

**Report
on the results of the questionnaire
“Satisfaction of 2nd-5th year students with educational services”
for the 2022 year**

Department: “Mine Surveying and Geodesy”
Specialty: 6B07302 “Geodesy and Cartography”

Center for Quality Management and Accreditation, in October 2022 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.

On specialty 6B07302 “Geodesy and Cartography” 32 respondents took part in the questionnaire.

- 2nd year – 23 students (92%)
- 4th year – 8 students (88,8 %);

In the process of questionnaire, 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 _____

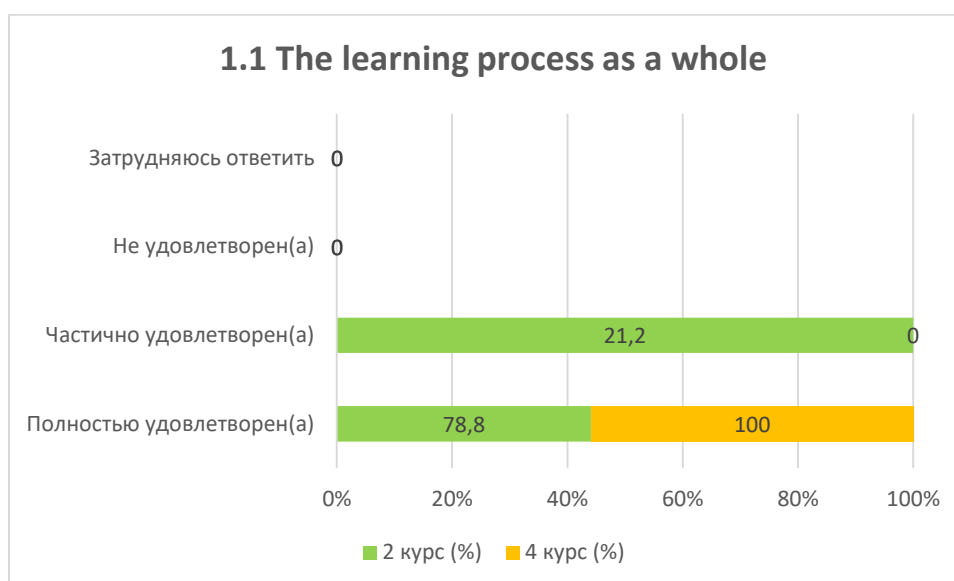
1. Are you satisfied with the quality of services provided?

Indicators:

1.1 The learning process as a whole

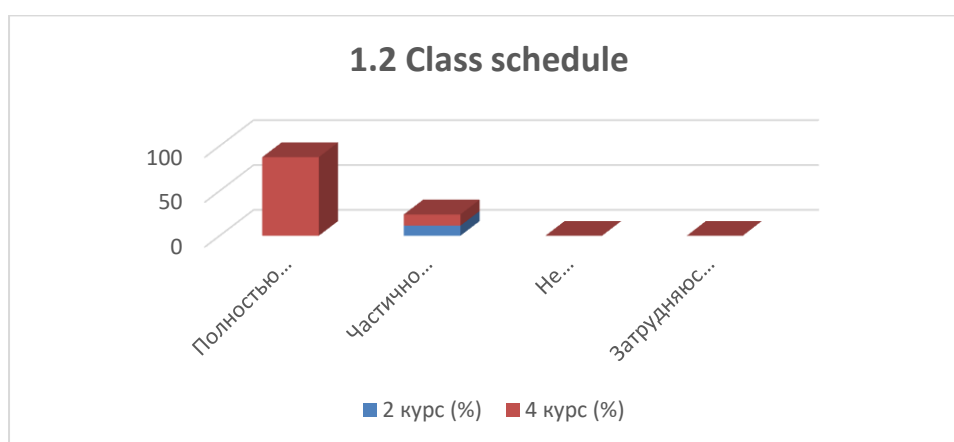
Answer options	2nd year (%)	4th year (%)
Completely satisfied	78,8	100
Partially satisfied	21,2	-
Not satisfied	-	-

Difficult to answer	-	-
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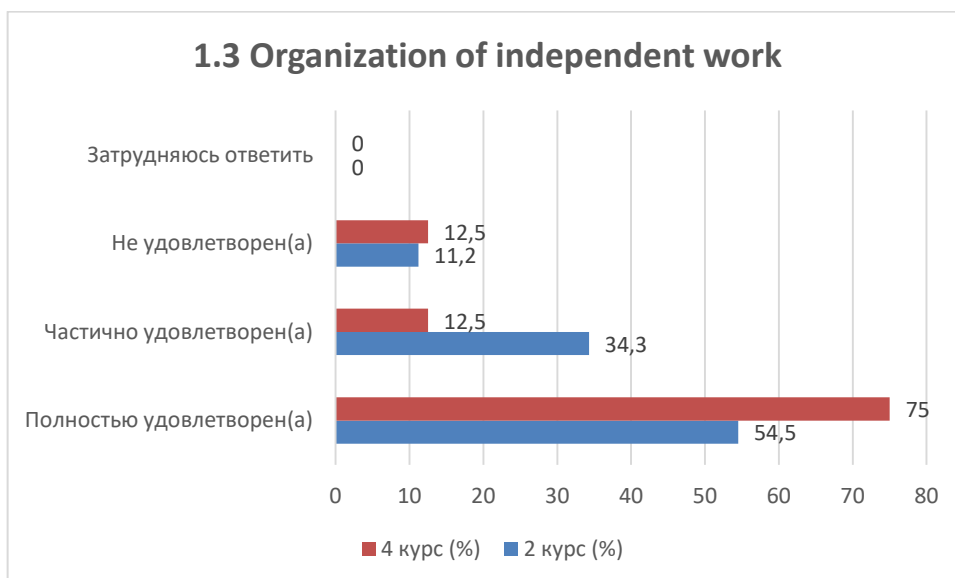
1.2 Class schedule

Answer options	2nd year (%)	4th year (%)
Completely satisfied	88.8	87,5
Partially satisfied	11,2	12,5
Not satisfied	-	-
Difficult to answer	-	-



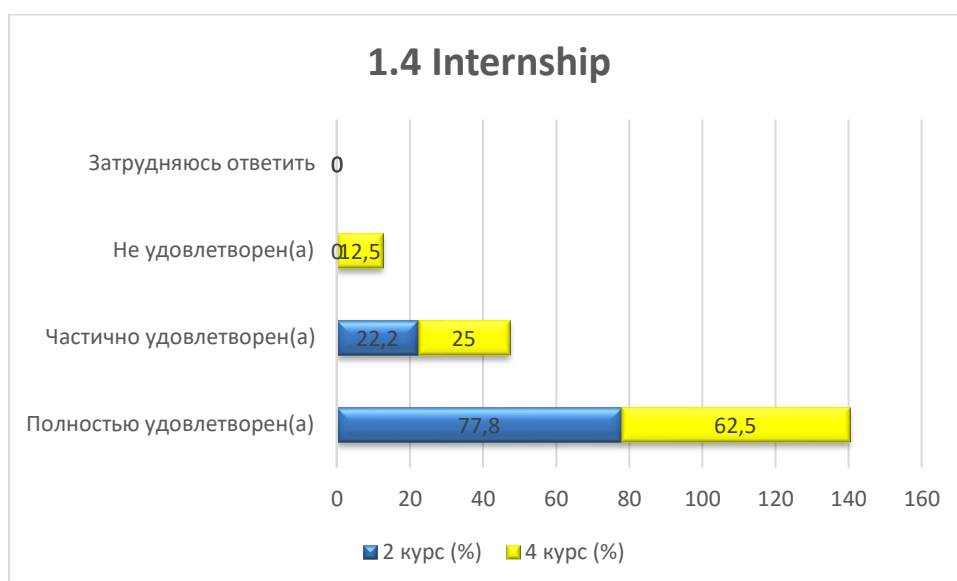
1.3 Organization of independent work

Answer options	2nd year (%)	4th year (%)
Completely satisfied	54,5	75
Partially satisfied	34,3	12,5
Not satisfied	11,2	12,5
Difficult to answer	-	-



1.4 Internship

Answer options	2nd year (%)	4th year (%)
Completely satisfied	77,8	62,5
Partially satisfied	22,2	25
Not satisfied	-	12,5
Difficult to answer	-	-

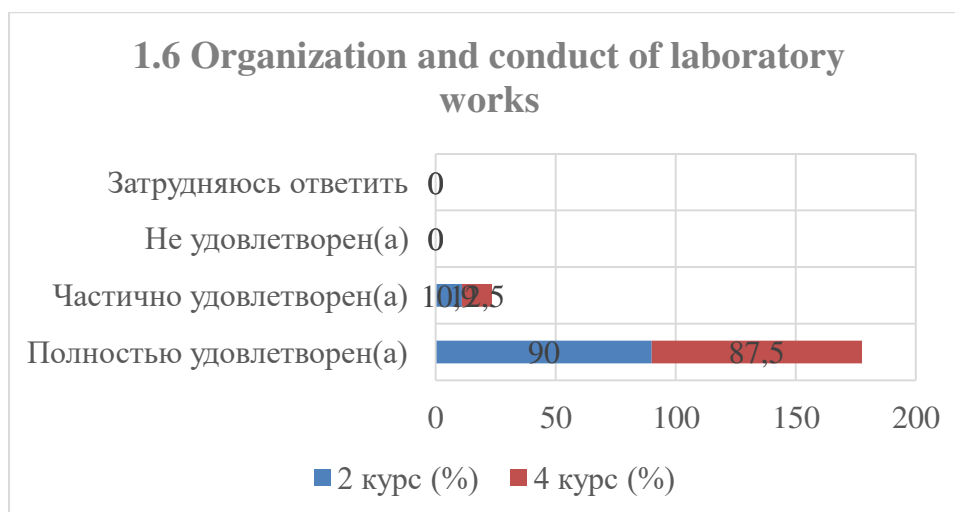


1.5 Organization and carrying out of SIWT

Answer options	2nd year (%)	4th year (%)
Completely satisfied	88,9	75
Partially satisfied	11,1	12,5
Not satisfied	-	12,5
Difficult to answer	-	-

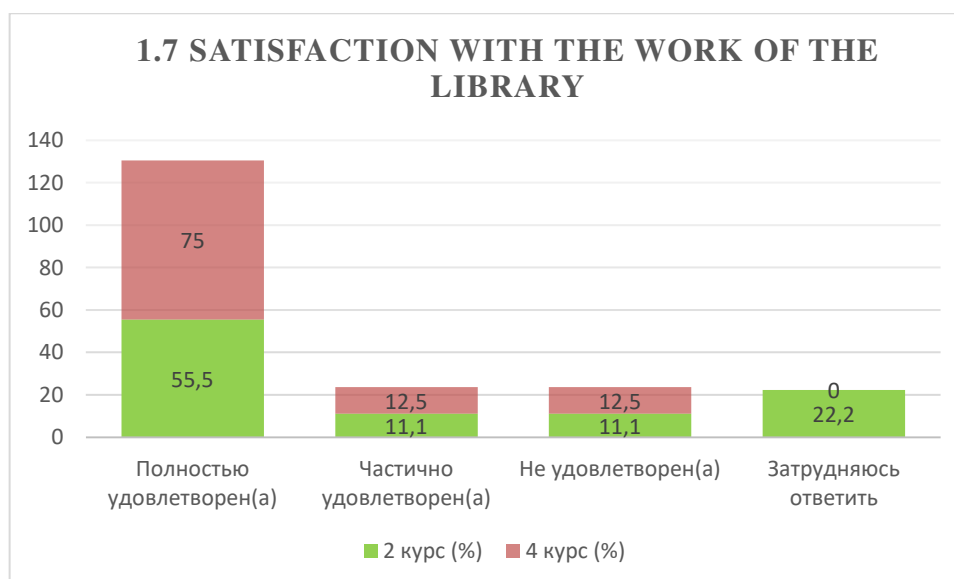
1.6 Organization and conduct of laboratory works

Answer options	2nd year (%)	4th year (%)
Completely satisfied	90	87,5
Partially satisfied	10,9	12,5
Not satisfied	-	-
Difficult to answer	-	-



1.7 Satisfaction with the work of the library

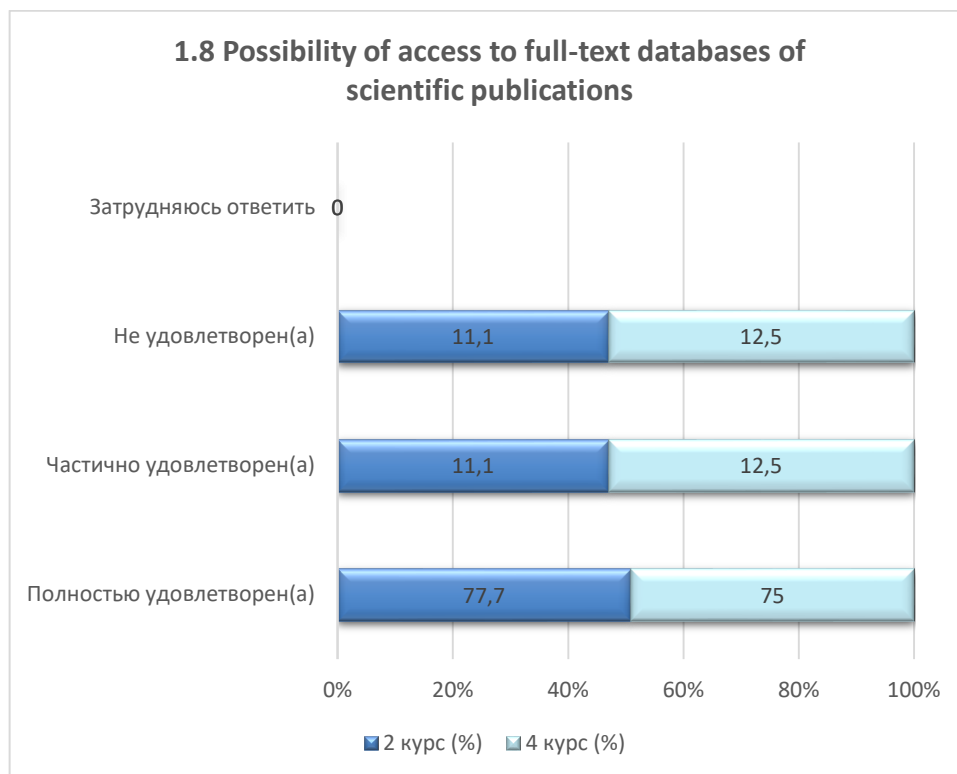
Answer options	2nd year (%)	4th year (%)
Completely satisfied	55,5	75
Partially satisfied	11,1	12,5
Not satisfied	11,1	12,5
Difficult to answer	22,2	-



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

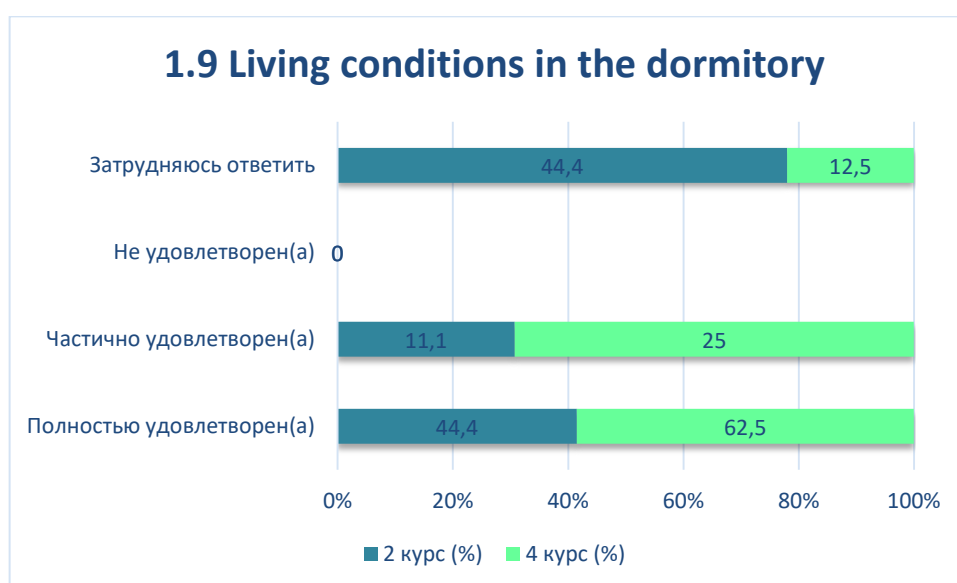
Answer options	2nd year (%)	4th year (%)
Completely satisfied	77,7	75
Partially satisfied	11,1	12,5

Not satisfied	11,1	12,5
Difficult to answer	-	-



1.9 Living conditions in the dormitory

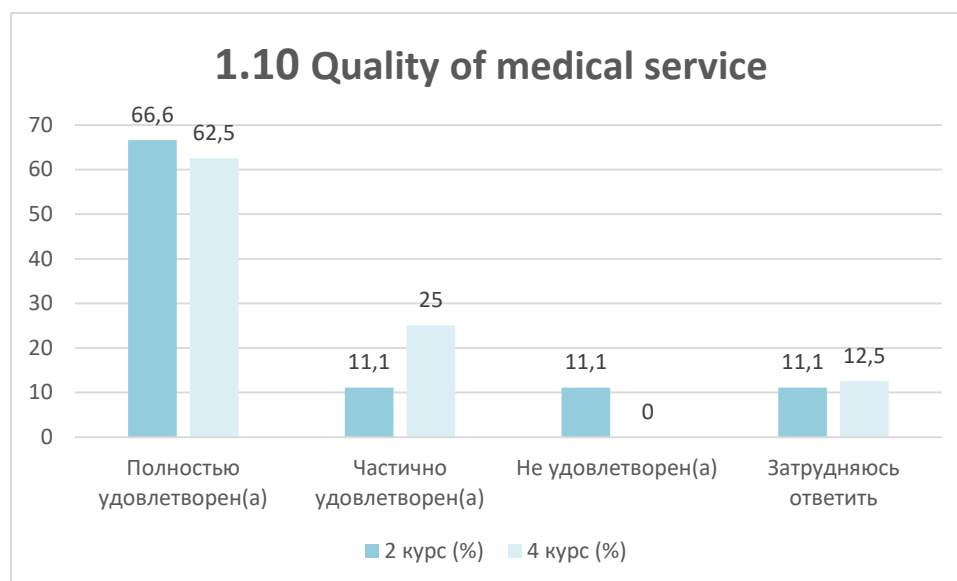
Answer options	2nd year (%)	4th year (%)
Completely satisfied	44,4	62,5
Partially satisfied	11,1	25
Not satisfied	-	-
Difficult to answer	44,4	12,5



1.10 Quality of medical service

Answer options	2nd year (%)	4th year (%)
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Completely satisfied	66,6	62,5
Partially satisfied	11,1	25
Not satisfied	11,1	-
Difficult to answer	11,1	12,5



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

Answer options	2nd year (%)	4th year (%)
Completely satisfied	22,2	50
Partially satisfied	55,5	-
Not satisfied	22,2	50
Difficult to answer	-	-

For the option “**Other**” the students indicated the following options*:
 - improve the condition of the canteen, adjust the assortment

For the option “**If you answered "not satisfied" to the previous question, give recommendations to improve the services provided**”, the students indicated the following options*:
 - drinks can be increased.

In these cases, the majority of students report their full 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: the dissatisfaction of students in 2 years:

1. “Organization of independent work” 2nd year -11,2%, 4th year - 12,5%.
2. “Satisfaction with the work of the library” 2nd year - 11.1%, 4th year -12.5

* 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. “Possibility of access to full-text databases of scientific publications” 2nd year - 11.1, 4th year -12.5%.

3. Organization of catering at the university (prices, range of products, quality of prepared dishes) 2nd year - **22,2%**, 4th year - **50%**.

Only one aspect of satisfaction in a comparative respect can be called problematic as there is a dynamic of growth of dissatisfaction, students most of all criticize the food at the university.

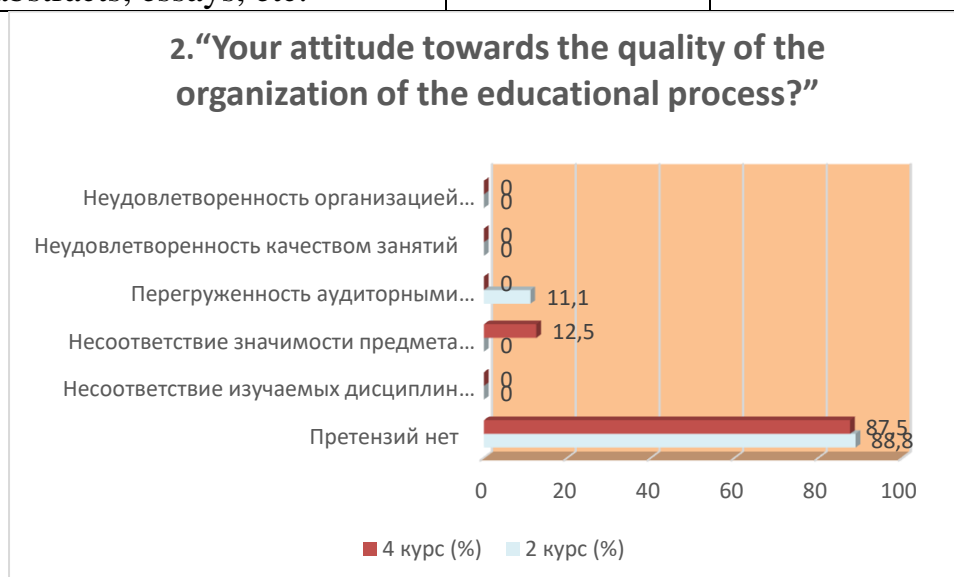
During the questionnaire the following disadvantages were identified: small assortment of offered dishes, a large queue that is formed during peak hours of the canteen, overpriced dishes, etc. All the identified shortcomings significantly affect the effectiveness of the canteen and, most importantly, the public opinion of the visitors of the canteen.

As recommendations for improving the work of canteens, we can suggest, first of all, increasing their opening hours. Also, in order to optimize the work of canteens it is necessary to think about expanding the range of dishes, especially in the evening, reducing the prices for the range of dishes and reducing the time for service.

Thus, a set of proposed measures will allow to solve a number of problems arising in the work of the canteen, which will result in improving the quality of services provided.

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

Answer options	2nd year (%)	4th year (%)
Attendance	88,8	87,5
Activity in classes (seminars), answering the teacher's questions, solving problems, etc.	-	-
Reports and speeches at classes (seminars)	-	12,5
Results of intermediate control works, tests, colloquiums, etc.	11,1	-
Results of internships, laboratory and other practical works	-	-
Evaluation of abstracts, essays, etc.	-	-



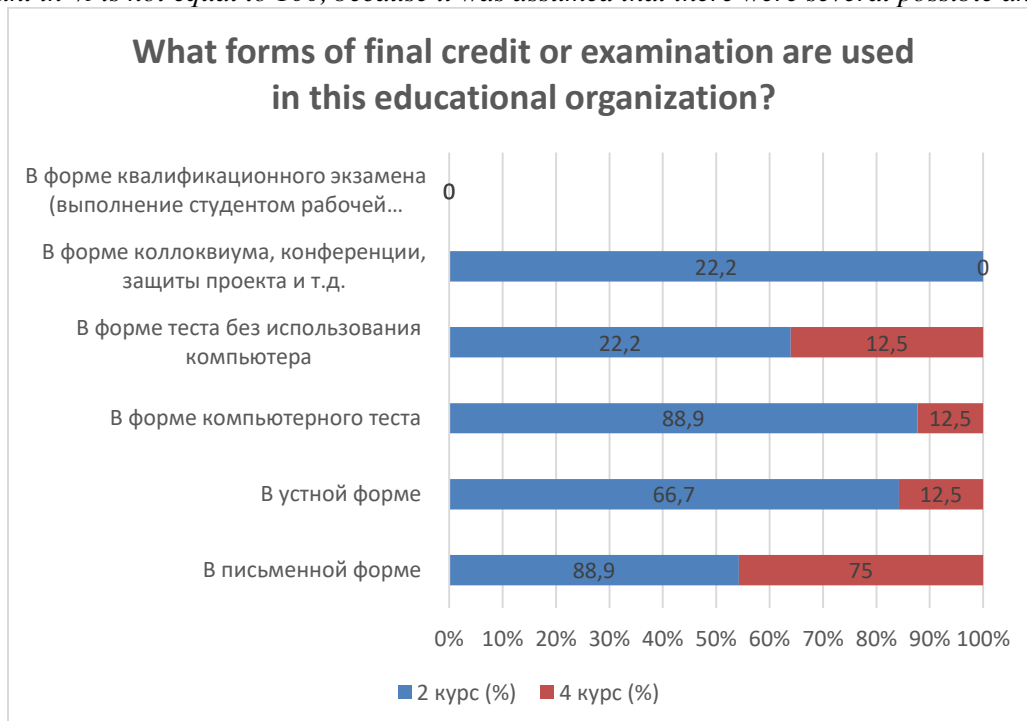
The majority of students responded that there are *no special complaints*: 2nd year - 88.8%, 4th year - 87.5%. The obtained data indicate the improvement of the quality of the organization of the educational process and educational services of the university.

Nevertheless, 2nd year students (11.1%) indicated “overloaded with classroom activities”. The results of other indicators are distributed differently and are reflected in the table.

2. What forms of final credit or examination are used in this educational organization? (mark all appropriate answers)

Answer options	2nd year (%)	4th year (%)
In a writing form	88,9	75
In an oral form	66,7	12,5
In the form of a computerized test	88,9	12,5
In the form of a test without using a computer	22,2	12,5
In the form of a colloquium, conference, project defense, etc.	22,2	-
In the form of qualification examination (student's performance of a work operation, production of a product, labor activity evaluated by experts)	-	-

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



To the question: “**What forms of final credit or examination are used in this educational organization?**” (*several answers could be noted*) the majority of respondents for 2 courses answered “in written form”, in the second place “in the form of a computer test”, and in the third place “in oral form”.

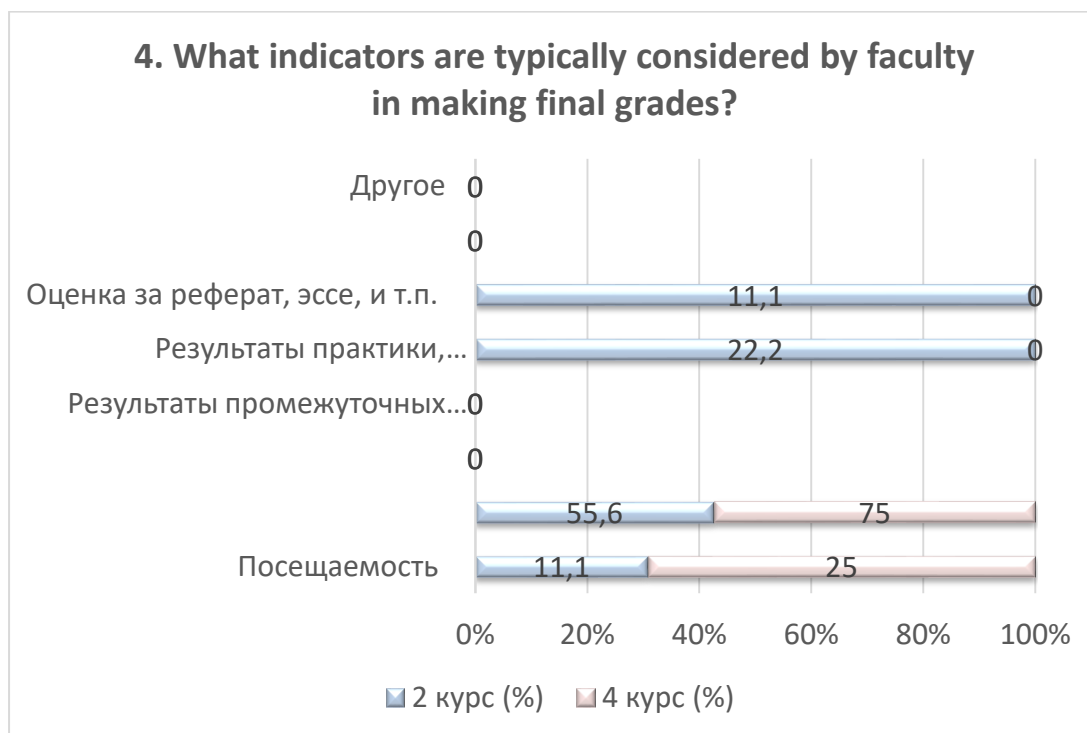
Despite the different forms of the final test or exam, which are used by the university, students should thoroughly prepare, answer the questions and get the deserved "result".

Failure to pass the test or exam on time is an academic debt, which may later develop into a reason for expulsion from the university.

4. What indicators are typically considered by faculty in making final grades?

Answer options	2nd year (%)	4th year (%)
Attendance	11,1	25
Activity in classes (seminars), answering the teacher's questions, solving problems, etc.	55,6	75
Reports and speeches at classes (seminars)	-	-
Results of intermediate control works, tests, colloquiums, etc.	-	-
Results of internships, laboratory and other practical works	22,2	-
Evaluation of abstracts, essays, etc.	11,1	-
Results of the final exam on the course	-	-
Other	-	-

For the option “**Other**” the students indicated the following options* :
 - all of the above.

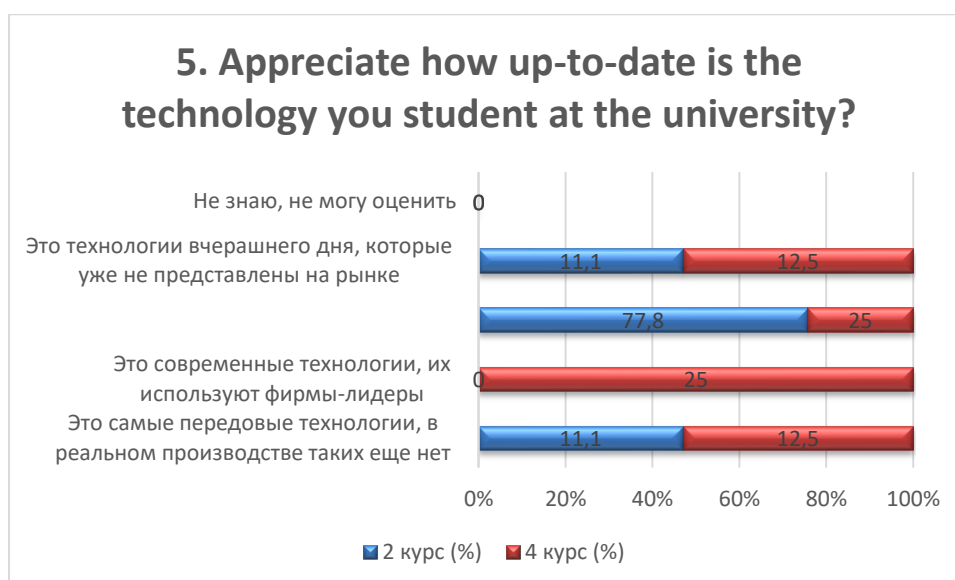


Assessment of students' academic achievements is based on the point-rating system, according to which the final grade of the student for the semester for each discipline is derived from the summation of rating points received by him in all control activities in the discipline during the semester and in the final control (exam). In this case, 60% of the final grade falls on the current and end-of-term control, and 40% - on the assessment of the exam.

* 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.

5. Appreciate how up-to-date is the technology you student at the university?

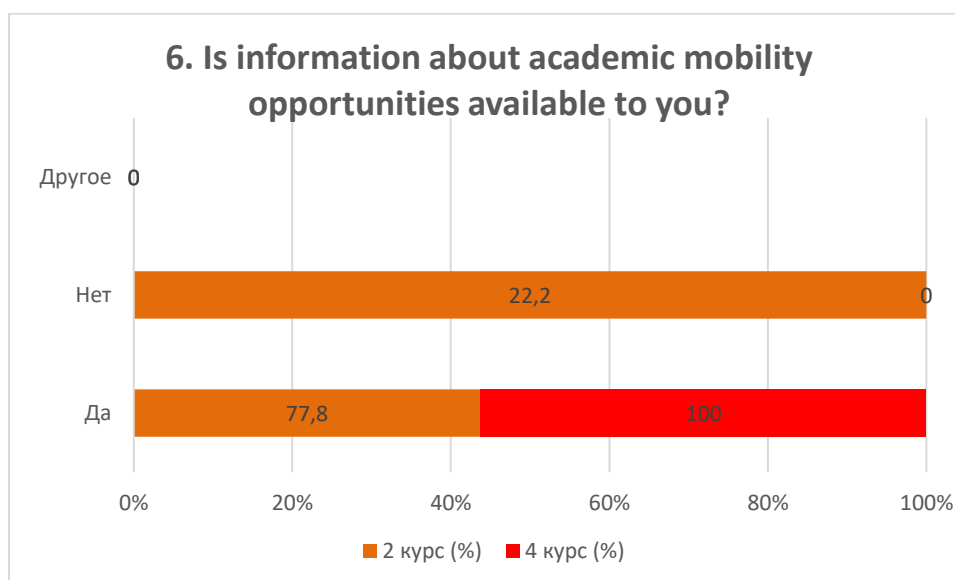
Answer options	2nd year (%)	4th year (%)
These are the most advanced technologies, they are not yet available in real production	11,1	12,5
These are modern technologies, they are used by leading companies	-	25
These are quite modern technologies, they are used, but I know more modern ones.	77,8	25
These are technologies of yesterday that are no longer on the market.	11,1	12,5
I don't know, I can't estimate	-	-



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

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

Answer options	2nd year (%)	4th year (%)
Yes	77,8	100
No	22,2	-
Other	-	-



7. In your opinion, what is the relationship:

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

Other _____

If you answered “Rather not benevolent than benevolent” and “Negative” to the previous question, give recommendations for improvement _____

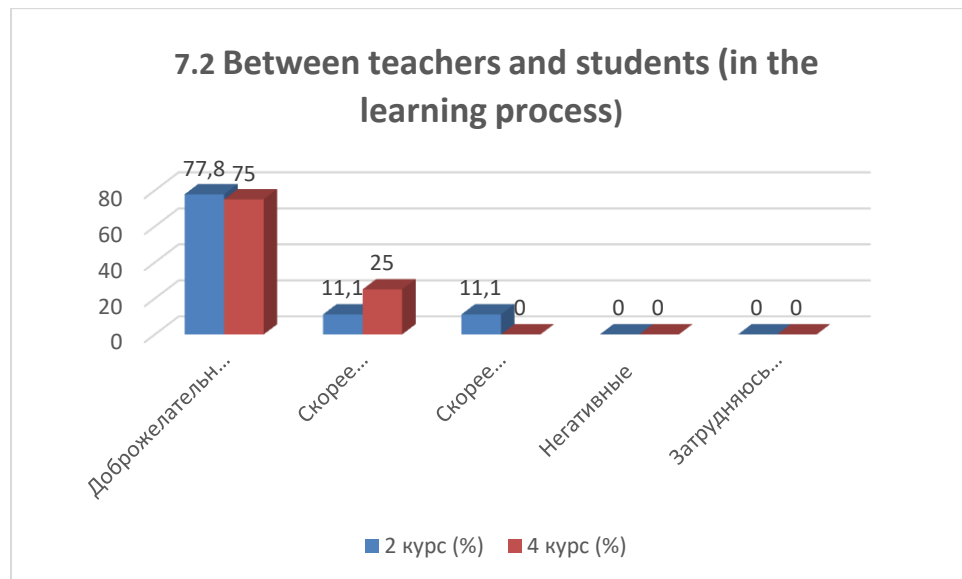
7.1 Between students

Answer options	2nd year (%)	4th year (%)
Benevolent	88,9	75
Rather benevolent than not benevolent	11,1	25
Rather not benevolent than benevolent	-	-
Negative	-	-
Difficult to answer	-	-

7.2 Between teachers and students (in the learning process)

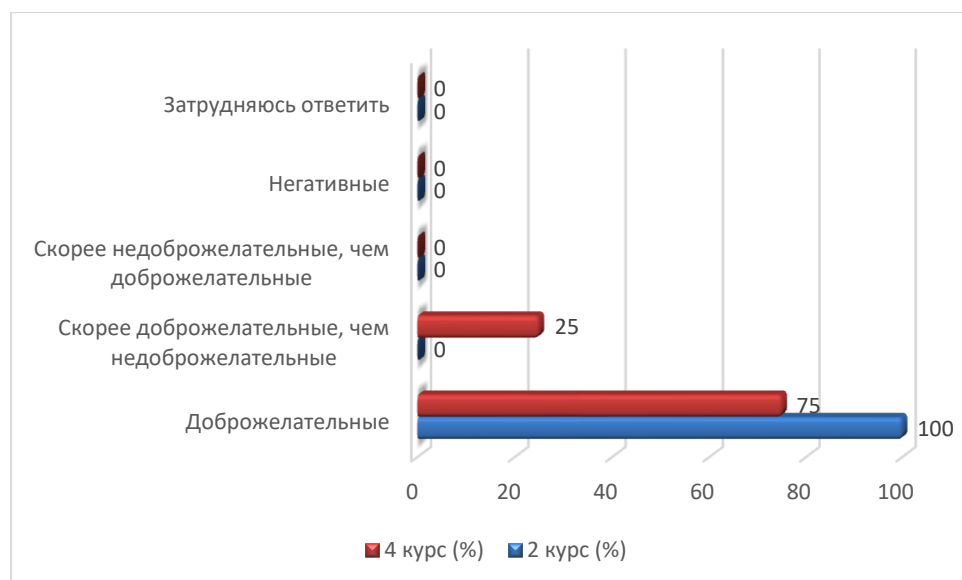
Answer options	2nd year (%)	4th year (%)
Benevolent	77,8	75
Rather benevolent than not benevolent	11,1	25
Rather not benevolent than benevolent	11,1	-
Negative	-	-

Difficult to answer	-	-
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7.3 Between students and supervisor

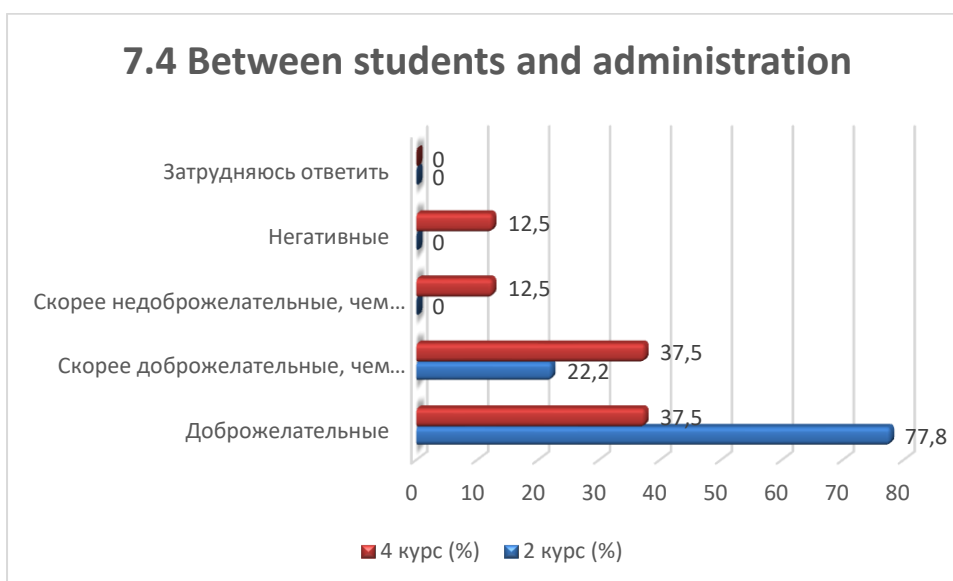
Answer options	2nd year (%)	4th year (%)
Benevolent	100	75
Rather benevolent than not benevolent	-	25
Rather not benevolent than benevolent	-	-
Negative	-	-
Difficult to answer	-	-



7.4 Between students and administration

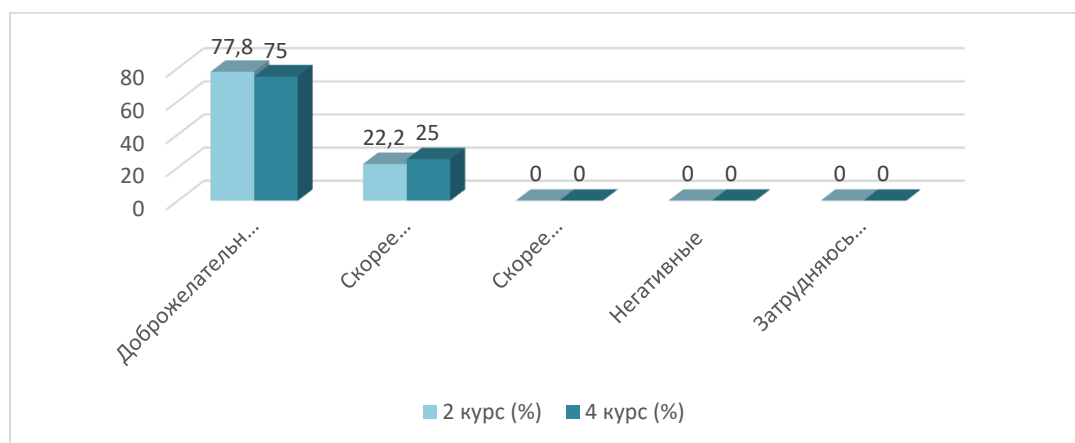
Answer options	2nd year (%)	4th year (%)
Benevolent	77,8	37,5
Rather benevolent than not benevolent	22,2	37,5

Rather not benevolent than benevolent	-	12,5
Negative	-	12,5
Difficult to answer	-	-



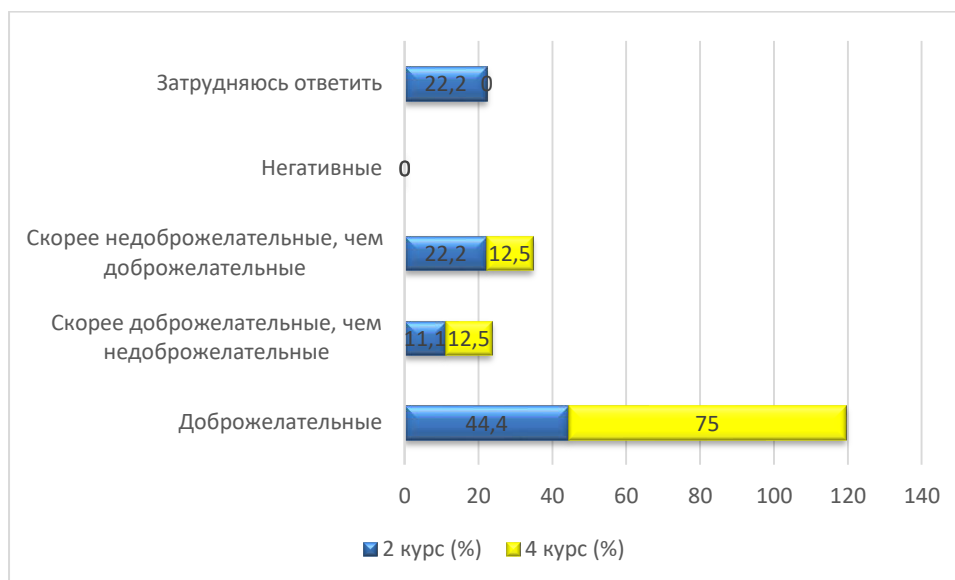
7.5 Between students and staff of departments (library, student department, etc.)

Answer options	2nd year (%)	4th year (%)
Benevolent	77,8	75
Rather benevolent than not benevolent	22,2	25
Rather not benevolent than benevolent	-	-
Negative	-	-
Difficult to answer	-	-



7.6 Between students and security service

Answer options	2nd year (%)	4th year (%)
Benevolent	44,4	75
Rather benevolent than not benevolent	11,1	12,5
Rather not benevolent than benevolent	22,2	12,5
Negative	-	-
Difficult to answer	22,2	-



As can be seen from the presented results, the relations between students, teachers and students (in the learning process), supervisors and students are assessed by respondents mainly as “benevolent” and “rather benevolent than not benevolent” respectively, which fully corresponds to a high level of satisfaction with the moral and psychological climate in the student environment.

But also, about the relationship – “Between students and security service” there are students who chose the option “Rather benevolent than not benevolent” 2nd year - 22.2% and 3rd year - 12.5;

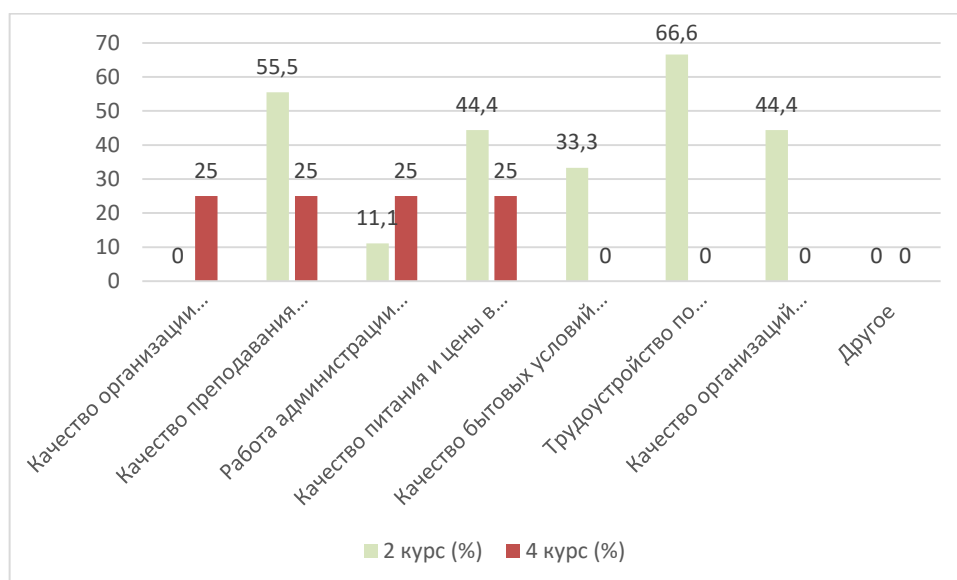
Between the students and the administration in the 4th year, 12.5% chose the answer “Negative”.

8. What are some of the student issues that are of particular concern to you right now?

(choose up to 3 options)

Answer options	2nd year (%)	4th year (%)
Quality of the organization of the educational process	-	25
Quality of teaching (conducting classes, assessment of knowledge, etc.).	55,5	25
Work of administration (department, etc.)	11,1	25
Quality of food and prices in the student canteen	44,4	25
Quality of living conditions in the dormitory	33,3	-
Employment in the specialty	66,6	-
Quality of internship organizations	44,4	-
Other	-	-

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

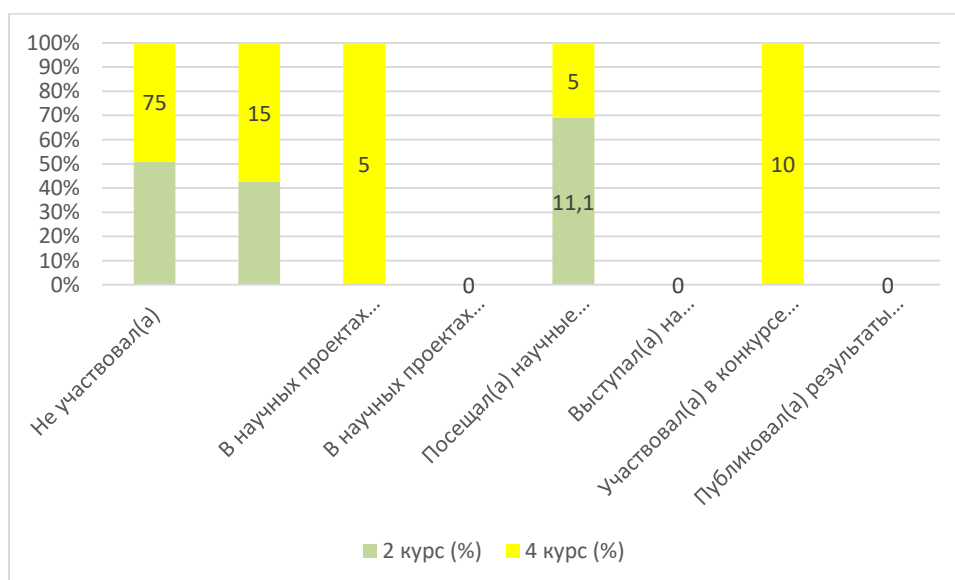


As can be seen from the table, there is a trend of decreasing excitement among students about student issues.

9. Do you take part in scientific work of the university? If yes, in what forms?
(mark all appropriate answers)

Answer options	2nd year (%)	4th year (%)
Did not participate	77,8	75
Sometimes, when it is necessary on formal grounds	11,1	15
In scientific projects of laboratories, centers, etc. under a contract, grant, etc.	-	5
In scientific projects of laboratories, clubs, circles, etc. on a gratuitous basis.	-	-
In scientific projects of laboratories, optional classes, circles, etc. on a gratuitous basis.	11,1	5
Attended scientific seminars, clubs and other scientific events.	-	-
Participated in the competition of scientific student works	-	10
Published(s) the results of his/her research (including in student collections)	-	-

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

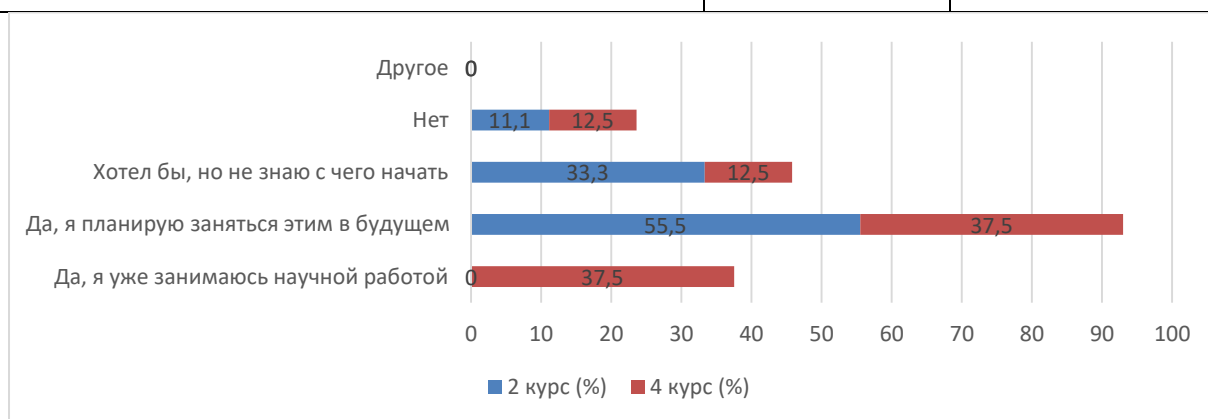


For the option “If you answered “Did not participate” to the previous question, write why” students indicated the following options *:

- not interested

10. Are you interested in scientific activity within the chosen field/specialty?

Answer options	2nd year (%)	4th year (%)
Yes, I am already doing scientific work	-	37,5
Yes, I plan to do it in the future	55,5	37,5
I would like to, but I don't know where to start	33,3	12,5
No	11,1	12,5
Other	-	-

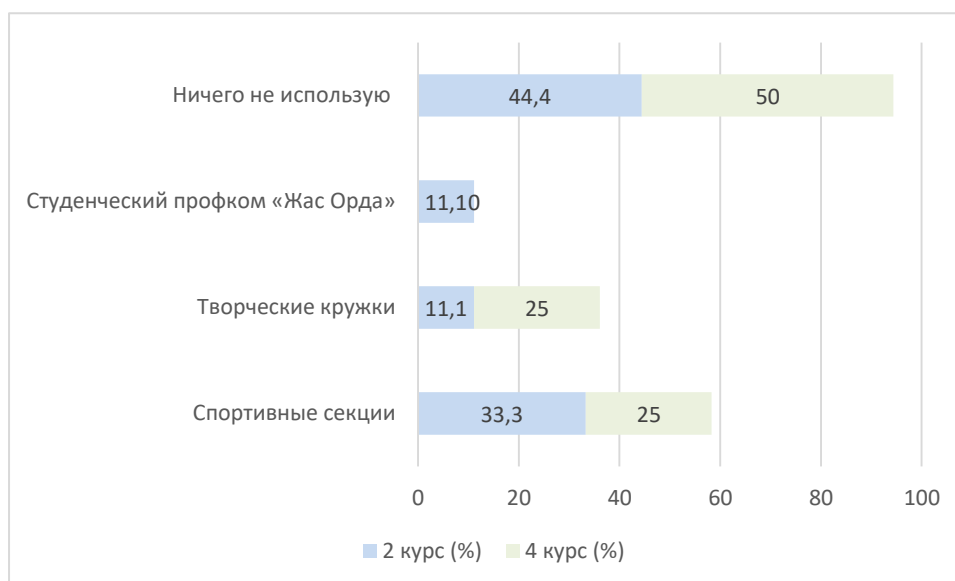


For the option “If you answered “I would like to, but don't know where to start” or “No” to the previous question, write why”, students indicated the following options *:

- I don't want to;
- no desire

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

Answer options	2nd year (%)	4th year (%)
Sports sections	33,3	25
Creative clubs	11,1	25
Student Trade Union “Zhas Orda”	11,1	-
I don't use anything	44,4	50



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

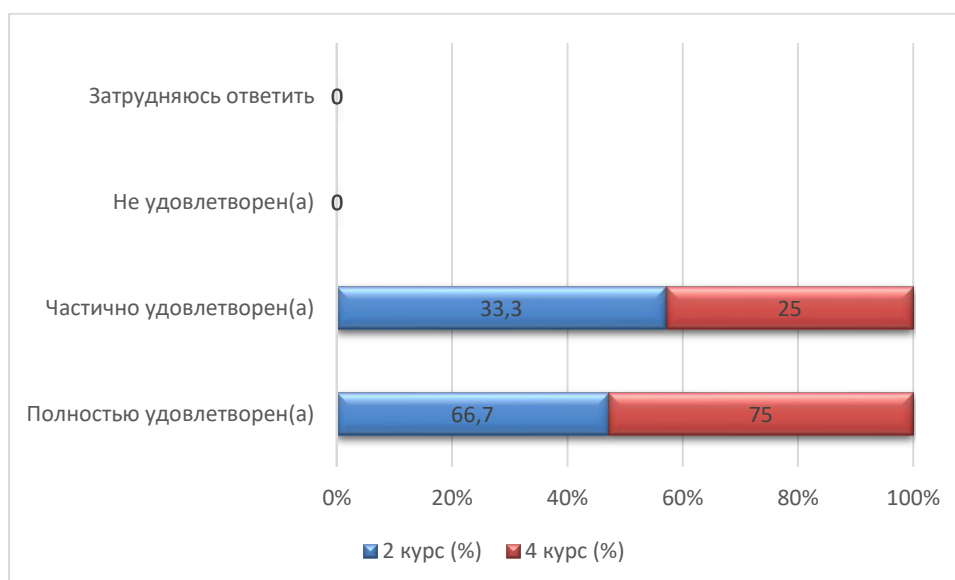
12.1 Availability of necessary scientific literature in the library
12.2 Modernity of computer equipment
12.3 Internet channel width and speed
12.4 Modernity of software
12.5 Availability of educational and scientific equipment
12.6 Availability of laboratories and specialized classrooms
12.7 Availability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

Other _____

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

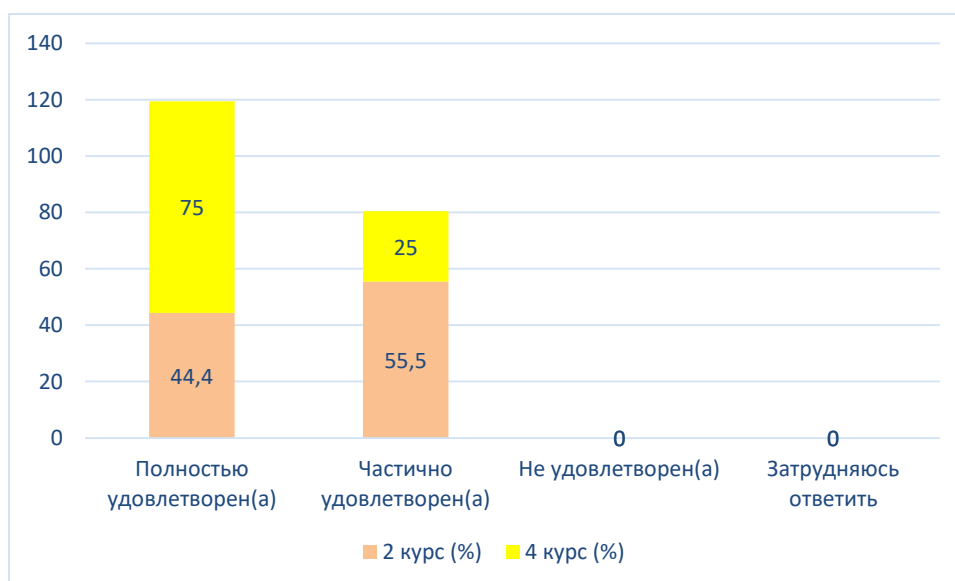
12.1 Availability of necessary scientific literature in the library

Answer options	2nd year (%)	4th year (%)
Completely satisfied	66,7	75
Partially satisfied	33,3	25
Not satisfied	-	-
Difficult to answer	-	-



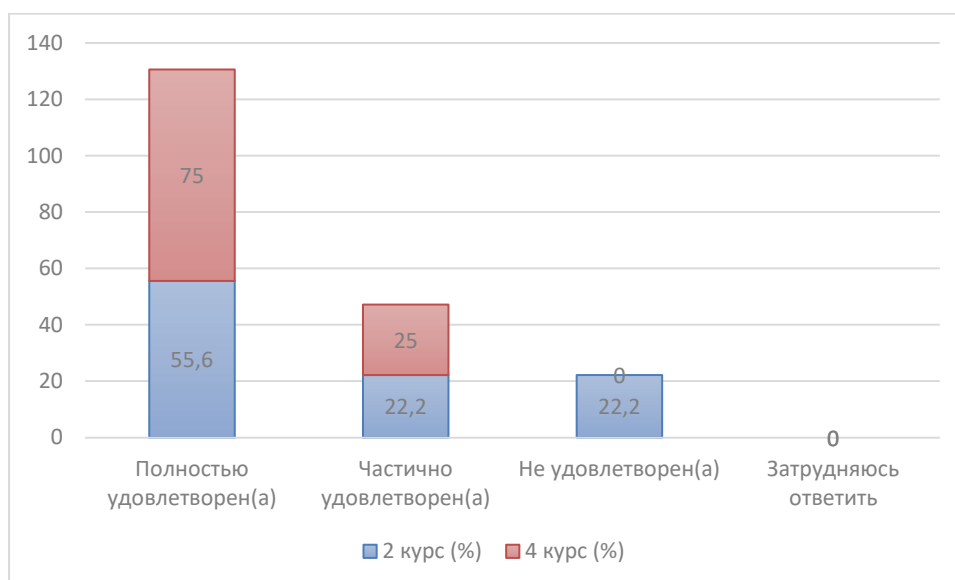
12.2 Modernity of computer equipment

Answer options	2nd year (%)	4th year (%)
Completely satisfied	44,4	75
Partially satisfied	55,5	25
Not satisfied	-	-
Difficult to answer	-	-



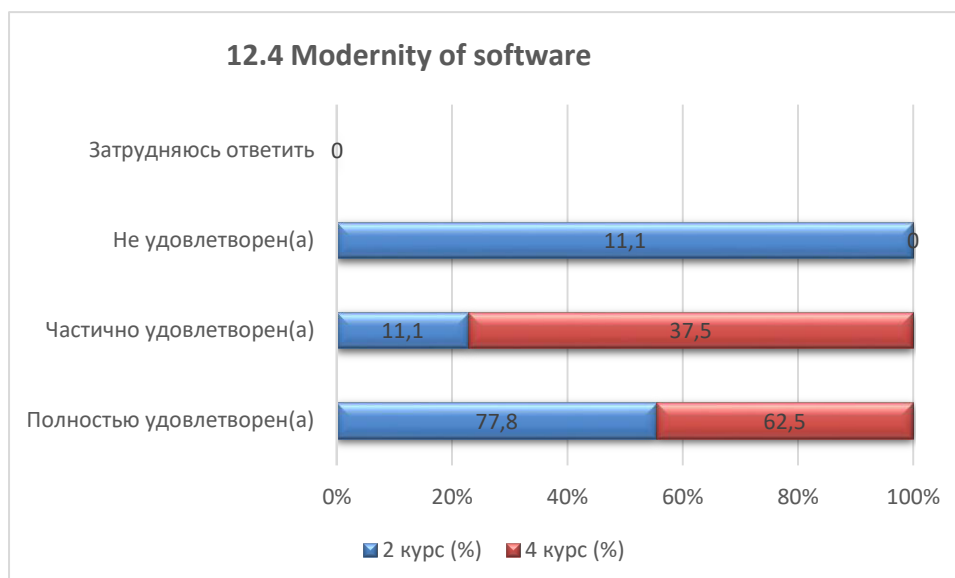
12.3 Internet channel width and speed

Answer options	2nd year (%)	4th year (%)
Completely satisfied	55,6	75
Partially satisfied	22,2	25
Not satisfied	22,2	-
Difficult to answer	-	-



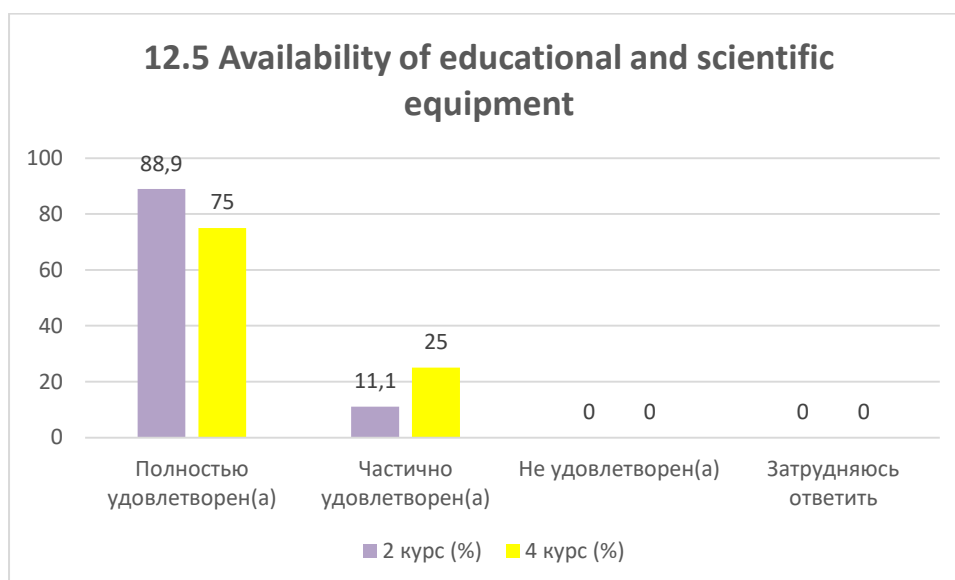
12.4 Modernity of software

Answer options	2nd year (%)	4th year (%)
Completely satisfied	77,8	62,5
Partially satisfied	11,1	37,5
Not satisfied	11,1	-
Difficult to answer	-	-



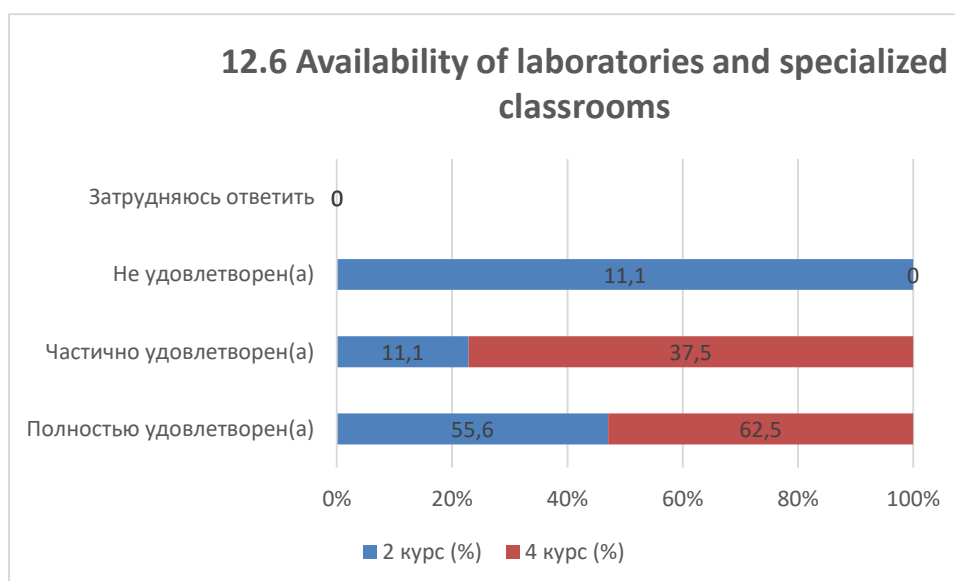
12.5 Availability of educational and scientific equipment

Answer options	2nd year (%)	4th year (%)
Completely satisfied	88,9	75
Partially satisfied	11,1	25
Not satisfied	-	-
Difficult to answer	-	-



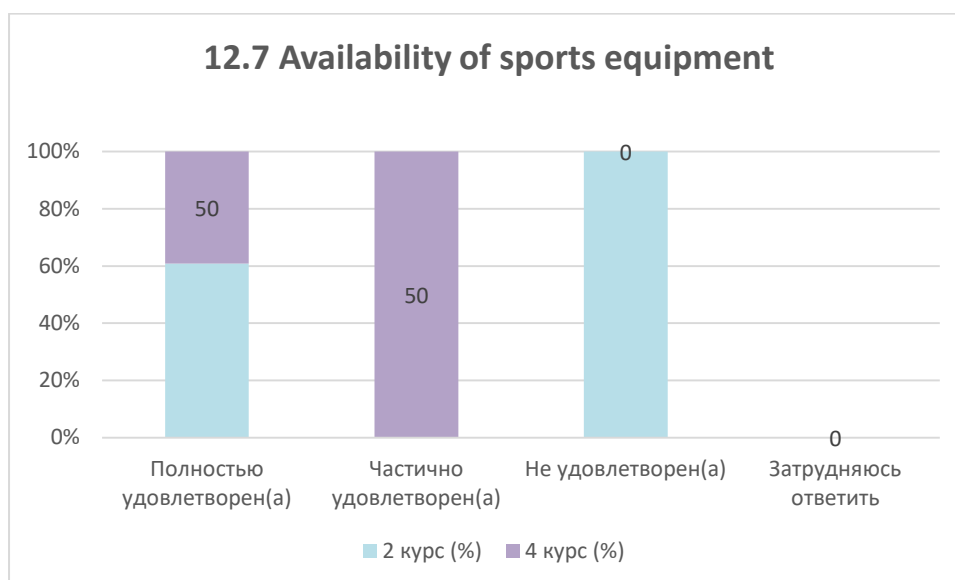
12.6 Availability of laboratories and specialized classrooms

Answer options	2nd year (%)	4th year (%)
Completely satisfied	55,6	62,5
Partially satisfied	11,1	37,5
Not satisfied	11,1	-
Difficult to answer	-	-



12.7 Availability of sports equipment

Answer options	2nd year (%)	4th year (%)
Completely satisfied	77,8	50
Partially satisfied	-	50
Not satisfied	22,2	-
Difficult to answer	-	-

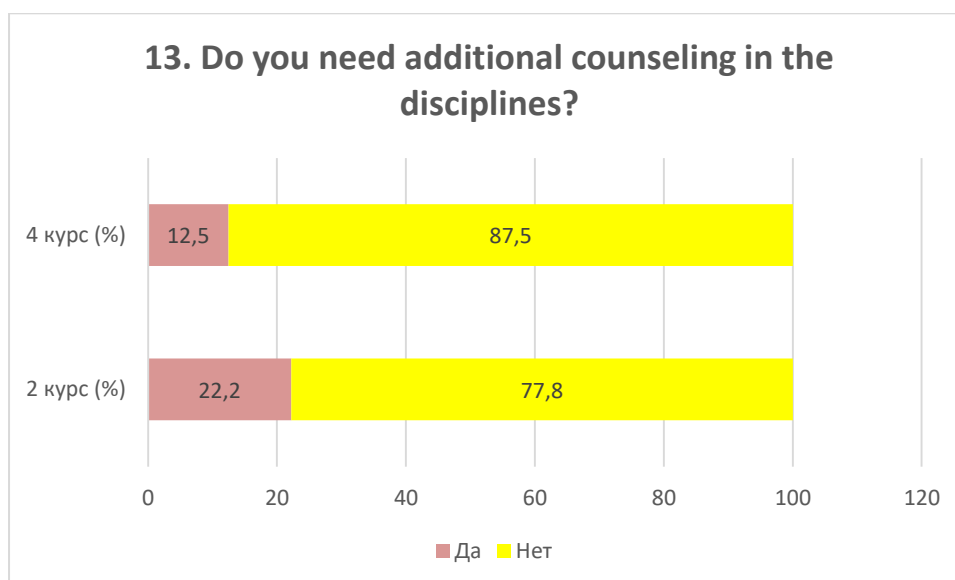


For the option “If you answered “Rather benevolent than not benevolent” and “Negative” to the previous question, give recommendations for improvement,” students indicated the following options*:

- Not everywhere has a good internet connection

13. Do you need additional counseling in the disciplines?

Answer options	2nd year (%)	4th year (%)
Yes	22,2	12,5
No	77,8	87,5



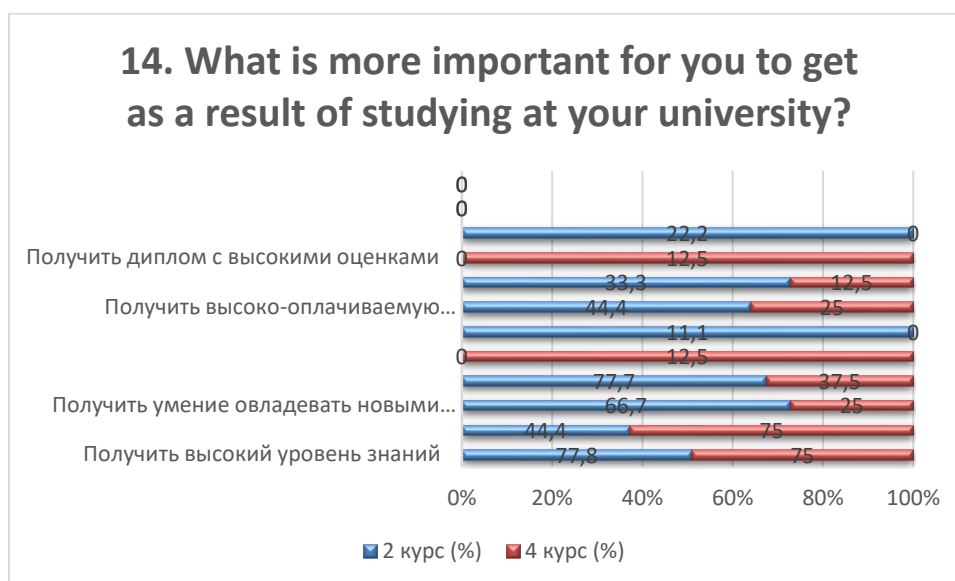
14. What is more important for you to get as a result of studying at your university?

(You can select one or more answer options)

Answer options	2nd year (%)	4th year (%)
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Get a high level of knowledge	77,8	75
Get a diploma of completion	44,4	75
Get the ability to learn new knowledge that will help you adapt quickly in the workplace	66,7	25
Get practical skills that can be immediately used in the workplace	77,7	37,5
Get a diploma, the prestige of the university does not matter	-	12,5
Graduate from a prestigious university	11,1	-
Get a high-paying profession	44,4	25
To get a profession that is interesting, corresponds to abilities	33,3	12,5
Get a diploma with high grades	-	12,5
It is necessary to study only what is interesting or will be needed in further studies (work).	22,2	-
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 it was assumed that there were several possible answers



Please, write your suggestions, wishes, as well as 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 other activities of the university. (Students' answers are presented in the original. The author's spelling and punctuation have been preserved).

- Nothing to add;
- No need to add.

Recommendations:

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