Report
on the results of the survey
"Satisfaction of 2-5 year students with educational services"
in 2023 – 2024 academic year
Department: Power Engineering Systems
Specialty: 6B07108 Heat Power Engineering

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 6B07108 Heat Power Engineering, 65 respondents took part in the survey:

- 2 year – 12 students (60%);
- 3 year – 32 students (66.7%);
- 4 year – 21 students (65.6%).

Mode of training
- Budget – 52 students (80%);
- Paid – 13 students (20%).

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_____.
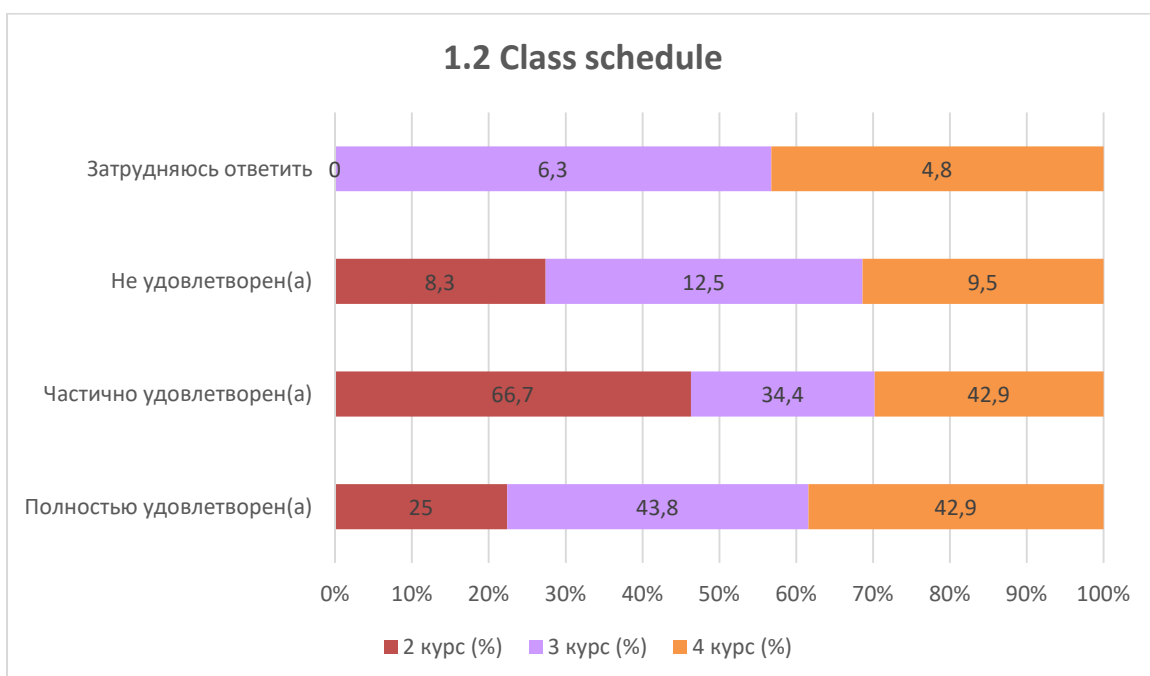
1.1 The learning process in general

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	58.3	68.8	90.5
Partially satisfied	41.7	28.1	9.5
Not satisfied	-	-	-
I find it difficult to answer	-	3.1	-
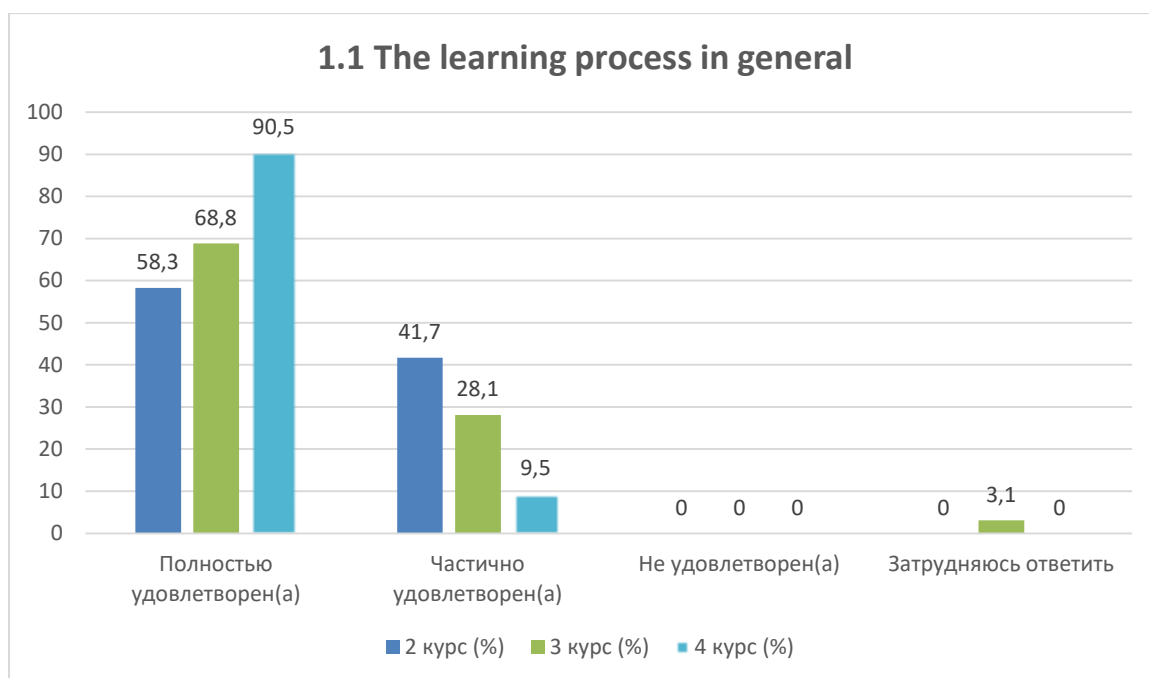
1.2 Class schedule

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	25.0	43.8	42.9
Partially satisfied	66.7	34.4	42.9
Not satisfied	8.3	12.5	9.5
I find it difficult to answer	-	6.3	4.8

1.3 Organization of independent work

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	33.3	43.8	57.1
Partially satisfied	41.7	28.1	28.6
Not satisfied	25	21.9	14.3
I find it difficult to answer	-	6.3	-
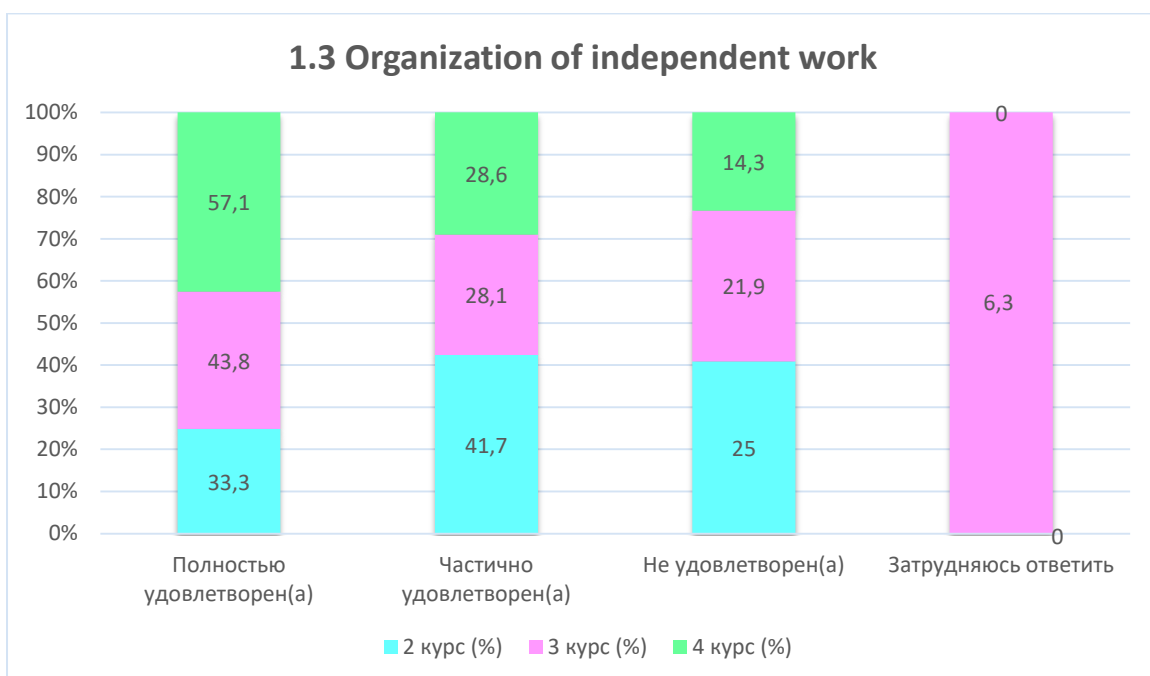
1.4 Practices

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	33.3	34.4	57.1
Partially satisfied	41.7	34.4	19
Not satisfied	8.3	25	19
I find it difficult to answer	16.7	6.3	4.8
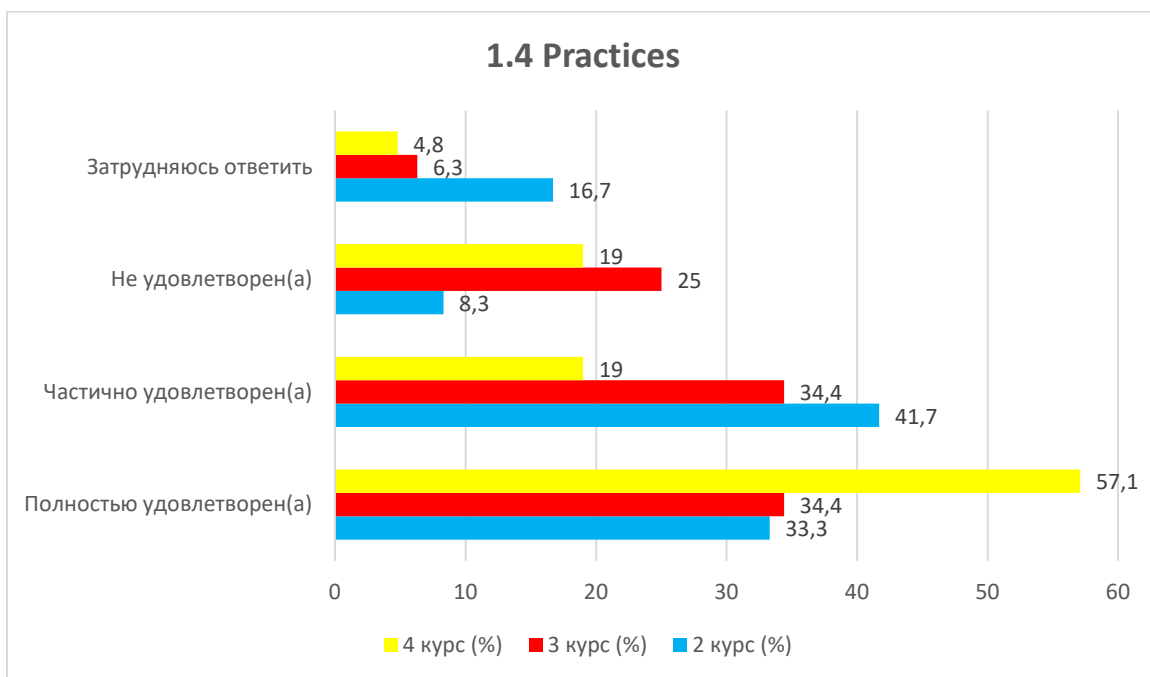
1.5 Organizing and conducting SIWT

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	33.3	43.8	57.1
Partially satisfied	58.3	34.4	23.8
Not satisfied	8.3	15.6	9.5
I find it difficult to answer	-	6.3	9.5
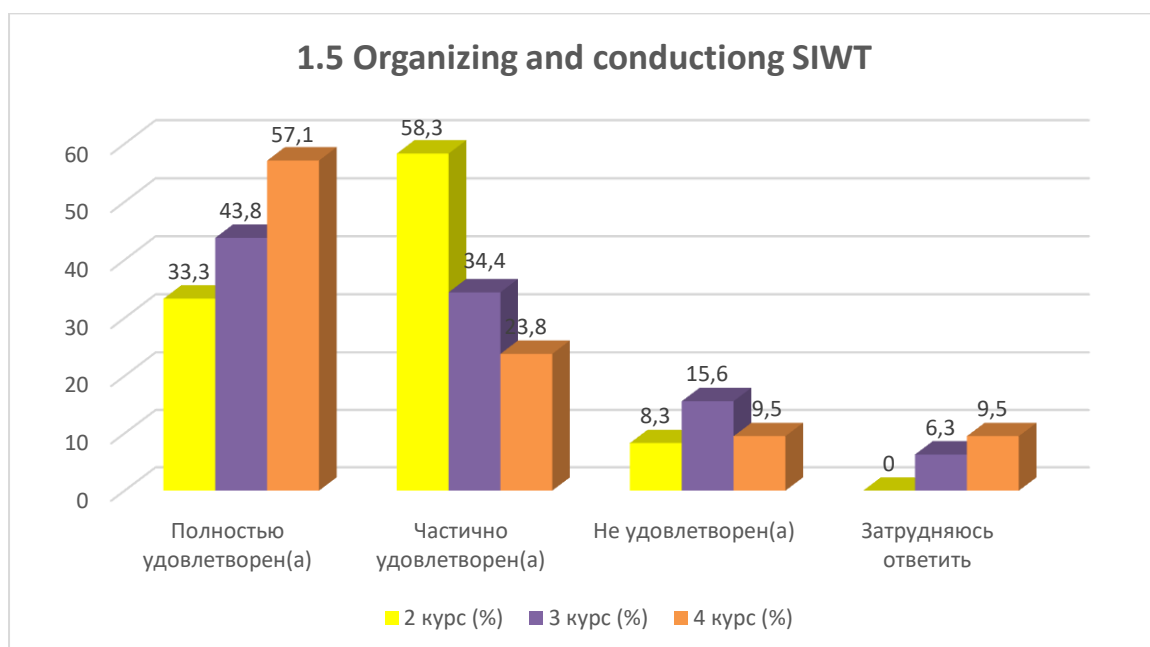
1.6 Organizing and conducting laboratory work

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	33.3	34.4	57.1
Partially satisfied	50	46.9	19
Not satisfied	-	9.4	4.8

I find it difficult to answer	16.7	9.4	19
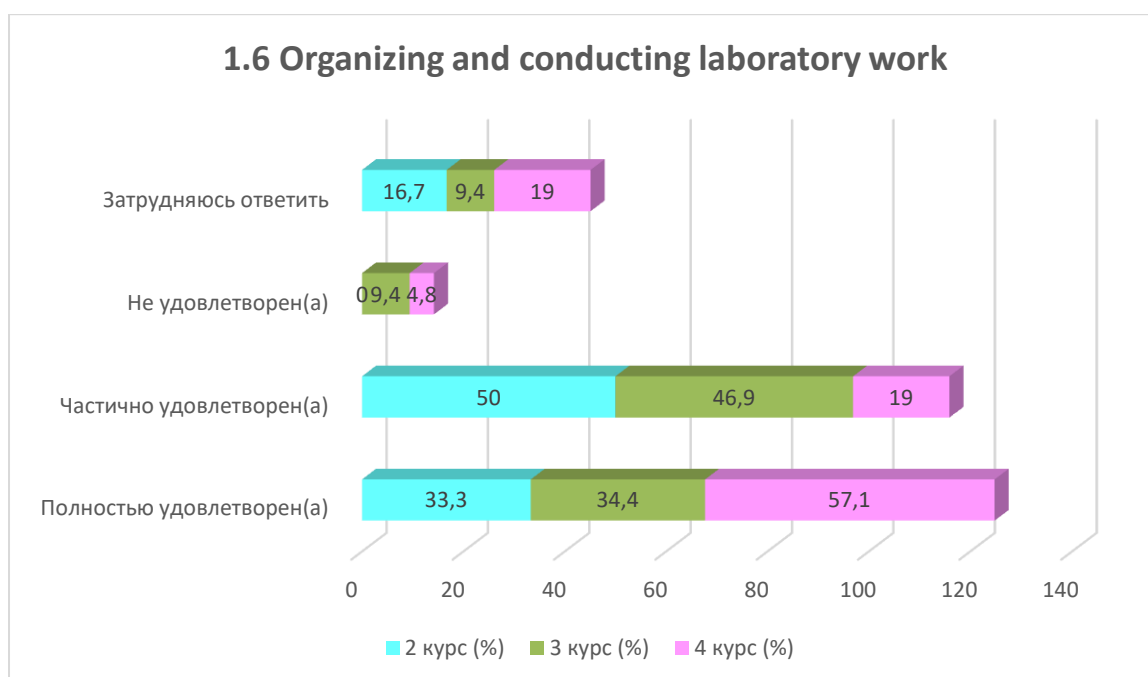
1.7 Satisfaction with the library work

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	33.3	50	52.4
Partially satisfied	58.3	18.8	23.8
Not satisfied	8.3	12.4	19
I find it difficult to answer	-	18.8	4.8
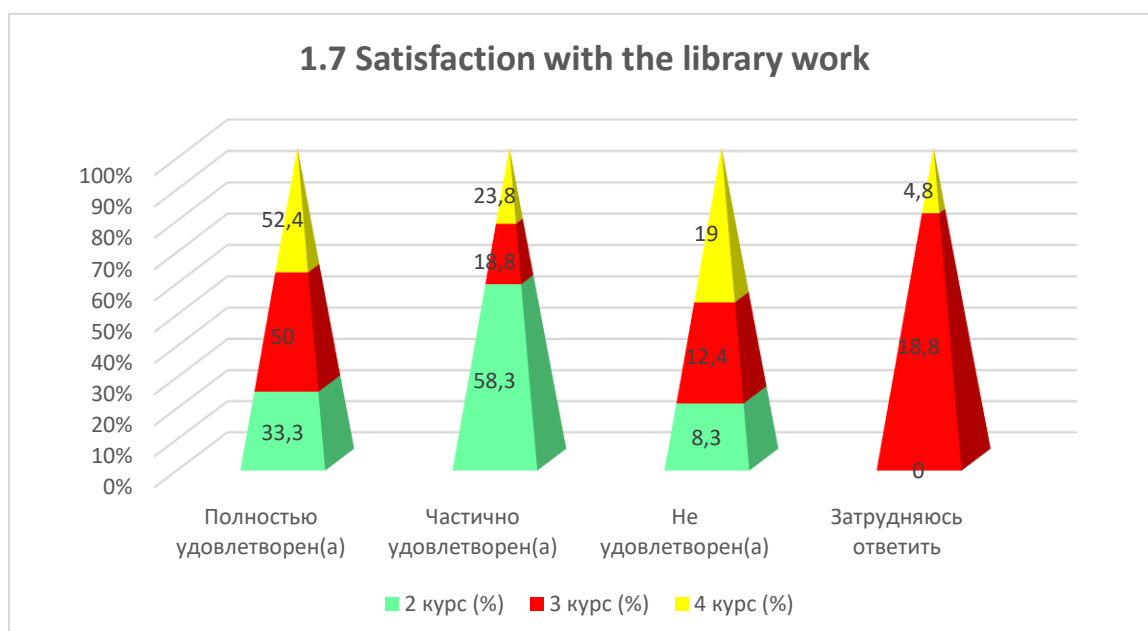
1.8 Possibility of access to full-text databases of scientific publications
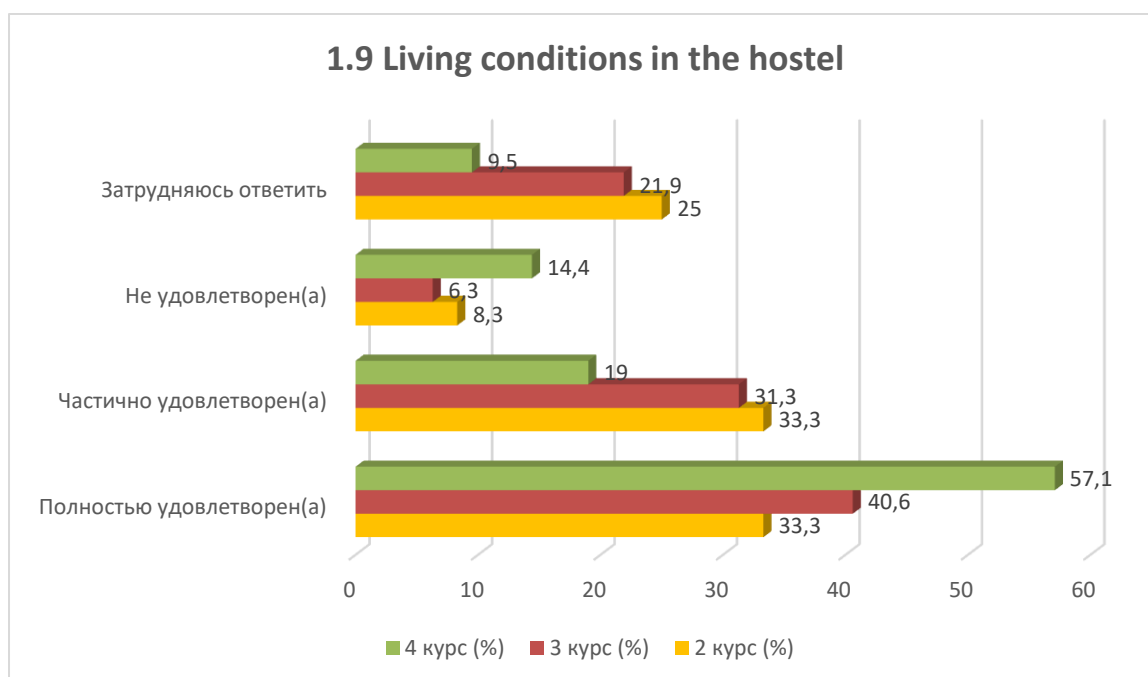
Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	50	37.5	42.9
Partially satisfied	33.3	37.5	23.8
Not satisfied	-	18.8	14.3

I find it difficult to answer	16.7	6.2	19
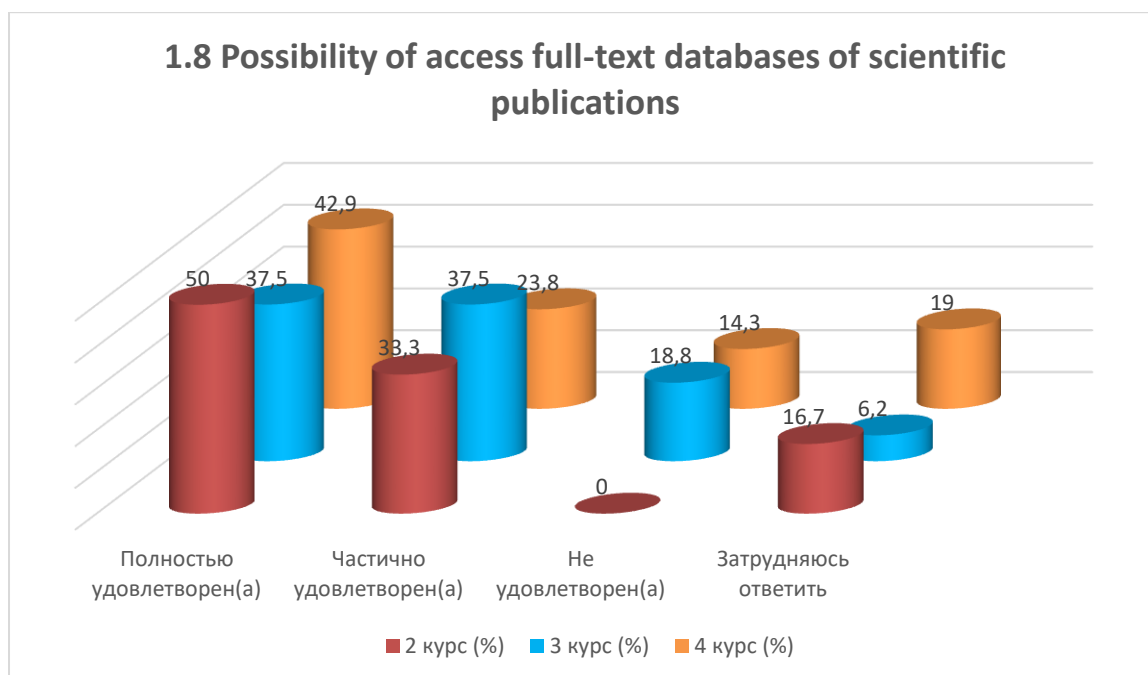
1.9 Living conditions in the hostel

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	33.3	40.6	57.1
Partially satisfied	33.3	31.3	19
Not satisfied	8.3	6.3	14.4
I find it difficult to answer	25	21.9	9.5

1.10 Quality of medical care

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	33.3	43.8	42.9
Partially satisfied	41.7	25	28.6

Not satisfied	8.3	9.4	4.8
I find it difficult to answer	16.7	21.9	23.8
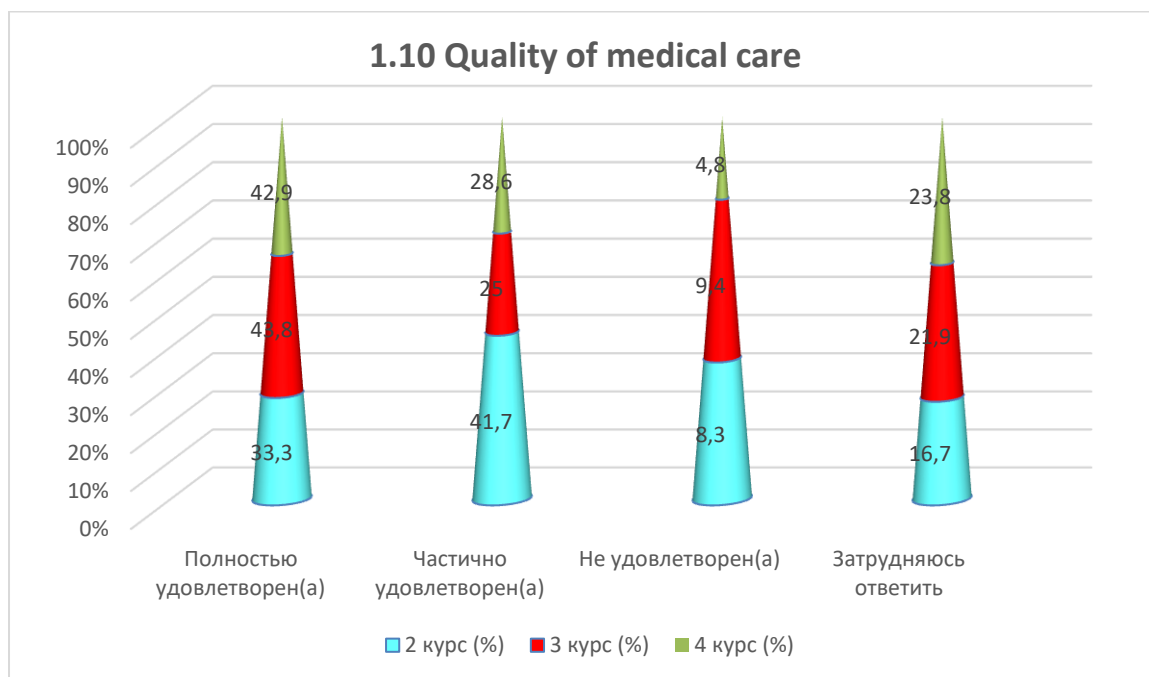
1.11 Catering at the university (prices, product range, quality of prepared dishes)

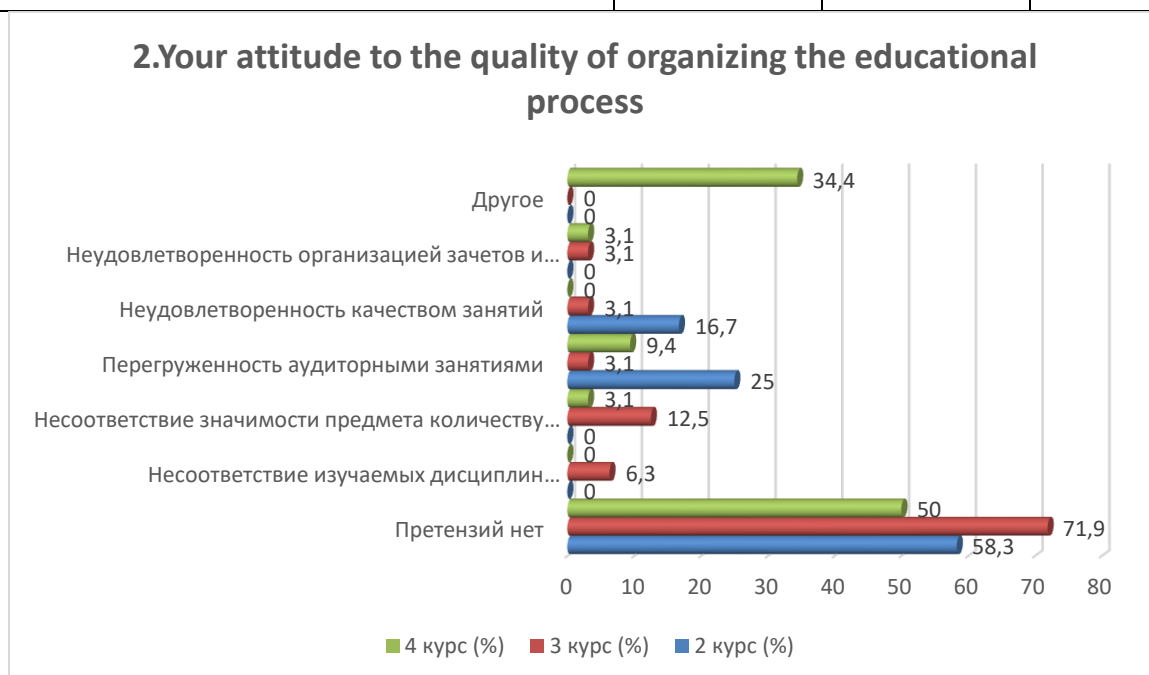| Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	33.3	43.8	38.1
Partially satisfied	33.3	15.6	28.6
Not satisfied	33.3	28.1	28.6
I find it difficult to answer	-	9.4	-
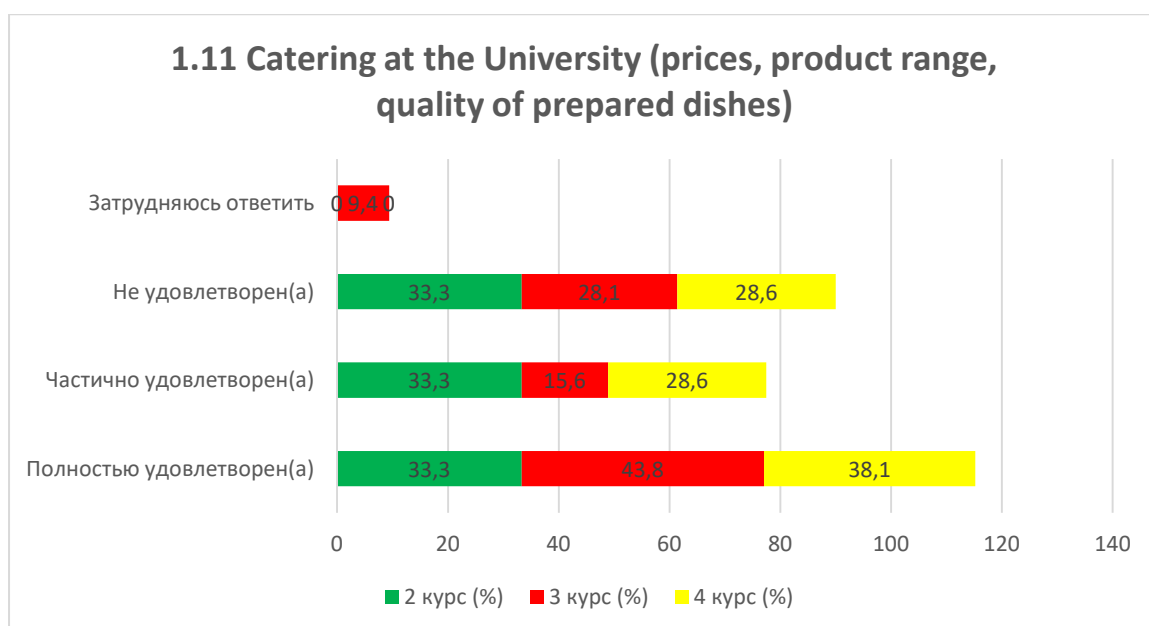
For the option **"If you answered "not satisfied" to the previous question, please give recommendations for improving the services provided,"** students indicated the following options*:
- High prices
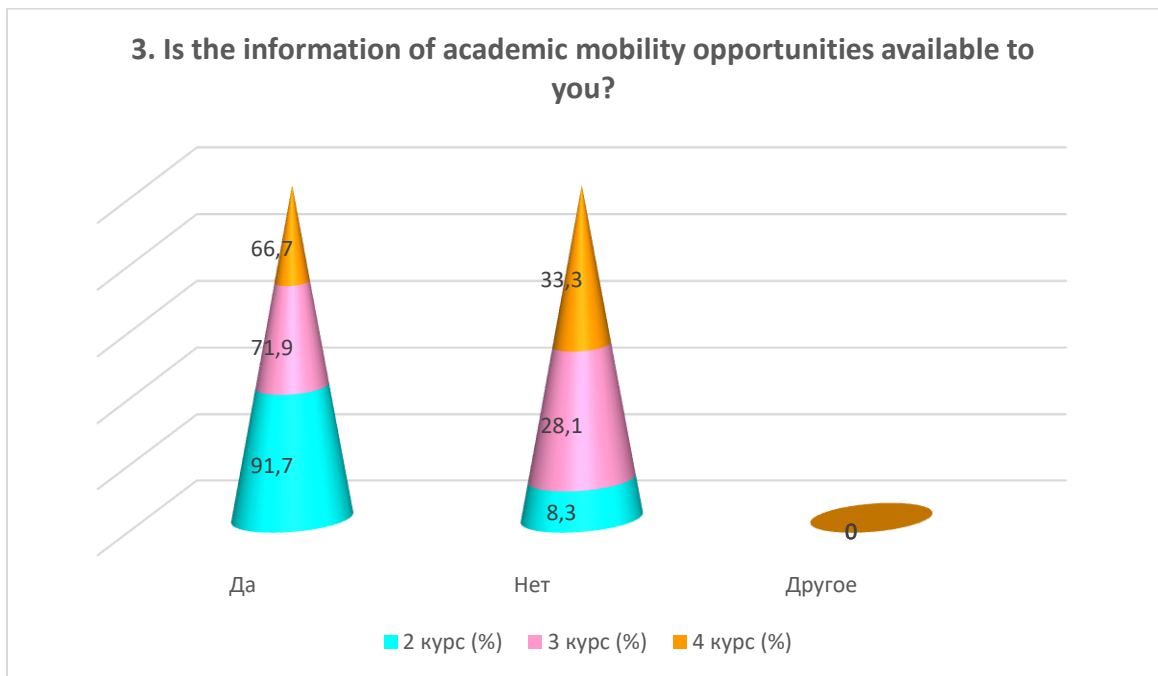- The canteen should be isolated

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

Answer options	2 year (%)	3 year (%)	4 year (%)
No complaints	58.3	71.9	76.2
Discrepancy between the disciplines studied and the specialty obtained	-	6.3	-
Inconsistency between the importance of the subject and the number of hours	-	12.5	4.8
Overload with classroom activities	25	3.1	14.3
Dissatisfaction with the quality of classes	16.7	3.1	-
Dissatisfaction with the organization of tests and exams	-	3.1	4.8
Other	-	-	-

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

Answer options	2 year (%)	3 year (%)	4 year (%)
Yes	91.7	71.9	66.7
No	8.3	28.1	33.3
Other	-	-	-

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

Да: 91,7 (2 курс), 71,9 (3 курс), 66,7 (4 курс)
Нет: 8,3 (2 курс), 28,1 (3 курс), 33,3 (4 курс)
Другое: 0

■ 2 курс (%) ■ 3 курс (%) ■ 4 курс (%)

4. What do you think the relationship is like
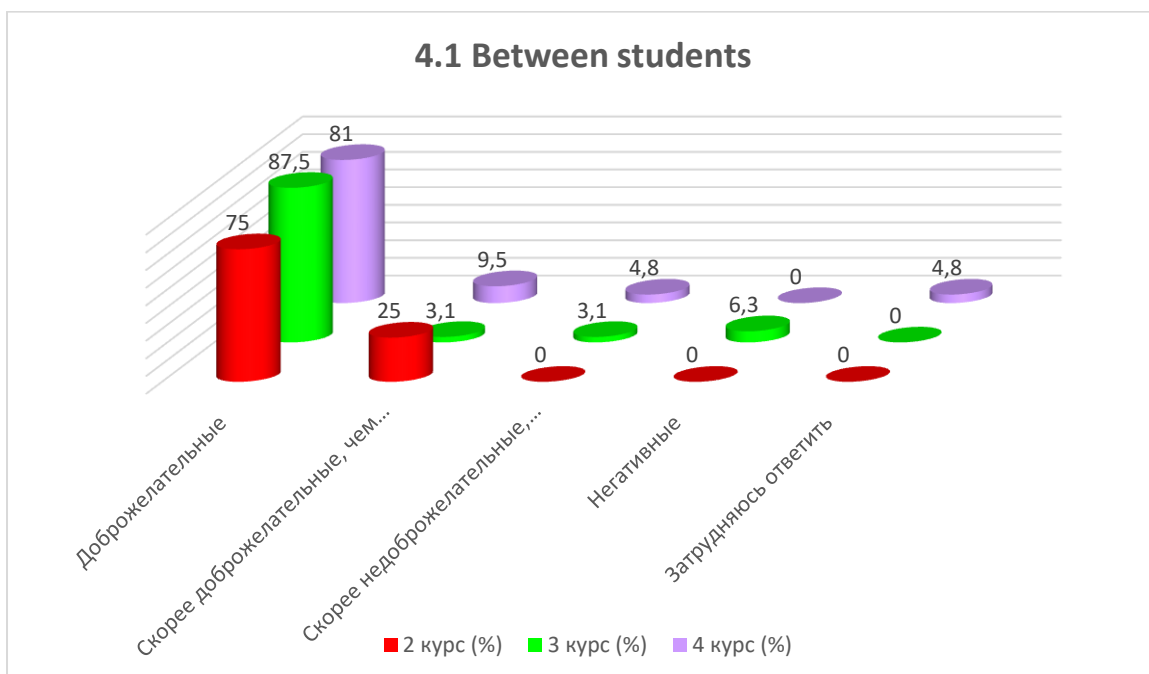
4.1 Between students
4.2 Between teachers and students (in the educational process)
4.3 Between a student and a supervisor
4.4 Between students and administration
4.5 Between students and employees of departments (library, student department, etc.)
4.6 Between students and security service

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 (%)	4 year (%)
Friendly	75	87.5	81.0
More friendly than unfriendly	25	3.1	9.5
More unfriendly than friendly	-	3.1	4.8
Negative	-	6.3	-
I find it difficult to answer	-	-	4.8

4.1 Between students

4.2 Between teachers and students (in the educational process)

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	41.7	75	76.2
More friendly than unfriendly	33.3	25	14.3
More unfriendly than friendly	8.3	-	4.8
Negative	-	-	-
I find it difficult to answer	16.7	-	4.8
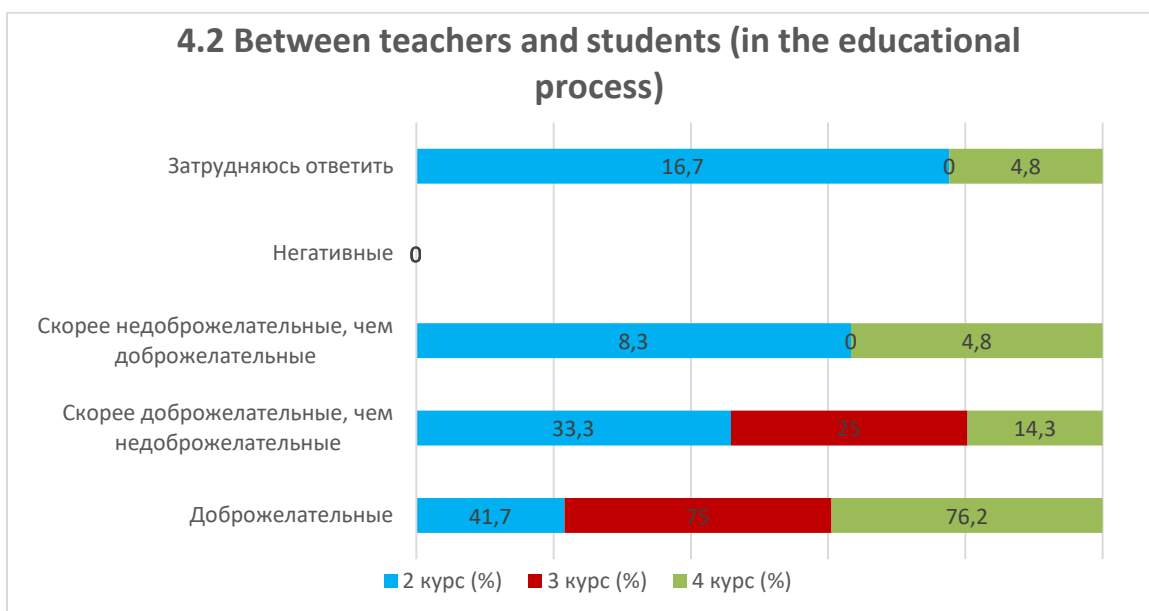
4.3 Between a student and a supervisor

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	66.7	75.0	90.5
More friendly than unfriendly	16.7	18.8	4.8
More unfriendly than friendly	8.3	3.1	4.8
Negative	-	-	-

I find it difficult to answer	8.3	3.1	-
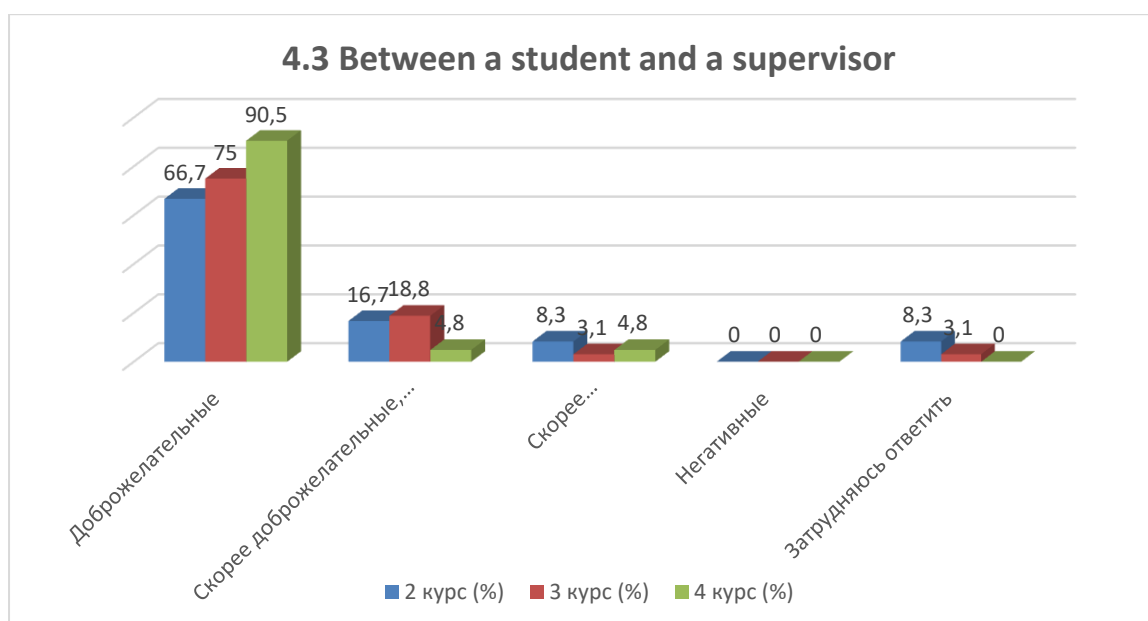
4.4 Between students and administration

Варианты ответов	2 year (%)	3 year (%)	4 year (%)
Answer options	58	71.9	85.7
Friendly	25	18.8	14.3
More friendly than unfriendly	8.3	3.1	-
More unfriendly than friendly	-	6.3	-
Negative	8.3	-	-
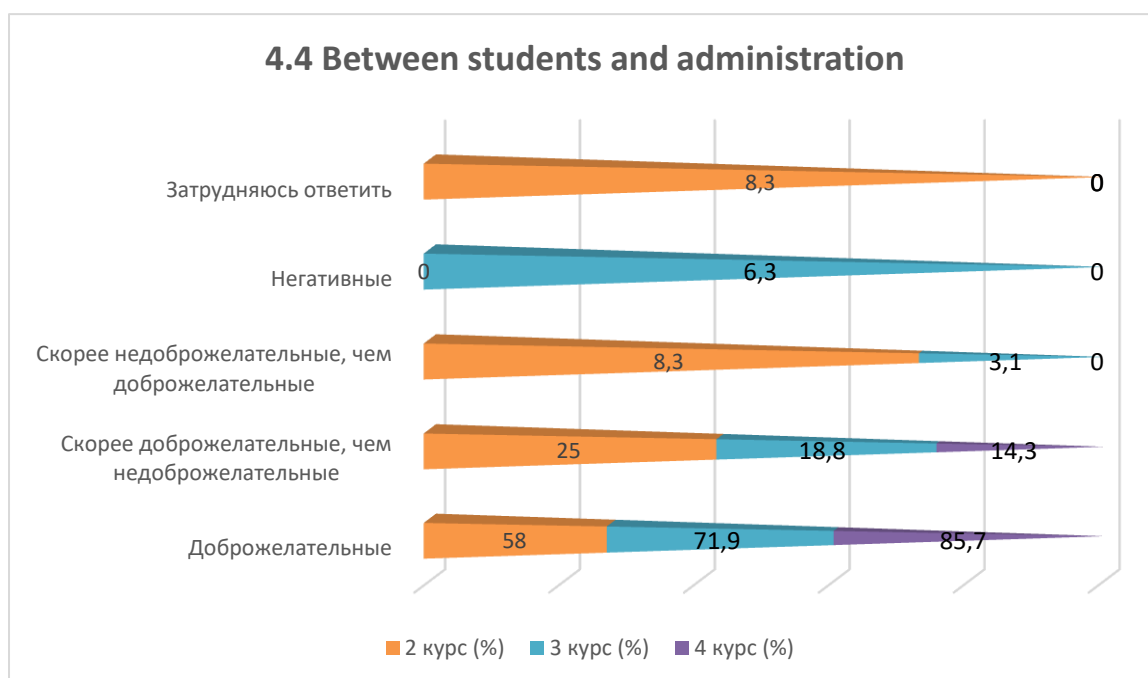
4.5 Between students and employees of departments (library, student department, etc.)

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	50	78.1	71.4

More friendly than unfriendly	33.3	9.4	14.3
More unfriendly than friendly	8.3	6.3	9.5
Negative	-	-	4.8
I find it difficult to answer	8.3	6.3	-
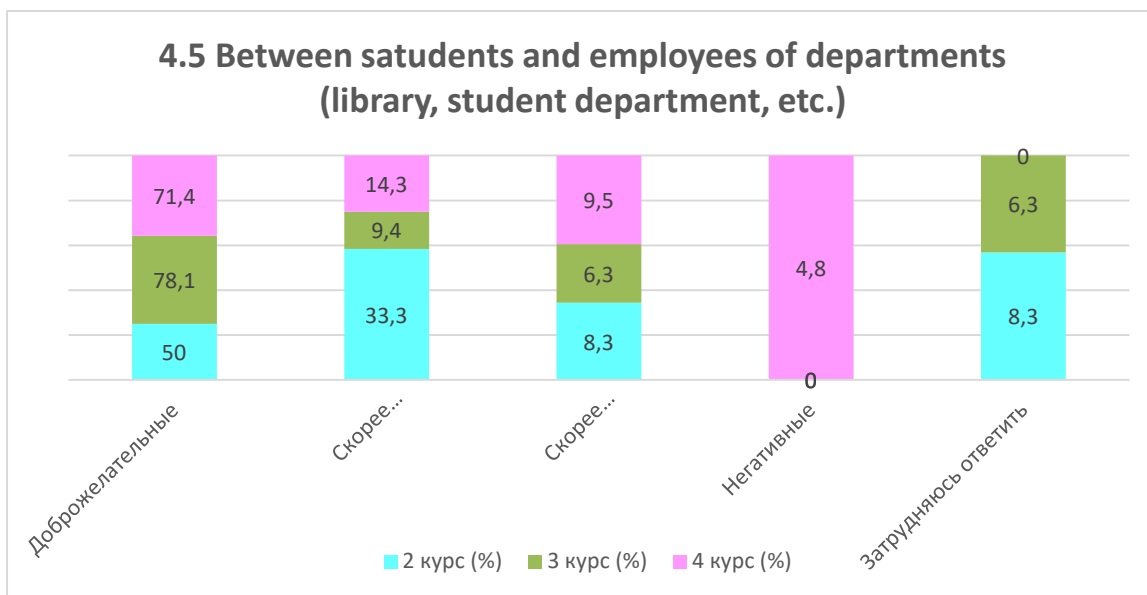
4.6 Between students and security service

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	41.7	71.9	81
More friendly than unfriendly	16.7	9.4	14.3
More unfriendly than friendly	25	3.1	-
Negative	8.3	12.5	4.8
I find it difficult to answer	8.3	3.1	-
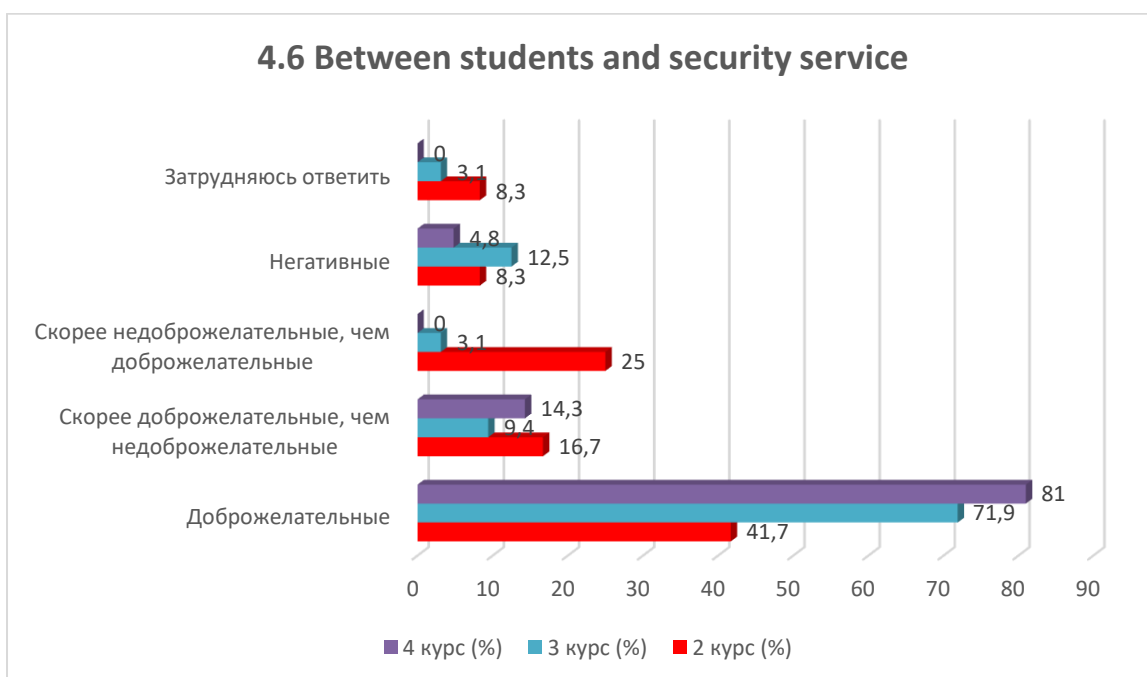
5. Which student problems are of particular concern to you now? *(choose no more than 3 answer options)*

Answer options	2 year (%)	3 year (%)	4 year (%)
Quality of organizing the educational process	25	15.6	14.3
Quality of teaching (class conducting, assessment of knowledge, etc.)	50	25.0	9.5
Administration work (department, etc.)	25	28.1	9.5
Quality of food and prices in the student canteen	58.3	43.8	47.6
Quality of living conditions in the hostel	16.7	9.4	14.3
Employment by specialty	50	40.6	57.1
Quality of industrial practice organizations	16.7	21.9	28.6
Other	-	3.1	4.8

* The amount in % is not equal to 100, because multiple answer options were expected
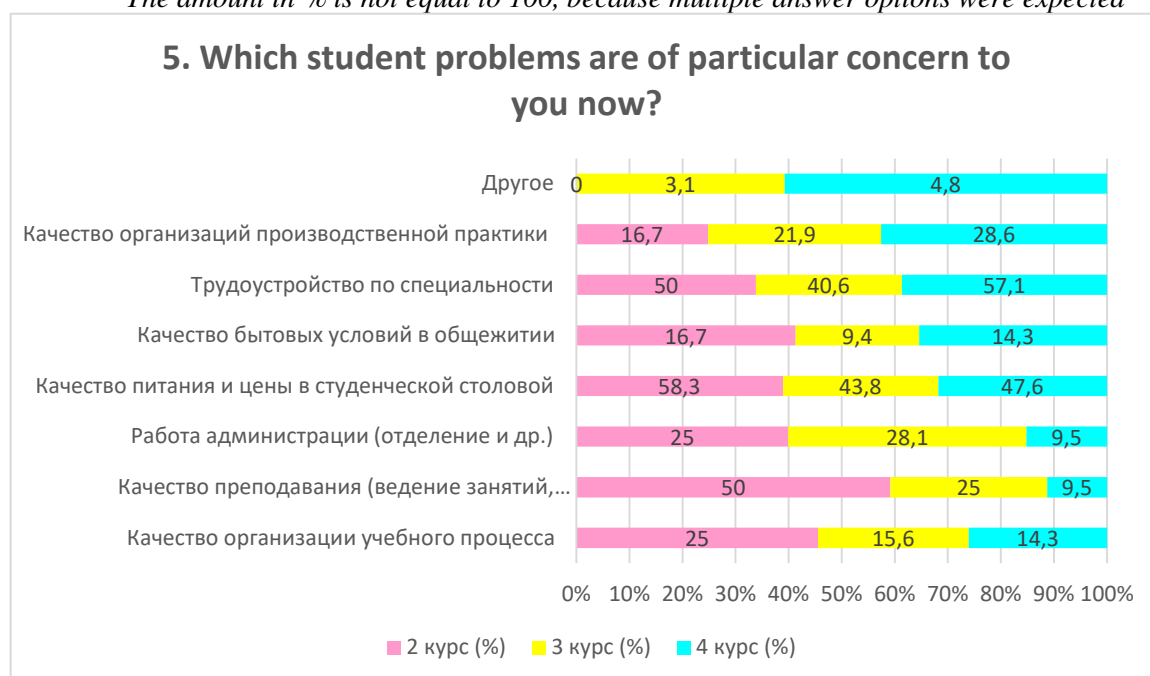
For the option Other, students gave the following answers [*]:
- No problems.

**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 (%)	4 year (%)
Do not participate	75	53.1	33.3
Sometimes, when it is necessary for formal reasons	-	18.8	14.3
In scientific projects of laboratories, centers, etc. under a contract, within a	8.3	-	4.8

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grant, etc.			
In scientific projects of laboratories, clubs, circles, etc. free of charge	8.3	6.3	4.8
Attend scientific seminars, clubs and other scientific events	8.3	3.1	4.8
Speaker at a conference (including a student conference), scientific seminar)	-	12.5	14.3
Participated in the competition of scientific student works	8.3	12.5	9.5
Published the results of his research (including in student collections)	-	-	14.3

* 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?
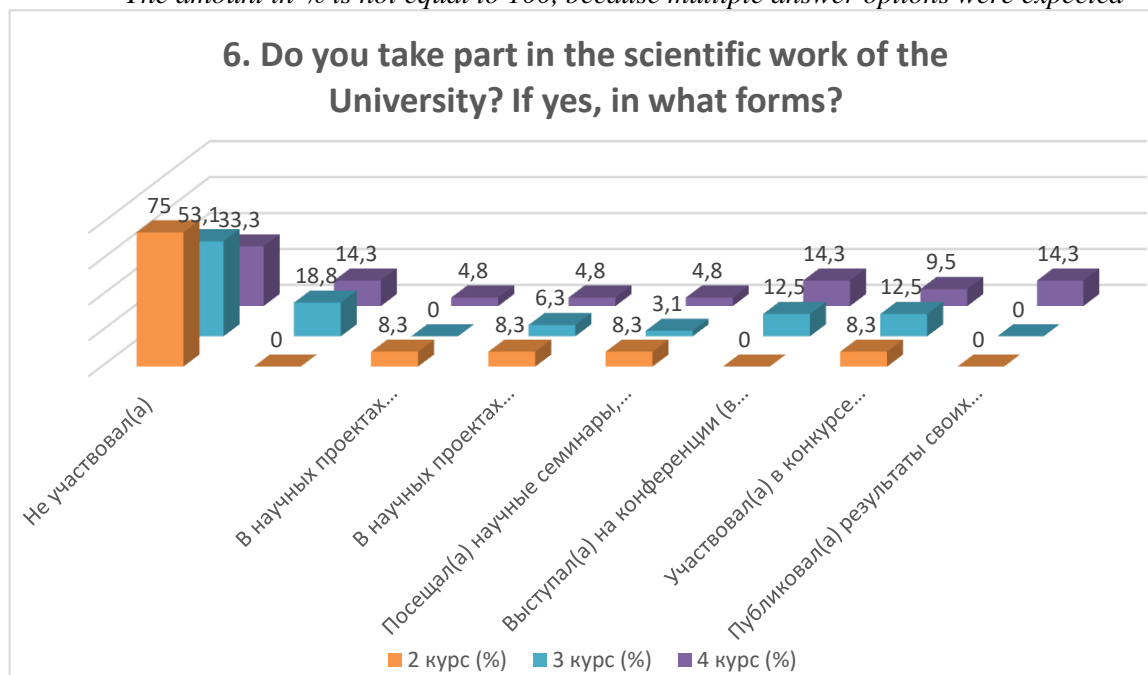
For the option **"If you answered "Do not participate" to the previous question, write why,"** students indicated the following options[*]:

- I don't know
- No possibility
- Lack of time
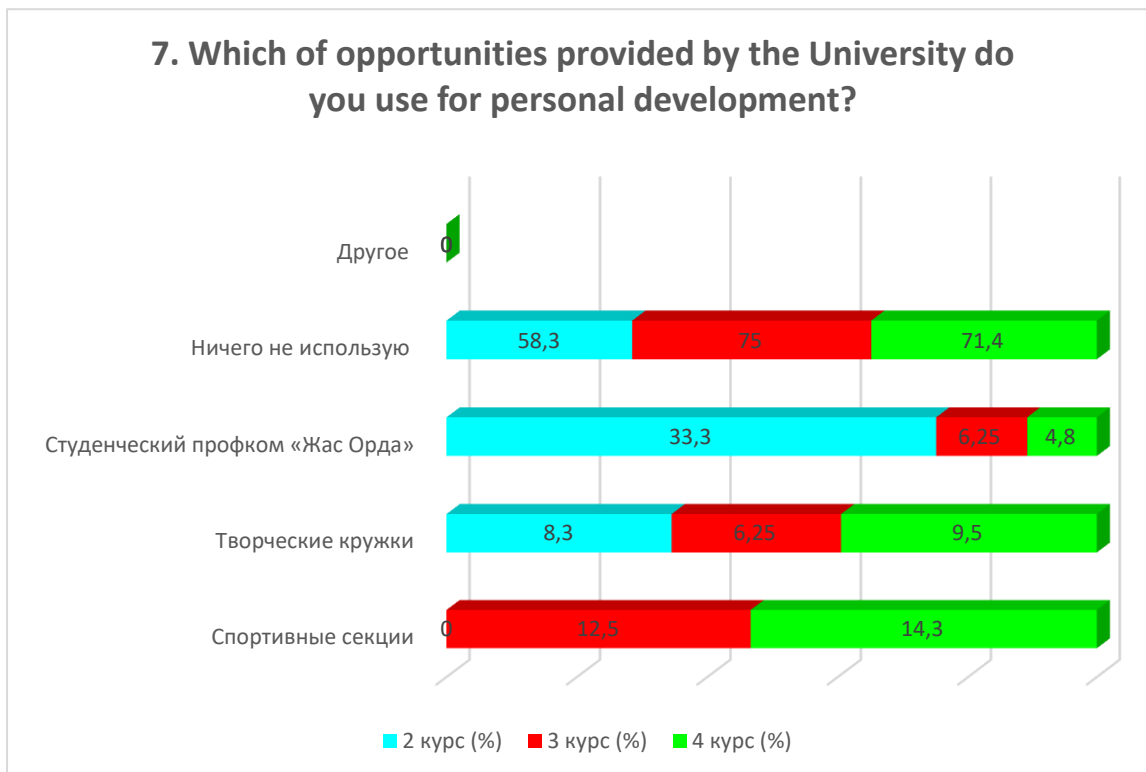
7. Which of the opportunities provided by the University do you use for personal development?

Answer options	2 year (%)	3 year (%)	4 year (%)
Sport sections	-	12.5	14.3
Creative clubs	8.3	6.25	9.5
Student trade union committee "Zhas Orda"	33.3	6.25	4.8
I don't use anything	58.3	75	71.4
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
- No time
- I don't know about the circles
- Busy at home and with classes
- I don't know

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

Другое	0
Ничего не использую	58,3 / 75 / 71,4
Студенческий профком «Жас Орда»	33,3 / 6,25 / 4,8
Творческие кружки	8,3 / 6,25 / 9,5
Спортивные секции	0 / 12,5 / 14,3

■ 2 курс (%) ■ 3 курс (%) ■ 4 курс (%)

8. How much 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 (%)	4 year (%)
Completely satisfied	66.7	81.3	90.5

Partially satisfied	25.0	6.3	9.5
Not satisfied	-	3.1	-
I find it difficult to answer	8.3	9.4	-

8.1 Availability of necessary scientific literature in the library
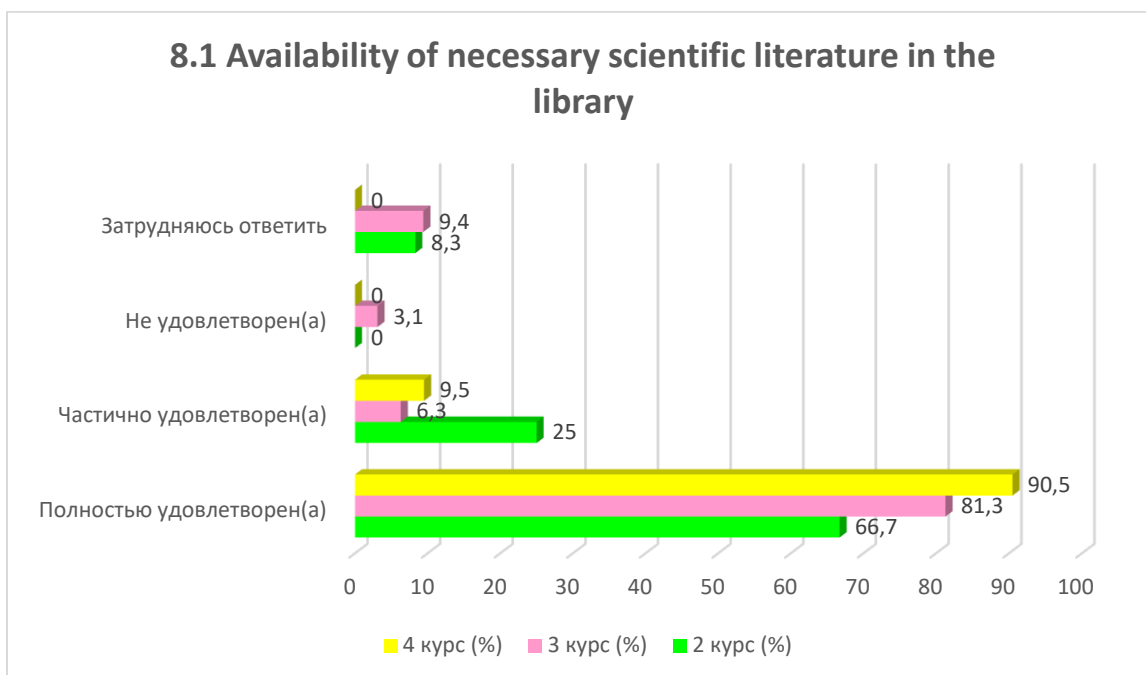
8.2 Modernity of computer equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	33.3	56.3	38.1
Partially satisfied	58.3	31.3	57.1
Not satisfied	8.3	9.4	4.8
I find it difficult to answer	-	3.1	-

8.1 Modernity of computer equipment
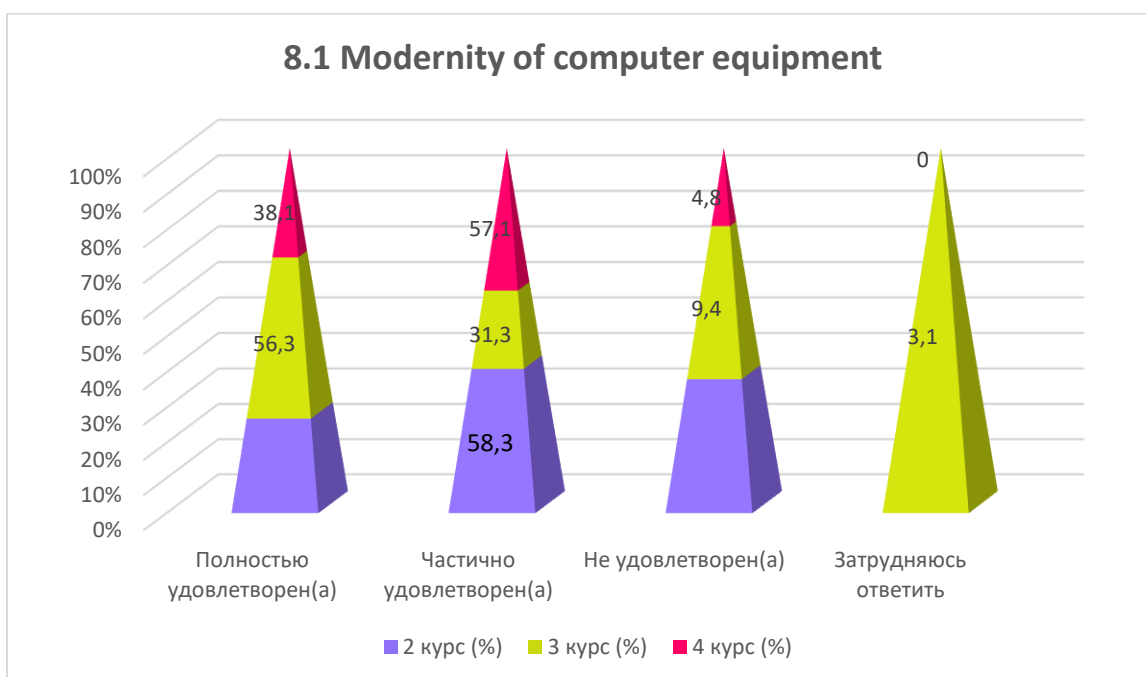
8.3 Internet channel width, its speed

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	50	50	66.7
Partially satisfied	25	28.1	28.6
Not satisfied	25	12.5	-
I find it difficult to answer	-	3.1	-
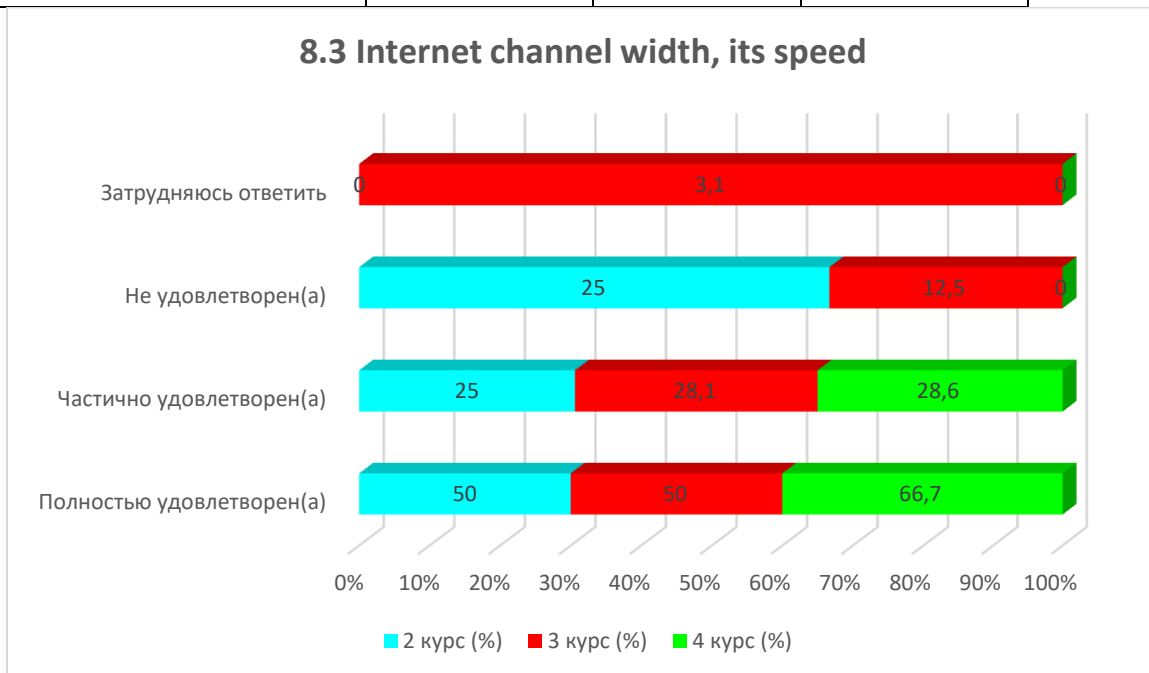
8.4 Software modernity

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	33.3	50	42.9
Partially satisfied	41.7	34.4	28.6
Not satisfied	16.7	12.5	28.6
I find it difficult to answer	8.3	3.1	-

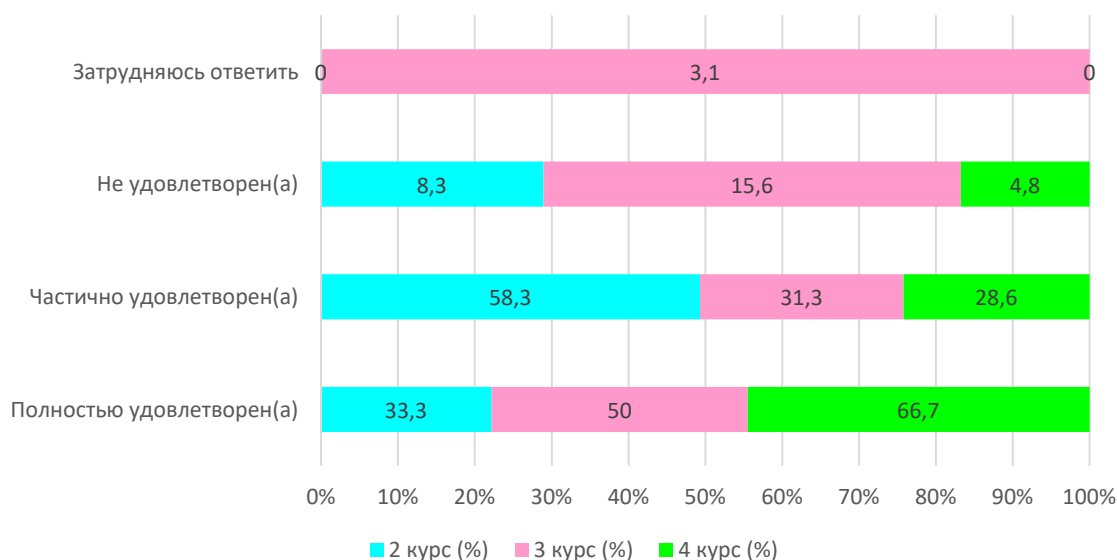## 8.4 Software modernity
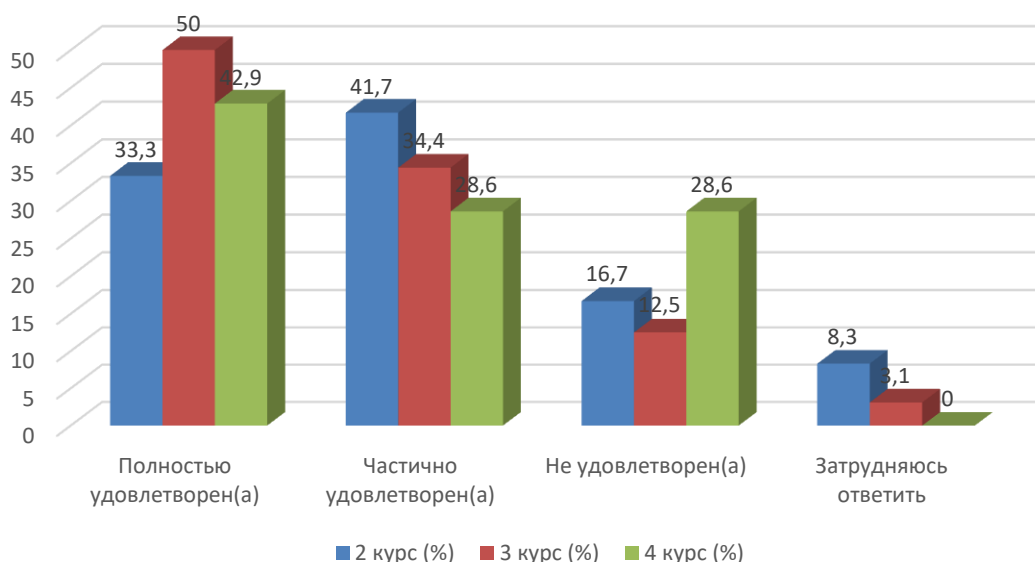
8.5 Availability of educational and scientific equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	33.3	50	66.7
Partially satisfied	58.3	31.3	28.6
Not satisfied	8.3	15.6	4.8
I find it difficult to answer	-	3.1	-

8.6 Availability of laboratories and specialized classrooms

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	25.0	46.9	61.9
Partially satisfied	58.3	25.0	9.5
Not satisfied	-	15.6	9.5
I find it difficult to answer	16.7	12.5	19.0

8.6 Availability of laboratories and specialized classrooms
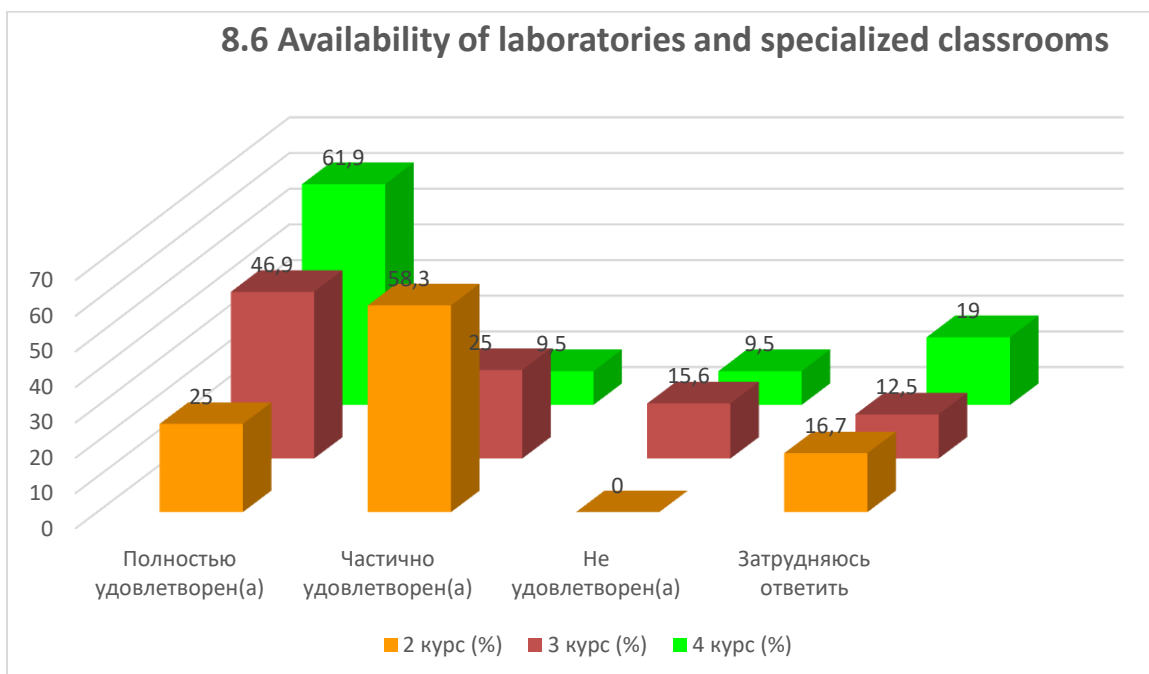
8.7 Availability of sports equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	33.3	56.3	71.4
Partially satisfied	58.3	12.5	9.5
Not satisfied	8.3	15.6	19.0
I find it difficult to answer	-	15.6	-

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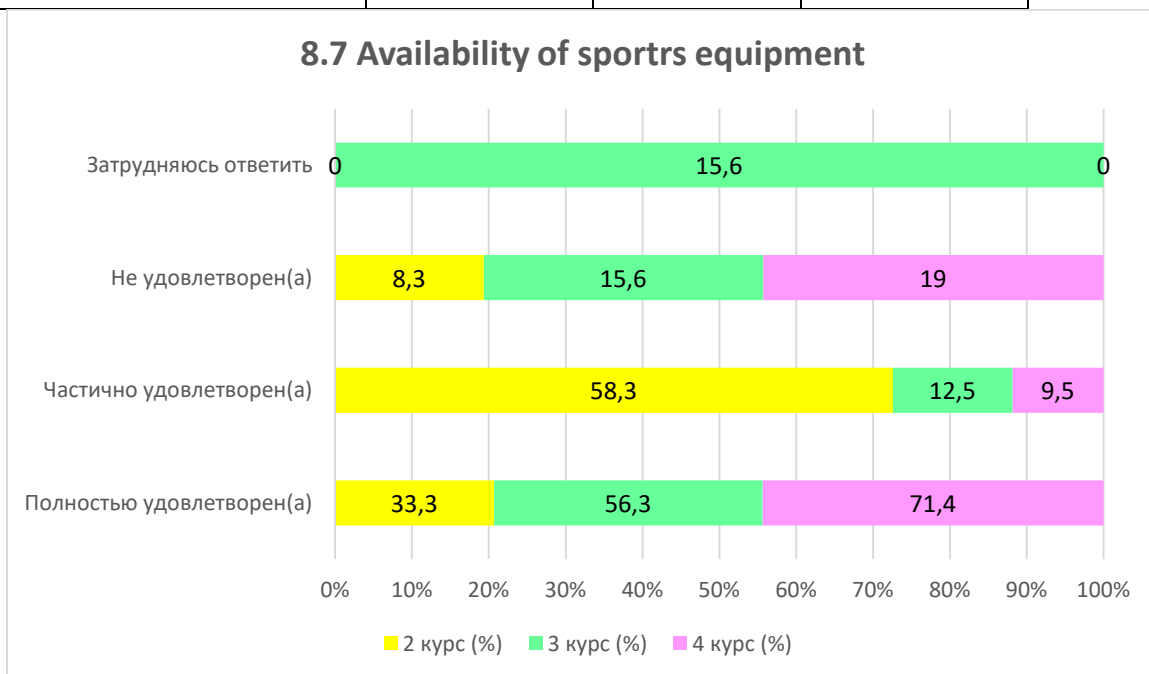
9. What is more important for you to get as a result of studying at the University?
(You can select one or more answer options)

Answer options	2 year (%)	3 year (%)	4 year (%)
Acquiring a high level of knowledge	41.7	50	57.1
Receiving a diploma of completion	66.7	56.3	52.4
Gaining the ability to acquire new	33.3	50	

knowledge that will help one to quickly adapt to the workplace			38.1
Gaining practical skills that one can immediately use at work	-	37.5	
Receiving a diploma, the prestige of the university does not matter	-	3.1	47.6
Graduating from a prestigious university	-	12.5	19.0
Acquiring a highly paid profession	25	28.1	4.8
Acquiring a profession that is interesting and matches one's abilities	8.3	28.1	19.0
Receiving a diploma with high grades	8.3	6.3	23.8
One should learn only what is interesting or will be needed in further study (work)	8.3	21.9	14.3
It's not so important in what specialty to graduate from this particular university	-	3.1	4.8
Getting this specialty is not so important in which university.	-	-	-

*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 result of studeying at the University?**
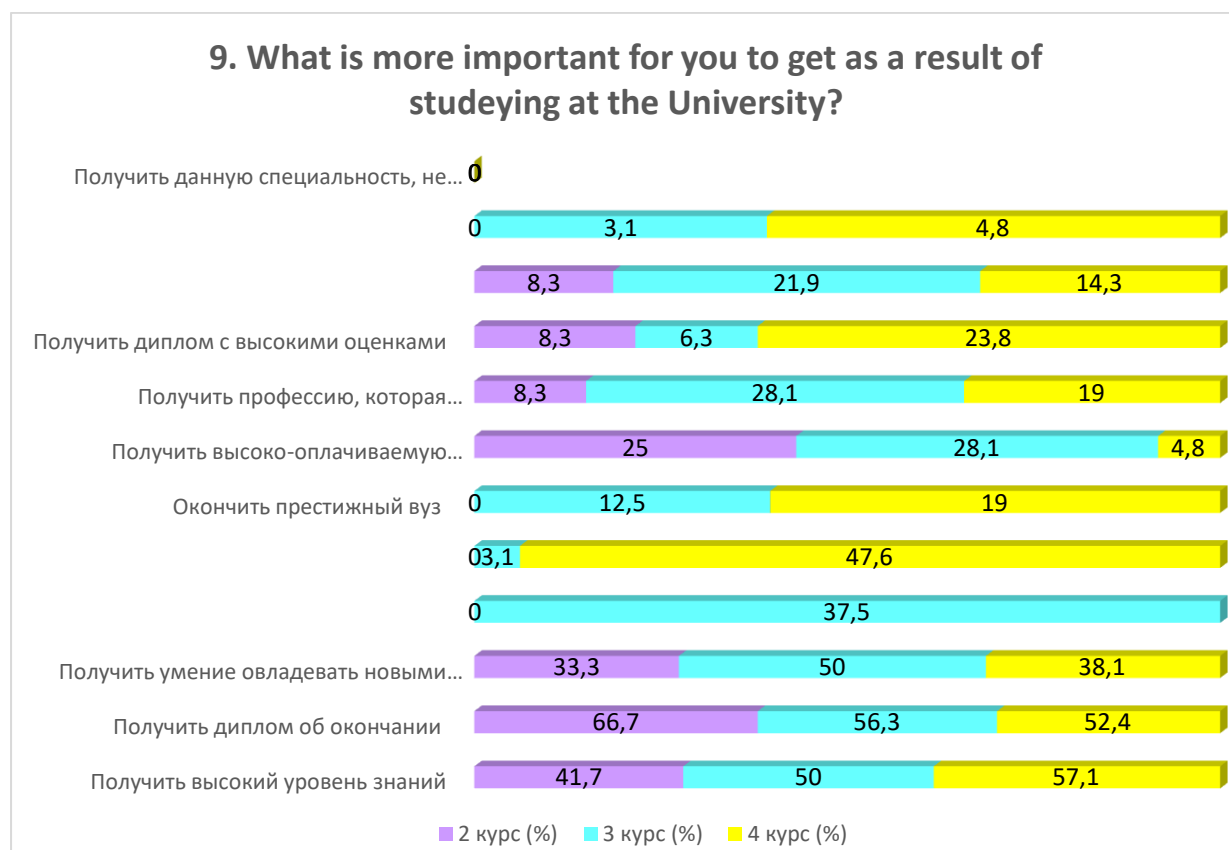
Please write your suggestions, wishes, as well as what questions in your opinion need to be added to this questionnaire to improve the training program, to improve the quality of services provided, to improve the quality of distance learning and the other areas of the University activities. *(Students' answers are presented in the original. The author's spelling and punctuation have been preserved):*

- Everything is all right
- More questions regarding the educational process.

The following conclusions can be drawn from the survey results:

The analysis of the results of students filling out the questionnaire "Satisfaction of 2-5 year old students with educational services" shows a generally positive attitude of students to the conditions created at the university for obtaining an education, the content, organization and quality of the educational process.

On the scale of "satisfaction with the learning process", 98.9% of students give high evaluations which indicates that these students are satisfied with the extent to which the learning process meets their educational needs in accordance with their inclinations, interests and capabilities. For ease of analysis, let us consider in more detail the criteria by which respondents assessed their satisfaction with educational services.

Students rated the following criteria as "excellent quality", reporting their full or partial satisfaction:
- class schedule (85.2%);
- organization of independent work (83.5%);
- organizing and conducting laboratory work (80.2%).

Students rated the following criteria as "good quality": satisfaction with the library work (78.8%), organization of independent work (77.5%), access to full-text databases of scientific publications (75%), quality of practices (73.3%), quality of medical care (71.8%), living conditions in the hostel (71.6%), organization catering at the University (64.2%).

76.8% of respondents have information of academic mobility. Based on this, it can be understood that the University successfully implements the 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.

The psychological climate at the University is characterized by friendly relations between students, teachers, and university staff. Such a climate creates a supportive and inspiring environment for the learning and development of students.

53.8% of students do not participate in the scientific work of the University. Students explain their lack of participation in scientific activities by various factors, such as absence of motivation and of interest in scientific work.

The survey also revealed 68.2% of students who do not use the opportunities provided by the University for personal development, such as sports sections, creative clubs and the student trade union "Zhas Orda". The reasons are limited time or absence of desire to use these opportunities.

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

More than half of the students (58.5%) believe that obtaining a diploma is the most important result of studying at the University. In the second place there in importance is obtaining a high level of knowledge (49.6%). In the third place there is the ability to master new knowledge, which will help quickly adapt to the workplace (27.8%).

In general, the survey results indicate the need to further improve the University work to increase student awareness of the possibilities of academic mobility, to improve the quality of organization of the educational process, and 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.