

Report
based on questionnaire results
«Satisfaction of 2-5 year students with educational services»
2022

Department: «Geology and exploration of mineral deposits»

Speciality: 6B07201 – «Geology and exploration of mineral deposits»

The center for quality management and accreditation, in October 2022, conducted an annual questionnaire on the satisfaction of 2-5 year students with the quality of services provided.

Purpose of the survey: Identification of the degree of satisfaction of respondents with the quality of educational services provided and other areas of the university's activities.

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

In specialty 6B07201 – «Geology and exploration of mineral deposits» 185 respondents took part in the questionnaire.

- 2nd year – 62 students (74%);
- 3rd year – 63 students (86.3%);
- 4th year – 60 students (82%).

During the questionnaire process, the following data was obtained:

Indicators:

1. Does it satisfy you? quality of services provided?

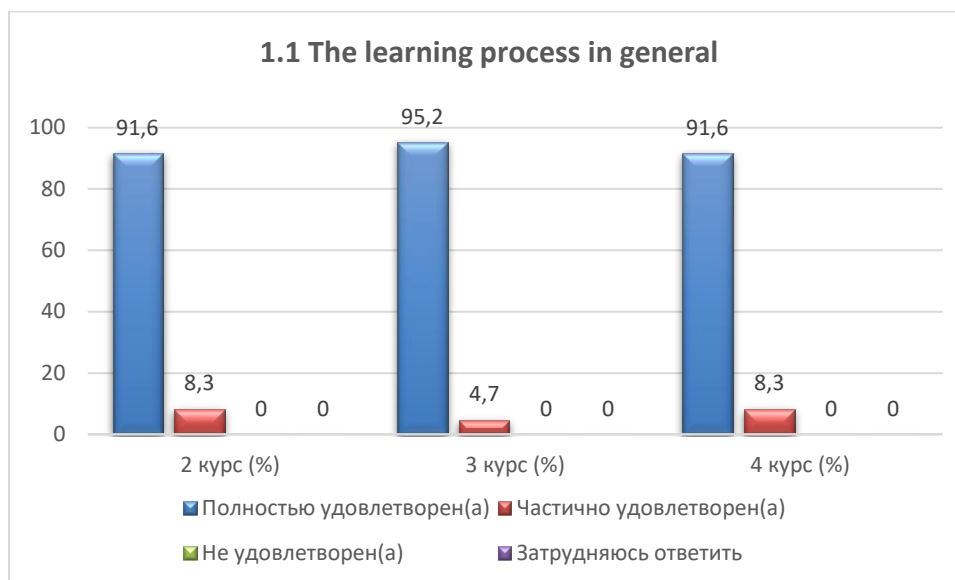
1.1 The learning process in general
1.2 Class schedule
1.3 Organization of independent work
1.4 Internship
1.5 Organization and conduct of the SIWT
1.6 Organization and conduct of laboratory work
1.7 Satisfaction with the library
1.8 Possibility of access to full-text databases of scientific publications
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 «not satisfied» to the previous question, give recommendations for improvement provided services _____

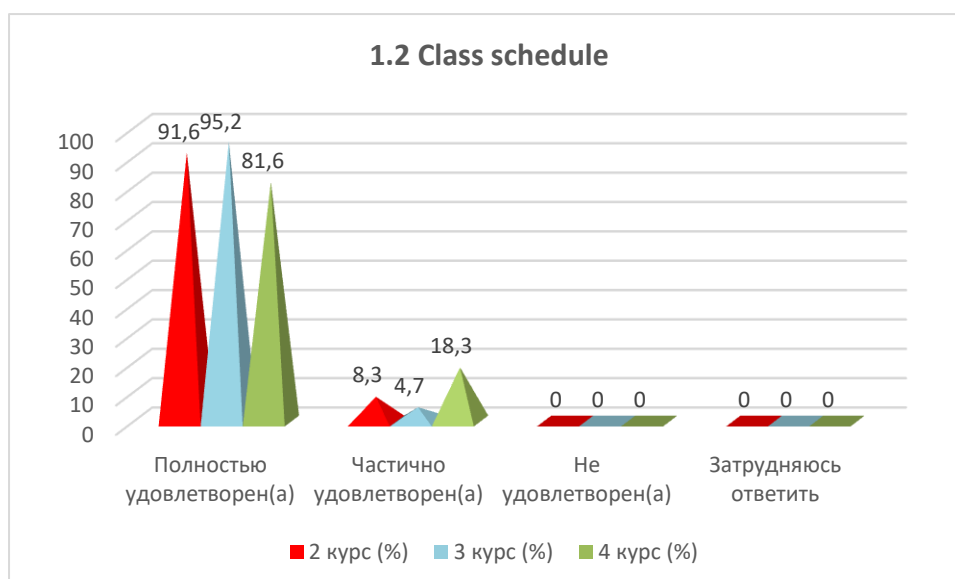
1.1 The learning process in general

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	91.6	95.2	91.6
Partially satisfied	8.3	4.7	8.3
Not satisfied)	-	-	-
I find it difficult to answer	-	-	-



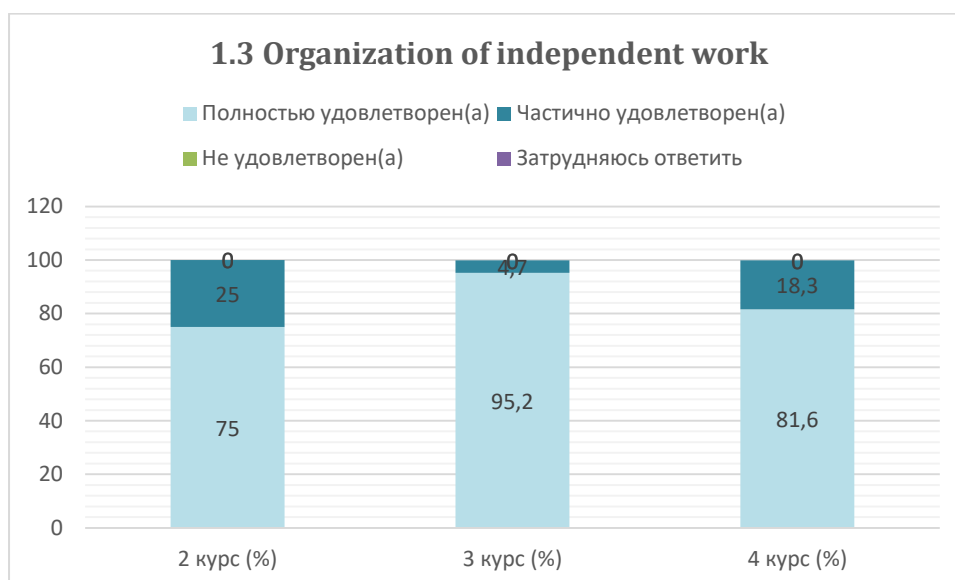
1.2 Class schedule

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	91.6	95.2	81.6
Partially satisfied	8.3	4.7	18.3
Not satisfied)	-	-	-
I find it difficult to answer	-	-	-



1.3 Organization of independent work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	75	95.2	81.6
Partially satisfied	25	4.7	18.3
Not satisfied)	-	-	-
I find it difficult to answer	-	-	-



1.4 Internship

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	91.6	93.6	81.6
Partially satisfied	8.3	6.3	18.3
Not satisfied)	-	-	-
I find it difficult to answer	-	-	-



1.5 Organization and conduct of the SIWT

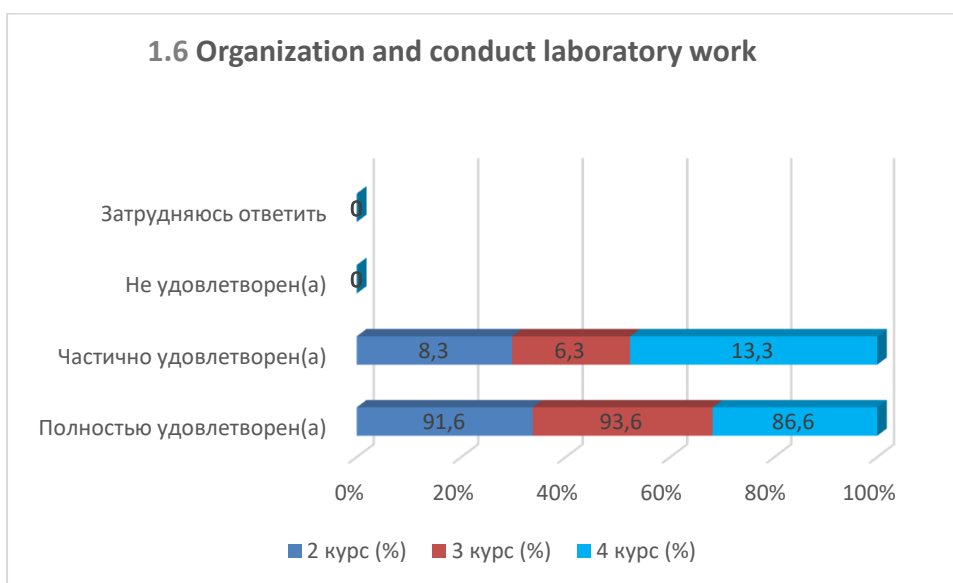
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	91.6	92	66.7
Partially satisfied	8.3	8	33.3
Not satisfied)	-	-	-
I find it difficult to answer	-	-	-

1.5 Organization and conduct of the SIWT



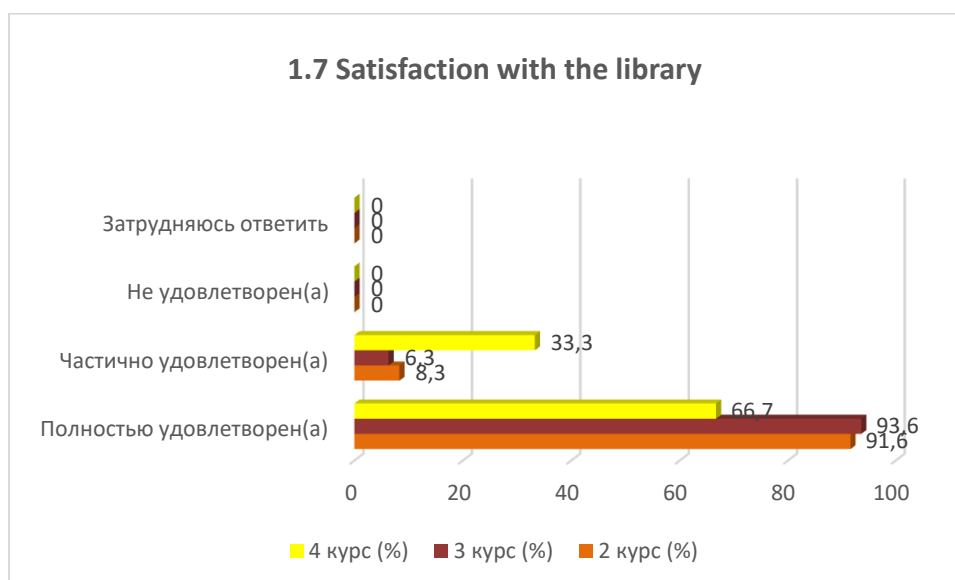
1.6 Organization and conduct laboratory work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	91.6	93.6	86.6
Partially satisfied	8.3	6.3	13.3
Not satisfied)	-	-	-
I find it difficult to answer	-	-	-



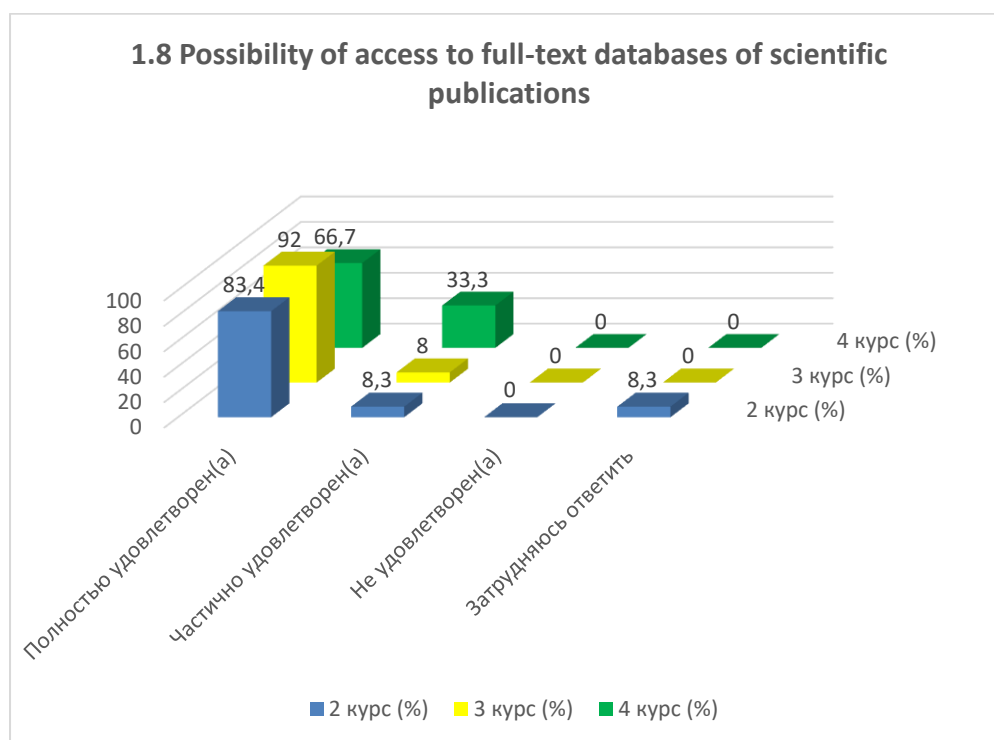
1.7 Satisfaction with the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	91.6	93.6	66.7
Partially satisfied	8.3	6.3	33.3
Not satisfied)	-	-	-
I find it difficult to answer	-	-	-



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

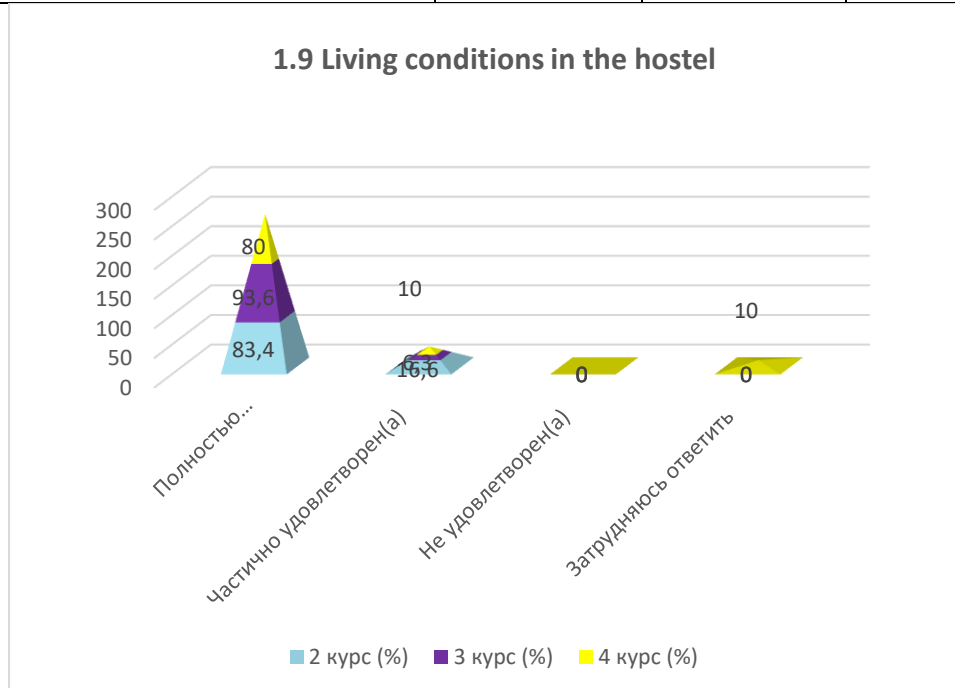
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	83.4	92	66.7
Partially satisfied	8.3	8	33.3
Not satisfied)	-	-	-
I find it difficult to answer	8.3	-	-



1.9 Living conditions in the hostel

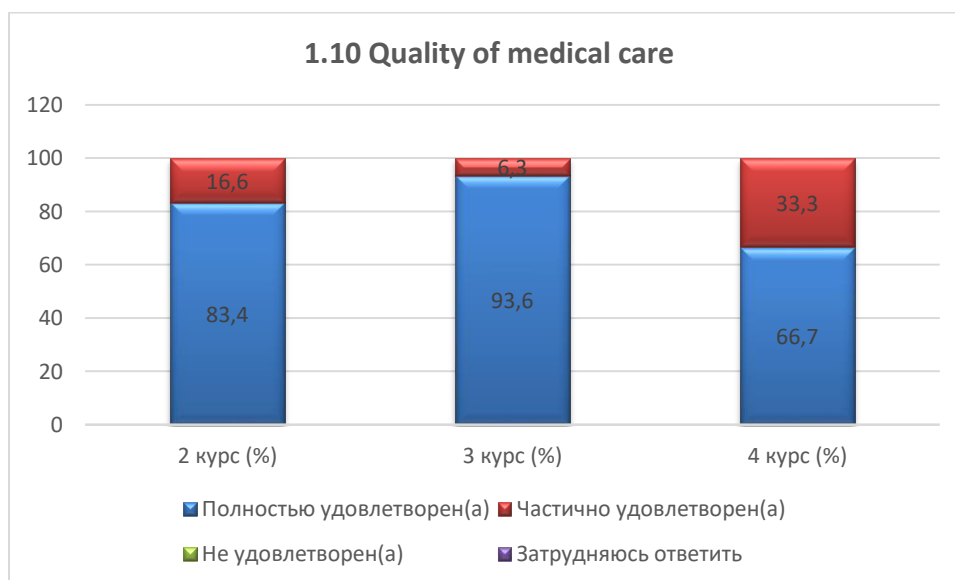
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	83.4	93.6	80
Partially satisfied	16.6	6.3	10
Not satisfied)	-	-	-

I find it difficult to answer	-	-	10
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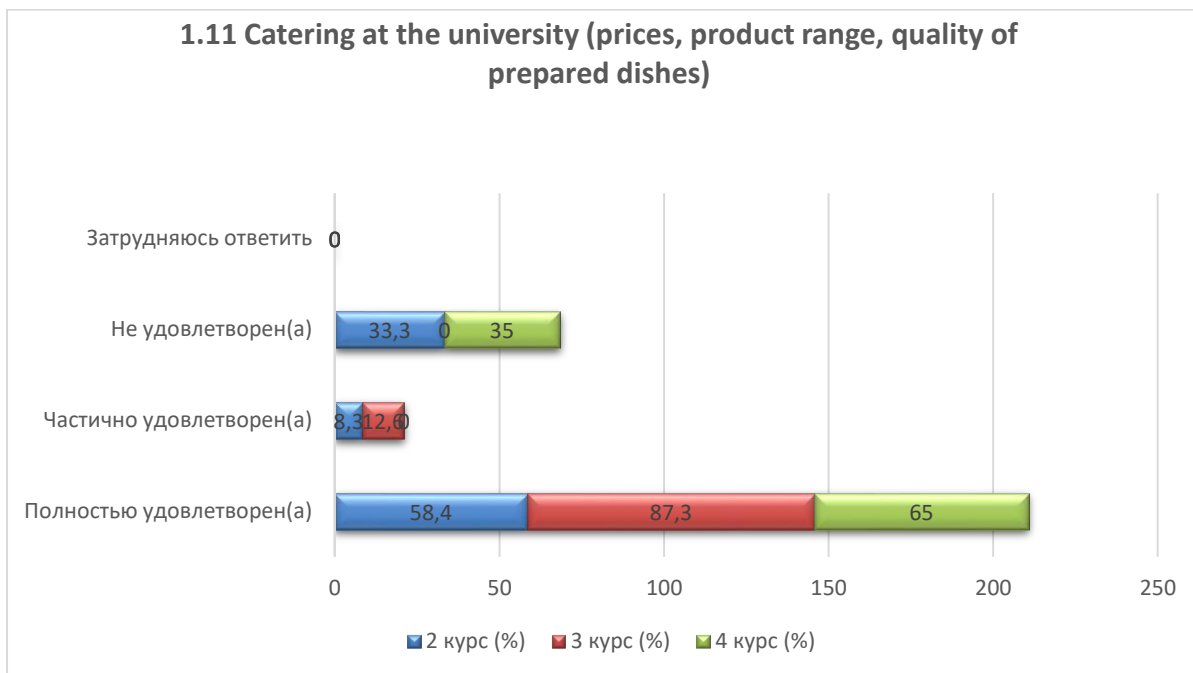
1.10 Quality of medical care

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	83.4	93.6	66.7
Partially satisfied	16.6	6.3	33.3
Not satisfied)	-	-	-
I find it difficult to answer	-	-	-



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

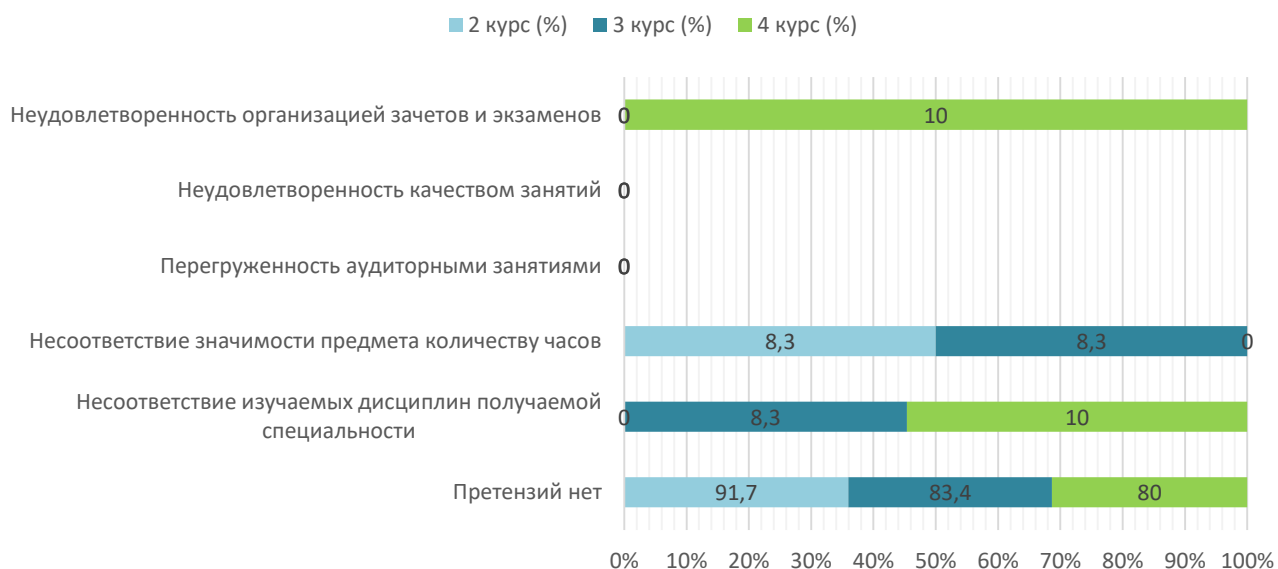
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	58.4	87.3	65
Partially satisfied	8.3	12.6	-
Not satisfied)	33.3	-	35
I find it difficult to answer	-	-	-



2. «What is your attitude to the quality of organization of the educational process? »

Answer options	2nd year (%)	3rd year (%)	4th year (%)
No complaints	91.7	83.4	80
Discrepancy between the disciplines studied and the specialty obtained	-	8.3	10
Inconsistency between the importance of the subject and the number of hours	8.3	8.3	-
Overload with classroom activities	-	-	-
Dissatisfaction with the quality of classes	-	-	-
Dissatisfaction with the organization of tests and exams	-	-	10
Other	-	-	-

2. "What is your attitude to the quality of organization of the educational process?"

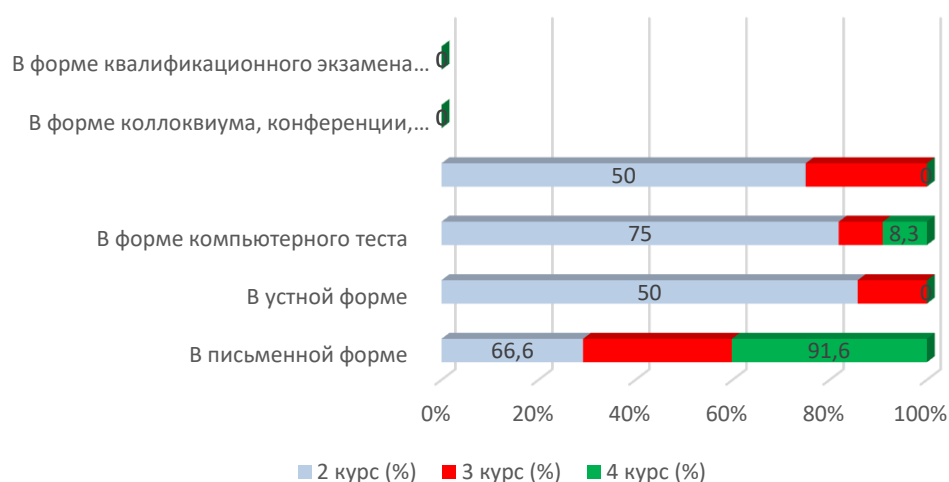


2. What forms of final test or examination are used in this educational organization? (check all that apply)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
In writing	66.6	70	91.6
In oral form	50	8.3	-
In the form of a computer test	75	8.3	8.3
In the form of a test without using a computer	50	16.6	-
In the form of a colloquium, conference, project defense, etc.	-	-	-
In the form of a qualification exam (the student performs a work operation, manufactures a product, carries out labor activities, assessed by experts)	-	-	-

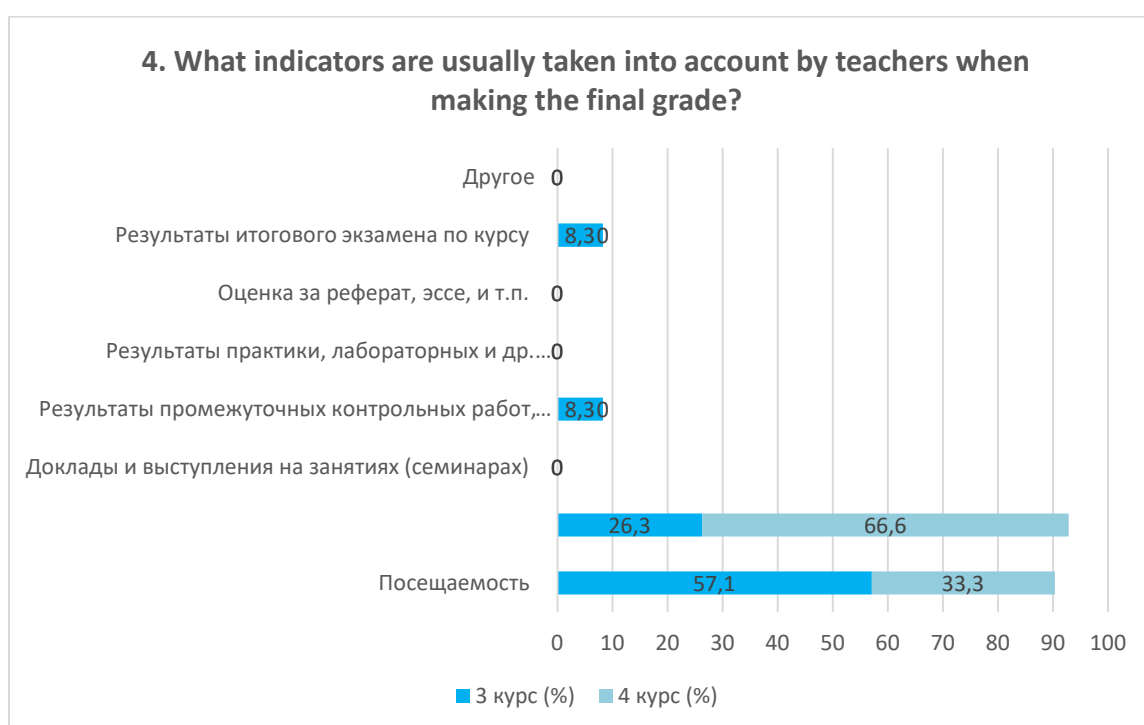
**The amount in % is not equal to 100, because multiple answer options were expected*

2. What forms of final test or examination are used in this educational organization?



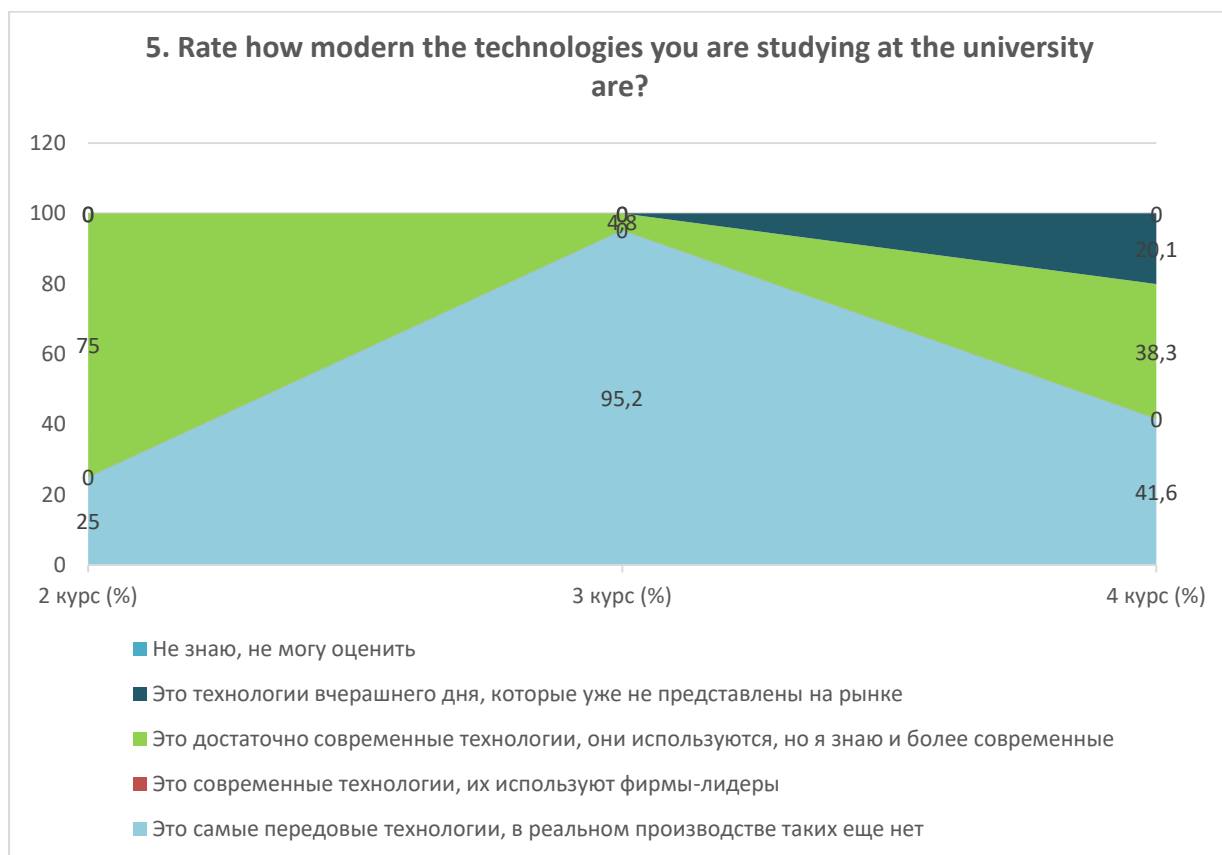
4. What indicators are usually taken into account by teachers when making the final grade?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Attendance	33.4	57.1	33.3
Activity in classes (seminars), answers to teacher questions, problem solving, etc.	58.3	26.3	66.6
Reports and speeches at classes (seminars)	-	-	-
Results of intermediate tests, tests, colloquiums, etc.	8.3	8.3	-
Results of practice, laboratory and other practical work	-	-	-
Score for an abstract, essay, etc.	-	-	-
Results of the final exam for the course	-	8.3	-
Other	-	-	-



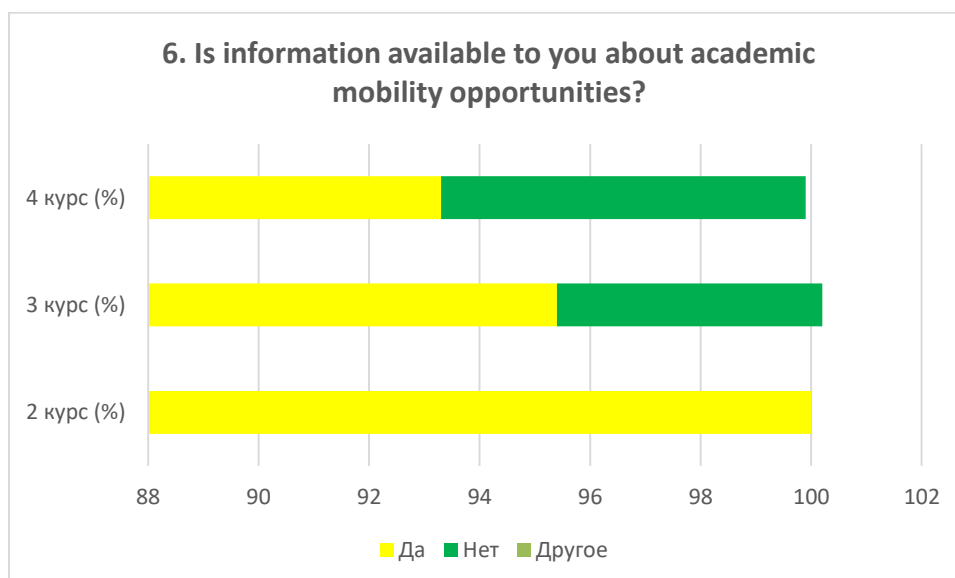
5. Rate how modern the technologies you are studying at the university are?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
These are the most advanced technologies; there are no such technologies in real production yet.	25	95.2	41.6
These are modern technologies, they are used by leading companies	-	-	-
These are quite modern technologies, they are used, but I know more modern ones	75	4.8	38.3
These are yesterday's technologies that are no longer on the market.	-	-	20.1
I don't know, I can't rate it	-	-	-



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	100	95.4	93.3
No	-	4.8	6.6
Other	-	-	-



7. What do you think the relationship is like:

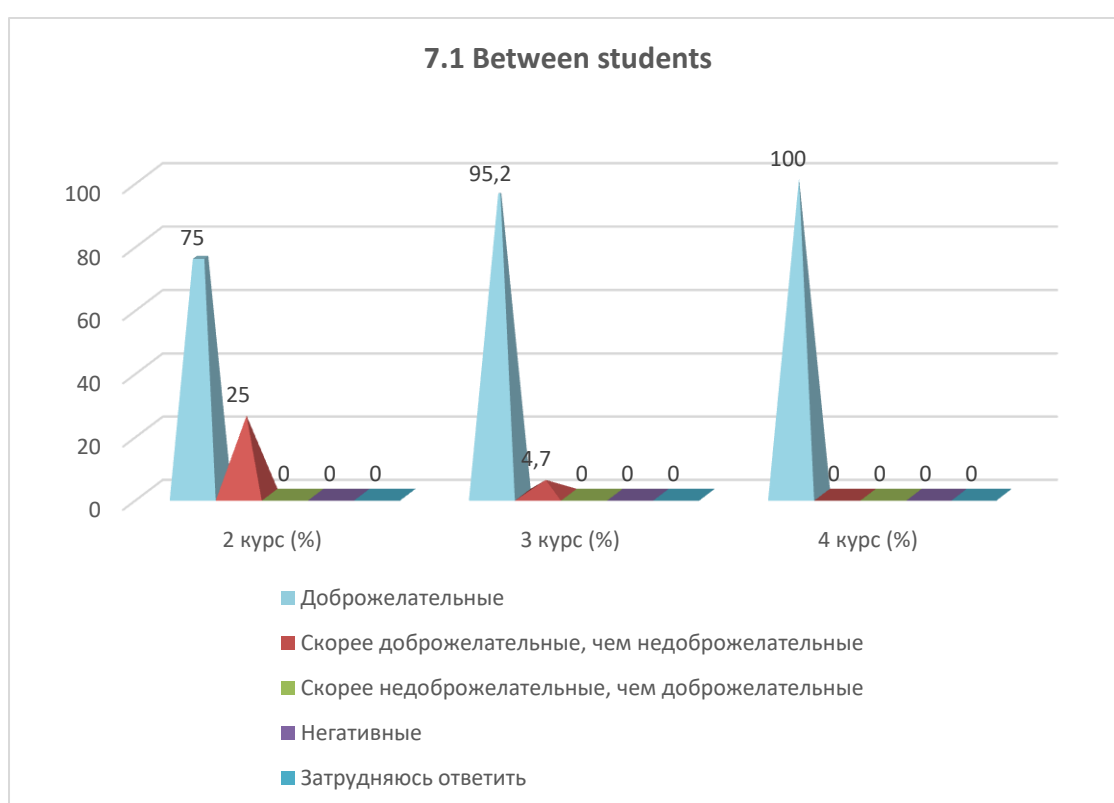
7.1 Between students
7.2 Between teachers and students (in the educational process)
7.3 Between the student and the curator
7.4 Between students and administration
7.5 Between students and employees of departments (library, student department, etc.)
7.6 Between students and security service

Other _____

If you answered the previous question «More unfriendly than friendly» and «Negative», give recommendations for improvement _____

7.1 Between students

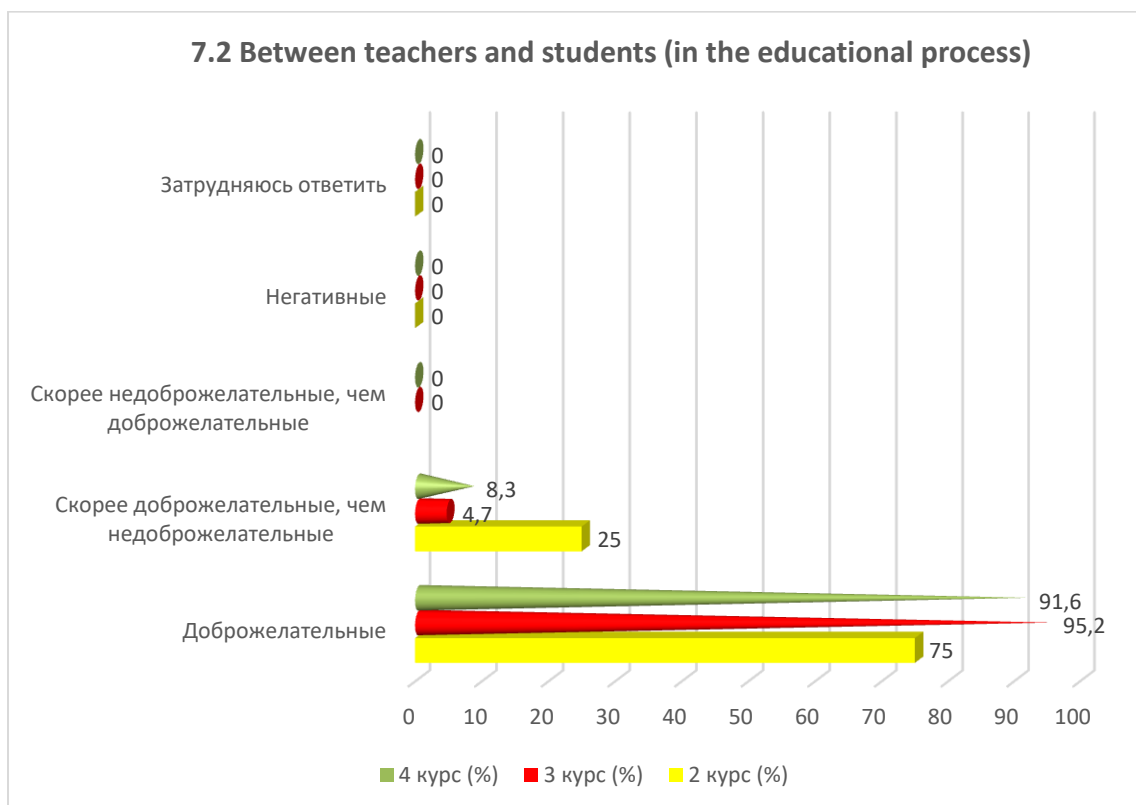
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	75	95.2	100
More friendly than unfriendly	25	4.7	-
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	-	-	-



7.2 Between teachers and students (in the educational process)

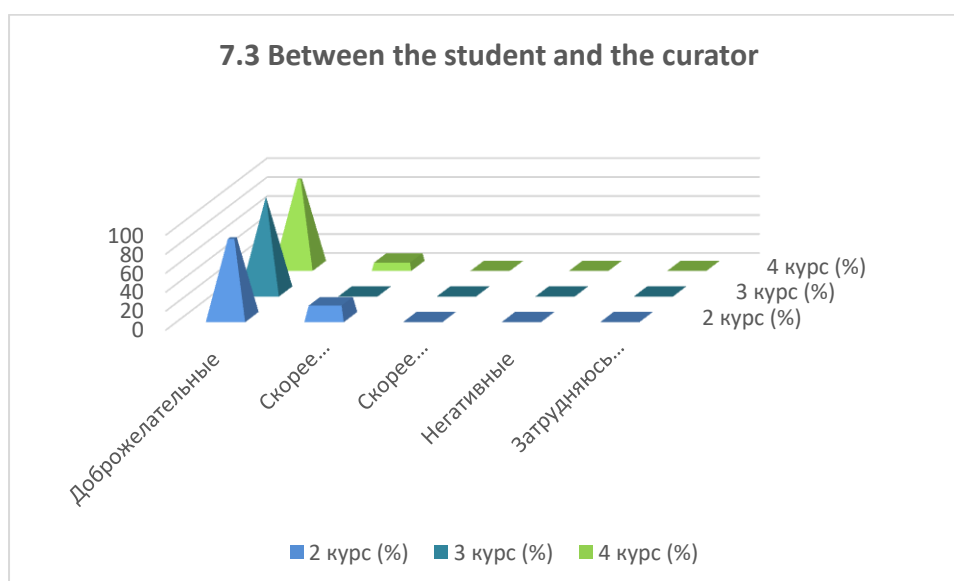
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	75	95.2	91.6
More friendly than unfriendly	25	4.7	8.3
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	-	-	-

7.2 Between teachers and students (in the educational process)



7.3 Between the student and the curator

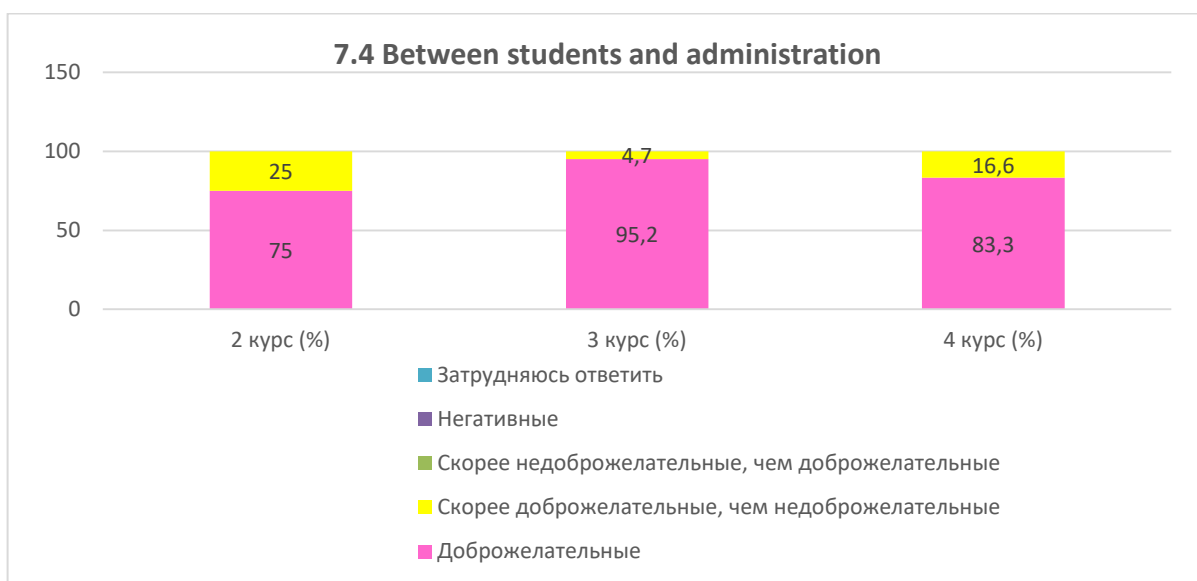
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	83.3	100	91.6
More friendly than unfriendly	16.6	-	8.3
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	-	-	-



7.4 Between students and administration

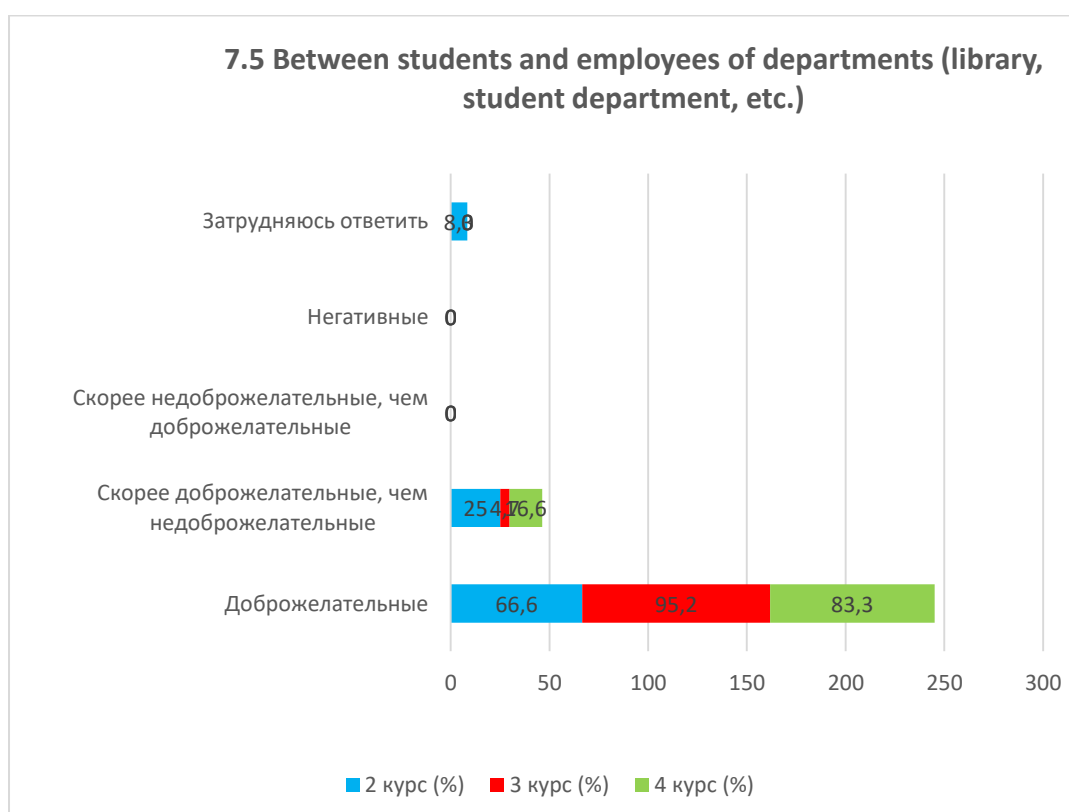
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	75	95.2	83.3

More friendly than unfriendly	25	4.7	16.6
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	-	-	-



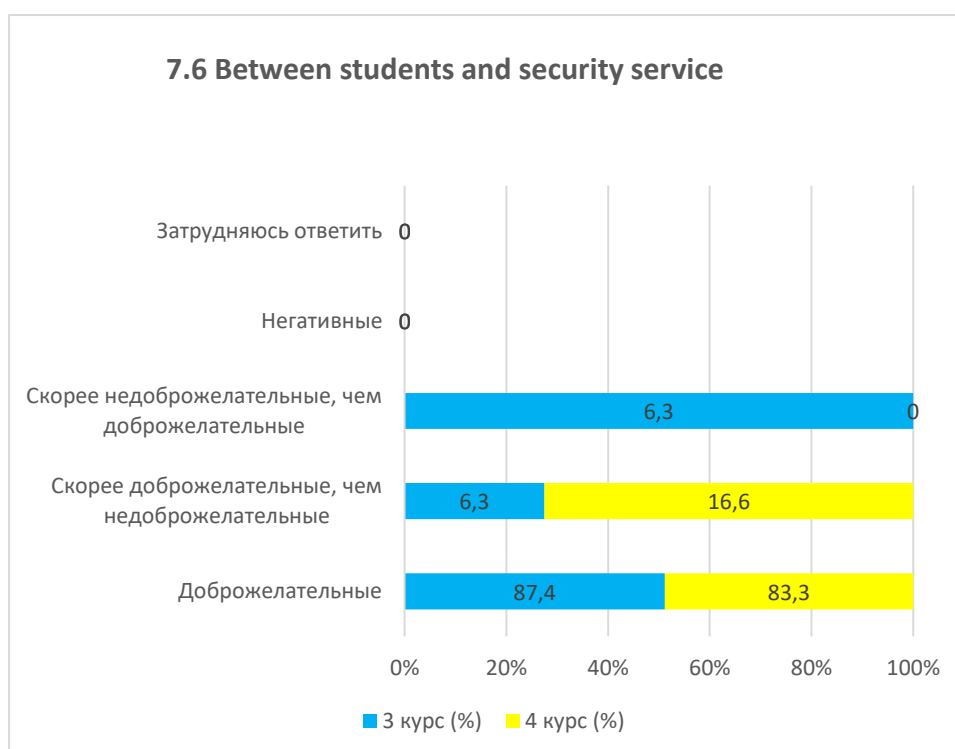
7.5 Between students and employees of departments (library, student department, etc.)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	66.6	95.2	83.3
More friendly than unfriendly	25	4.7	16.6
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	8.3	-	-



7.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	66.6	87.4	83.3
More friendly than unfriendly	33.3	6.3	16.6
More unfriendly than friendly	-	6.3	-
Negative	-	-	-
I find it difficult to answer	-	-	-



For the option «**If you answered the previous question «More unfriendly than friendly» and «Negative», give recommendations for improvement»** students indicated the following options*:

- the guards got fed up;

8. Which student problems are of particular concern to you now?

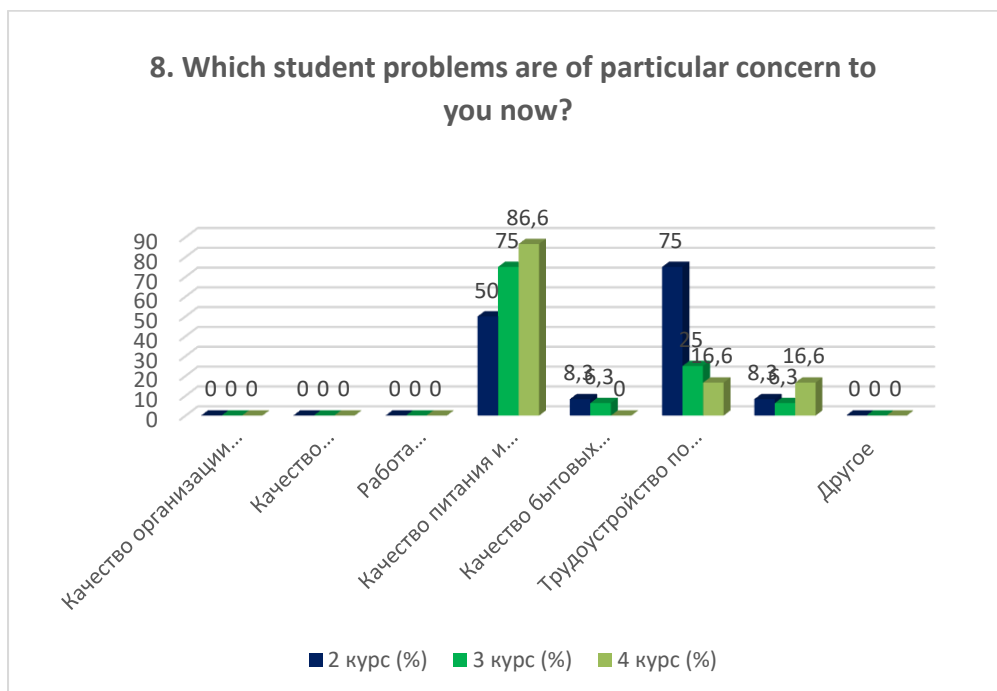
(choose no more than 3 answer options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Quality of organization of the educational process	-	-	-
Quality of teaching (class conducting, assessment of knowledge, etc.)	-	-	-
Administration work (department, etc.)	-	-	-
Quality of food and prices in the student canteen	50	75	86.6
Quality of living conditions in the hostel	8.3	6.3	-
Employment by specialty	75	25	16.6

*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.

Quality of industrial practice organizations	8.3	6.3	16.6
Other	-	-	-

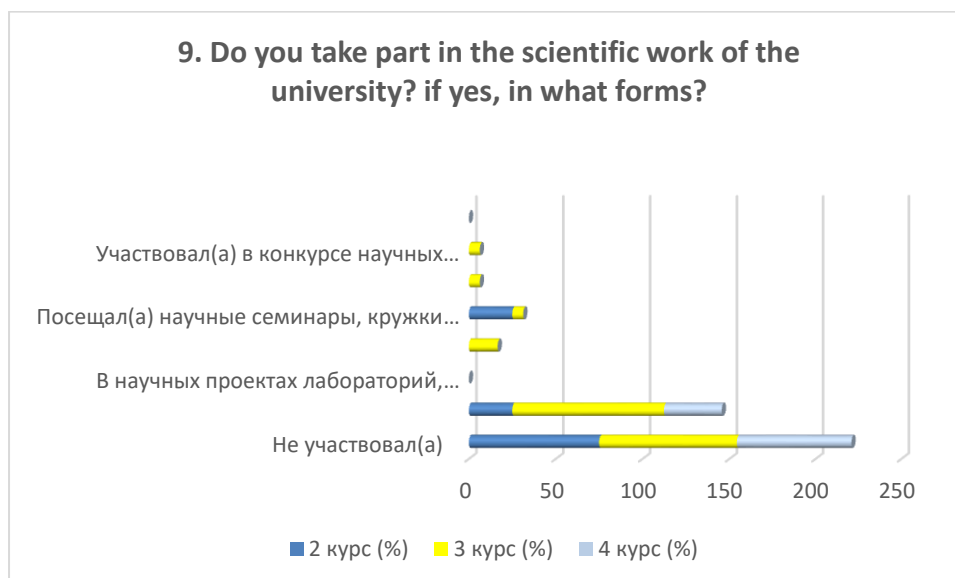
**The amount in % is not equal to 100, because multiple answer options were expected*



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Did not participate	75	79.3	66.6
Sometimes, when it is necessary for formal reasons	25	87.3	33.3
In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.	-	-	-
In scientific projects of laboratories, clubs, circles, etc. free of charge	-	16.6	-
Attended scientific seminars, clubs and other scientific events	25	6.3	-
Speaker at a conference (including a student conference), scientific seminar	-	6.3	-
Participated in a student scientific work competition	-	6.3	-
Published the results of his research (including in student collections)	-	-	-

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

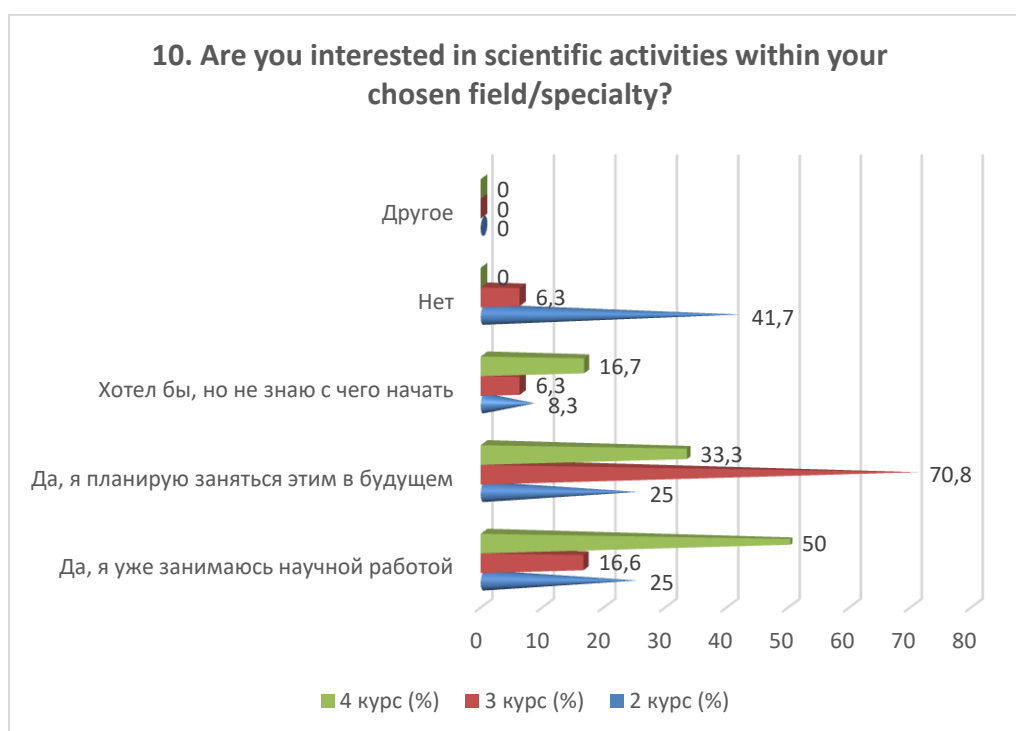


For the option «If you answered «Did not participate» to the previous question, write why» students indicated the following options*:

- there is no time for this.

10. Are you interested in scientific activities within your chosen field/specialty?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes, I'm already doing scientific work	25	16.6	50
Yes, I plan to do this in the future	25	70.8	33.3
I would like to, but I don't know where to start	8.3	6.3	16.7
No	41.7	6.3	-
Other	-	-	-

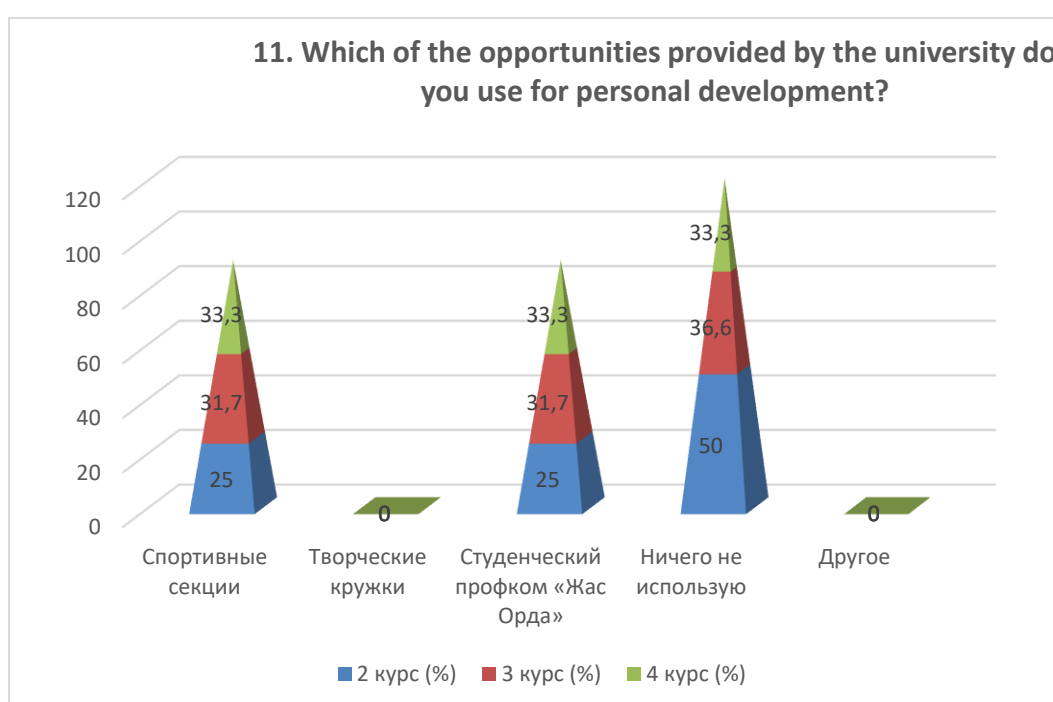


*Students' answers to the option "other" and "if you answered "not satisfied..." to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

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

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Sport sections	25	31.7	33.3
Creative clubs	-	-	-
Student trade union committee "Zhas Orda"	25	31.7	33.3
I don't use anything	50	36.6	33.3
Other	-	-	-



For the option If «you answered «I don't use anything» to the previous question, write why» students indicated the following options*:
 - not interested.

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

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

*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.

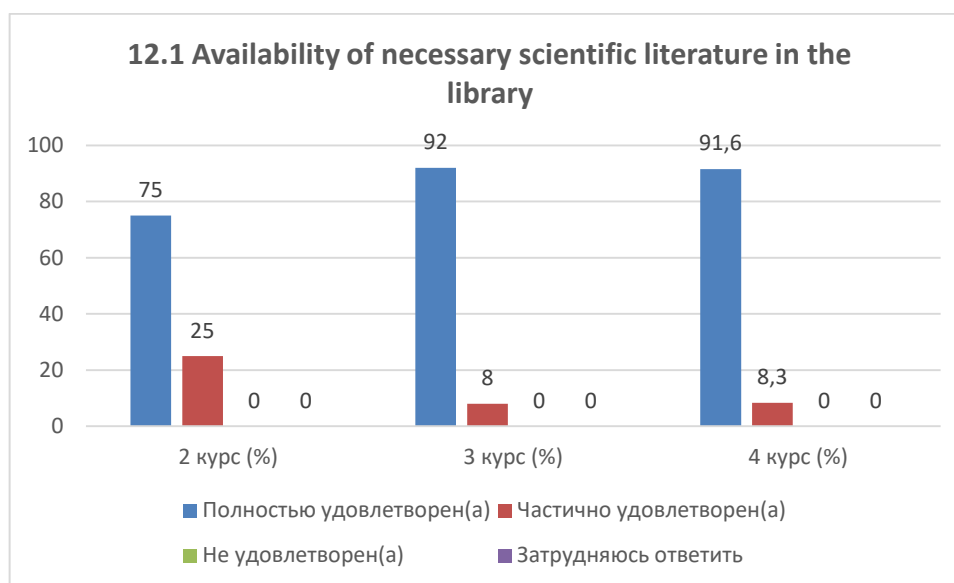
*Students' answers to the option "other" and "if you answered "not satisfied..." to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

Other _____

If you answered «not satisfied» to the previous question, give recommendations for improvement provided services _____

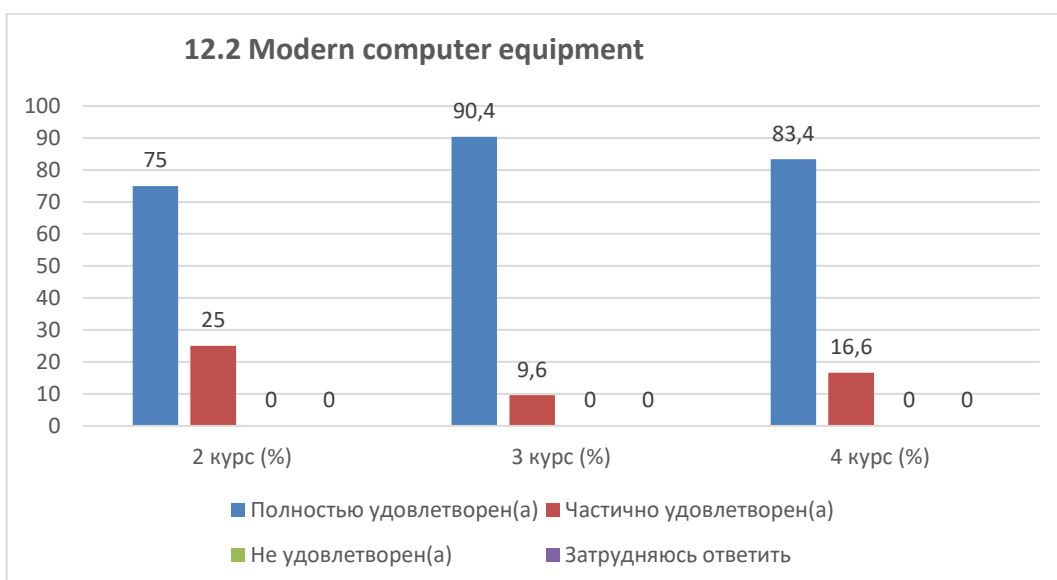
12.1 Availability of necessary scientific literature in the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	75	92	91.6
Partially satisfied	25	8	8.3
Not satisfied)	-	-	-
I find it difficult to answer	-	-	-



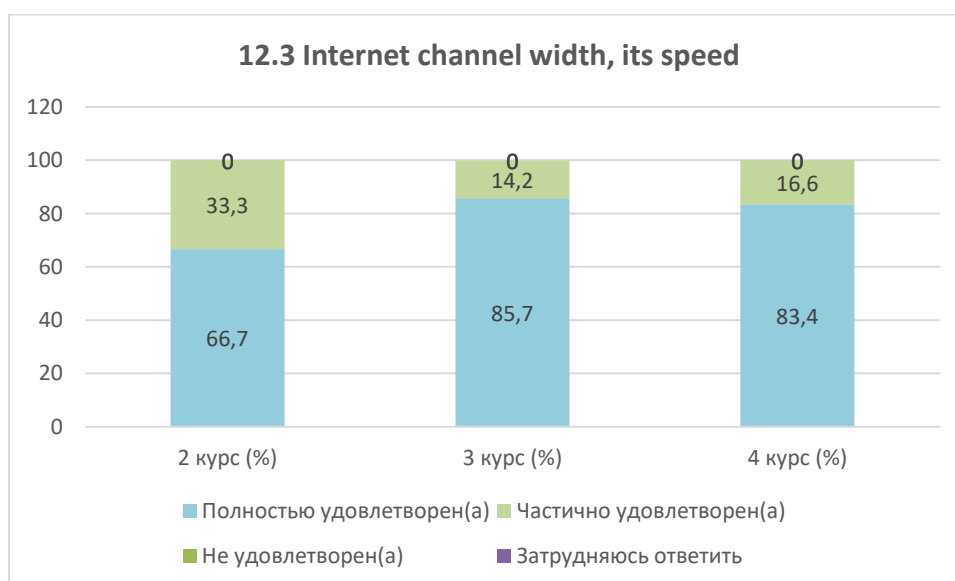
12.2 Modern computer equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	75	90.4	83.4
Partially satisfied	25	9.6	16.6
Not satisfied)	-	-	-
I find it difficult to answer	-	-	-



12.3 Internet channel width, its speed

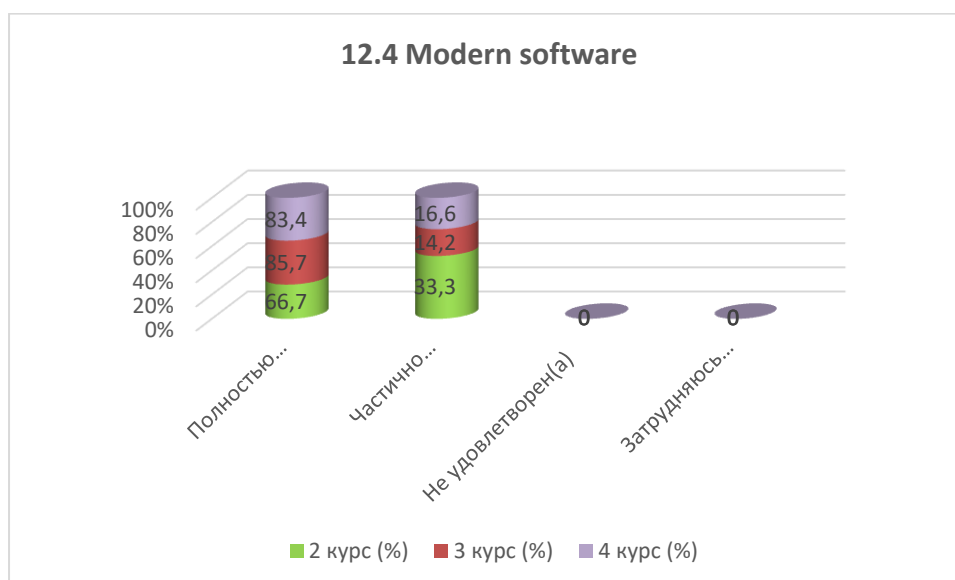
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66.7	85.7	83.4
Partially satisfied	33.3	14.2	16.6
Not satisfied)	-	-	-
I find it difficult to answer	-	-	-



12.4 Modern software

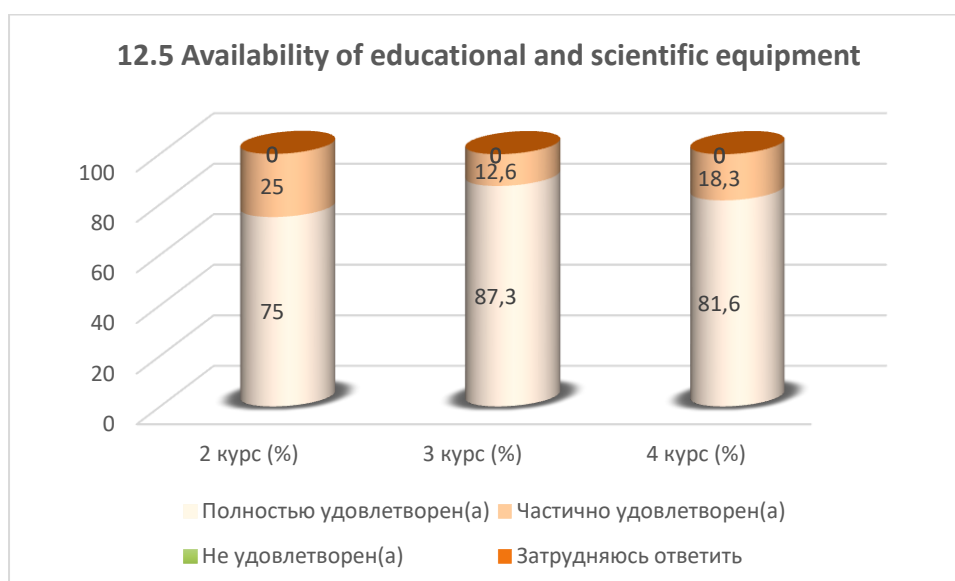
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66.7	85.7	83.4
Partially satisfied	33.3	14.2	16.6
Not satisfied)	-	-	-
I find it difficult to answer	-	-	-

12.4 Modern software



12.5 Availability of educational and scientific equipment

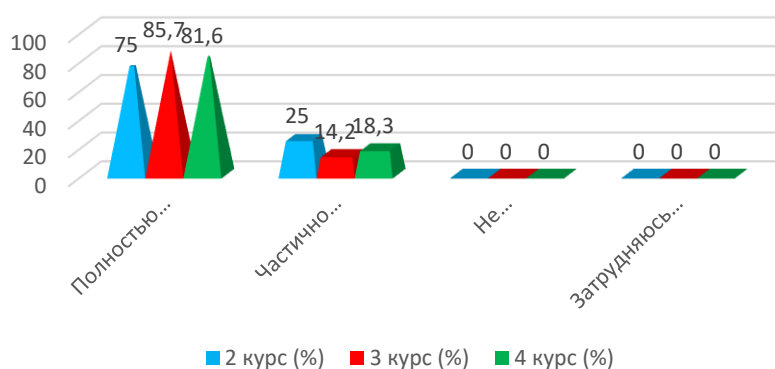
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	75	87.3	81.6
Partially satisfied	25	12.6	18.3
Not satisfied)	-	-	-
I find it difficult to answer	-	-	-



12.6 Availability of laboratories and specialized classrooms

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	75	85.7	81.6
Partially satisfied	25	14.2	18.3
Not satisfied)	-	-	-
I find it difficult to answer	-	-	-

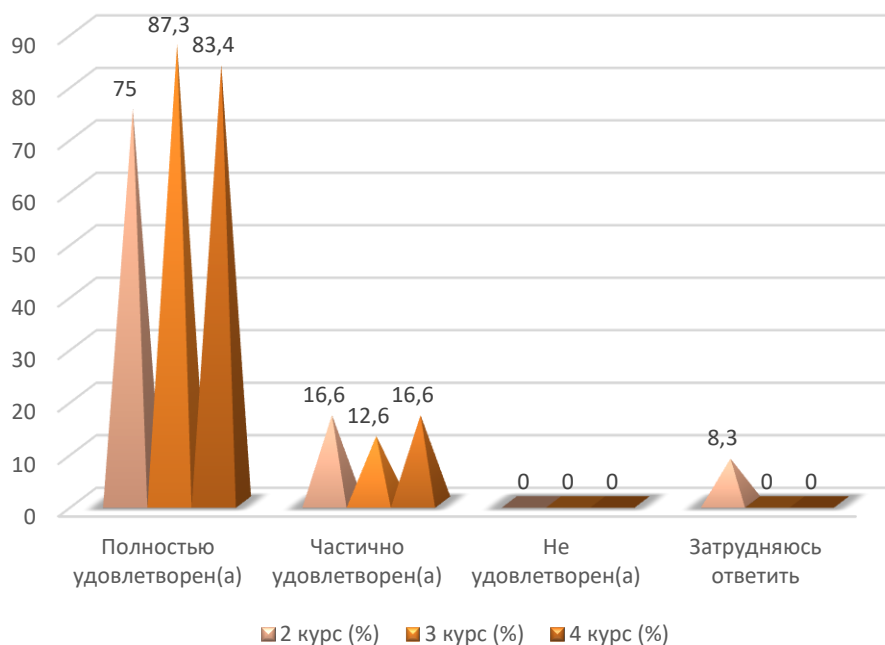
12.6 Availability of laboratories and specialized classrooms



12.7 Availability of sports equipment

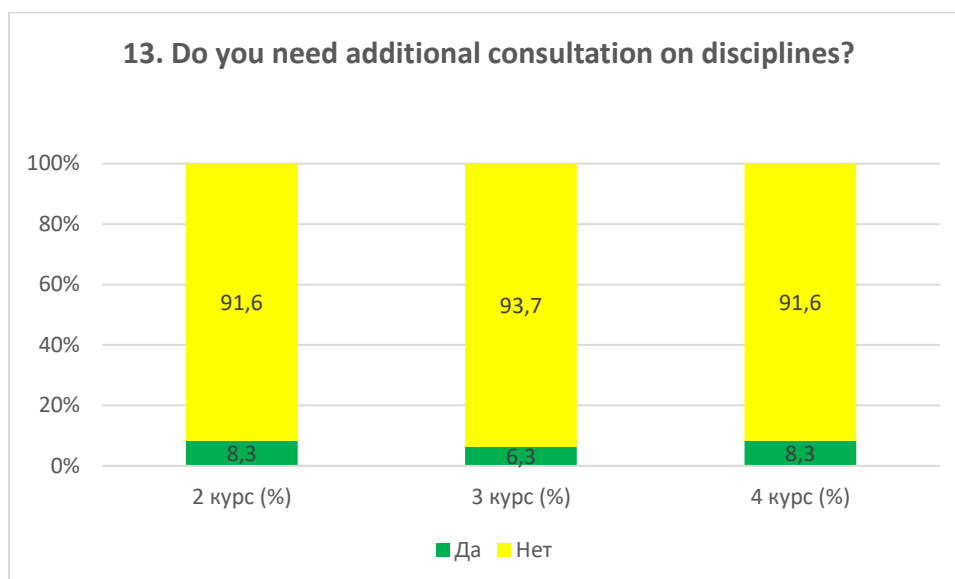
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	75	87.3	83.4
Partially satisfied	16.6	12.6	16.6
Not satisfied)	-	-	-
I find it difficult to answer	8.3	-	-

12.7 Availability of sports equipment



13. Do you need additional consultation on disciplines?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	8.3	6.3	8.3
No	91.6	93.7	91.6



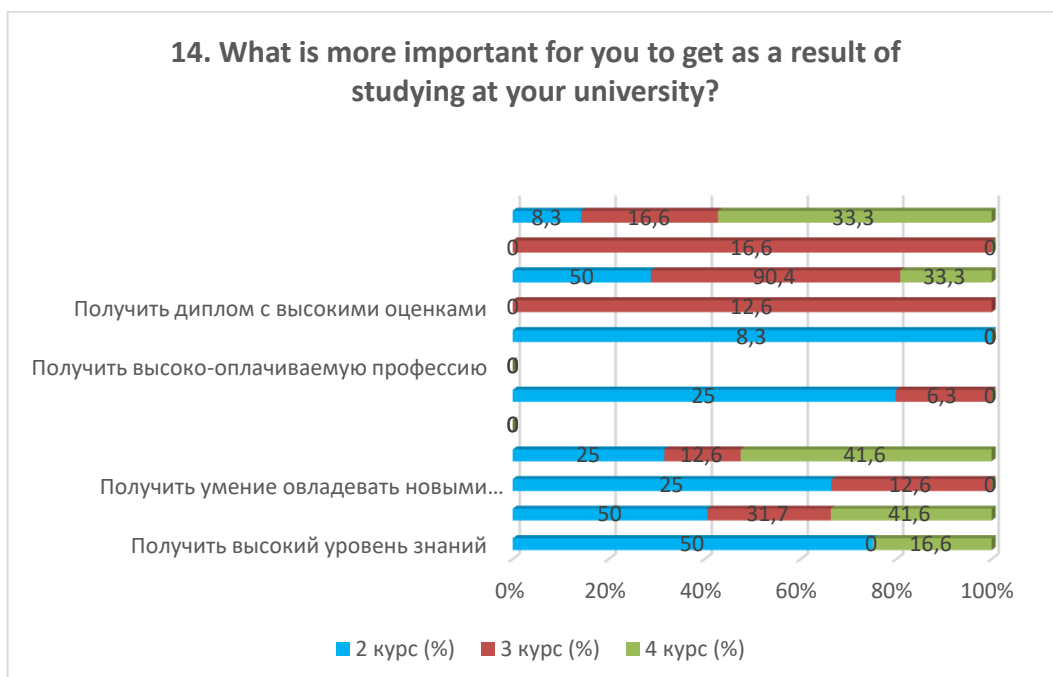
14. What is more important for you to get as a result of studying at your university?

(You can select one or more answer options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Get a high level of knowledge	50	-	16.6
Receive a diploma of completion	50	31.7	41.6
Gain the ability to acquire new knowledge that will help you quickly adapt in the workplace	25	12.6	-
Gain practical skills that you can immediately use at work	25	12.6	41.6
Get a diploma, the prestige of the university does not matter		-	-
Graduate from a prestigious university	25	6.3	-
Get a highly paid profession		-	-
Get a profession that is interesting and matches your abilities	8.3	-	-
Get a diploma with high grades	-	12.6	
You need to learn only what is interesting or will be needed in further study (work)	50	90.4	33.3
It's not so important to graduate from this particular university, in what specialty	-	16.6	-
Getting this specialty is not so important in which university.	8.3	16.6	33.3

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

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



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, improve the quality of services provided, improve the quality of distance learning and other areas of the university's activities. *(Students' answers are presented in the original. The author's spelling and punctuation have been preserved):*

Seems enough to me

Recommendations:

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