:

2 year	3 year
- I don't live in the hoste - Everything satisfies - 👍👍👍	-

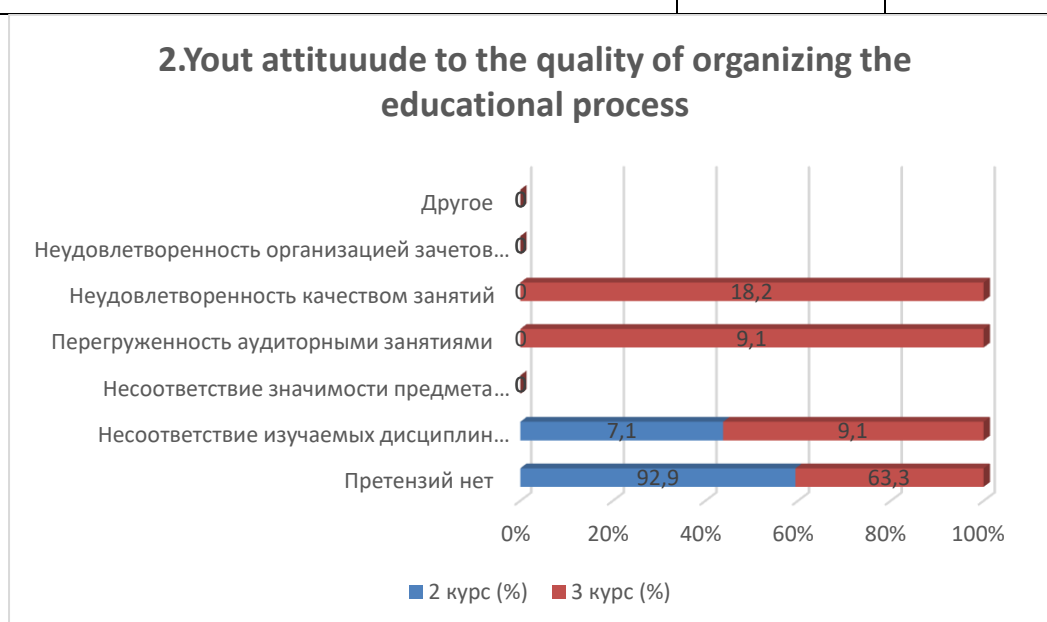
For the option “If you answered “not satisfied” to the previous question, please give recommendations for improving the services provided,” students indicated the following options\*:

2 year	3 year
- Satisfied - Spend money on improvement- 👍👍	- Bring coffee with oneself (coffee machine) - Different prices every time - Not good

\* 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...

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

Answer options	2 year (%)	3 year (%)
<i>No complaints</i>	92.9	63.3
<i>Discrepancy between the disciplines studied and the specialty obtained</i>	7.1	9.1
<i>Inconsistency between the importance of the subject and the number of hours</i>	-	-
<i>Overload with classroom activities</i>	-	9.1
<i>Dissatisfaction with the quality of classes</i>	-	18.2
<i>Dissatisfaction with the organization of tests and exams</i>	-	-
<i>Other</i>	-	-



For the option “If you answered “Not satisfied” to the previous question, please give recommendations for improvement,” students indicated the following options\*:

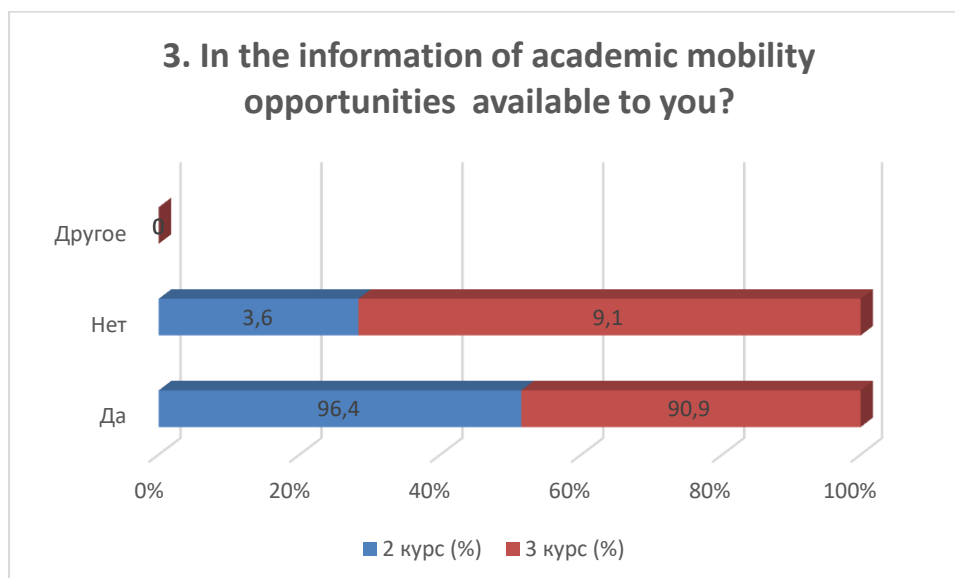
2 year	3 year
-	- More specialized classes, less useless ones

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

Answer options	2 year (%)	3 year (%)
<i>Yes</i>	96.4	90.9
<i>No</i>	3.6	9.1
<i>Other</i>	-	-

\* 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.





#### 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

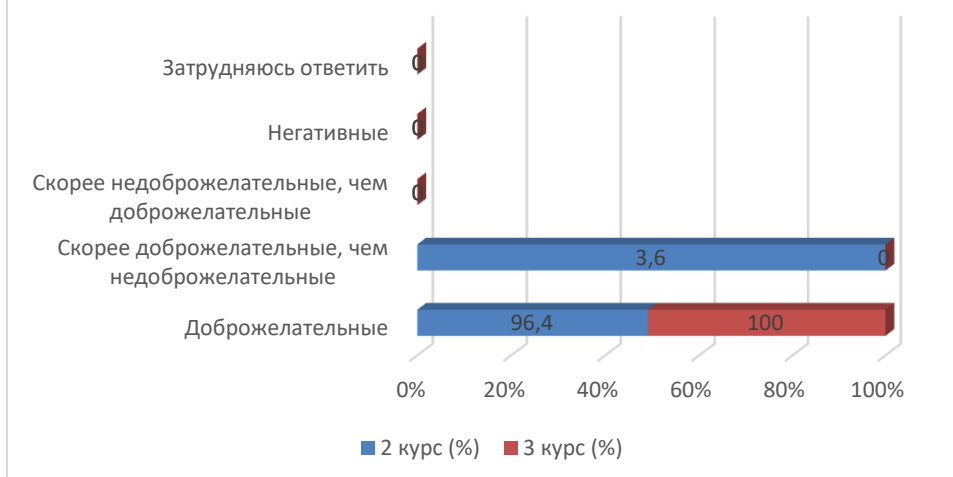
Other \_\_\_\_\_

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 (%)
<i>Friendly</i>	96.4	100
<i>More friendly than unfriendly</i>	3.6	-
<i>More unfriendly than friendly</i>	-	-
<i>Negative</i>	-	-
<i>I find it difficult to answer</i>	-	-

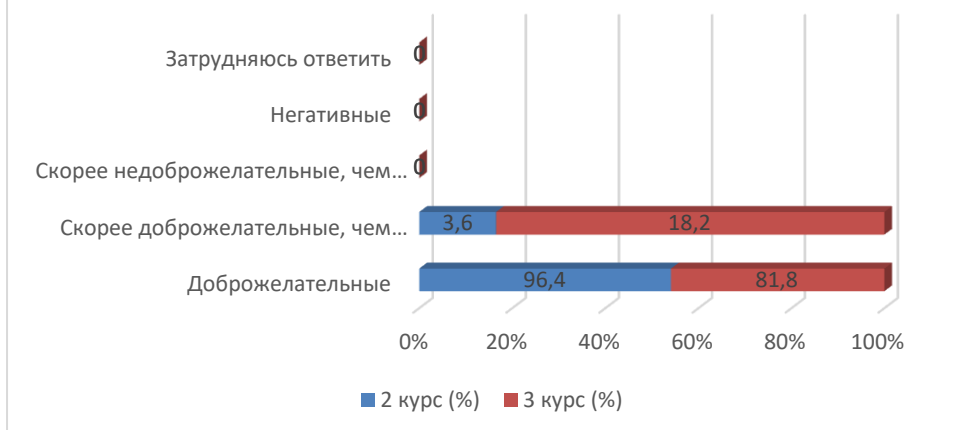
#### 4.1 Between students



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

Answer options	2 year (%)	3 year (%)
<i>Friendly</i>	96.4	81.8
<i>More friendly than unfriendly</i>	3.6	18.2
<i>More unfriendly than friendly</i>	-	-
<i>Negative</i>	-	-
<i>I find it difficult to answer</i>	-	-

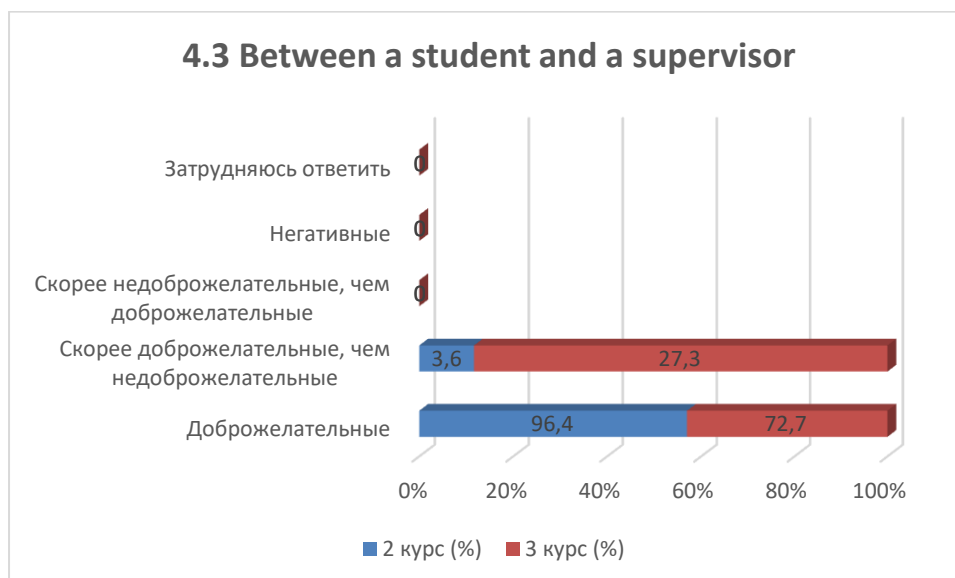
#### 4.2 Between teachers and students (in the educational process)



#### 4.3 Between a students and a supervisor

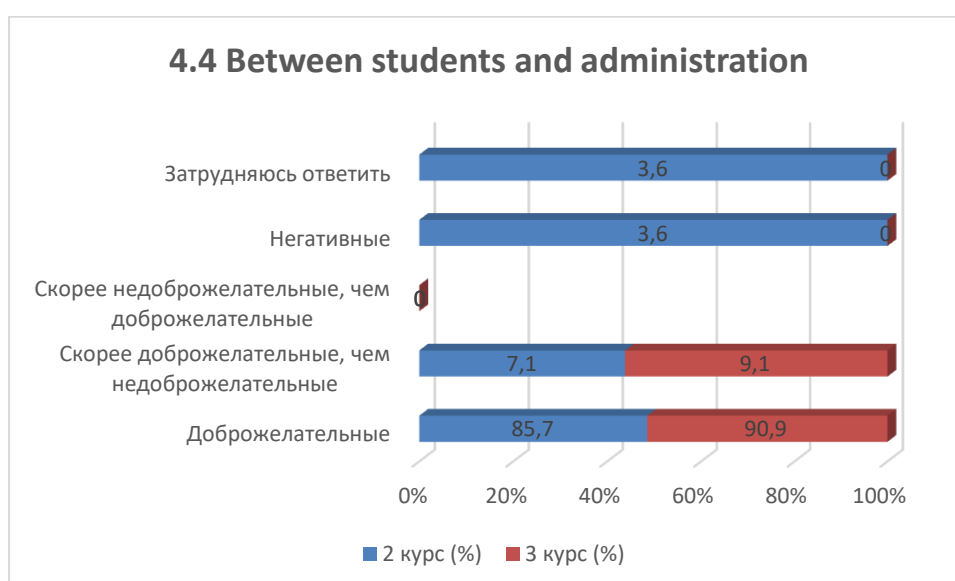
Answer options	2 year (%)	3 year (%)
<i>Friendly</i>	96.4	72.7
<i>More friendly than unfriendly</i>	3.6	27.3
<i>More unfriendly than friendly</i>	-	-
<i>Negative</i>	-	-
<i>I find it difficult to answer</i>	-	-

### 4.3 Between a student and a supervisor



### 4.4 Between students and administration

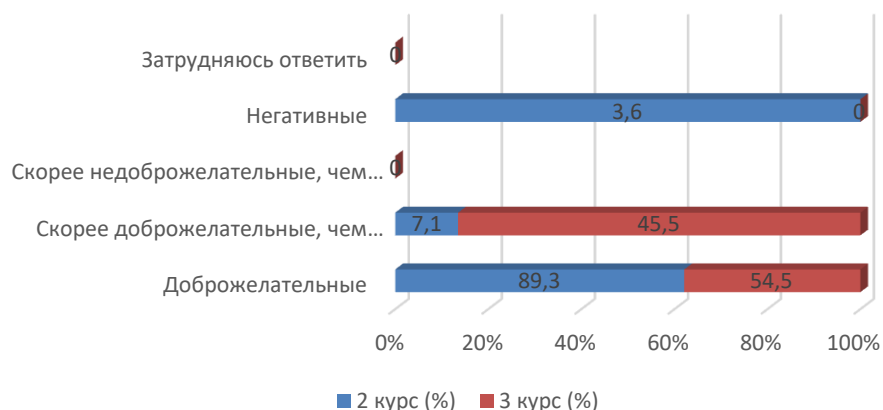
Answer options	2 year (%)	3 year (%)
<i>Friendly</i>	85.7	90.9
<i>More friendly than unfriendly</i>	7.1	9.1
<i>More unfriendly than friendly</i>	-	-
<i>Negative</i>	3.6	-
<i>I find it difficult to answer</i>	3.6	-



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

Answer options	2 year (%)	3 year (%)
<i>Friendly</i>	89.3	54.5
<i>More friendly than unfriendly</i>	7.1	45.5
<i>More unfriendly than friendly</i>	-	-
<i>Negative</i>	3.6	-
<i>I find it difficult to answer</i>	-	-

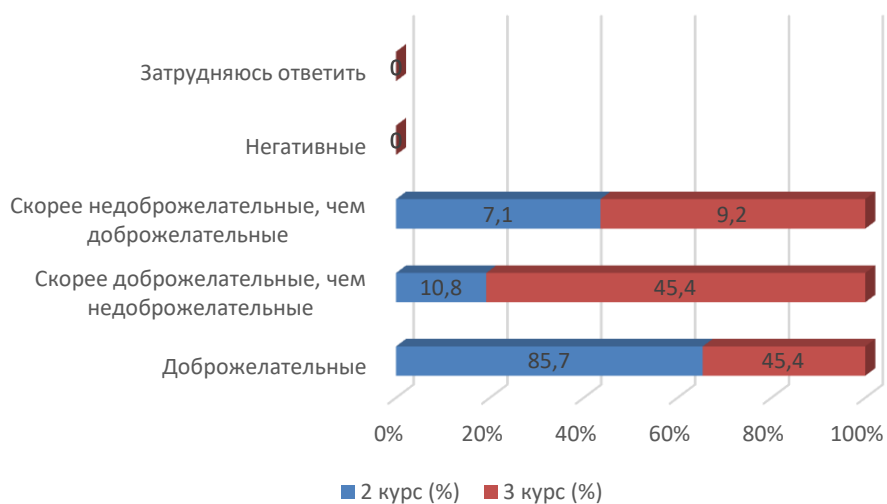
#### 4.5 Between students and employees of departments (library, student department, etc.)



#### 4.6 Between students and security service

Answer options	2 year (%)	3 year (%)
<i>Friendly</i>	85.7	45.4
<i>More friendly than unfriendly</i>	10.8	45.4
<i>More unfriendly than friendly</i>	7.1	9.2
<i>Negative</i>	-	-
<i>I find it difficult to answer</i>	-	-

#### 4.6 Between students and security service

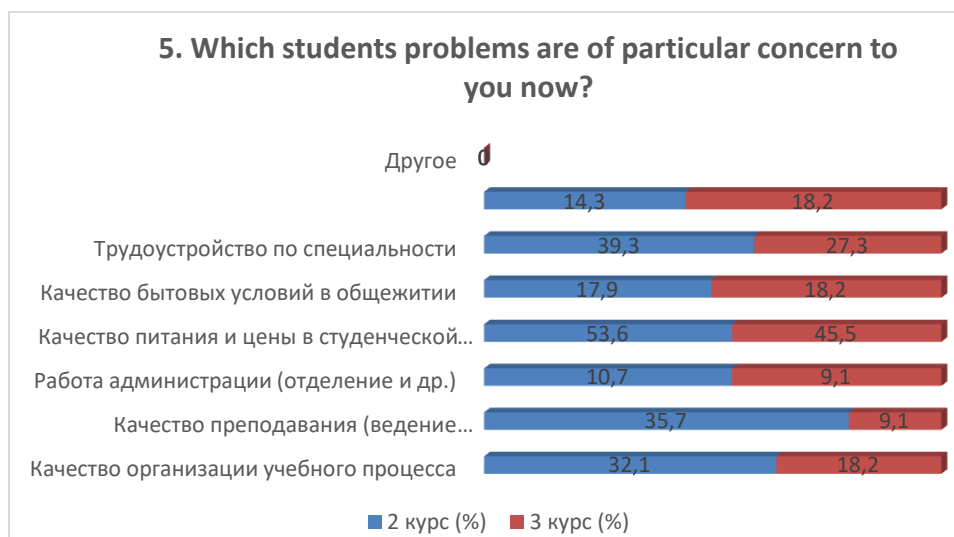


5. Which student problems are of particular concern to you now? (choose no more than 3 answer options)

Answer options	2 year (%)	3 year (%)
<i>Quality of organizing the educational process</i>	32.1	18.2
<i>Quality of teaching (class conducting, assessment of knowledge, etc.)</i>	35.7	9.1
<i>Administration work (department, etc.)</i>	10.7	9.1

<b><i>Quality of food and prices in the student canteen</i></b>	53.6	45.5
<b><i>Quality of living conditions in the hostel</i></b>	17.9	18.2
<b><i>Employment by specialty</i></b>	39.3	27.3
<b><i>Quality of industrial practice organizations</i></b>	14.3	18.2
<b><i>Other</i></b>	-	-

\* 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 (check all that apply)**

Answer options	2 year (%)	3 year (%)
<b><i>Do not participate</i></b>	75	45.5
<b><i>Sometimes, when it is necessary for formal reasons</i></b>	14.3	18.2
<b><i>In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.</i></b>	10.7	9.1
<b><i>In scientific projects of laboratories, clubs, circles, etc. free of charge</i></b>	3.6	9.1
<b><i>Attend scientific seminars, clubs and other scientific events</i></b>	7.1	-
<b><i>Speaker at a conference (including a student conference), scientific seminar</i></b>	7.1	18.2
<b><i>Participated in the competition of scientific student works</i></b>	3.6	-
<b><i>Published the results of his research (including in student collections)</i></b>	3.6	-

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



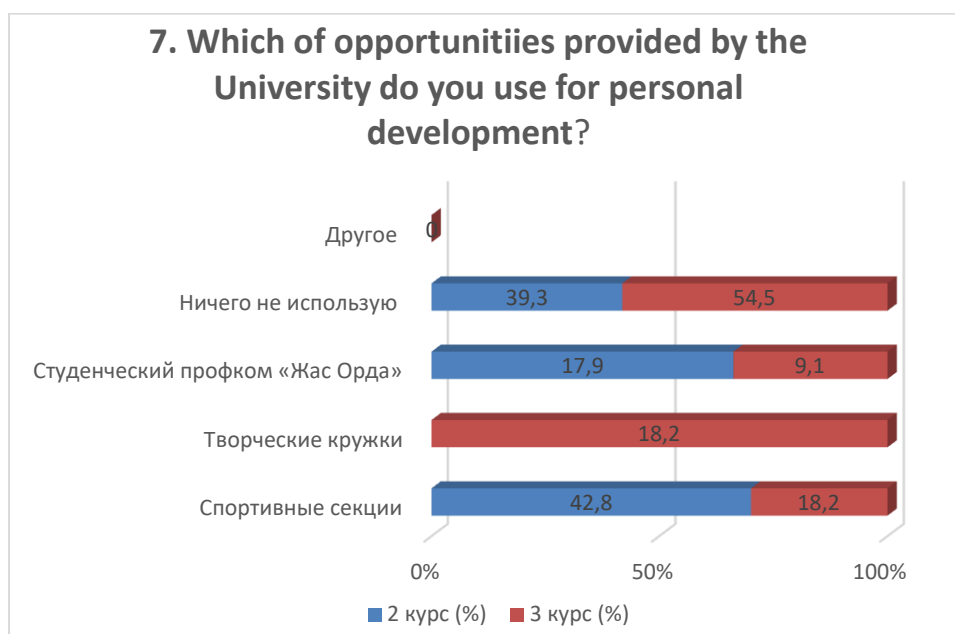
For the option “If you answered “Do not participate” to the previous question, write why,” students indicated the following options\*:

2 year	3 year
- Not interested	-
- I don't have time	
- It happened	

**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>	42.8	18.2
<i>Creative clubs</i>	-	18.2
<i>Student trade union committee "Zhas Orda"</i>	17.9	9.1
<i>I don't use anything</i>	39.3	54.5
<i>Other</i>	-	-

\* 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.



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
- Self-employment	- I don `t want - I went in for sports but the coach was rude (volleyball)

### 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

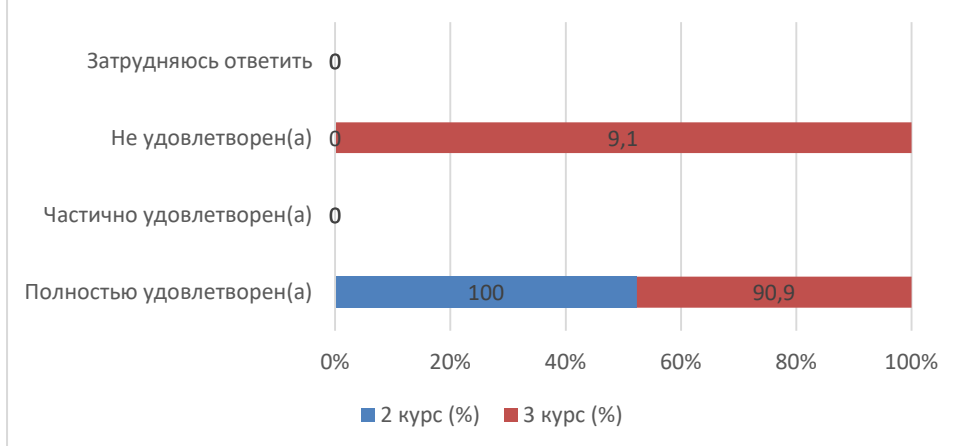
Other \_\_\_\_\_

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

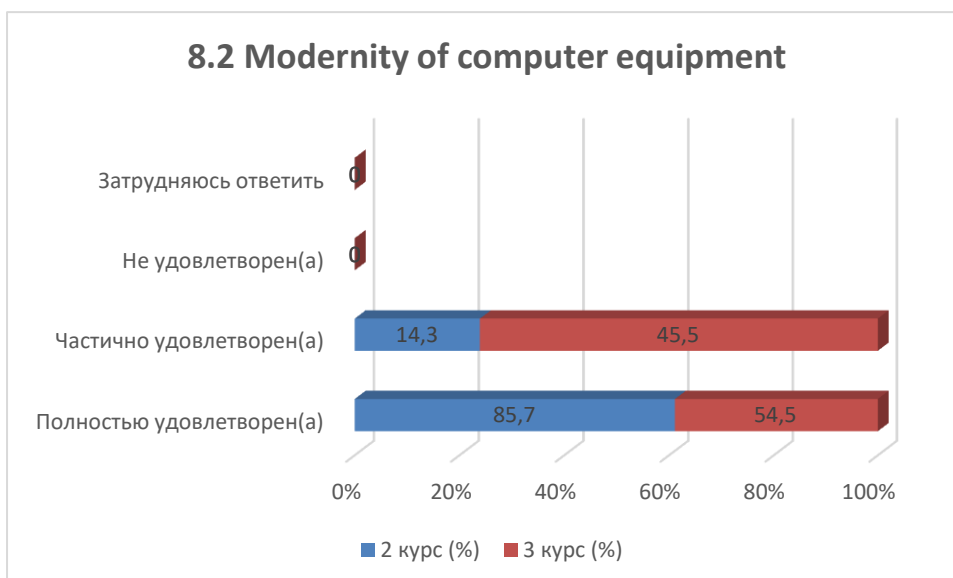
Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	100	90.9
<i>Partially satisfied</i>	-	-
<i>Not satisfied</i>	-	9.1
<i>I find it difficult to answer</i>	-	-

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



### 8.2 Modernity of computer equipment

Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	85.7	54.5
<i>Partially satisfied</i>	14.3	45.5
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	-	-

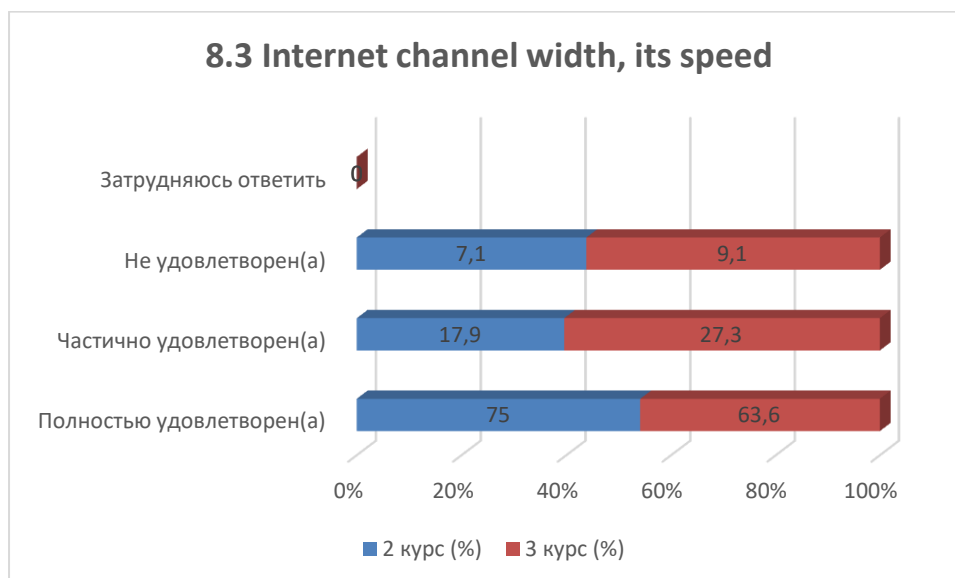


### 8.3 Internet channel width, its speed

Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	75	63.6
<i>Partially satisfied</i>	17.9	27.3
<i>Not satisfied</i>	7.1	9.1
<i>I find it difficult to answer</i>	-	-

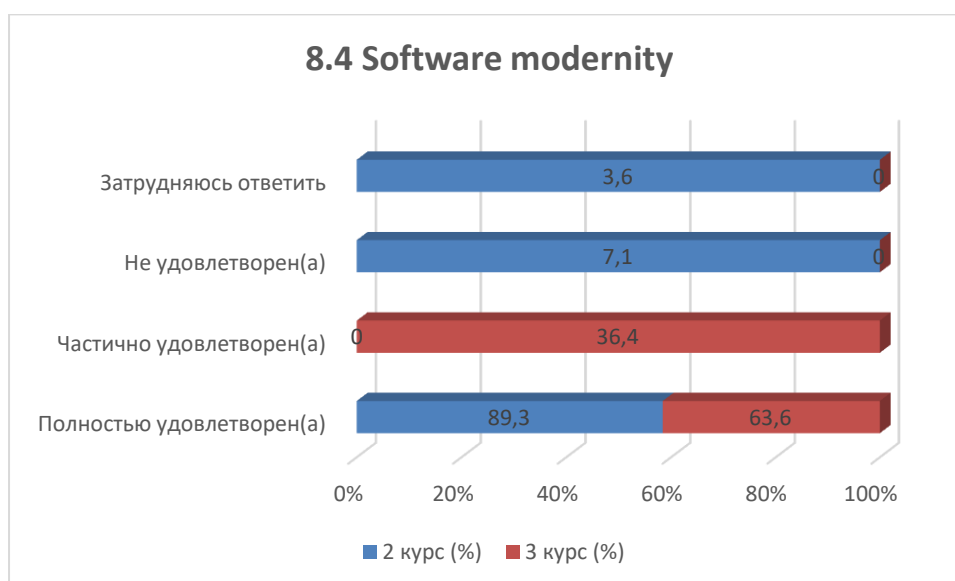


### 8.3 Internet channel width, its speed



### 8.4 Software modernity

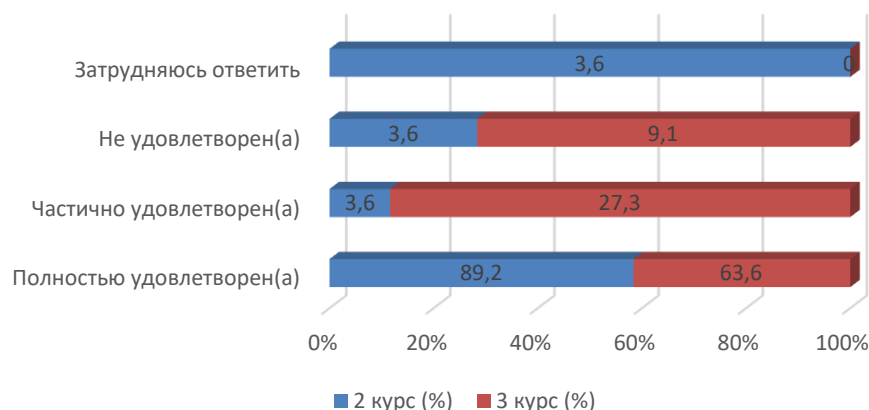
Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	89.3	63.6
<i>Partially satisfied</i>	-	36.4
<i>Not satisfied</i>	7.1	-
<i>I find it difficult to answer</i>	3.6	-



### 8.5 Availability of educational and scientific equipment

Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	89.2	63.6
<i>Partially satisfied</i>	3.6	27.3
<i>Not satisfied</i>	3.6	9.1
<i>I find it difficult to answer</i>	3.6	-

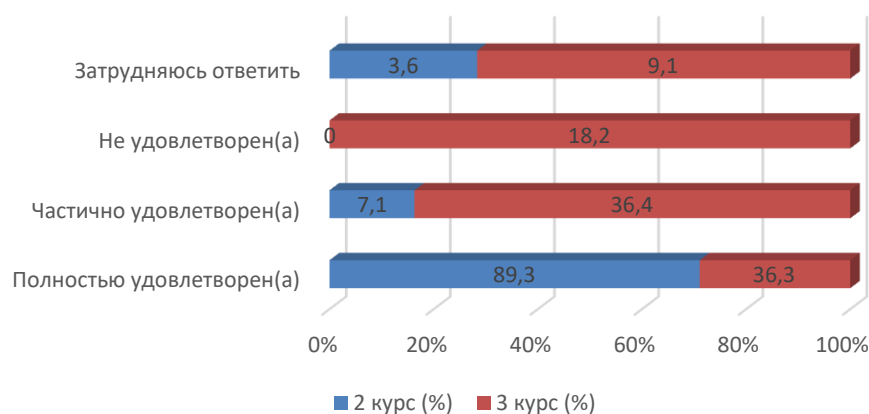
### 8.5 Availability of educational and scientific equipment



### 8.6 Availability of laboratories and specialized classrooms

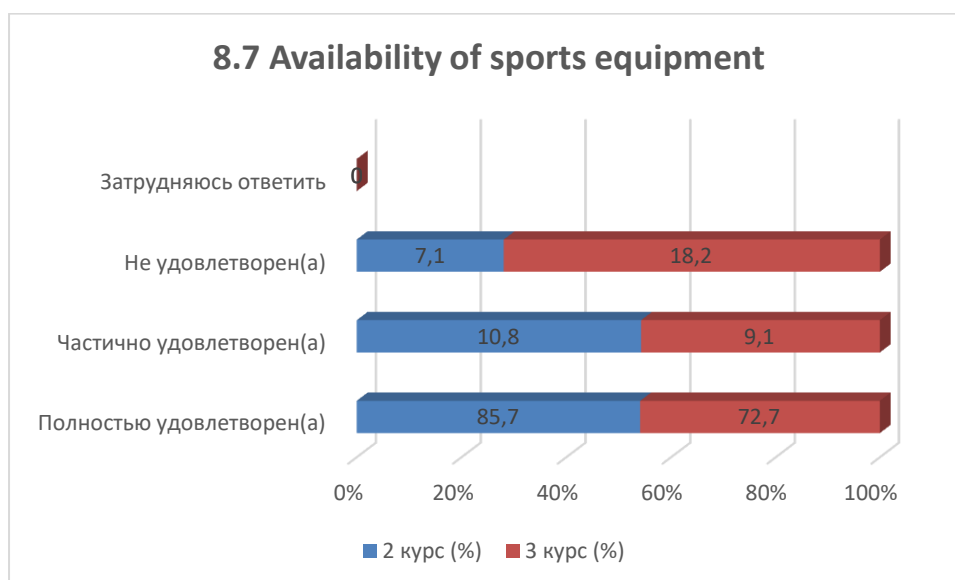
Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	89.3	36.3
<i>Partially satisfied</i>	7.1	36.4
<i>Not satisfied</i>	-	18.2
<i>I find it difficult to answer</i>	3.6	9.1

### 8.6 Availability of laboratories and specialized classrooms



### 8.7 Availability of sports equipment

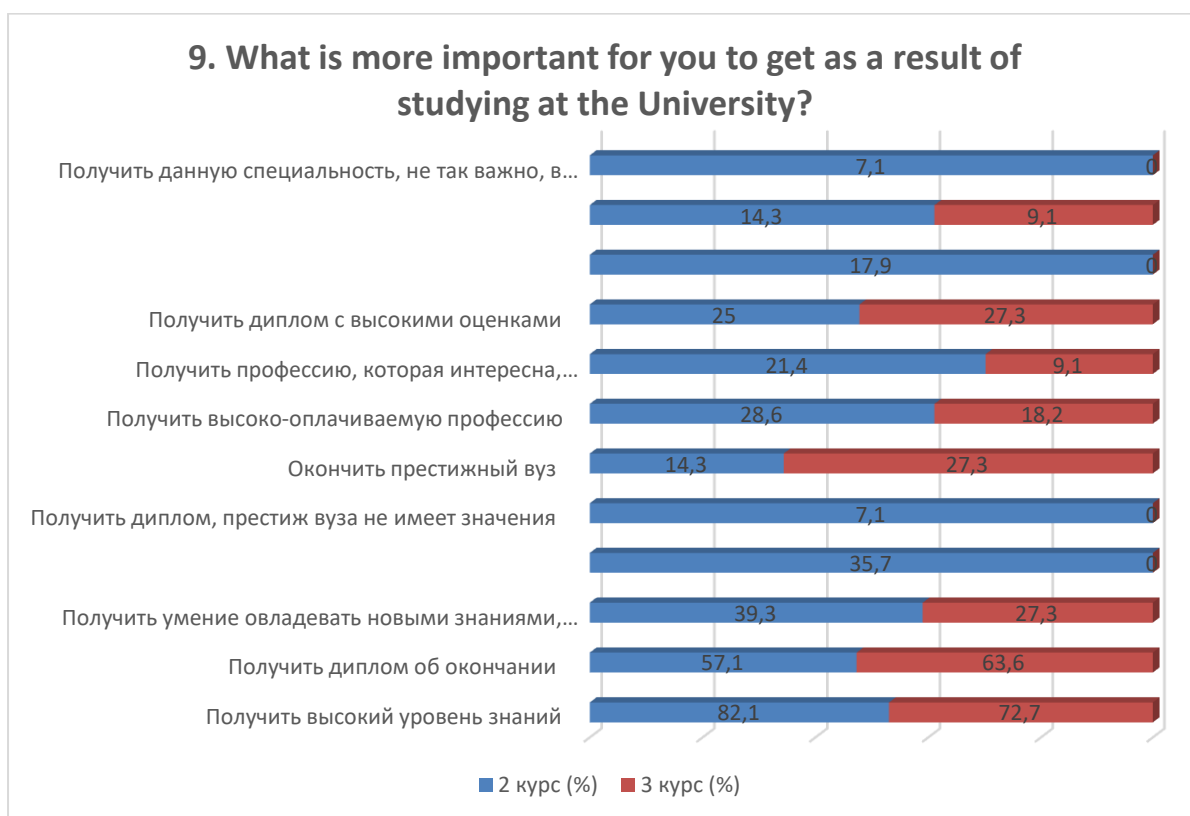
Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	85.7	72.7
<i>Partially satisfied</i>	10.8	9.1
<i>Not satisfied</i>	7.1	18.2
<i>I find it difficult to answer</i>	-	-



**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>	82.1	72.7
<i>Receiving a diploma of completion</i>	57.1	63.6
<i>Gaining the ability to acquire new knowledge that will help one to quickly adapt to the workplace</i>	39.3	27.3
<i>Gaining practical skills that one can immediately use at work</i>	35.7	-
<i>Receiving a diploma, the prestige of the university does not matter</i>	7.1	-
<i>Graduating from a prestigious university</i>	14.3	27.3
<i>Acquiring a highly paid profession</i>	28.6	18.2
<i>Acquiring a profession that is interesting and matches one's abilities</i>	21.4	9.1
<i>Receiving a diploma with high grades</i>	25	27.3
<i>One should learn only what is interesting or will be needed in further study (work)</i>	17.9	-
<i>It's not so important in what specialty to graduate from this particular university</i>	14.3	9.1
<i>Getting this specialty is not so important in which university.</i>	7.1	-

*\*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, 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):**

- Nothing is needed.

Based on the results of the survey, the following conclusions can be drawn.

The vast majority of students who took part in the survey "Satisfaction of 2-5 year old students with educational services" are satisfied with the practices organized by the University, the conditions for independent work, availability of information regarding the educational process and extracurricular activities; they highly appreciate the level of theoretical and practical training, as well as the quality education for the educational program as a whole.

"Are you satisfied with the learning process in general?" That's what the first question sounded like. 94.7% of students are fully satisfied with the quality of the educational process, and 5.3% of respondents are rather satisfied.

The general analysis of the data obtained shows that students are to one degree or another satisfied with all the specified aspects of the educational program. However, there are certain points on which student assessments are ambiguous. For convenience of the analysis, we will consider aspects according to the following levels of satisfaction.

A high level of student satisfaction was recorded for such moments of training as:

- satisfaction with the library work (98.3%);
- organization of independent work (98,2%);
- organizing and conducting laboratory work (96,5%);
- class schedule (94,7%);

- practices (93,7%);
- possibility of access full-text databases of scientific publications (93,7%);
- organizing and conduction SIWT (91,9%).

In these cases, the majority of students report their complete or partial satisfaction, based on which it can be argued that, according to these criteria, the educational program at the University met the students' expectations.

The average level of student satisfaction is observed in almost all the remaining aspects of training. For example, this applies to such parameters as quality of medical care (77.8%), living conditions in the hostel (72.2%), catering at the University (66.6%).

To the question "Is information of academic mobility opportunities available to you?" 93.7% of respondents chose the answer option Yes. Based on this, it can be understood that the University is successfully implementing the program of outgoing and incoming academic mobility, which helps improving the quality of higher education, increasing the efficiency 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 interacts with this environment. It can be seen from the presented results that the relationships between students, teachers and students (in the educational process), supervisors and students, administration and students, employees of departments (library, student department, etc.) and students, security service and students are assessed by respondents mainly, as "friendly" and "rather friendly than unfriendly," respectively, which fully corresponds to a high level of satisfaction and is a good indicator of the moral and psychological climate in the student environment.

60.3% of students do not participate in the scientific work of the University. Students explain the reasons for non-participation in scientific activities by various factors, such as work and study load, lack of motivation and absence of interest in scientific work.

More than half of the University students (61.1%) do not use the opportunities offered for personal development, such as sports sections, creative clubs and the student trade union committee "Zhas Orda". The reasons are limited time or absence of desire to use these opportunities.

To the question "What is more important for you to get as a result of studying at your University?", students put "Acquiring a high level of knowledge" in first place – 77.4%. Next - "Receiving a diploma of completion" - 60.4%. In third position there is "Gaining the ability to master new knowledge that will help to quickly adapt in the workplace" – 33.3%.

In general, the survey results indicate the need to further improve the work of the University to improve the quality of organization of 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 results of the survey by e-mail to the Center for Quality Management and Accreditation [cqma\\_kstu@mail.ru](mailto:cqma_kstu@mail.ru).