

Report
on the results of the survey
“Satisfaction of 2-5 year students with educational services”
in 2023 – 2024 academic year
Department: Information and Computing Systems
Specialty: 6B06103 IT-medicine

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 6B06103 “IT-medicine”, 20 respondents took part in the survey.

- 2 year – 1 student (50%);
- 3 year – 10 students (100%);
- 4 year – 9 students (60%).

The mode of training

- Budget – 14 students (70%);
- Paid – 6 students (30%).

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

Indicators:

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

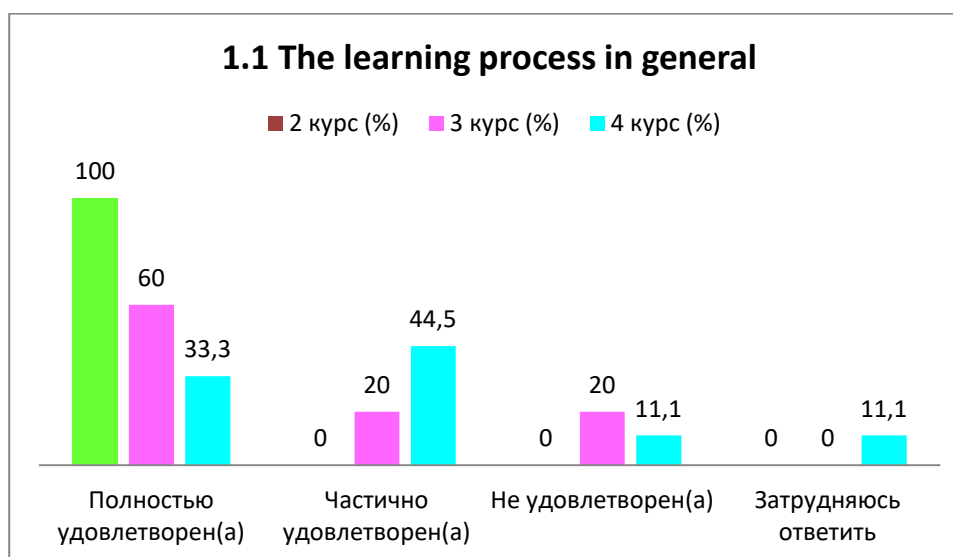
1.1 The learning process in general
1.2 Class schedule
1.3 Organization of independent work
1.4 Practices
1.5 Organizing and conducting SIWT
1.6 Organizing and conducting laboratory work
1.7 Satisfaction with the library work
1.8 Possibility of access to full-text databases of scientific publications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

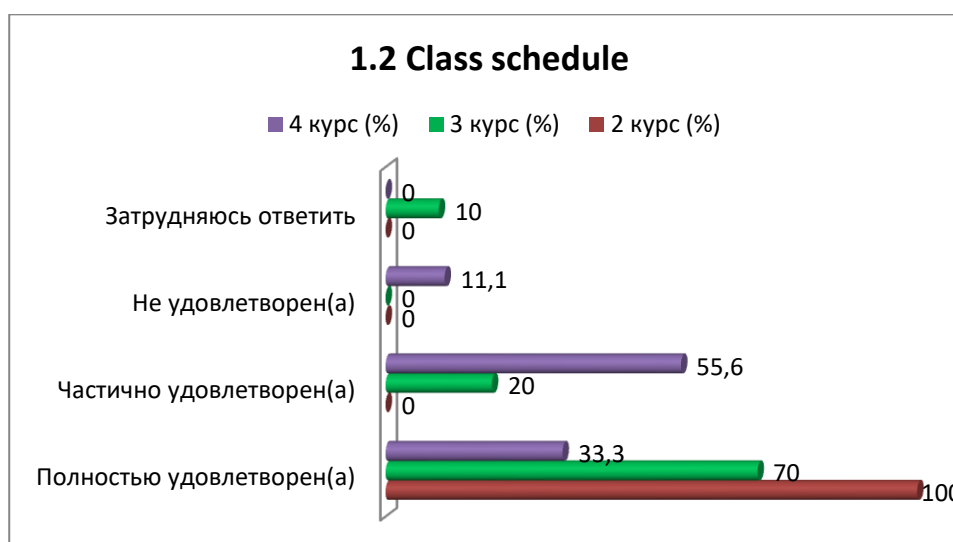
1.1 The learning process in general

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	100	60	33.3
<i>Partially satisfied</i>	-	20	44.5
<i>Not satisfied</i>	-	20	11.1
<i>I find it difficult to answer</i>	-	-	11.1



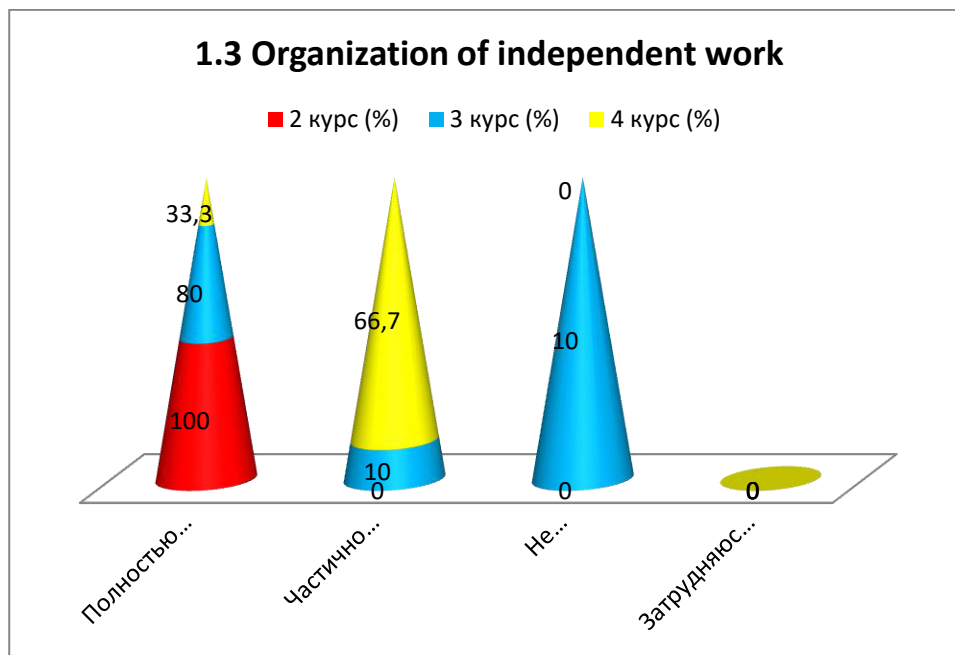
1.2 Class schedule

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	100	70	33.3
<i>Partially satisfied</i>	-	20	55.6
<i>Not satisfied</i>	-	-	11.1
<i>I find it difficult to answer</i>	-	10	-



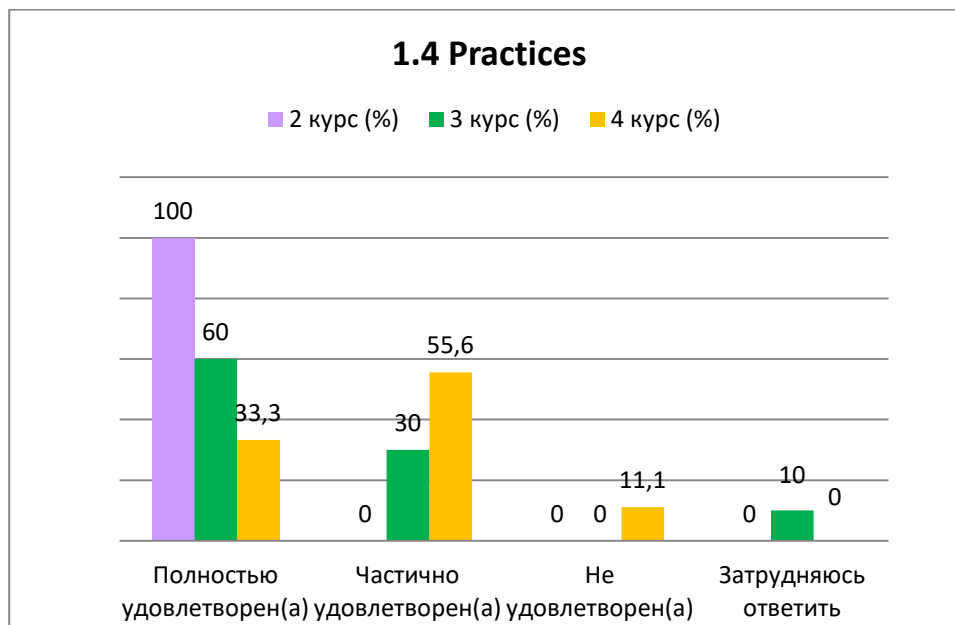
1.3 Organization of independent work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	100	80	33.3
<i>Partially satisfied</i>	-	10	66.7
<i>Not satisfied</i>	-	10	-
<i>I find it difficult to answer</i>	-	-	-



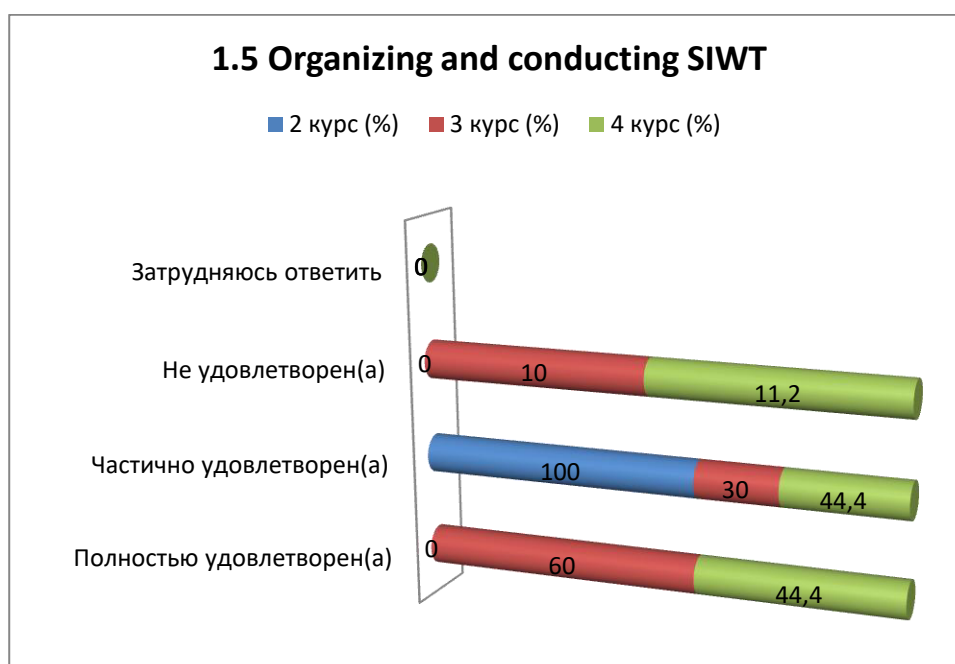
1.4 Practices

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	100	60	33.3
<i>Partially satisfied</i>	-	30	55.6
<i>Not satisfied</i>	-	-	11.1
<i>I find it difficult to answer</i>	-	10	-



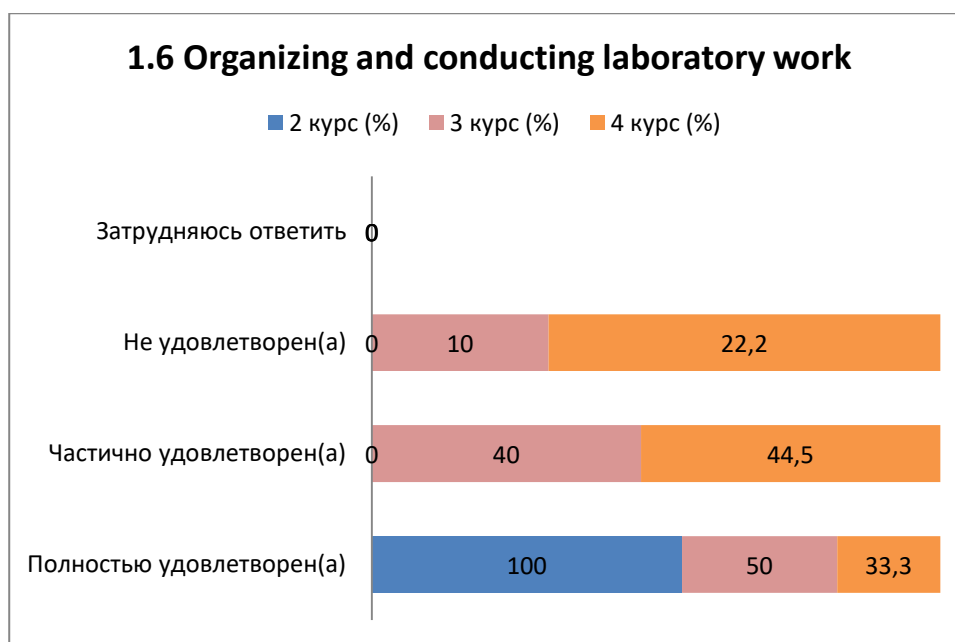
1.5 Organizing and conducting SIWT

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	-	60	44.4
<i>Partially satisfied</i>	100	30	44.4
<i>Not satisfied</i>	-	10	11.2
<i>I find it difficult to answer</i>	-	-	-



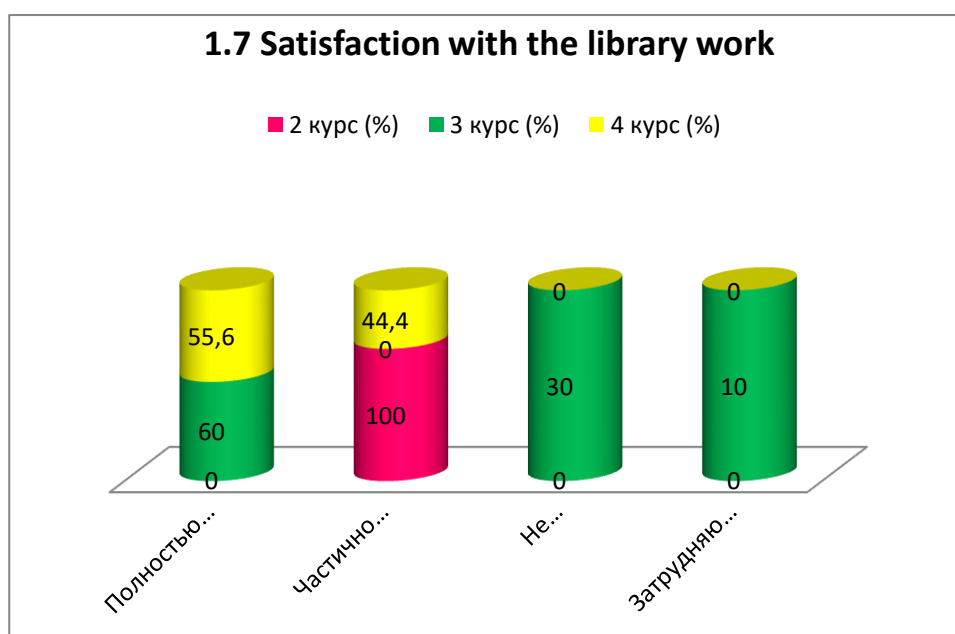
1.6 Organizing and conducting laboratory work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	100	50	33.3
<i>Partially satisfied</i>	-	40	44.5
<i>Not satisfied</i>	-	10	22.2
<i>I find it difficult to answer</i>	-	-	-



1.7 Satisfaction with the library work

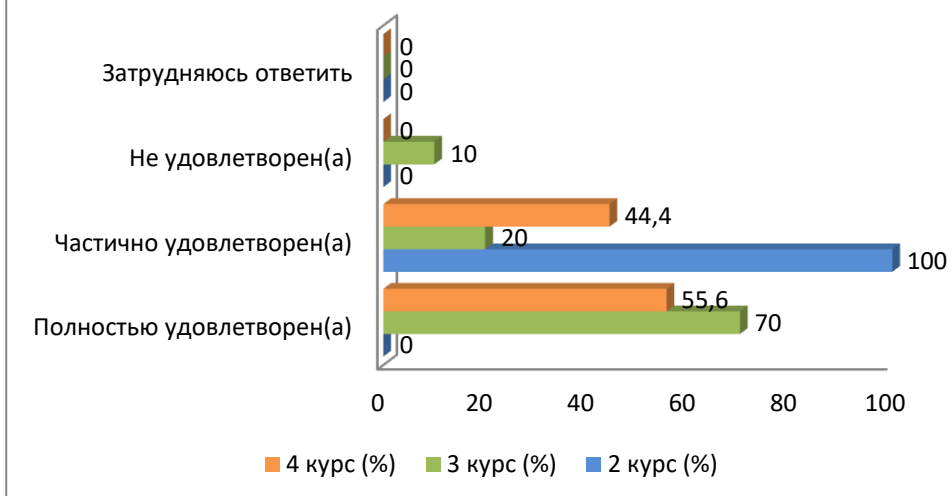
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	-	60	55.6
<i>Partially satisfied</i>	100	-	44.4
<i>Not satisfied</i>	-	30	-
<i>I find it difficult to answer</i>	-	10	-



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

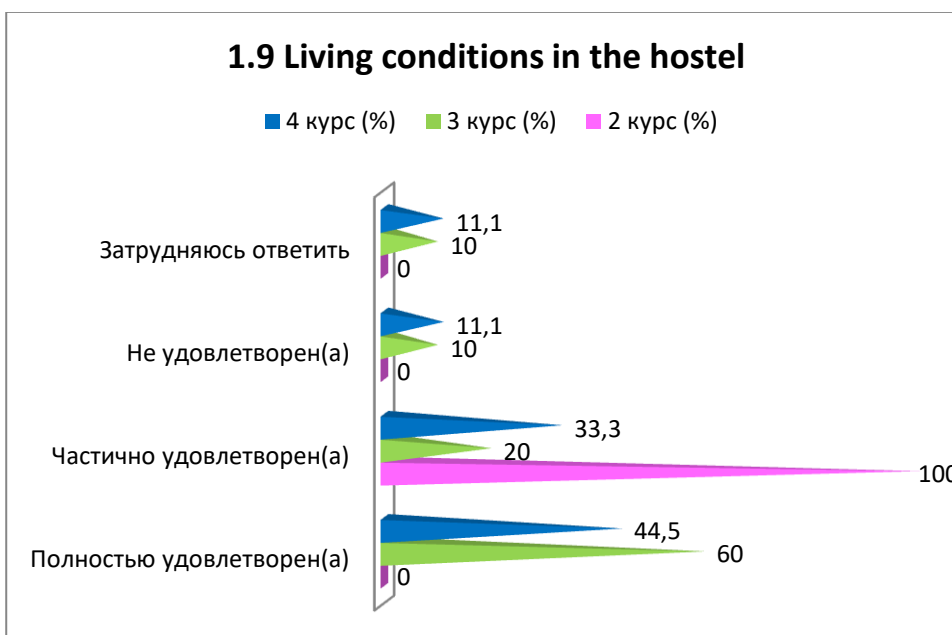
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	-	70	55.6
<i>Partially satisfied</i>	100	20	44.4
<i>Not satisfied</i>	-	10	-
<i>I find it difficult to answer</i>	-	-	-

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



1.9 Living conditions in the hostel

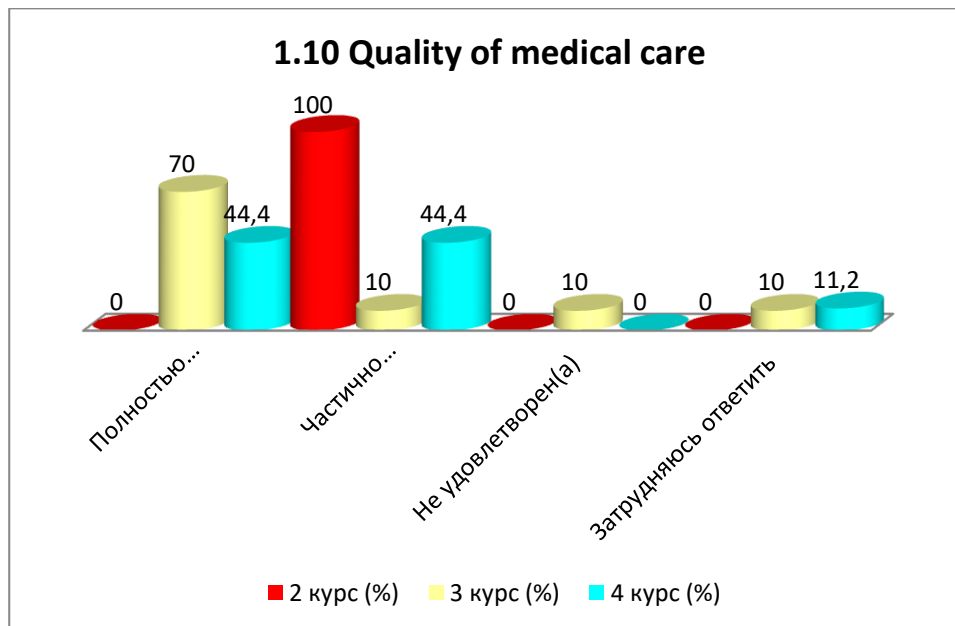
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	-	60	44.5
<i>Partially satisfied</i>	100	20	33.3
<i>Not satisfied</i>	-	10	11.1
<i>I find it difficult to answer</i>	-	10	11.1



1.10 Quality of medical care

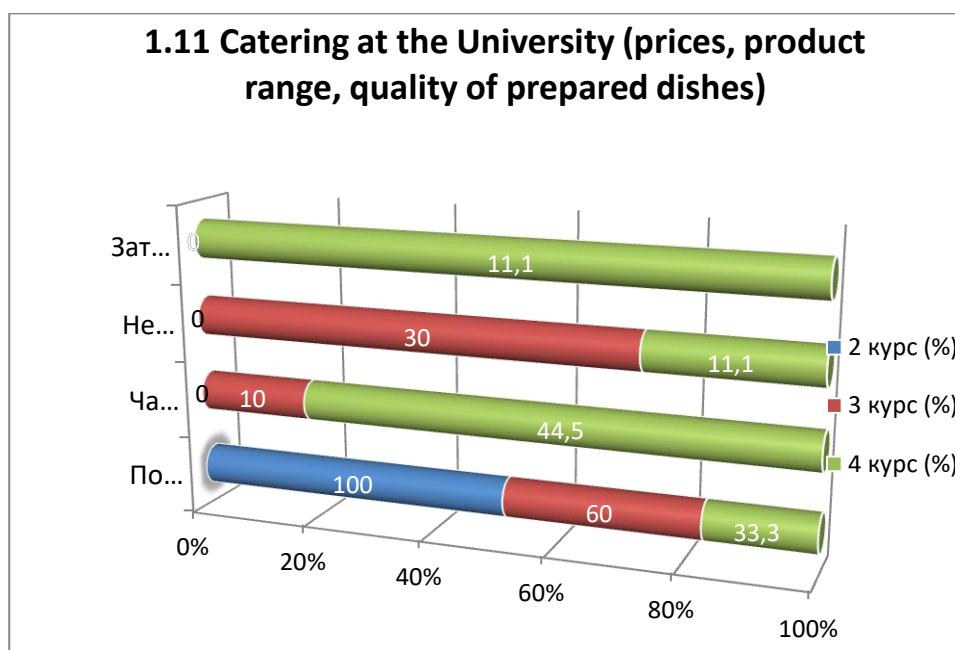
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	-	70	44.4

<i>Partially satisfied</i>	100	10	44.4
<i>Not satisfied</i>	-	10	-
<i>I find it difficult to answer</i>	-	10	11.2



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

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	100	60	33.3
<i>Partially satisfied</i>	-	10	44.5
<i>Not satisfied</i>	-	30	11.1
<i>I find it difficult to answer</i>	-	-	11.1



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*:

- A huge window between Medical University and Technical University.

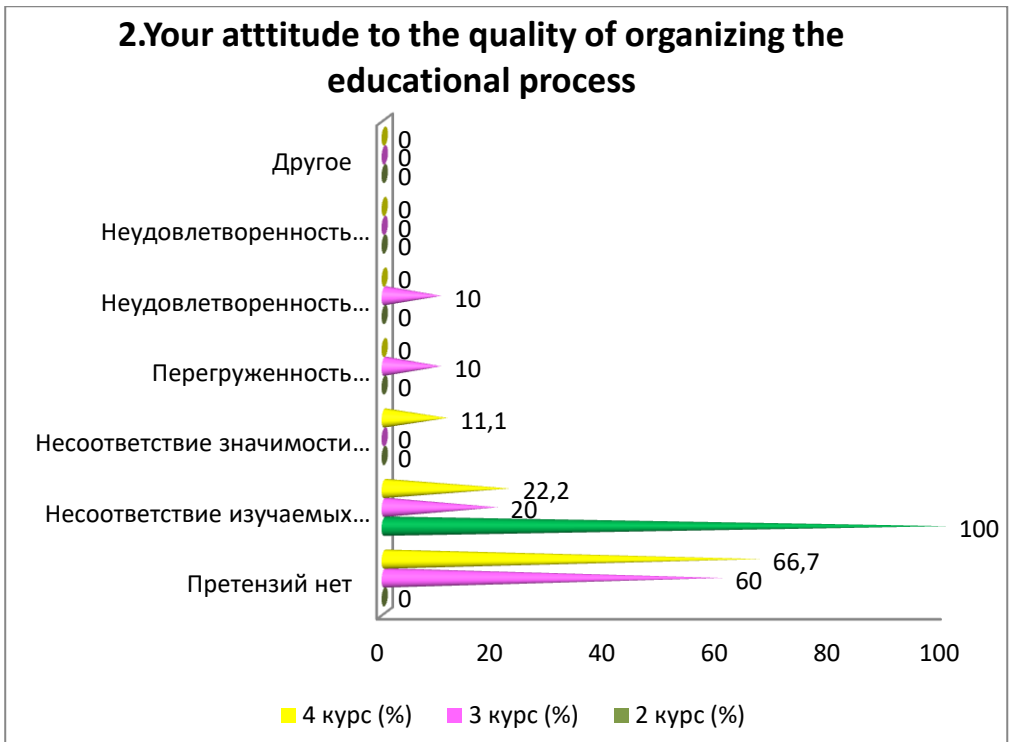
2. Your attitude to the quality of organizing the educational process

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>No complaints</i>	-	60	66.7
<i>Discrepancy between the disciplines studied and the specialty obtained</i>	100	20	22.2
<i>Inconsistency between the importance of the subject and the number of hours</i>	-	-	11.1
<i>Overload with classroom activities</i>	-	10	-
<i>Dissatisfaction with the quality of classes</i>	-	10	-
<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*:

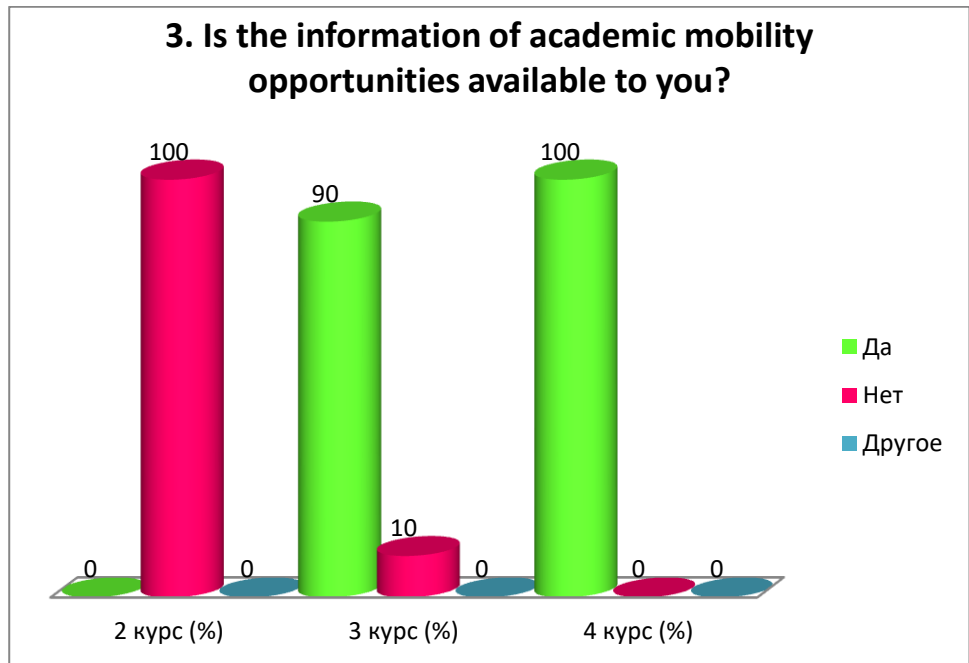
2 year	3 year	4 year
-	-	<ul style="list-style-type: none"> - They did not give an idea of the significance of the specialty, and there is no concept of the work itself in this specialty - Why study 1C? MatCad is incomprehensible, all languages in a row instead of one in depth, why administering networks

* 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.



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

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Yes</i>	-	90	100
<i>No</i>	100	10	-
<i>Other</i>	-	-	-



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

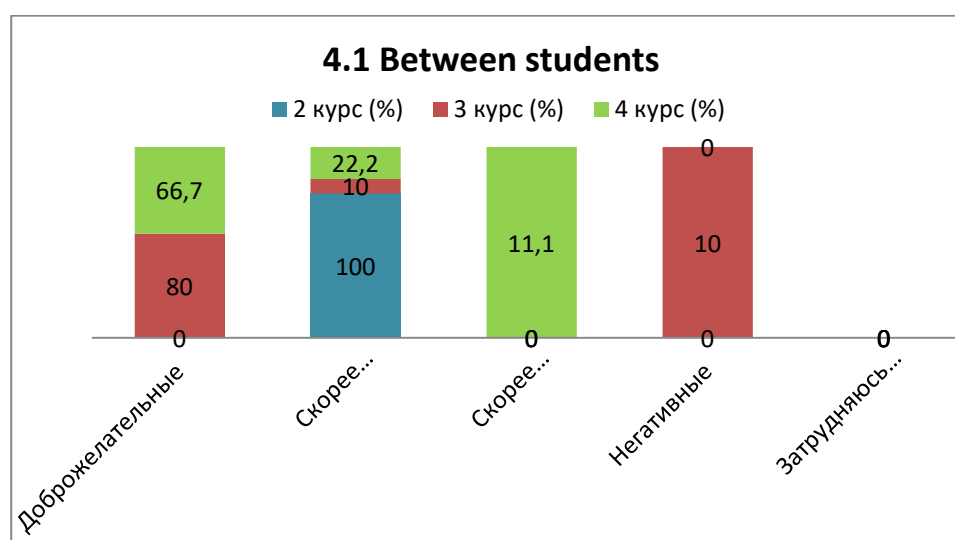
4.4 Between students and administration
4.5 Between students and employees of departments (library, student department, etc.)
4.6 Between students and security service

Other _____

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

4.1 Between students

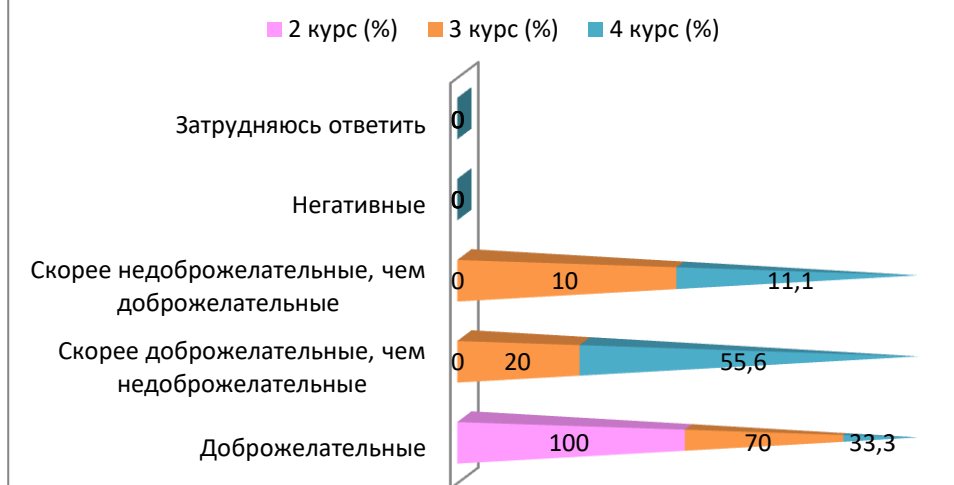
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	-	80	66.7
<i>More friendly than unfriendly</i>	100	10	22.2
<i>More unfriendly than friendly</i>	-	-	11.1
<i>Negative</i>	-	10	-
<i>I find it difficult to answer</i>	-	-	-



4.2 Between teachers and students (in the educational process)

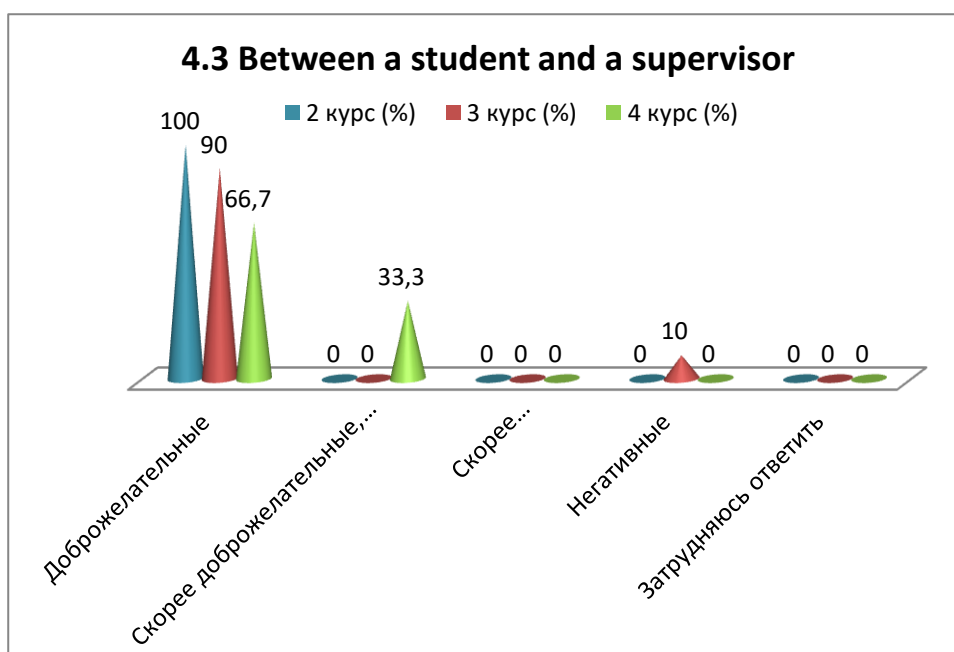
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	100	70	33.3
<i>More friendly than unfriendly</i>	-	20	55.6
<i>More unfriendly than friendly</i>	-	10	11.1
<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	-	-	-

4.2 Between teachers and students (in the educational process)



4.3 Between a student and a supervisor

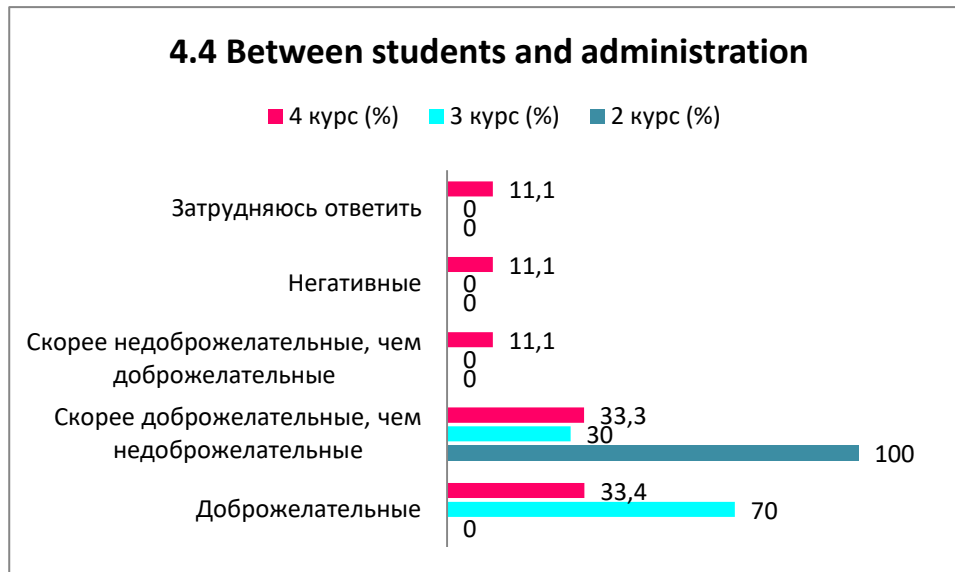
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	100	90	66.7
<i>More friendly than unfriendly</i>	-	-	33.3
<i>More unfriendly than friendly</i>	-	-	-
<i>Negative</i>	-	10	-
<i>I find it difficult to answer</i>	-	-	-



4.4 Between students and administration

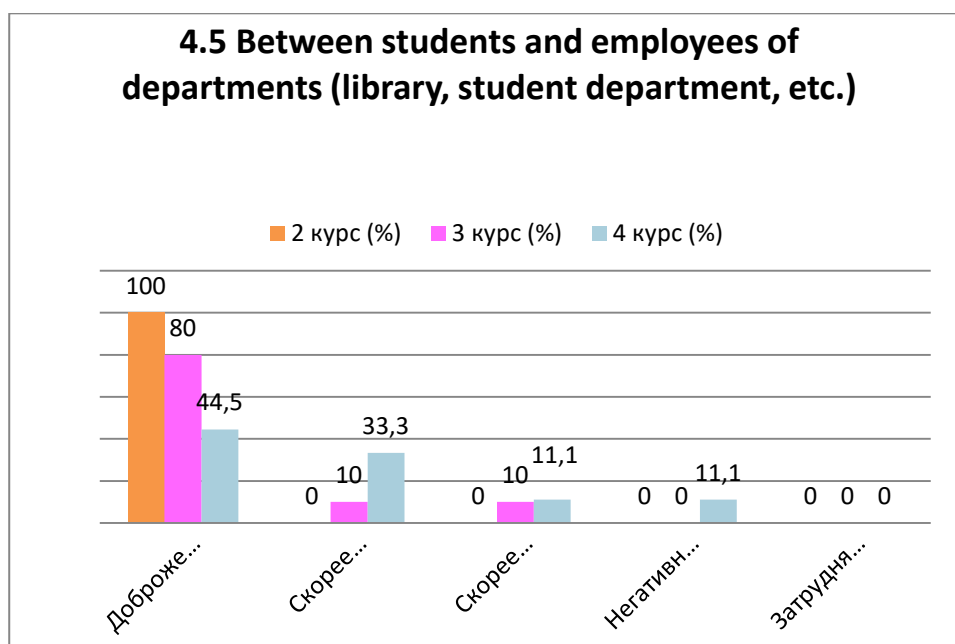
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	-	70	33.4
<i>More friendly than unfriendly</i>	100	30	33.3
<i>More unfriendly than friendly</i>	-	-	11.1

<i>Negative</i>	-	-	11.1
<i>I find it difficult to answer</i>	-	-	11.1



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

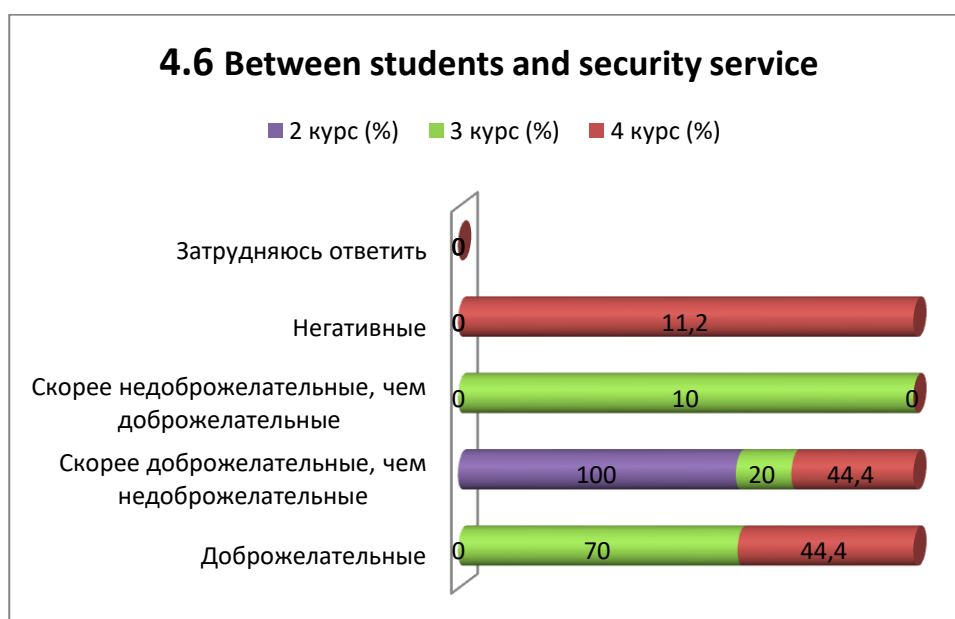
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	100	80	44.5
<i>More friendly than unfriendly</i>	-	10	33.3
<i>More unfriendly than friendly</i>	-	10	11.1
<i>Negative</i>	-	-	11.1
<i>I find it difficult to answer</i>	-	-	-



4.6 Between students and security service

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	-	70	44.4

<i>More friendly than unfriendly</i>	100	20	44.4
<i>More unfriendly than friendly</i>	-	10	-
<i>Negative</i>	-	-	11.2
<i>I find it difficult to answer</i>	-	-	-



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

2 year	3 year	4 year
-	-	- They look from above; yes, there are cool teachers who treat students with understanding, treat them as they would treat themselves

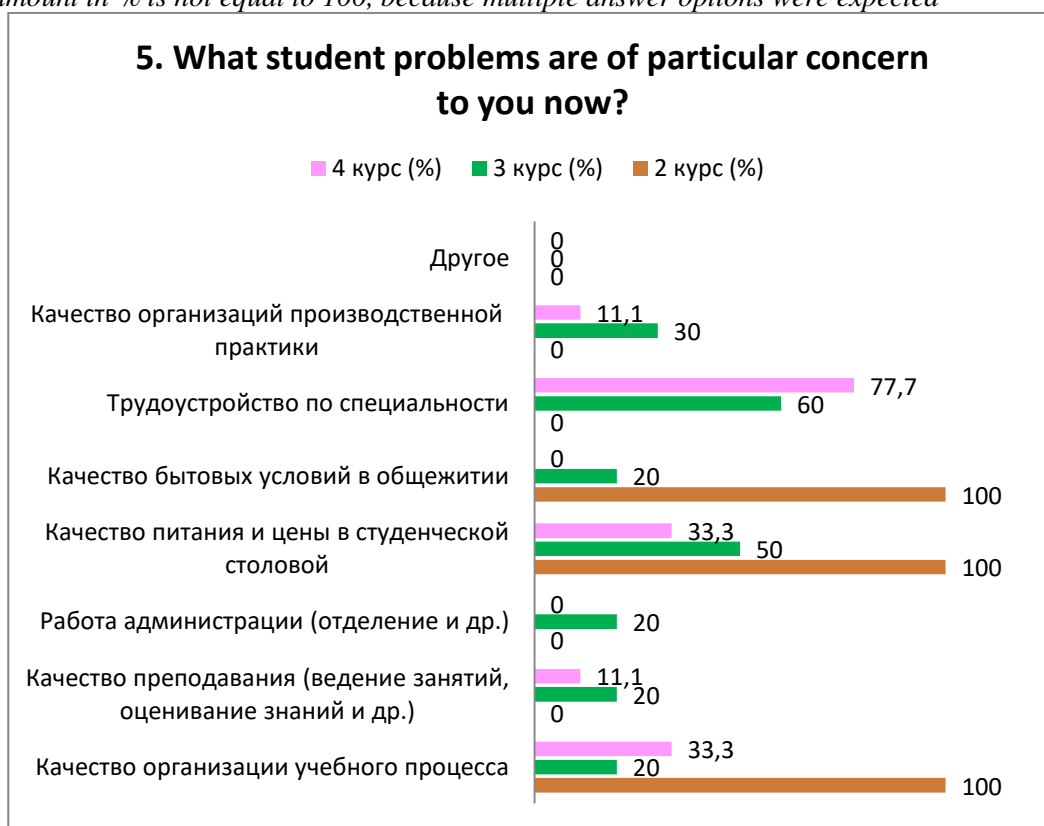
5. Which student problems are of particular concern to you now? (*choose no more than 3 answer options*)

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Quality of organizing the educational process</i>	100	20	33.3
<i>Quality of teaching (class conducting, assessment of knowledge, etc.)</i>	-	20	11.1
<i>Administration work (department, etc.)</i>	-	20	-
<i>Quality of food and prices in the student canteen</i>	100	50	33.3
<i>Quality of living conditions in the hostel</i>	100	20	-

* 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.

Employment by specialty	-	60	77.7
Quality of industrial practice organizations	-	30	11.1
Other	-	-	-

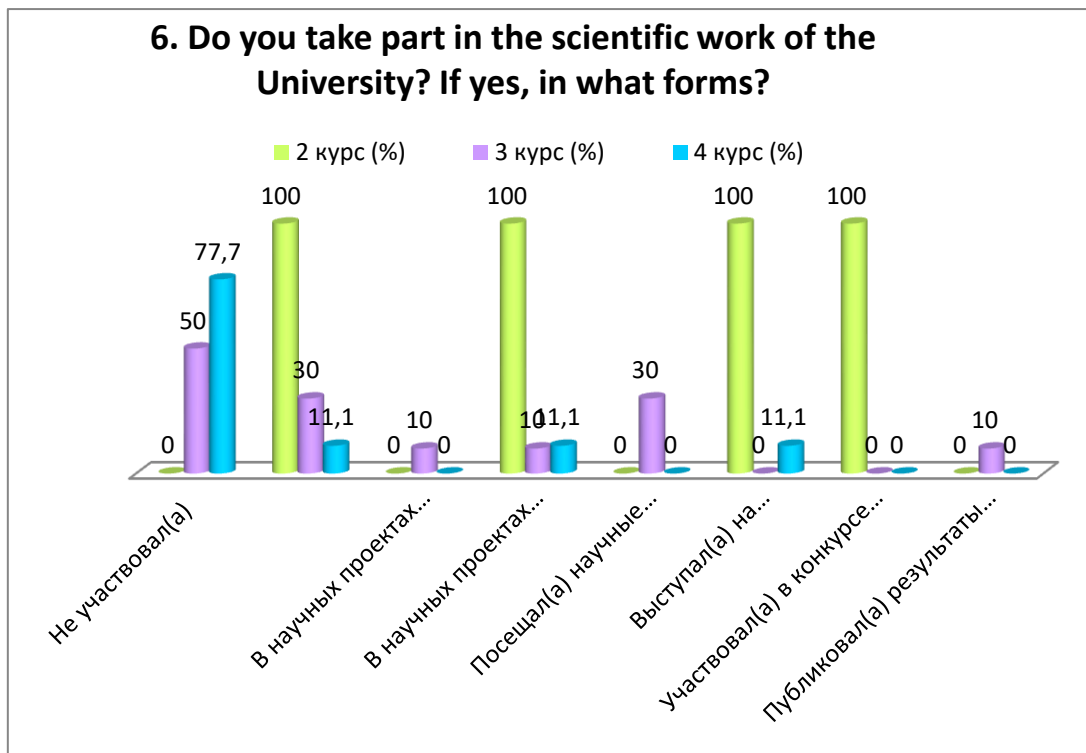
* The amount in % is not equal to 100, because multiple answer options were expected



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 (%)	4 year (%)
<i>Do not participate</i>	-	50	77.7
<i>Sometimes, when it is necessary for formal reasons</i>	100	30	11.1
<i>In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.</i>	-	10	-
<i>In scientific projects of laboratories, clubs, circles, etc. free of charge</i>	100	10	11.1
<i>Attend scientific seminars, clubs and other scientific events</i>	-	30	-
<i>Speaker at a conference (including a student conference), scientific seminar</i>	100	-	11.1
<i>Participated in the competition of scientific student works</i>	100	-	-
<i>Published the results of his research (including in student collections)</i>	-	10	-

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



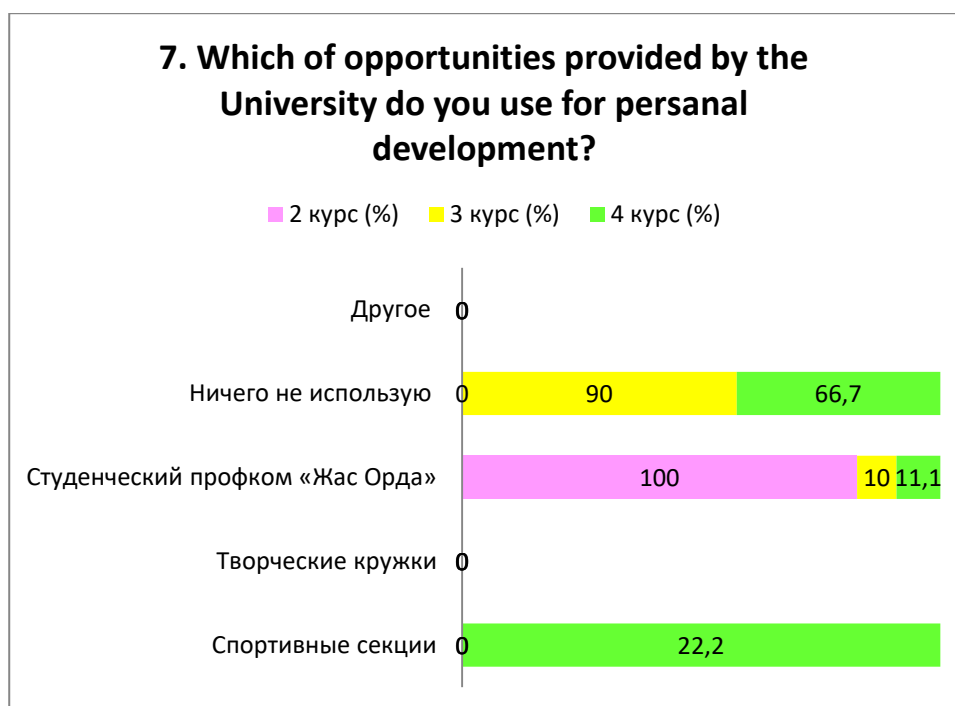
For the option “If you answered “Did not participate” to the previous question, write why,” students indicated the following options*:

2 year	3 year	4 year
-	- I don't know	- 2020 was not a good year for admission. There was no way to get information online. The 2-3 year military department required a lot of effort. 4 year students are occupied with diplomas - They didn't offer. But I know, I understand that one should ask for himself

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

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Sport sections</i>	-	-	22.2
<i>Creative clubs</i>	-	-	-
<i>Student trade union committee "Zhas Orda"</i>	100	10	11.1
<i>I don't use anything</i>	-	90	66.7
<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.



Students indicated the following options for the “Other” option*:

2 year	3 year	4 year
-	- No time	<p>There is no popularization; if students had parties, it would be great at least once a month, or plan one month completely to try everything and create, in order to popularize the University itself.</p> <p>You can watch how other applicants enter the other universities because of the real “student life” where talented guys can create something together</p>

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

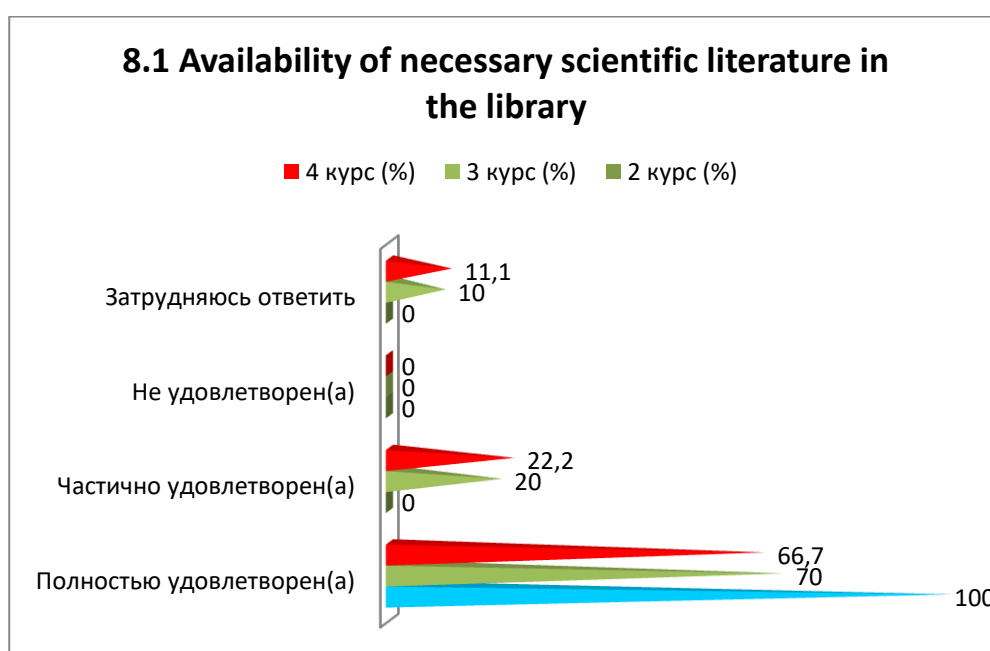
* Students’ answers to the option “other” and “if you answered “not satisfied...” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

Other _____

If you answered the previous question “not satisfied”, give recommendations for improving the services provided _____

8.1 Availability of necessary scientific literature in the library

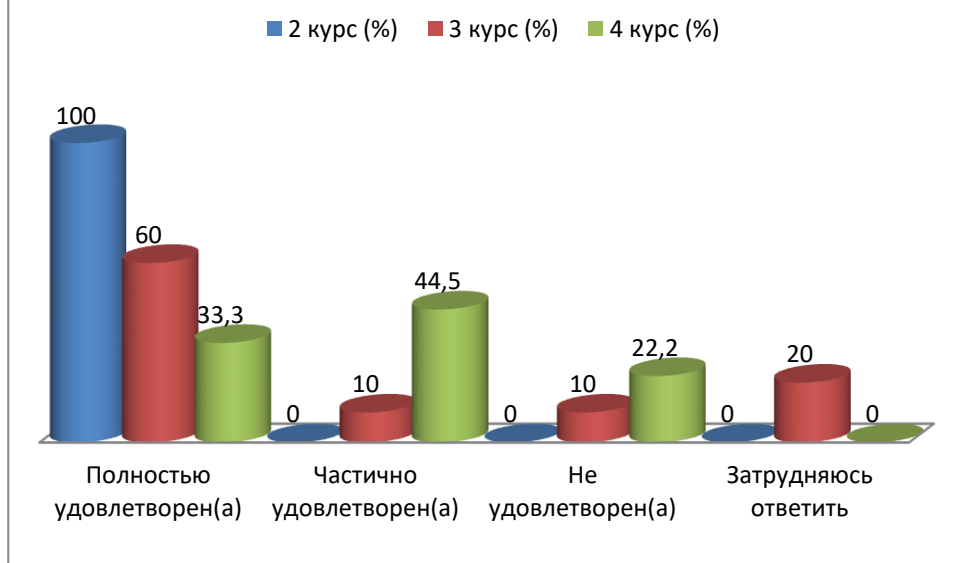
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	100	70	66.7
<i>Partially satisfied</i>	-	20	22.2
<i>Not satisfied</i>	-	-	-
<i>I find it difficult to answer</i>	-	10	11.1



8.2 Modernity of computer equipment

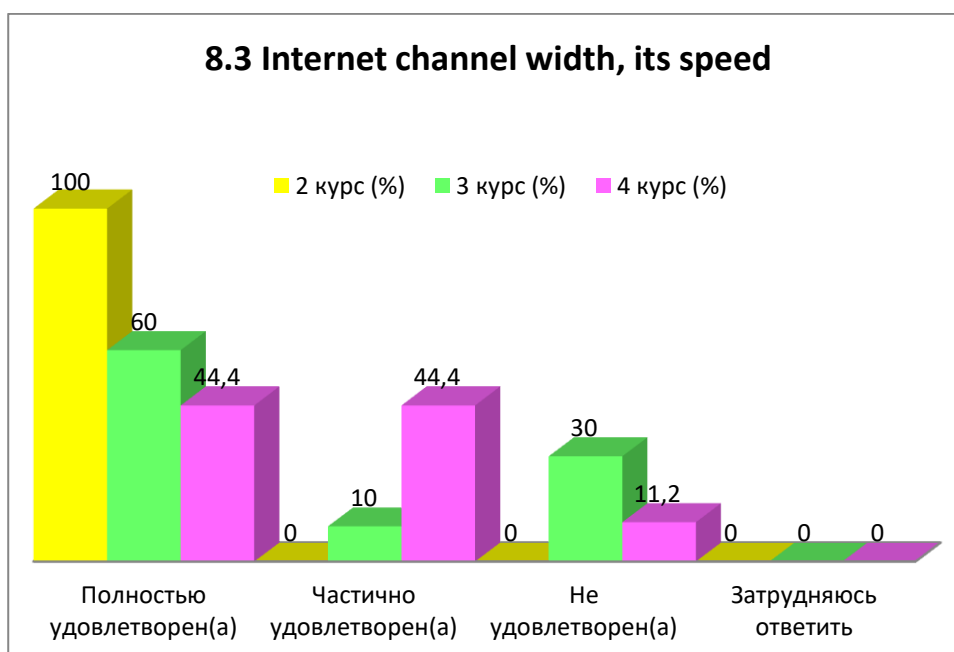
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	100	60	33.3
<i>Partially satisfied</i>	-	10	44.5
<i>Not satisfied</i>	-	10	22.2
<i>I find it difficult to answer</i>	-	20	-

8.2 Modernity of computer equipment



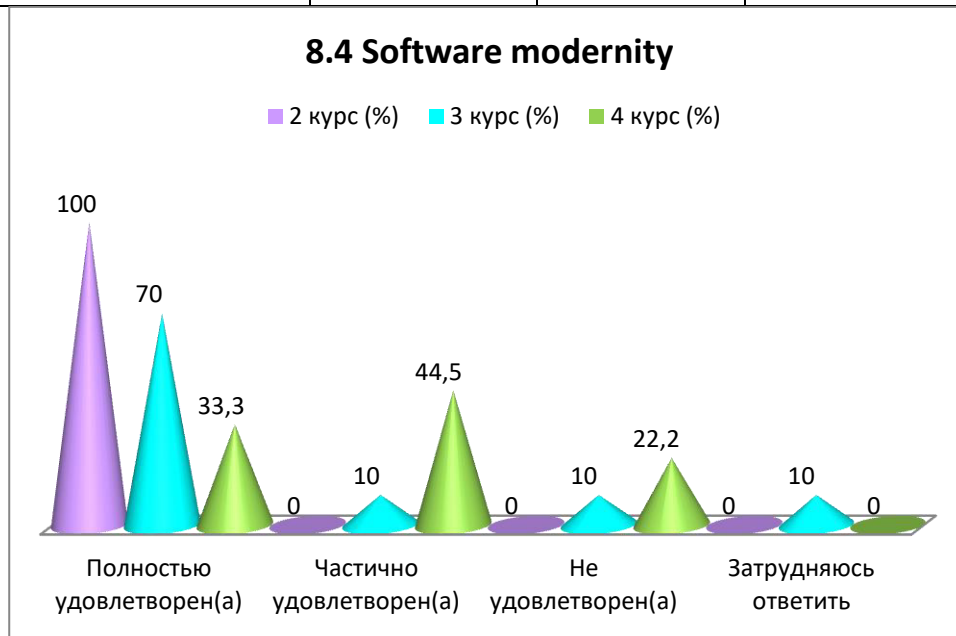
8.3 Internet channel width, its speed

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	100	60	44,4
<i>Partially satisfied</i>	-	10	44,4
<i>Not satisfied</i>	-	30	11,2
<i>I find it difficult to answer</i>	-	-	-



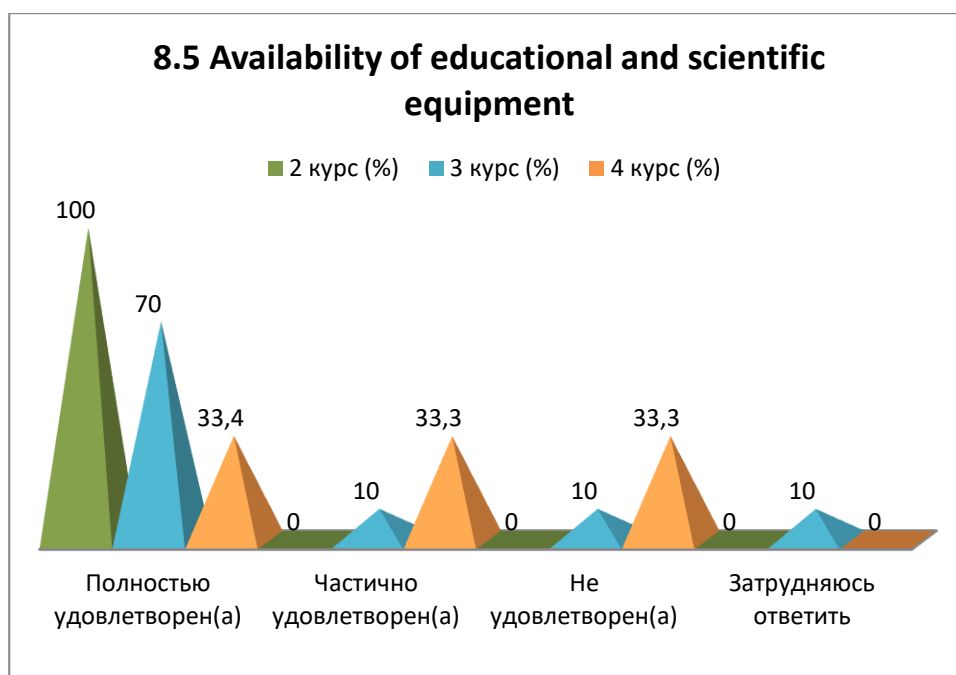
8.4 Software modernity

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	100	70	33.3
<i>Partially satisfied</i>	-	10	44.5
<i>Not satisfied</i>	-	10	22.2
<i>I find it difficult to answer</i>	-	10	-



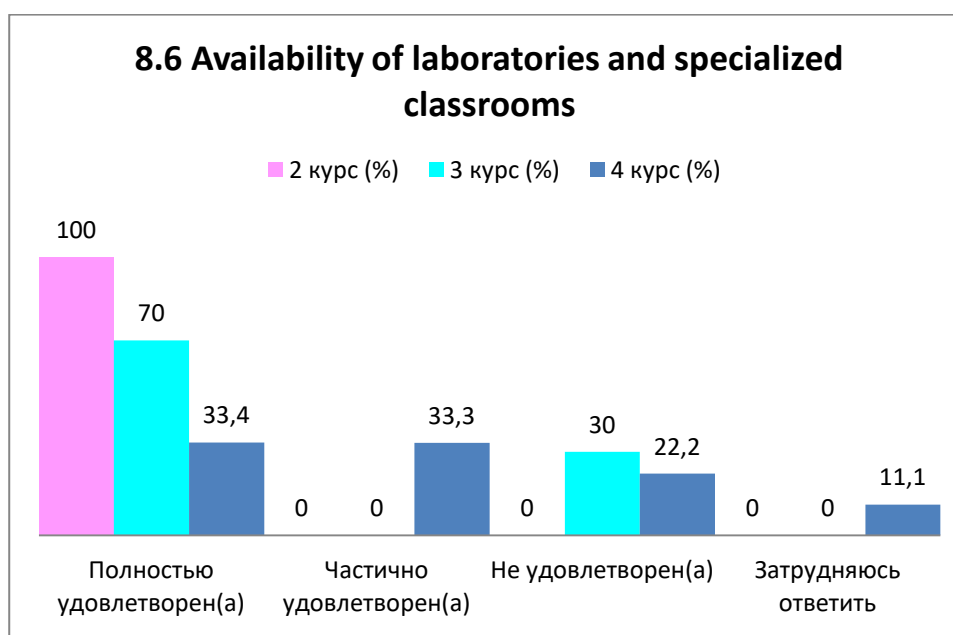
8.5 Availability of educational and scientific equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	100	70	33.4
<i>Partially satisfied</i>	-	10	33.3
<i>Not satisfied</i>	-	10	33.3
<i>I find it difficult to answer</i>	-	10	-



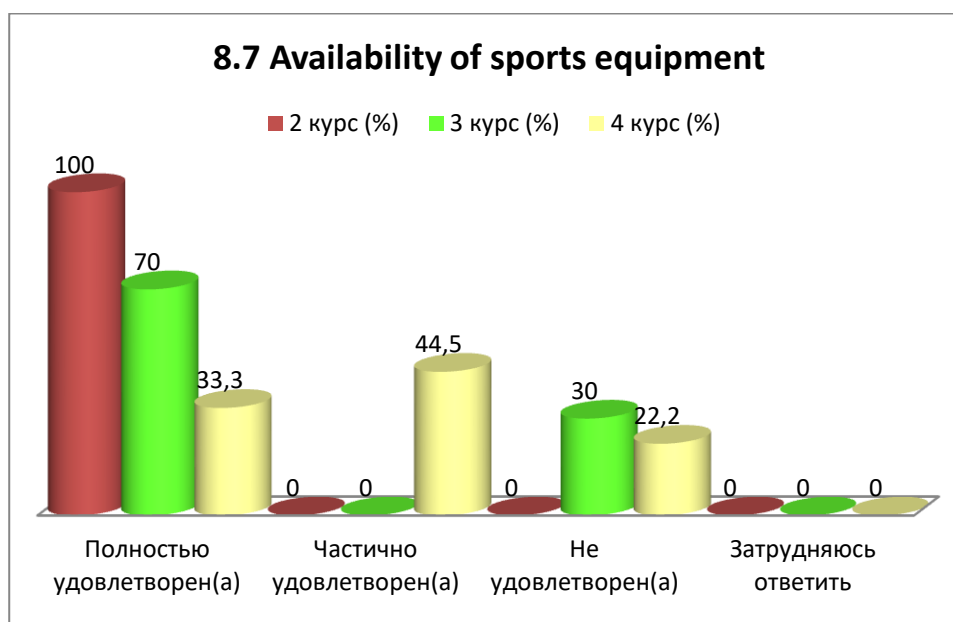
8.6 Availability of laboratories and specialized classrooms

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	100	70	33.4
<i>Partially satisfied</i>	-	-	33.3
<i>Not satisfied</i>	-	30	22.2
<i>I find it difficult to answer</i>	-	-	11.1



8.7 Availability of sports equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	100	70	33.3
<i>Partially satisfied</i>	-	-	44.5
<i>Not satisfied</i>	-	30	22.2
<i>I find it difficult to answer</i>	-	-	-



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

2 year	3 year	4 year
-	- There is too much old equipment	-

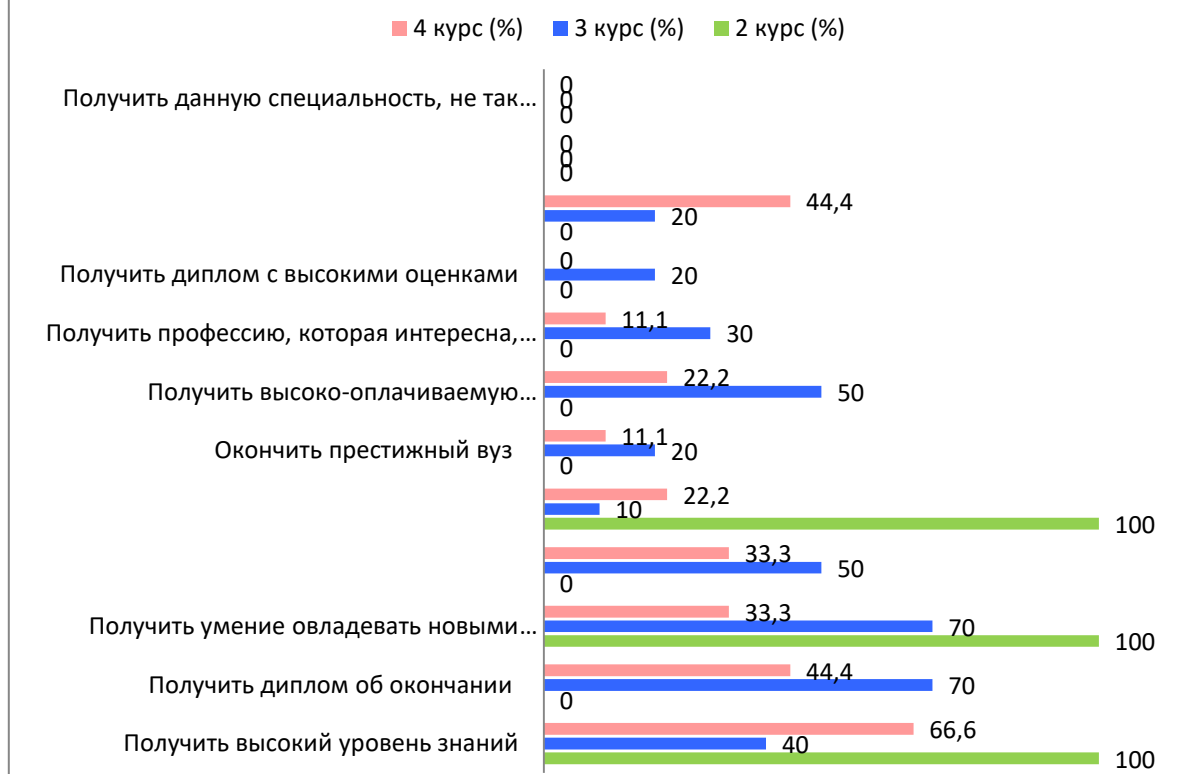
9. What is more important for you to get as a result of studying at the University? (You can select one or more answer options)

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Acquiring a high level of knowledge</i>	100	40	66.6
<i>Receiving a diploma of completion</i>	-	70	44.4
<i>Gaining the ability to acquire new knowledge that will help one to quickly adapt to the workplace</i>	100	70	33.3
<i>Gaining practical skills that one can immediately use at work</i>	-	50	33.3
<i>Receiving a diploma, the prestige of the university does not matter</i>	100	10	22.2
<i>Graduating from a prestigious university</i>	-	20	11.1
<i>Acquiring a highly paid profession</i>		50	22.2
<i>Acquiring a profession that is interesting and matches one’s abilities</i>	-	30	11.1
<i>Receiving a diploma with high grades</i>	-	20	-
<i>One should learn only what is interesting or will be needed in further study (work)</i>	-	20	44.4
<i>It’s not so important in what specialty to graduate from this particular university</i>	-	-	-
<i>Getting this specialty is not so important in which university.</i>	-	-	-

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

* 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.

9. What is more important for you to get as a result of studying 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):

- None.

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

The results of the survey of 2-5 year students showed generally positive satisfaction of students with the quality of the educational process at the university. The majority of students (85.9%) are satisfied with the extent to which the educational process corresponds to their inclinations, interests and capabilities. However, 10.4% of students expressed their dissatisfaction without specifying specific reasons. The other 3.7% found themselves in the zone of uncertainty (difficult to answer).

According to the data obtained, 92.9% of respondents are satisfied with the class schedule, which indicates a high level of its organization. 3.7% expressed their dissatisfaction. Only one of the students indicated in the open version the reason for dissatisfaction: "There is a huge window between Medical University and Technical University".

In general, students highly rate the level of practical training (92.9%), organization of laboratory work (92.6%), independent work under the guidance of teachers (92.9%), the work of the library (86.6%), and the quality of medical care (89.6%), living conditions in the hostel (85.9%) and catering at the University (82.6%).

A survey of students regarding availability of the information of academic mobility at the University revealed that on average 63.3% of students surveyed were informed. Despite the fact that students of the third year - 90% and fourth year - 100% are satisfied with the information received, the second year students influenced the decrease in this indicator. This is explained by the fact that in the second year only half of the students (1 student out of 2) participated in academic mobility. Therefore, it is proposed that the Center of International Cooperation and Academic Mobility should conduct individual interviews among the second year students maintaining their anonymity. This approach will allow for a deeper analysis and provide the opportunity to receive constructive feedback to improve student awareness.

The psychological climate at the University is characterized by friendly relations between students, teachers and the other university employees, which creates positive motivation for receiving quality education and the formation of appropriate civic and personal positions of students.

The majority of university students (79%) 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.

In general, the survey results indicate the need to further improve the University work to increase students' awareness of academic mobility opportunities, to improve

the quality of organizing 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 survey results by email from the Center of Quality Management and Accreditation cqma_kstu@mail.ru.