

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

Department: Enterprise Economy and Management

Specialty: 6B04107 Industrial Economics

Center for Quality Management and Accreditation, in October 2022, conducted an annual questionnaire on the satisfaction of students of 2-5 years of study with the quality of provided services.

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 6B04107 Industrial Economics 62 students took part in the questionnaire.

- 2nd year – 24 students (82,8%);
- 3rd year – 15 students (78,9%);
- 4nd year – 23 students (100%).

Form of study

- Budgetary – 2 students (3,2%);
- Paid – 60 students (96,8%).

In the process of questionnaire, the following data were obtained:

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)

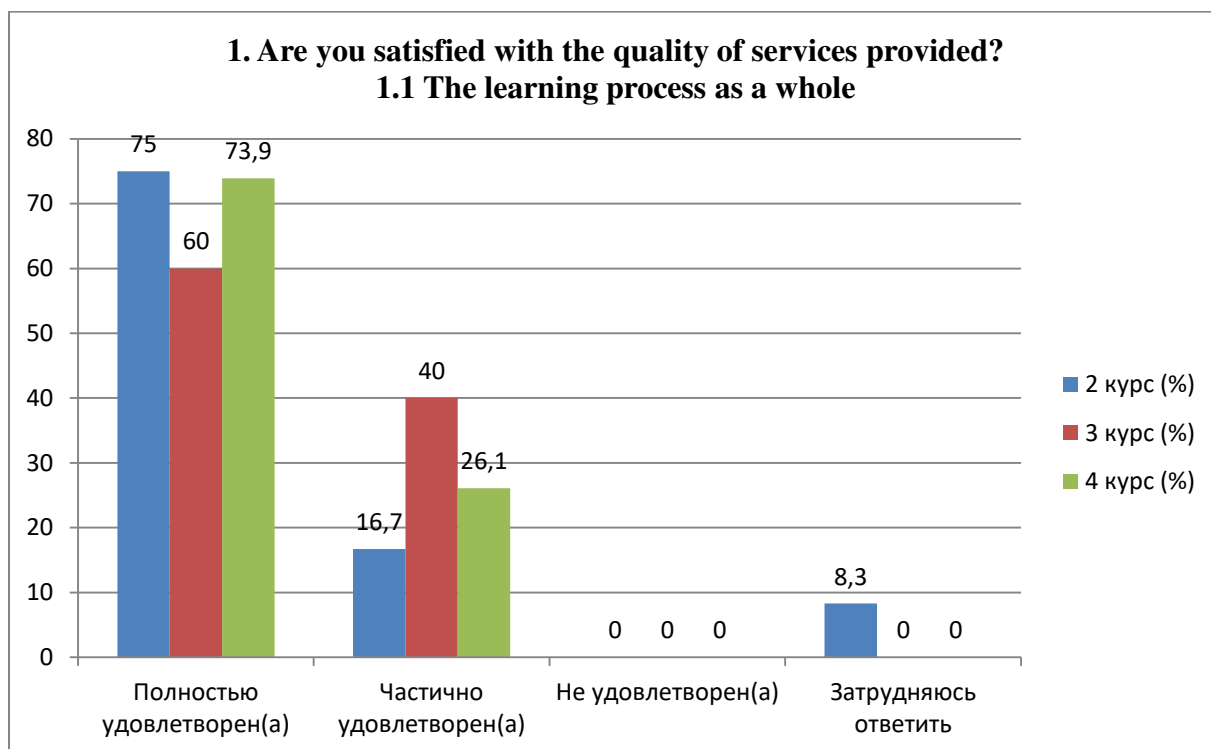
Other _____

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

Indicators:

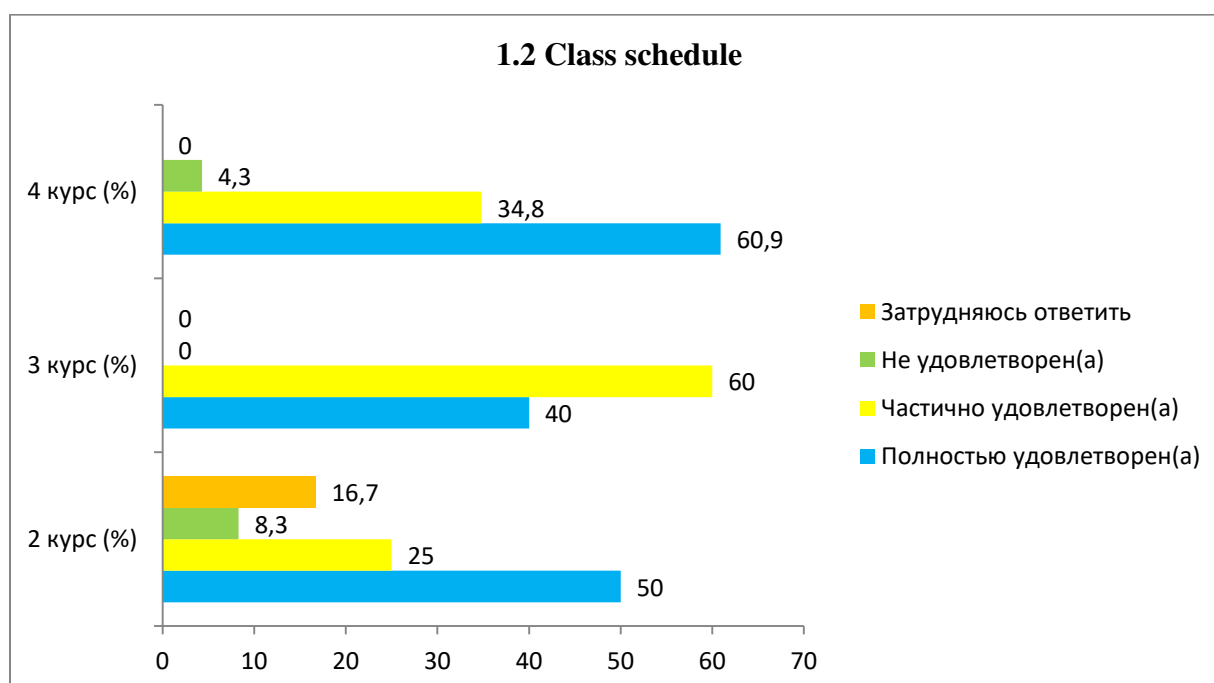
1.1 The learning process as a whole

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	75	60	73,9
Partially satisfied	16,7	40	26,1
Not satisfied	-	-	-
Difficult to answer	8,3	-	-



1.2 Class schedule

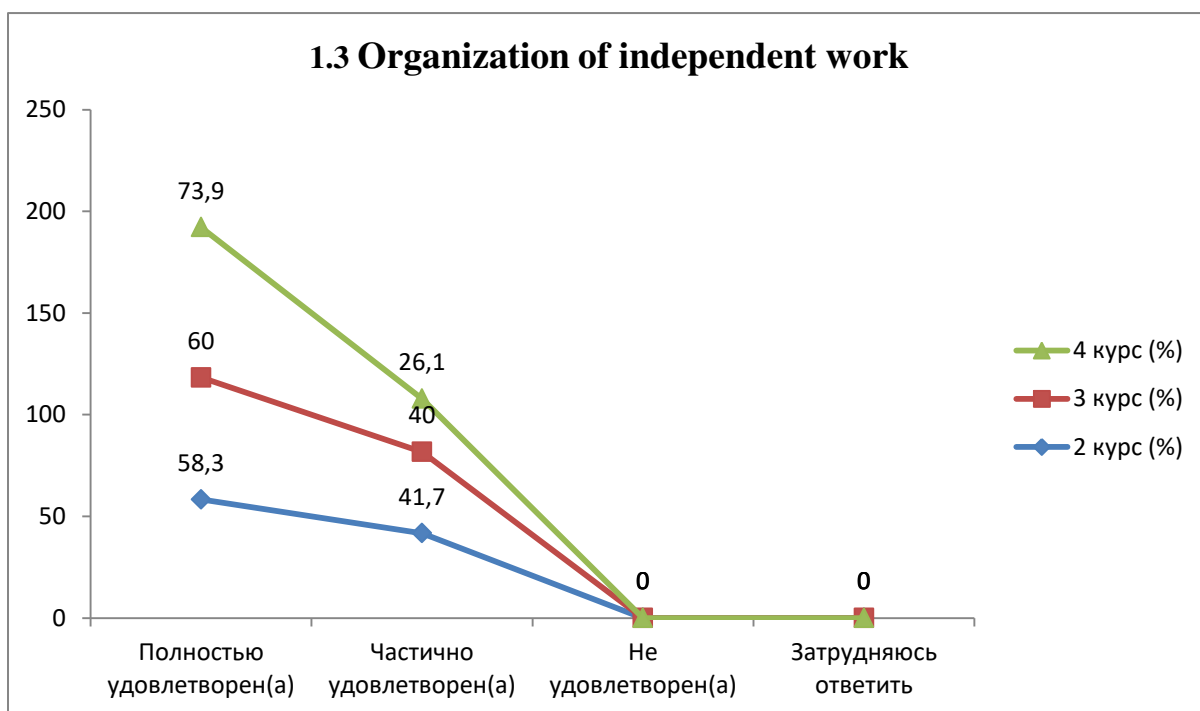
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	40	60,9
Partially satisfied	25	60	34,8
Not satisfied	8,3	-	4,3
Difficult to answer	16,7	-	-



1.3 Organization of independent work

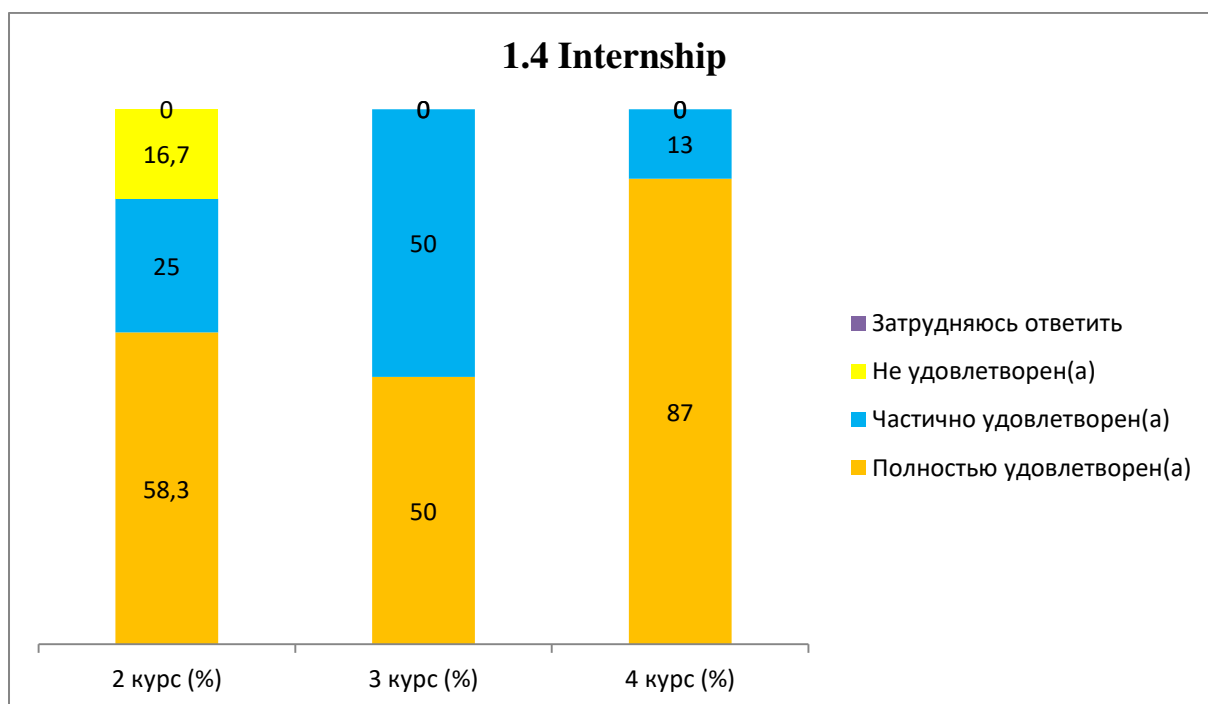
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	58,3	60	73,9
Partially satisfied	41,7	40	26,1
Not satisfied	-	-	-

Difficult to answer	-	-	-
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1.4 Internship

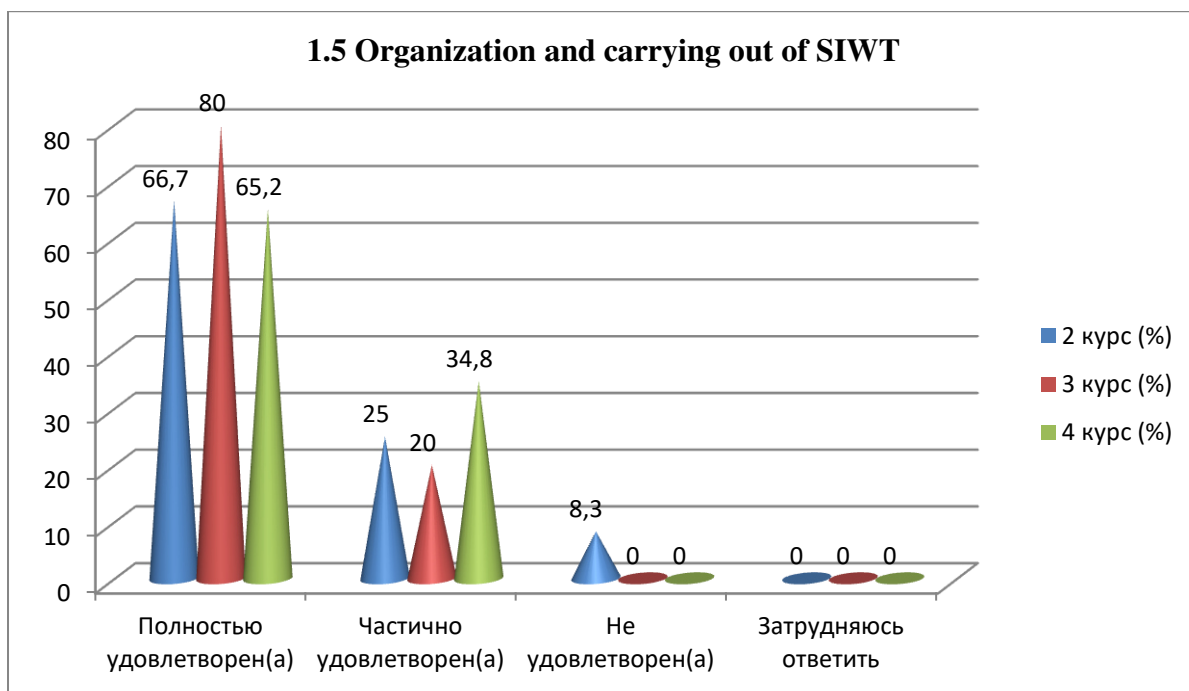
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	58,3	50	87
Partially satisfied	25	50	13
Not satisfied	16,7	-	-
Difficult to answer	-	-	-



1.5 Organization and carrying out of SIWT

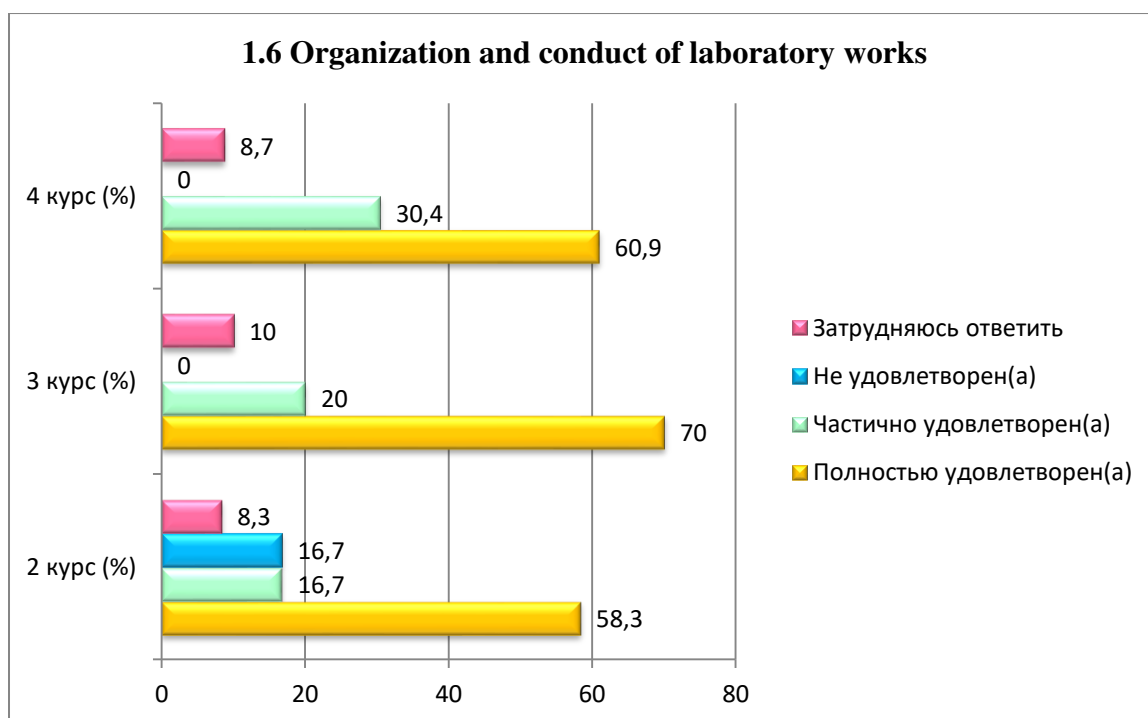
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66,7	80	65,2
Partially satisfied	25	20	34,8

Not satisfied	8,3	-	-
Difficult to answer	-	-	-



1.6 Organization and conduct of laboratory works

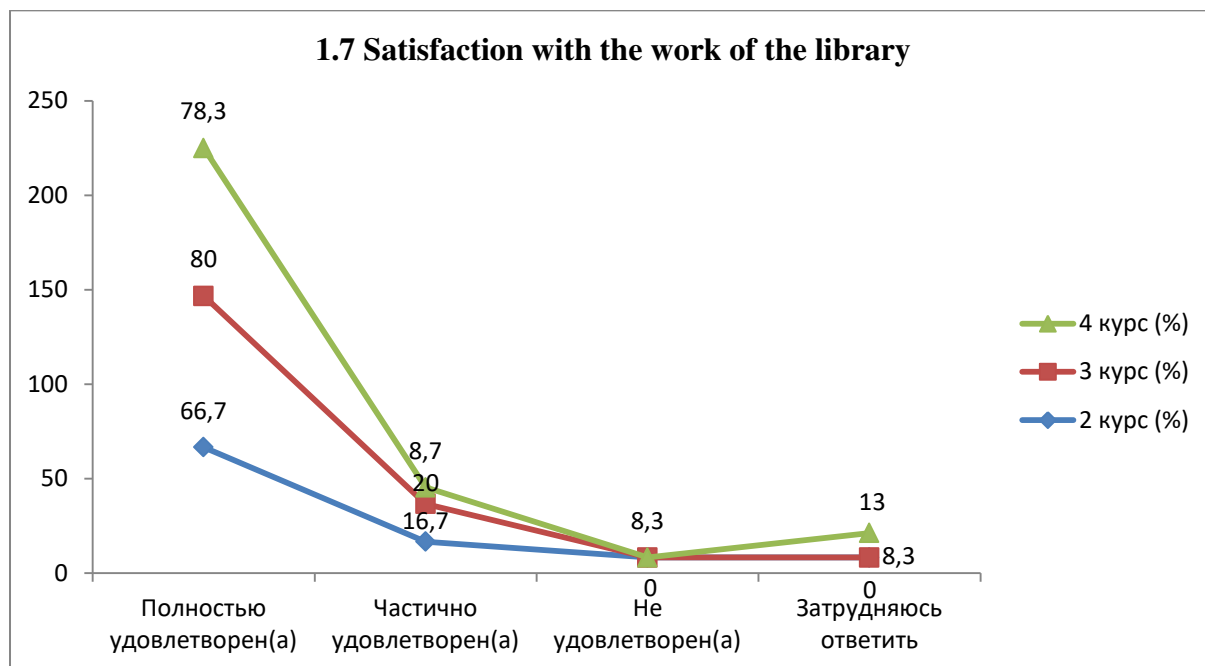
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	58,3	70	60,9
Partially satisfied	16,7	20	30,4
Not satisfied	16,7	-	-
Difficult to answer	8,3	10	8,7



1.7 Satisfaction with the work of the library

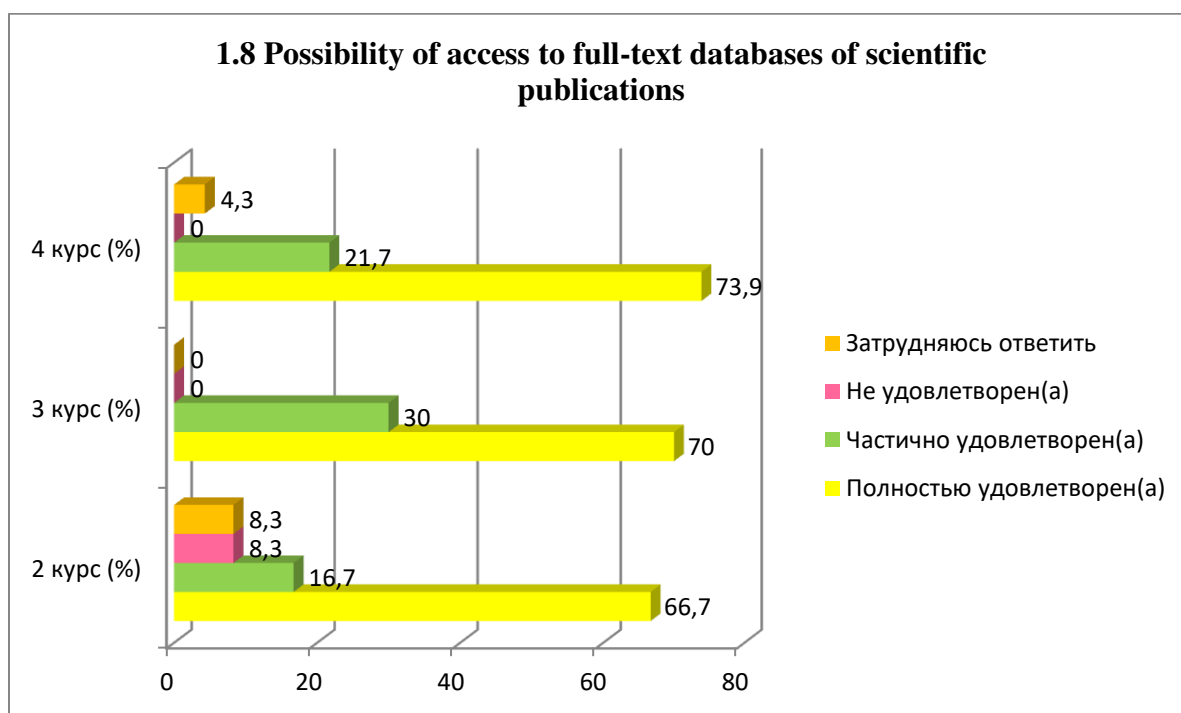
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66,7	80	78,3

Partially satisfied	16,7	20	8,7
Not satisfied	8,3	-	-
Difficult to answer	8,3	-	13



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

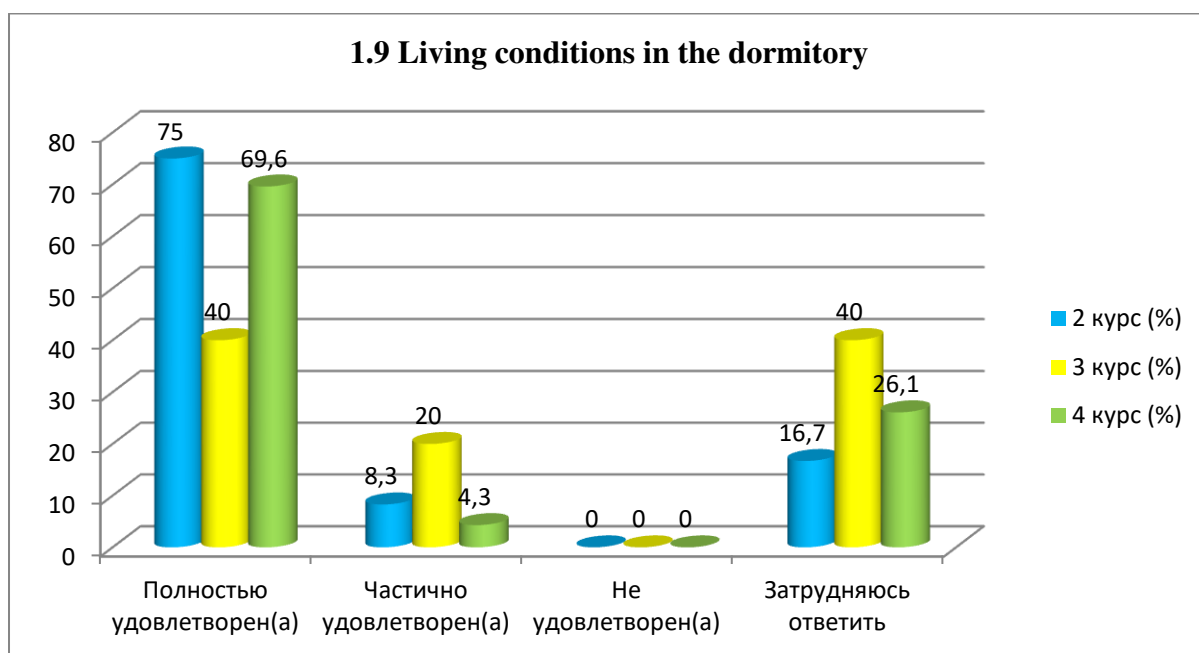
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66,7	70	73,9
Partially satisfied	16,7	30	21,7
Not satisfied	8,3	-	-
Difficult to answer	8,3	-	4,3



1.9 Living conditions in the dormitory

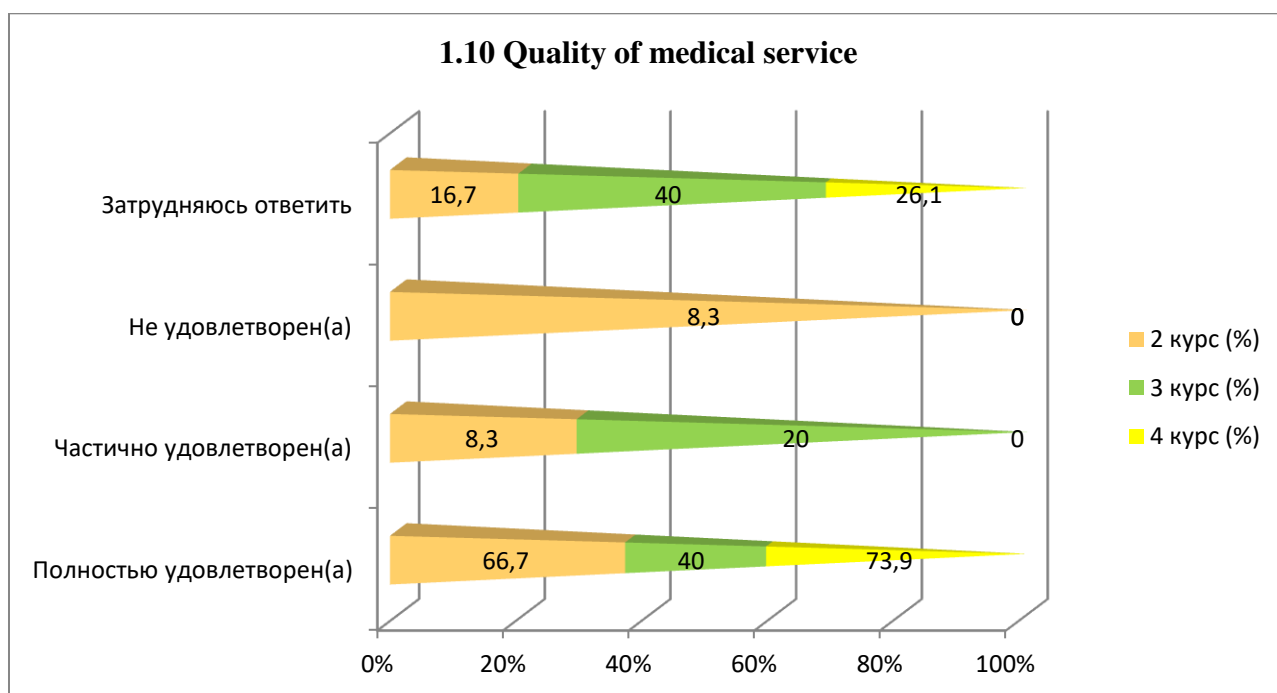
Answer options	2nd year (%)	3rd year (%)	4th year (%)
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Completely satisfied	75	40	69,6
Partially satisfied	8,3	20	4,3
Not satisfied	-	-	-
Difficult to answer	16,7	40	26,1



1.10 Quality of medical service

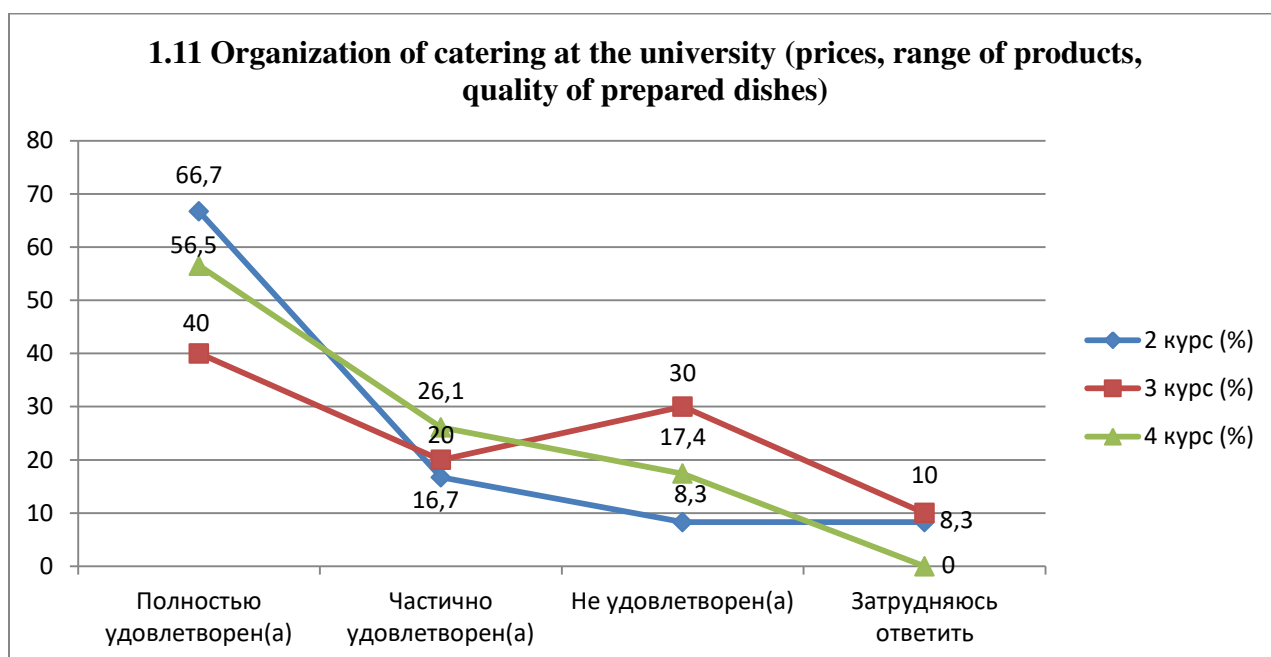
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66,7	40	73,9
Partially satisfied	8,3	20	-
Not satisfied	8,3	-	-
Difficult to answer	16,7	40	26,1



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
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Completely satisfied	66,7	40	56,5
Partially satisfied	16,7	20	26,1
Not satisfied	8,3	30	17,4
Difficult to answer	8,3	10	-



For the option “Other” the students indicated the following options*:

2nd year	3rd year	4th year
- No.	-	-

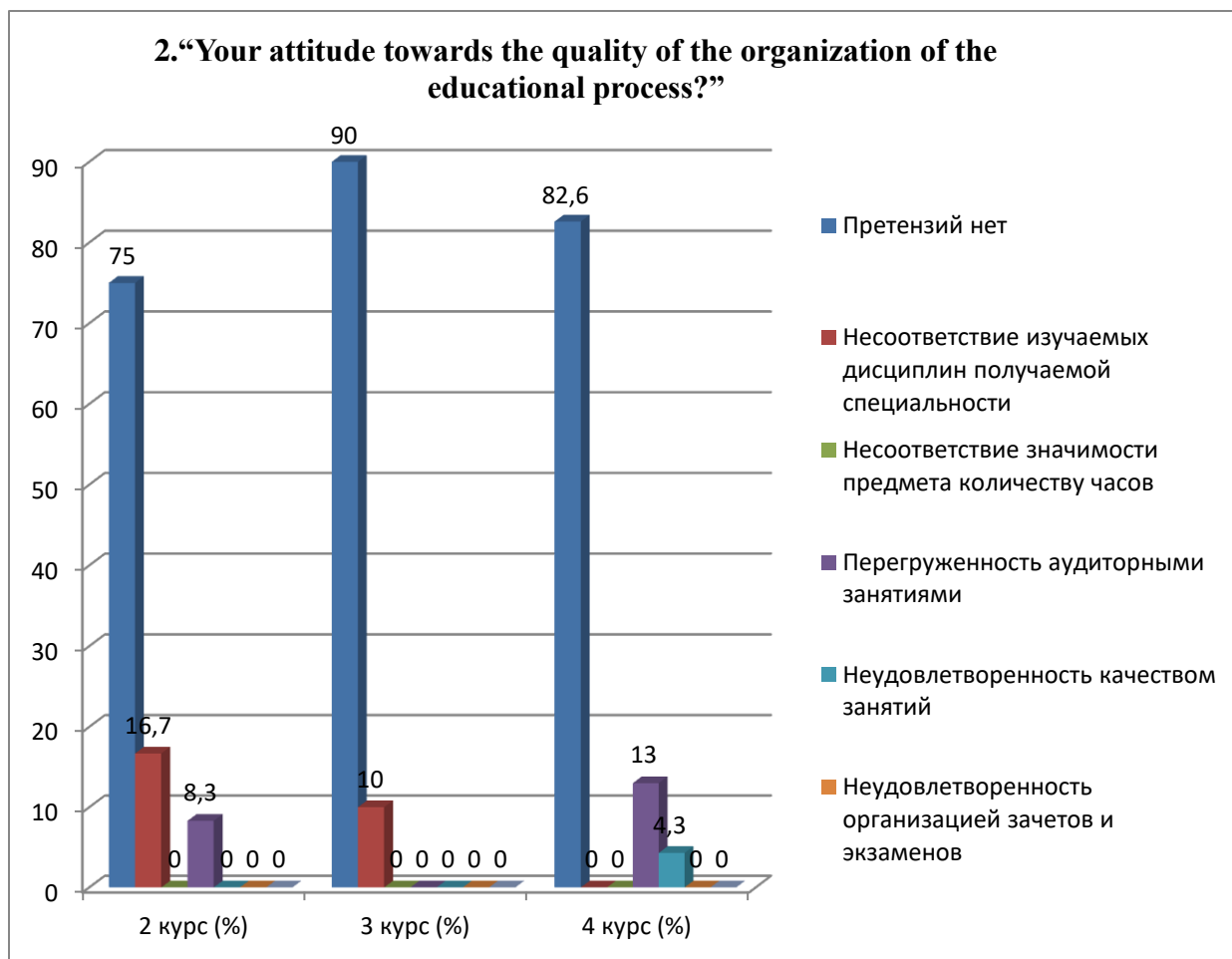
If you answered “not satisfied” to the previous question, make recommendations to improve the services provided*:

2nd year	3rd year	4th year
- No; - Not conveniently scheduled.	-	- You could contract with different companies to supply different drinks because honestly, I, as well as my group (I'm a head of the group), absolutely do not like Lemonade Joe's; - You don't have time to wait in line and eat for 30 minutes in heavy traffic, if there is a way to increase the size of the break or speed up service to students; - Not a convenient schedule.

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

* 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.

Answer options	2nd year (%)	3rd year (%)	4th year (%)
No complaints	75	90	82,6
Discrepancy between the disciplines studied and the specialty obtained	16,7	10	-
Inconsistency between the importance of the subject and the number of hours	-	-	-
Overload with classroom activities	8,3	-	13
Dissatisfaction with the quality of classes	-	-	4,3
Dissatisfaction with the organization of tests and exams	-	-	-
Other	-	-	-



For the option “Other” the students indicated the following options *:

2nd year	3rd year	4th year
-	-	-

* 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 “Does not meet or not satisfied” to the previous question, give recommendations for improvement,” students indicated the following options *:

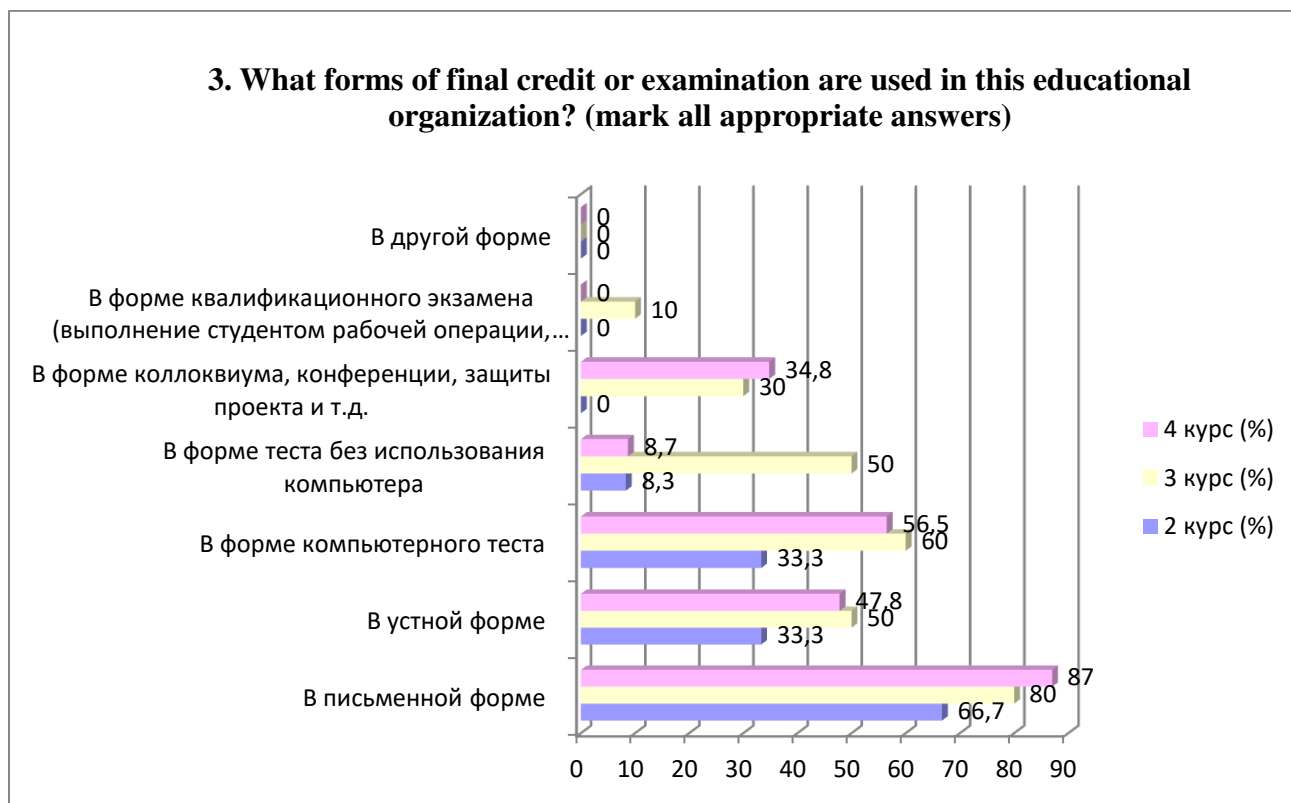
* Students' answers to the option “other” and “if you answered “not satisfied.....” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

2nd year	3rd year	4th year
-	-	- It would be better if there were more assignments and they were remote and mailed to teachers.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
In a writing form	66,7	80	87
In an oral form	33,3	50	47,8
In the form of a computerized test	33,3	60	56,5
In the form of a test without using a computer	8,3	50	8,7
In the form of a colloquium, conference, project defense, etc.	-	30	34,8
In the form of qualification examination (student's performance of a work operation, production of a product, labor activity evaluated by experts)	-	10	-
In a writing form	-	-	-

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



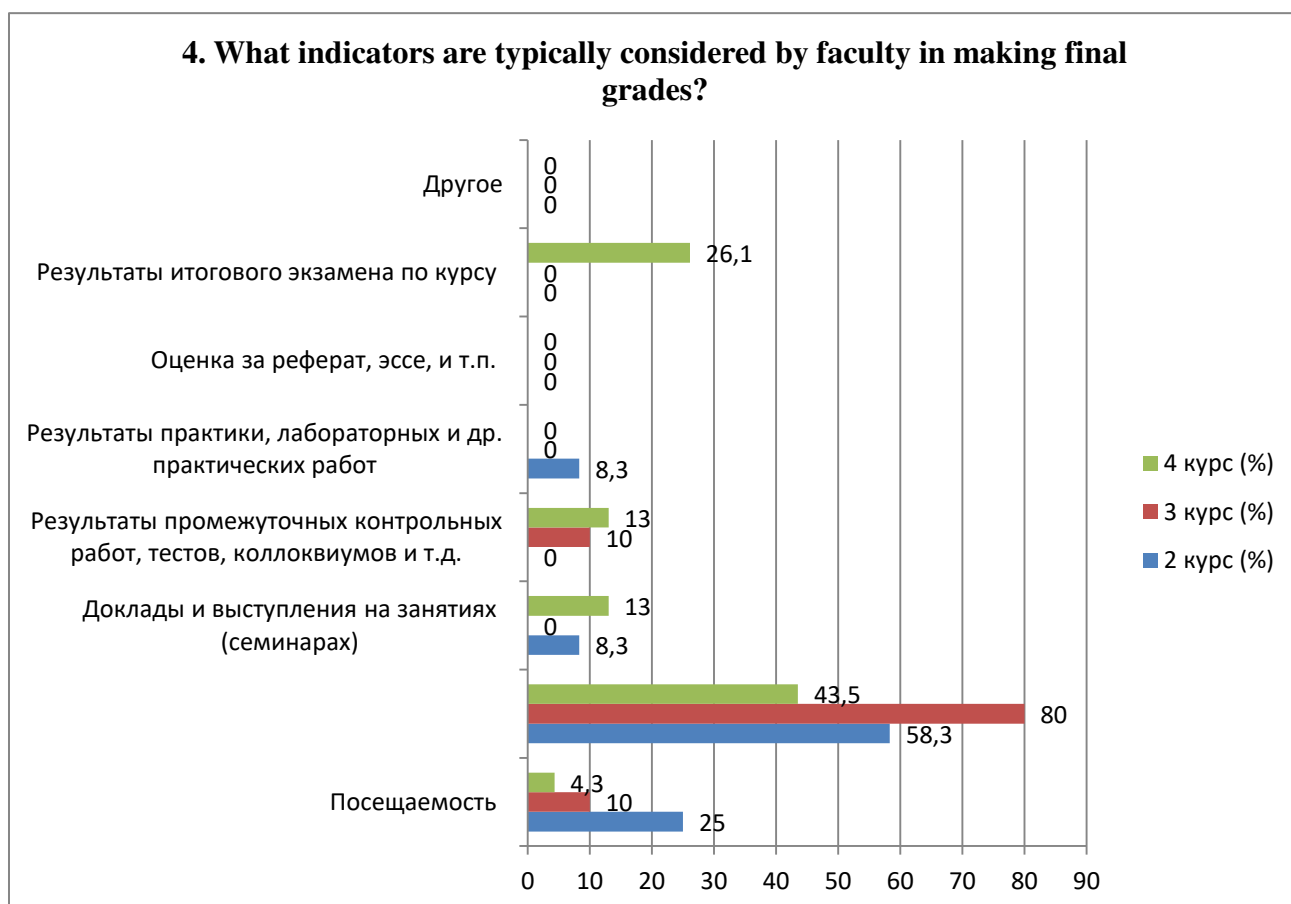
For the option “Other” the students indicated the following options*:

* 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.

2nd year	3rd year	4th year
-	-	-

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Attendance	25	10	4,3
Activity in classes (seminars), answering the teacher's questions, solving problems, etc.	58,3	80	43,5
Reports and speeches at classes (seminars)	8,3	-	13
Results of intermediate control works, tests, colloquiums, etc.	-	10	13
Results of internships, laboratory and other practical works	8,3	-	-
Evaluation of abstracts, essays, etc.	-	-	-
Results of the final exam on the course	-	-	26,1
Other	-	-	-



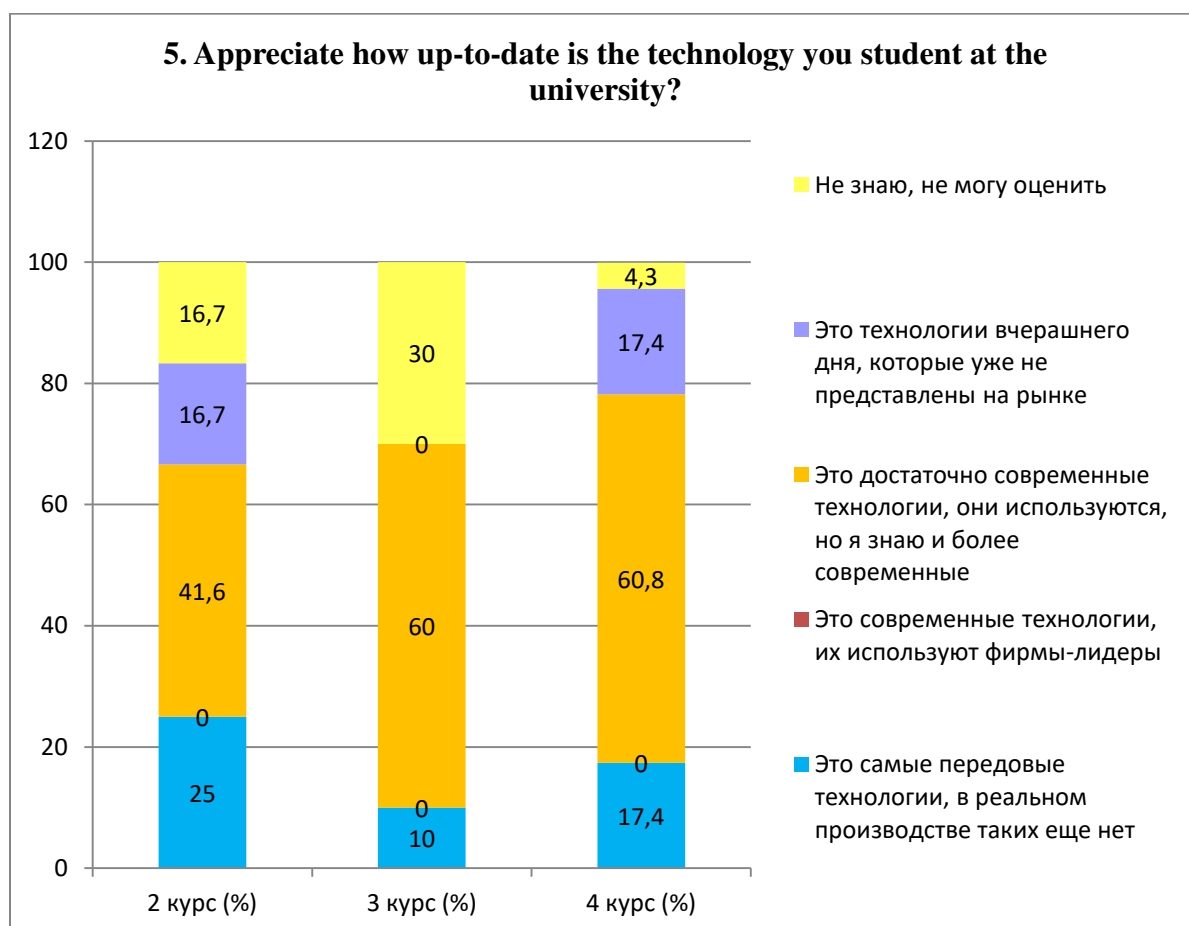
For the option “**Other**” the students indicated the following options*:

2nd year	3rd year	4th year
-	-	-

* 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 (%)	3rd year (%)	4th year (%)
These are the most advanced technologies, they are not yet available in real production	25	10	17,4
These are modern technologies, they are used by leading companies	-	-	-
These are quite modern technologies, they are used, but I know more modern ones.	41,6	60	60,8
These are technologies of yesterday that are no longer on the market.	16,7	-	17,4
I don't know, I can't estimate	16,7	30	4,3



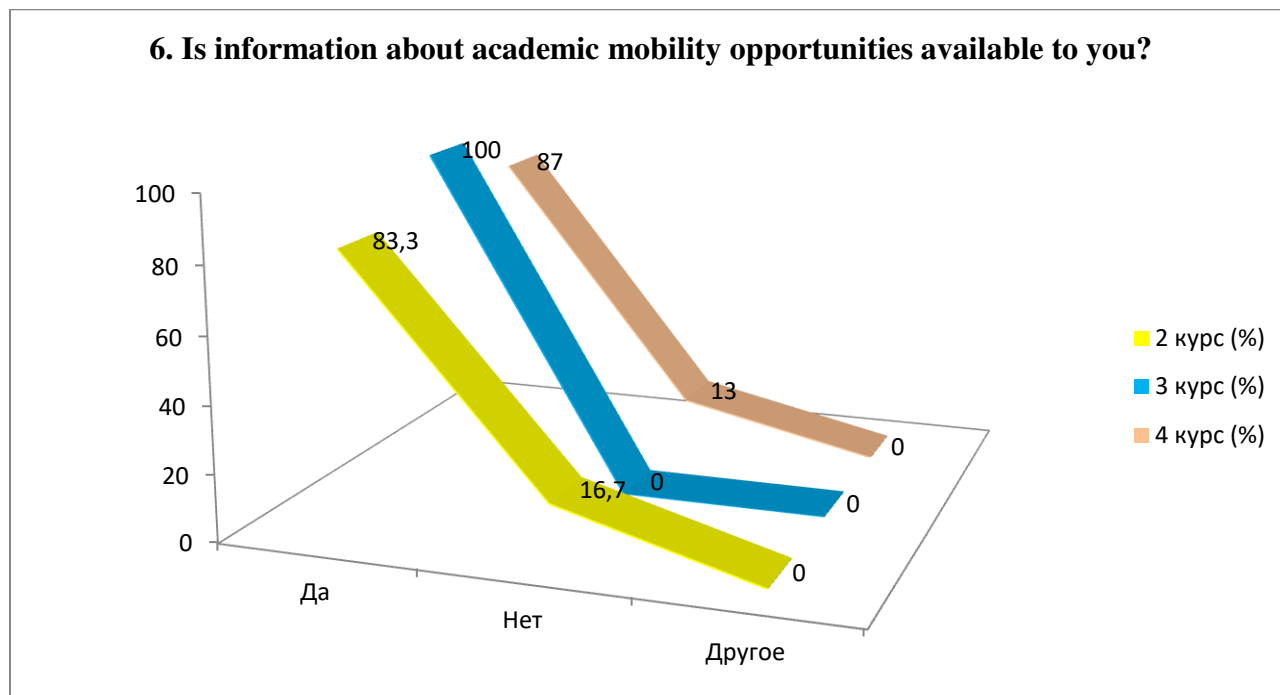
For the option “If you answered “Don't know, can't estimate” to the previous question, give recommendations for improvement” students indicated the following options*:

2nd year	3rd year	4th year
- No; - many programs in computers are not updated and we can't open our works, still computers are viral.	-	- Needs the newest technology.

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

* 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.

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	83,3	100	87
No	16,7	-	13
Other	-	-	-



For the option “**Other**” the students indicated the following options*:

2nd year	3rd year	4th year
-	-	-

For the option “**If you answered “No” to the previous question, write down why**”, students indicated the following options*:

2nd year	3rd year	4th year
-	-	-

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 _____

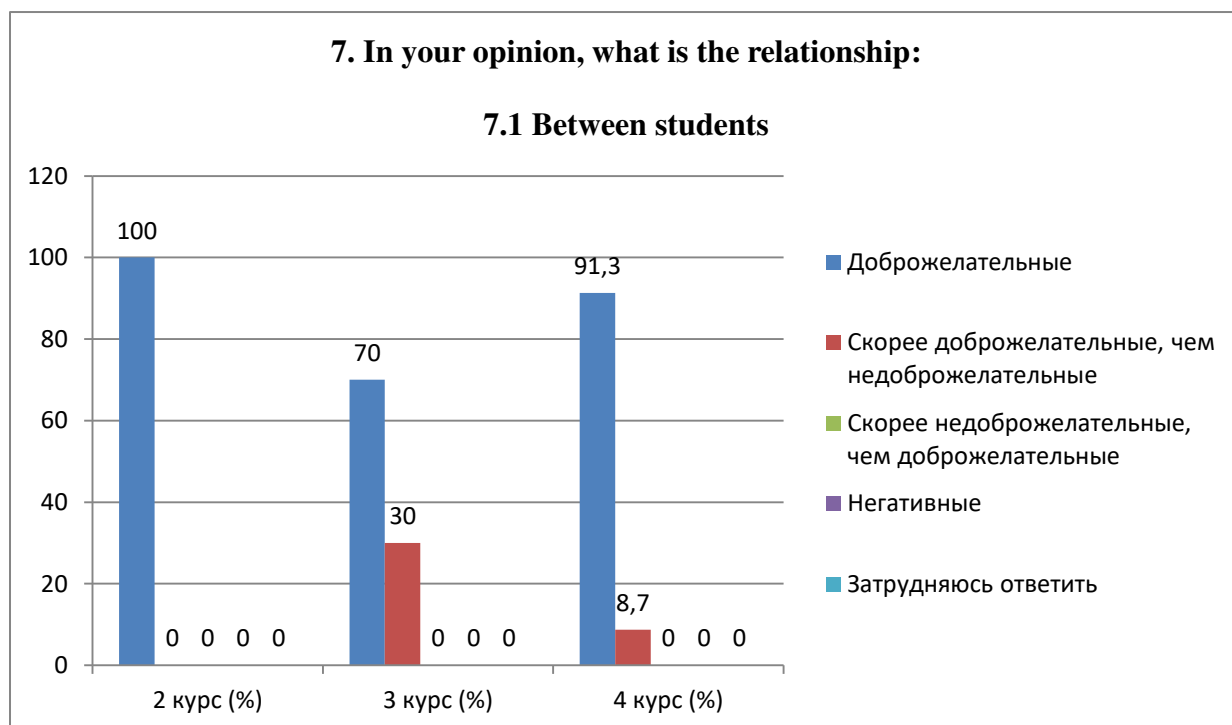
If you answered “not satisfied” to the previous question, make recommendations to improve the services provided _____

* Ответы обучающихся на вариант «другое» и «если на предыдущий вопрос Вы ответили «не удовлетворен.....» представлены в оригинале. Орфография и пунктуация автора сохранены.

Indicators:

7.1 Between students

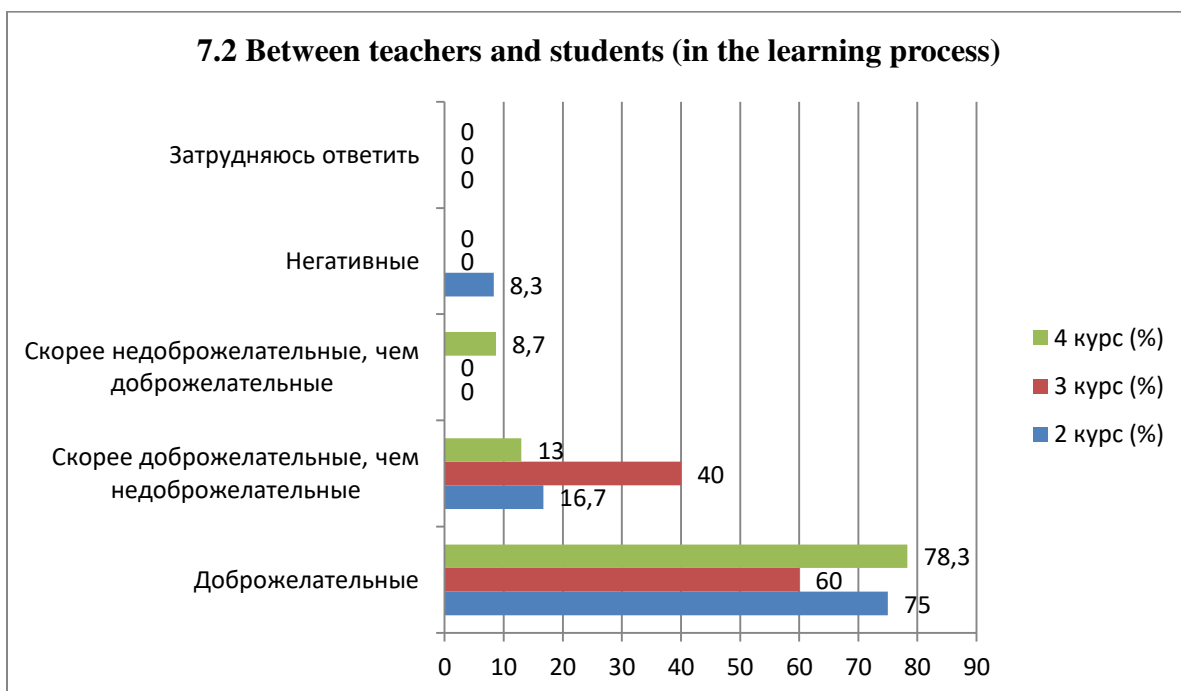
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	100	70	91,3
Rather benevolent than not benevolent	-	30	8,7
Rather not benevolent than benevolent	-	-	-
Negative	-	-	-
Difficult to answer	-	-	-



7.2 Between teachers and students (in the learning process)

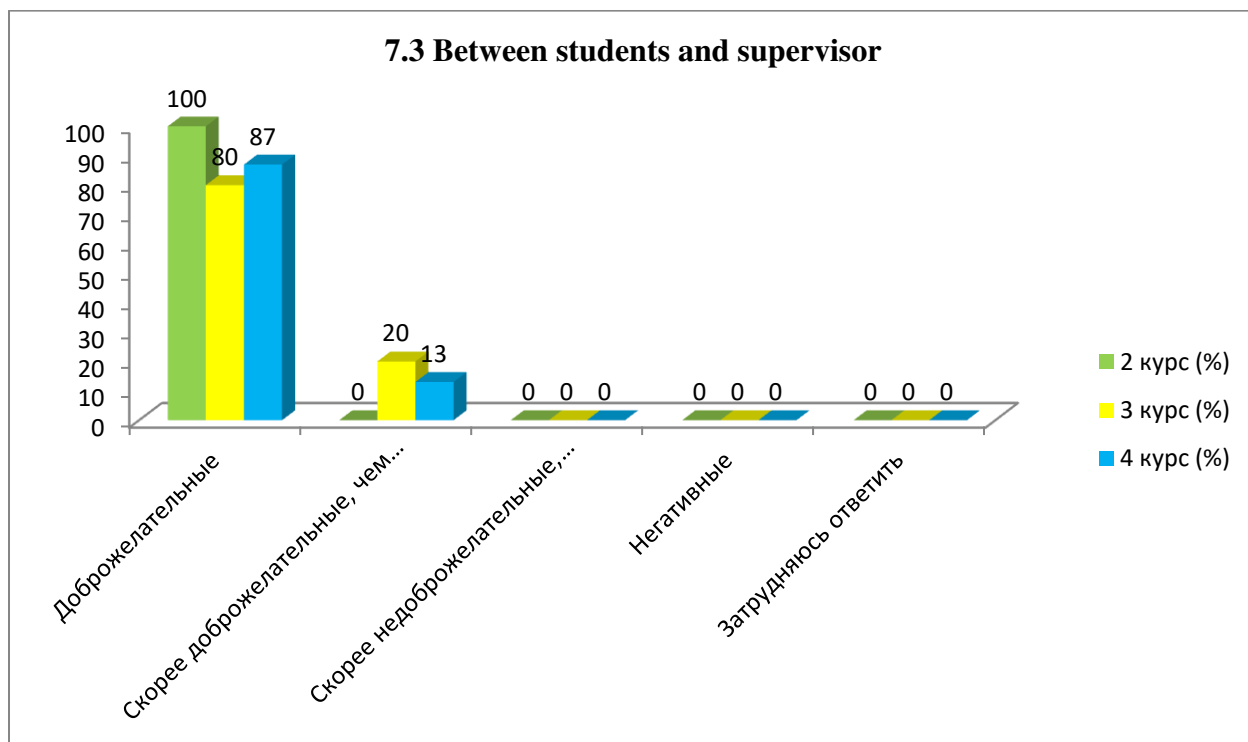
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	75	60	78,3
Rather benevolent than not benevolent	16,7	40	13
Rather not benevolent than benevolent	-	-	8,7
Negative	8,3	-	-
Difficult to answer	-	-	-

7.2 Between teachers and students (in the learning process)



7.3 Between students and supervisor

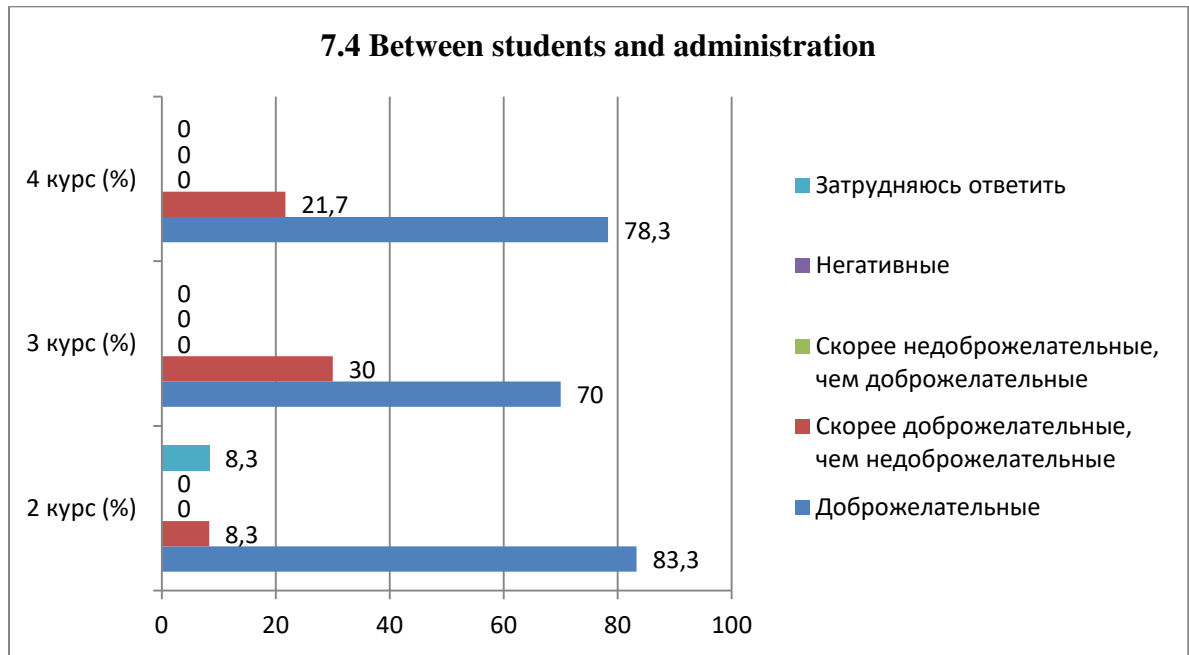
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	100	80	87
Rather benevolent than not benevolent	-	20	13
Rather not benevolent than benevolent	-	-	-
Negative	-	-	-
Difficult to answer	-	-	-



7.4 Between students and administration

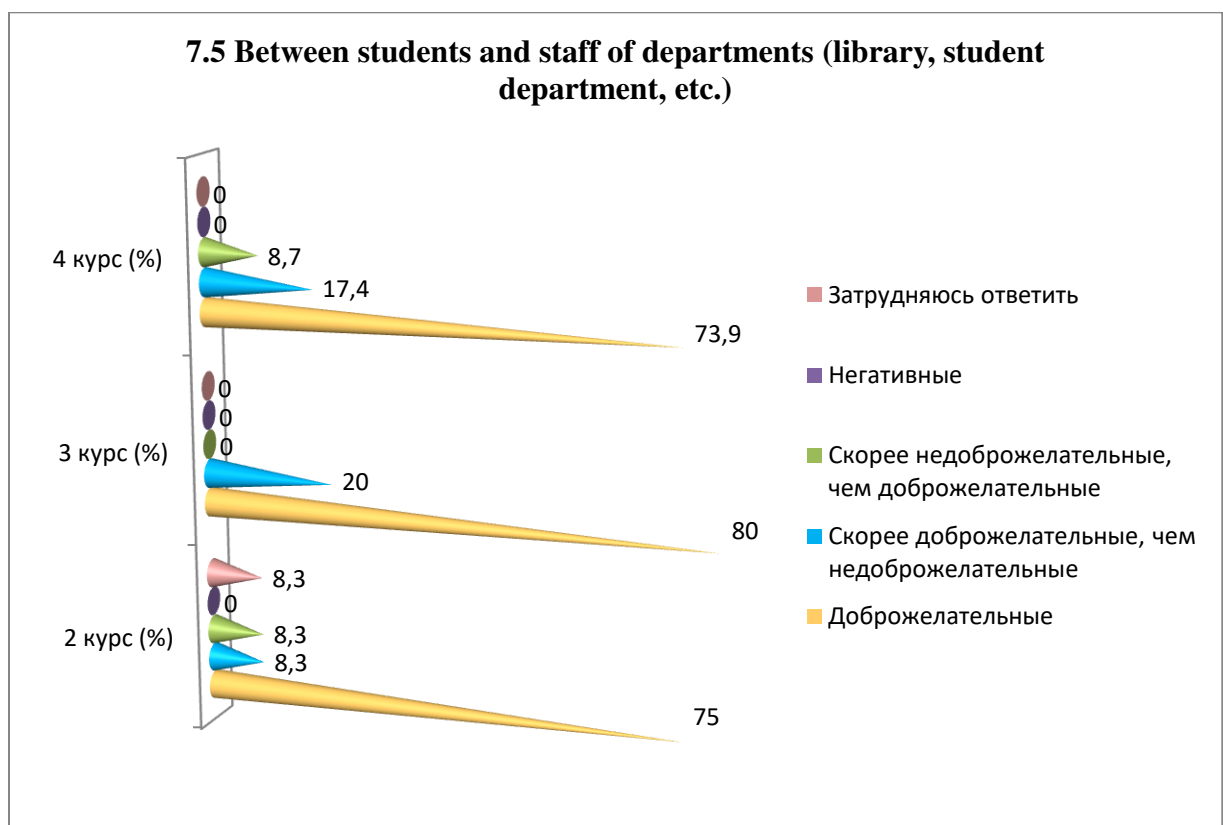
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	83,3	70	78,3
Rather benevolent than not benevolent	8,3	30	21,7

Rather not benevolent than benevolent	-	-	-
Negative	-	-	-
Difficult to answer	8,3	-	-



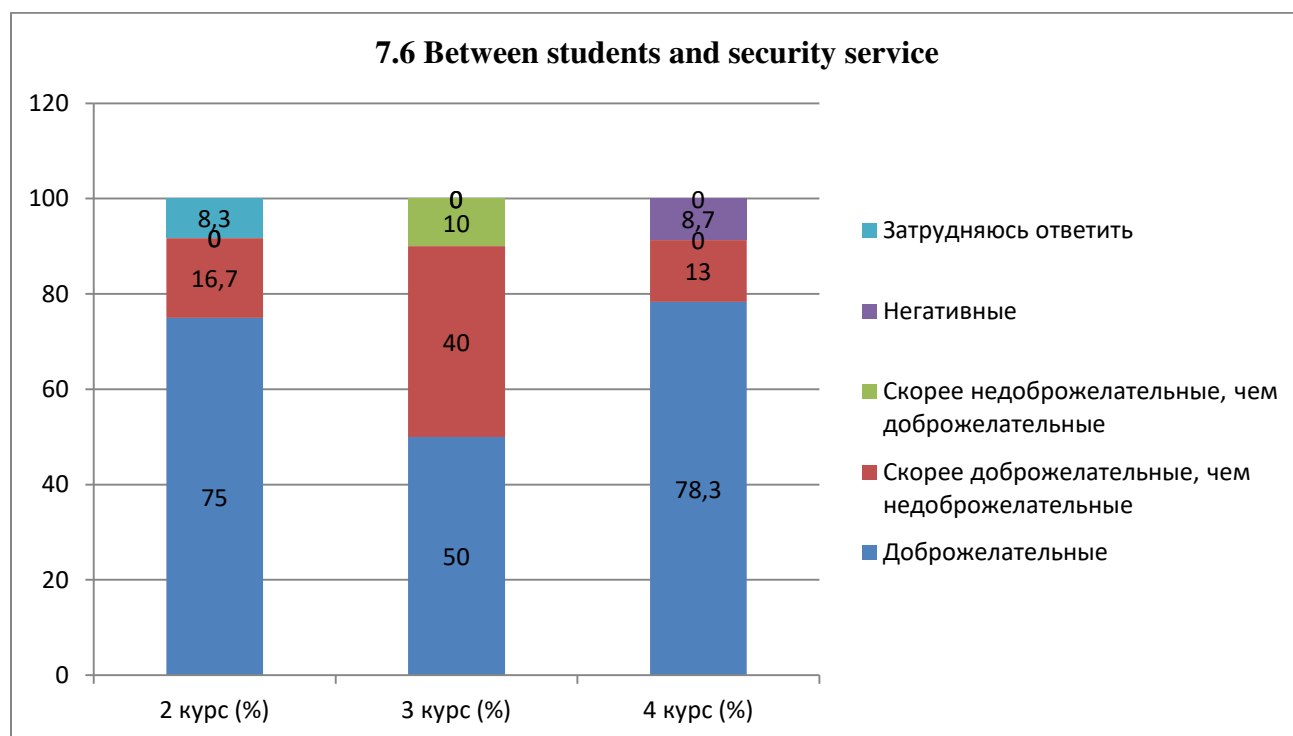
7.5 Between students and staff of departments (library, student department, etc.)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	75	80	73,9
Rather benevolent than not benevolent	8,3	20	17,4
Rather not benevolent than benevolent	8,3	-	8,7
Negative	-	-	-
Difficult to answer	8,3	-	-



7.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	75	50	78,3
Rather benevolent than not benevolent	16,7	40	13
Rather not benevolent than benevolent	-	10	-
Negative	-	-	8,7
Difficult to answer	8,3	-	-



For the option “**Other**” the students indicated the following options* :

2nd year	3rd year	4th year
-	-	-

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

2nd year	3rd year	4th year
-	-	- Politeness despite being younger in age and experience in life, take away the arrogance.

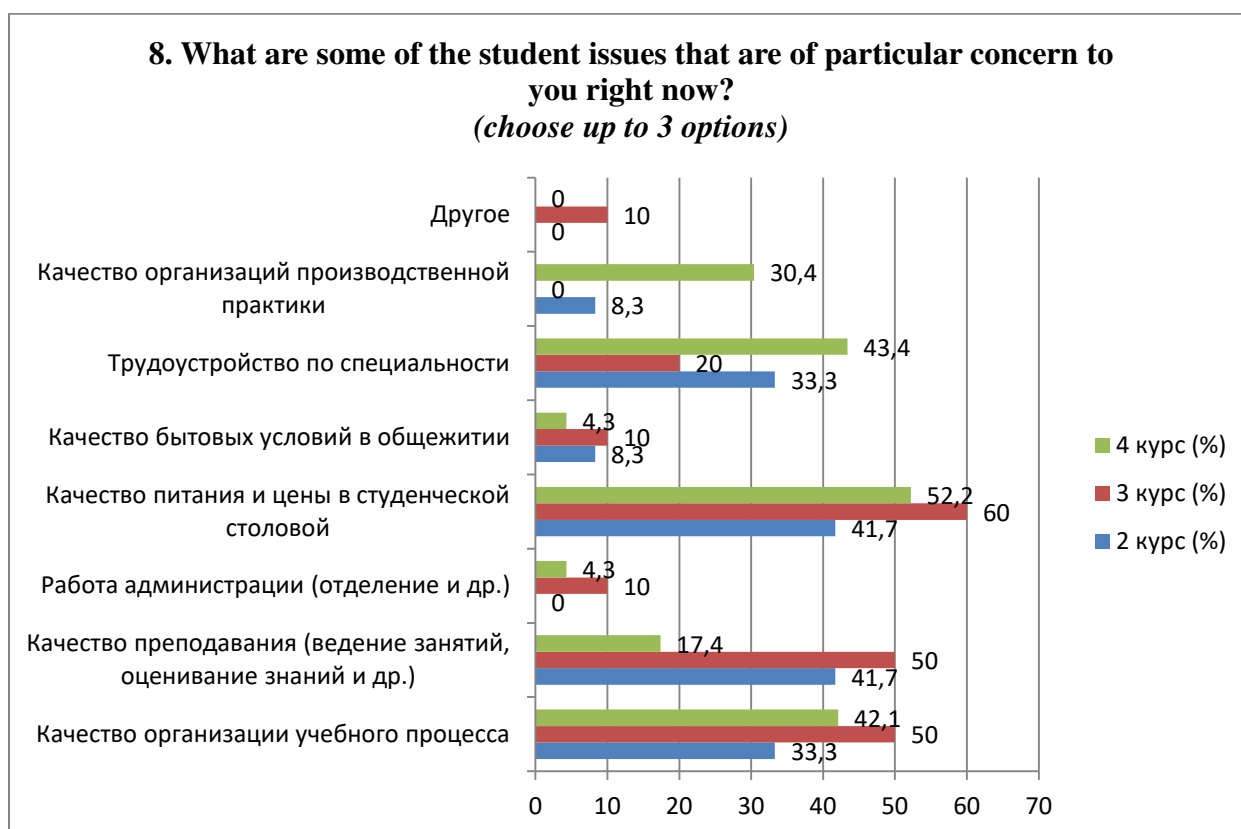
8. What are some of the student issues that are of particular concern to you right now?
(choose up to 3 options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Quality of the organization of the educational process	33,3	50	42,1

* 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 teaching (conducting classes, assessment of knowledge, etc.).	41,7	50	17,4
Work of administration (department, etc.)	-	10	4,3
Quality of food and prices in the student canteen	41,7	60	52,2
Quality of living conditions in the dormitory	8,3	10	4,3
Employment in the specialty	33,3	20	43,4
Quality of internship organizations	8,3	-	30,4
Quality of the organization of the educational process	-	10	-

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



For the option “Other” the students indicated the following options*:

2nd year	3rd year	4th year
-	- None.	-

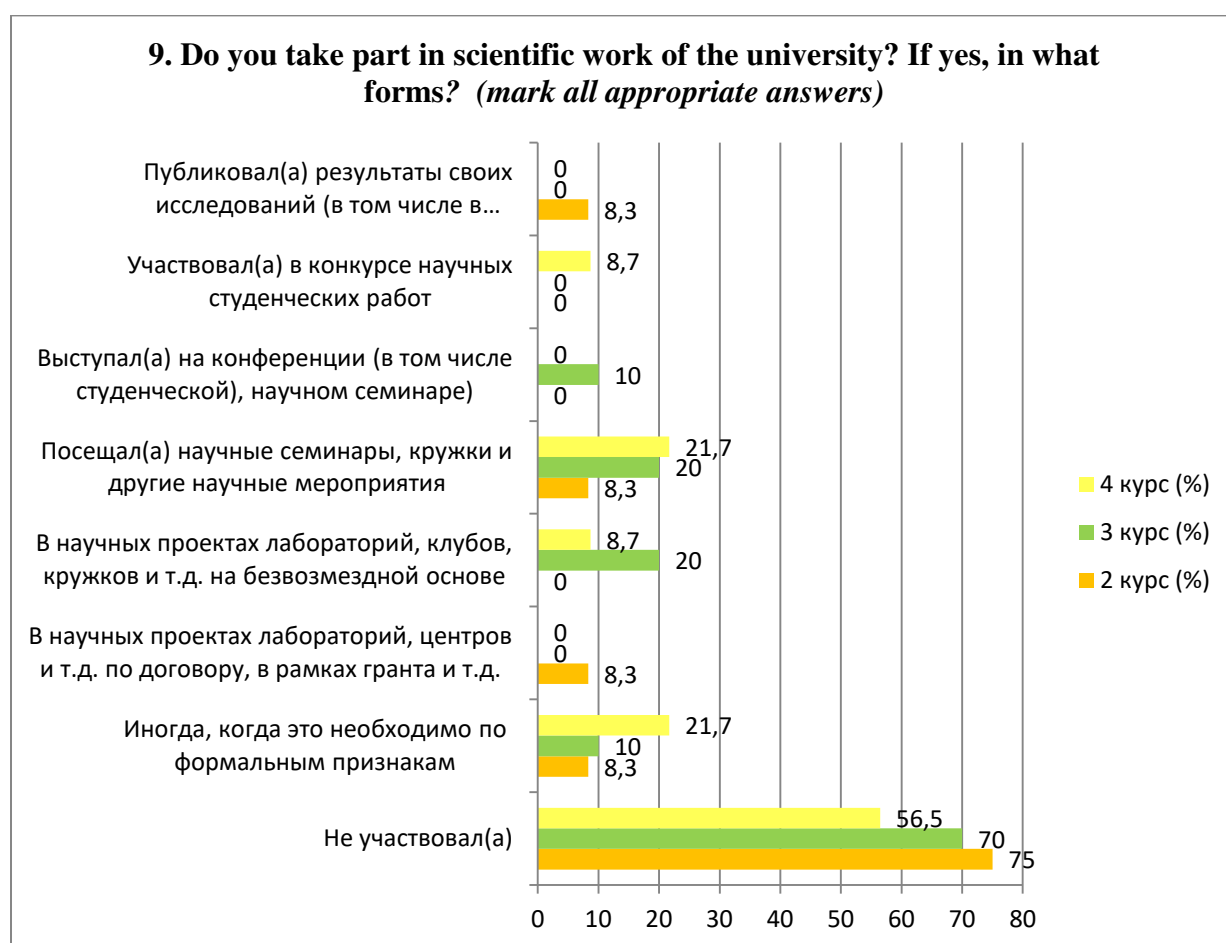
9. Do you take part in scientific work of the university? If yes, in what forms? (mark all appropriate answers)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Did not participate	75	70	56,5
Sometimes, when it is necessary for formal reasons	8,3	10	21,7
In scientific projects of laboratories,	8,3	-	-

* 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.

centers, etc. under a contract, within a grant, etc.			
In scientific projects of laboratories, clubs, circles, etc. free of charge	-	20	8,7
Attended scientific seminars, clubs and other scientific events	8,3	20	21,7
Speaker at a conference (including a student conference), scientific seminar	-	10	-
Participated in a student scientific work competition	-	-	8,7
Published the results of his research (including in student collections)	8,3	-	-

* 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*:

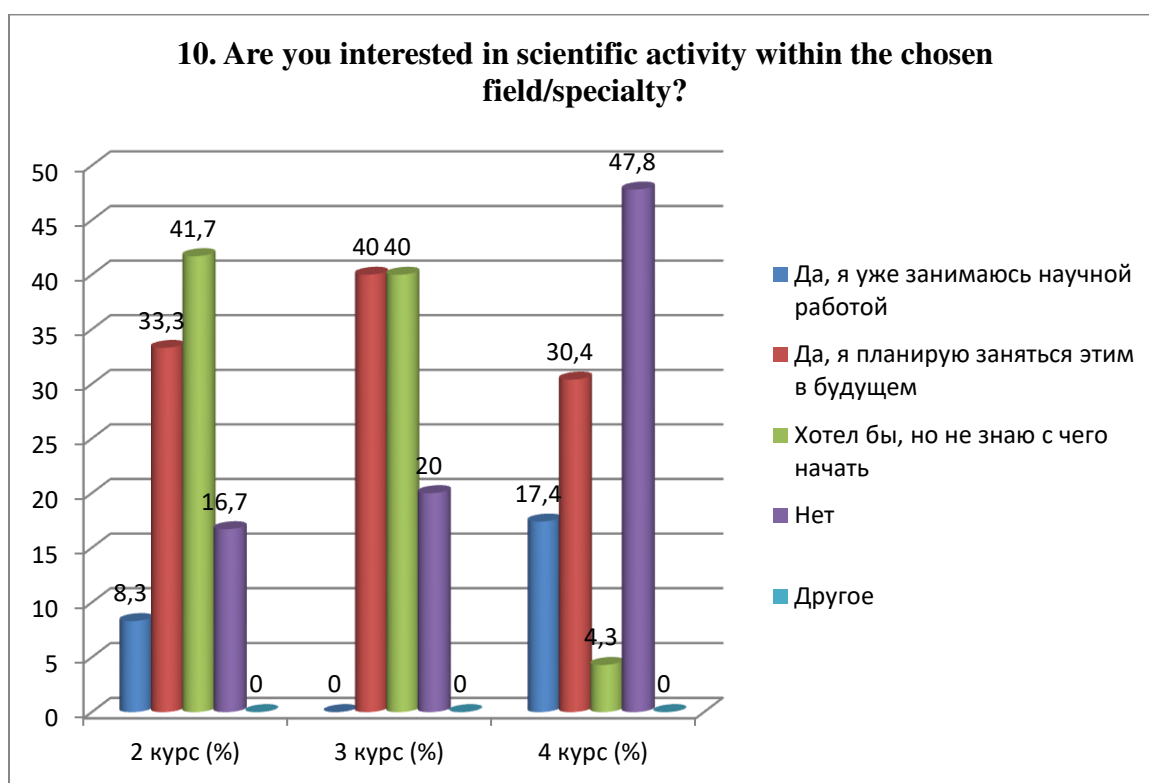
2nd year	3rd year	4th year
- No offers; - Not interested.	-	- I'm not interested; - Not interested.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
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* 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.

Yes, I am already doing scientific work	8,3	-	17,4
Yes, I plan to do it in the future	33,3	40	30,4
I would like to, but I don't know where to start	41,7	40	4,3
No	16,7	20	47,8
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 down why”, learners indicated the following options *:

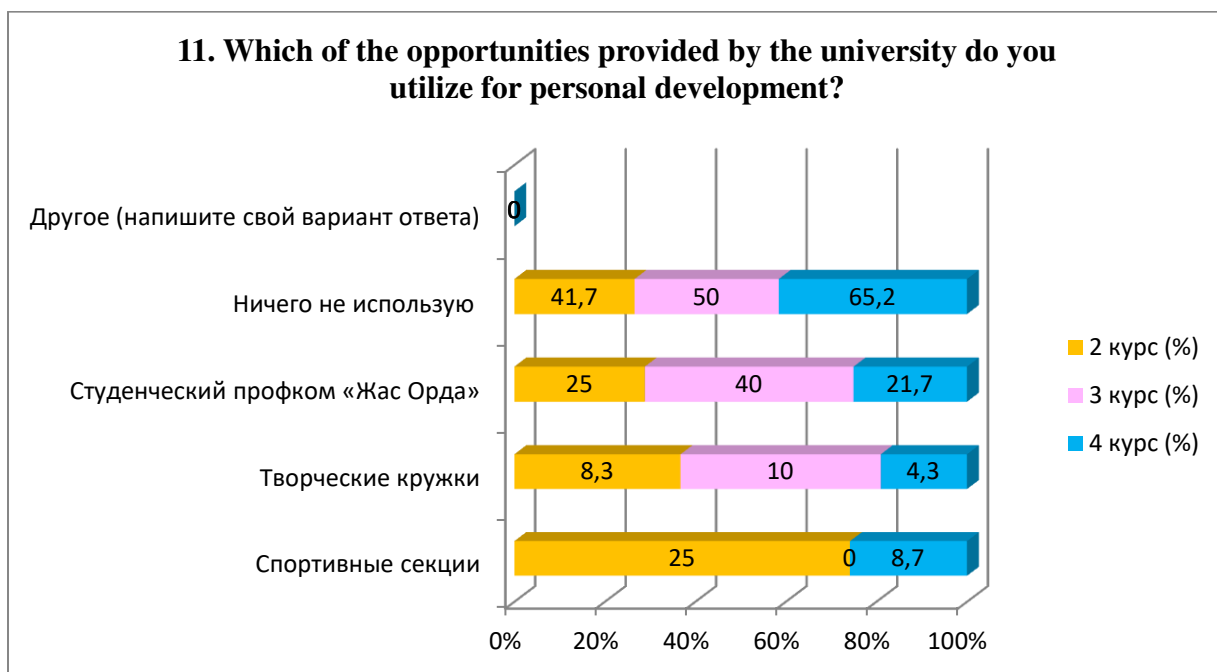
2nd year	3rd year	4th year
- Not interested.	-	- Not interested.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Sports sections	25	-	8,7
Creative clubs	8,3	10	4,3
Student Trade Union “Zhas Orda”	25	40	21,7
I don't use anything	41,7	50	65,2
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.

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



For the option “**Other**” the students indicated the following options*:

2nd year	3rd year	4th year
-	-	-

For the option “**If you answered “I don’t use anything” to the previous question, write down why**” students indicated the following options*:

2nd year	3rd year	4th year
- Not fully informed.	-	- Time consuming, better to work and study; - Not interesting.

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 _____

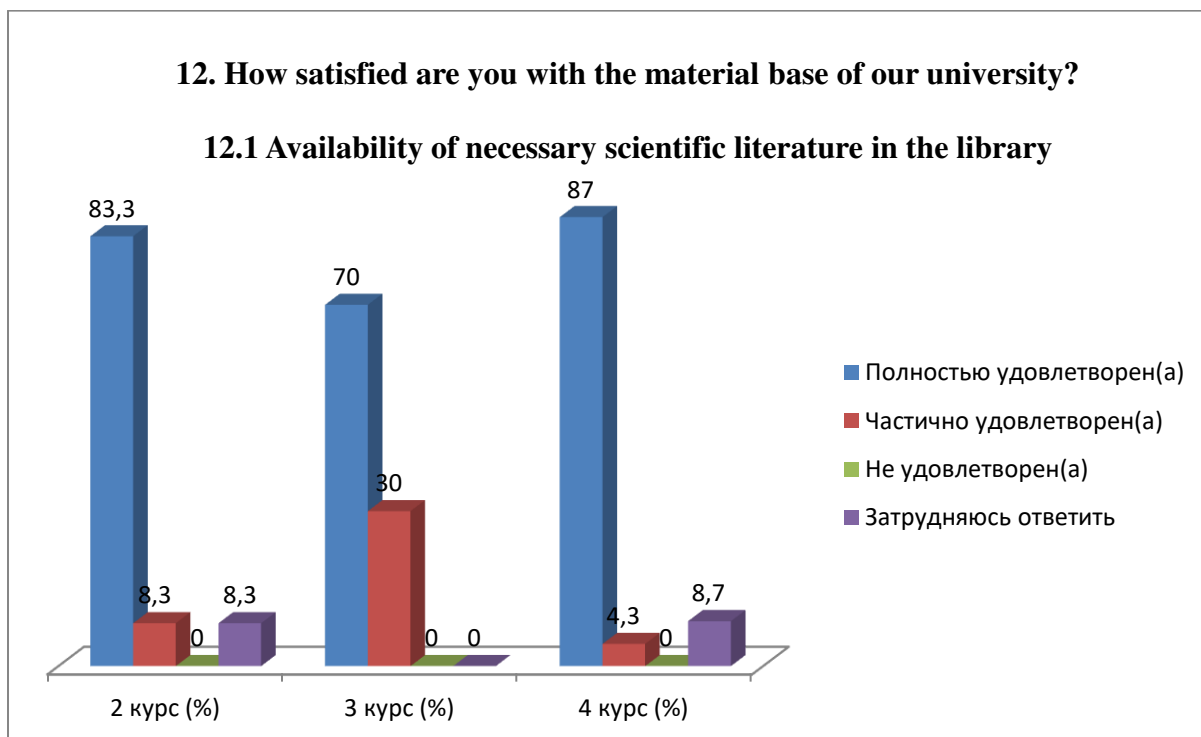
If you answered “not satisfied” to the previous question, make recommendations to improve the services provided _____

Indicators:

12.1 Availability of necessary scientific literature in the library

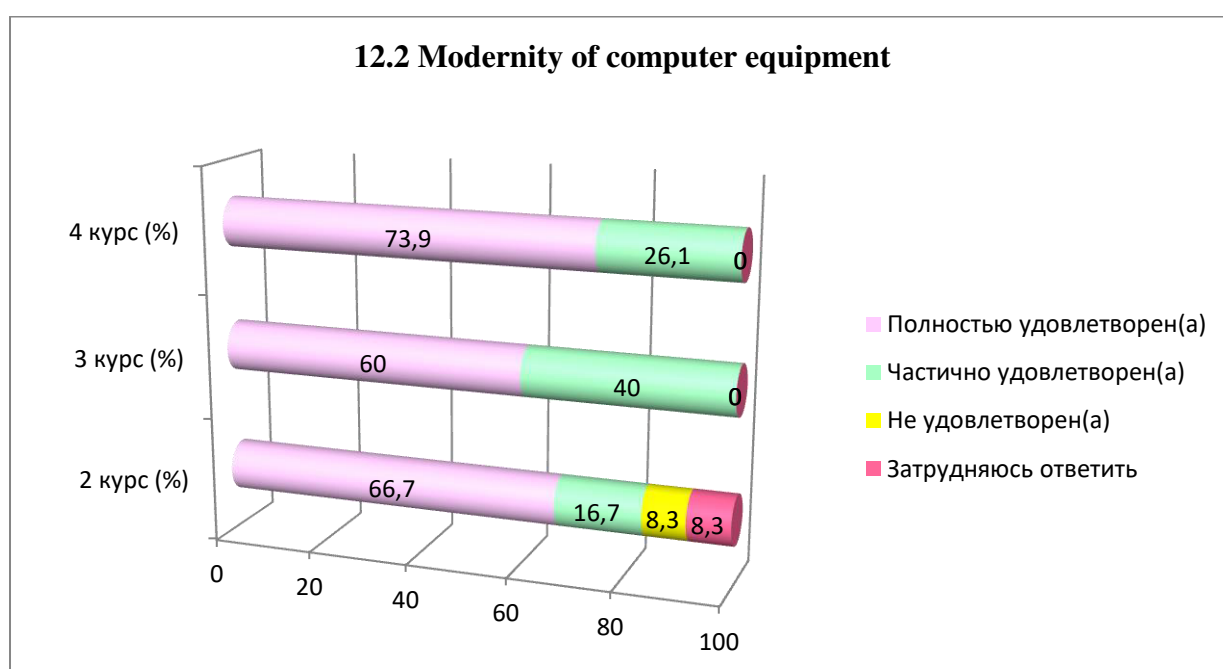
* Students' answers to the option “other” and “if you answered “not satisfied.....” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	83,3	70	87
Partially satisfied	8,3	30	4,3
Not satisfied	-	-	-
Difficult to answer	8,3	-	8,7



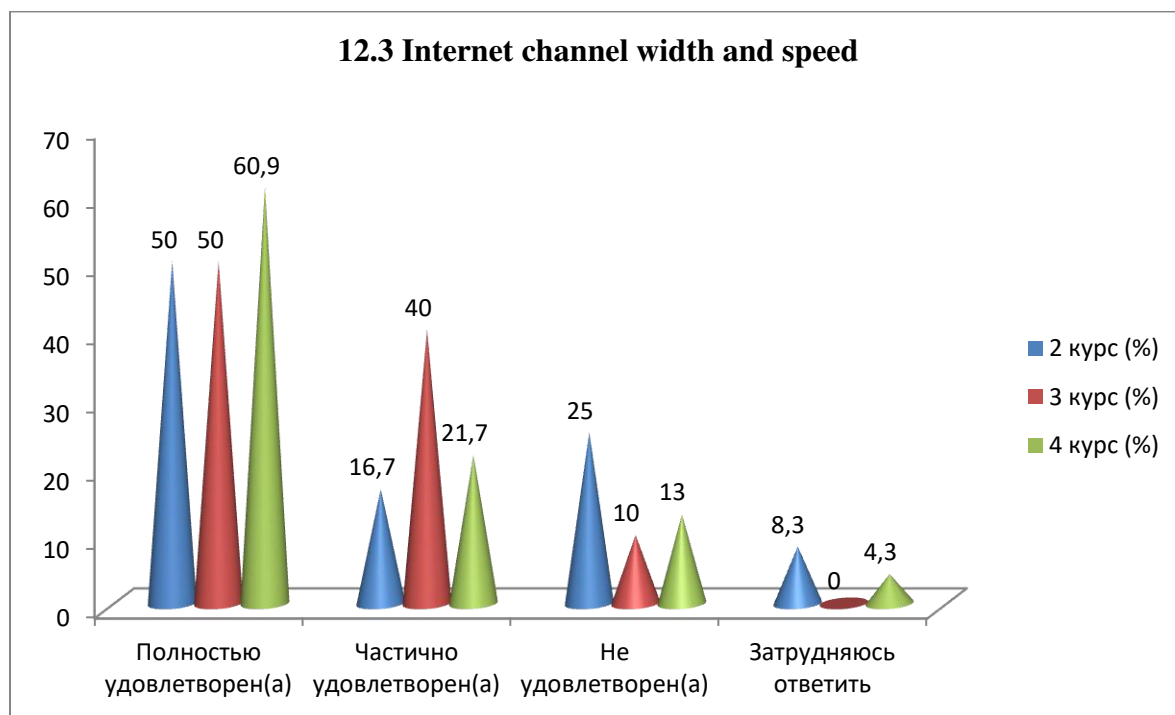
12.2 Modernity of computer equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66,7	60	73,9
Partially satisfied	16,7	40	26,1
Not satisfied	8,3	-	-
Difficult to answer	8,3	-	-



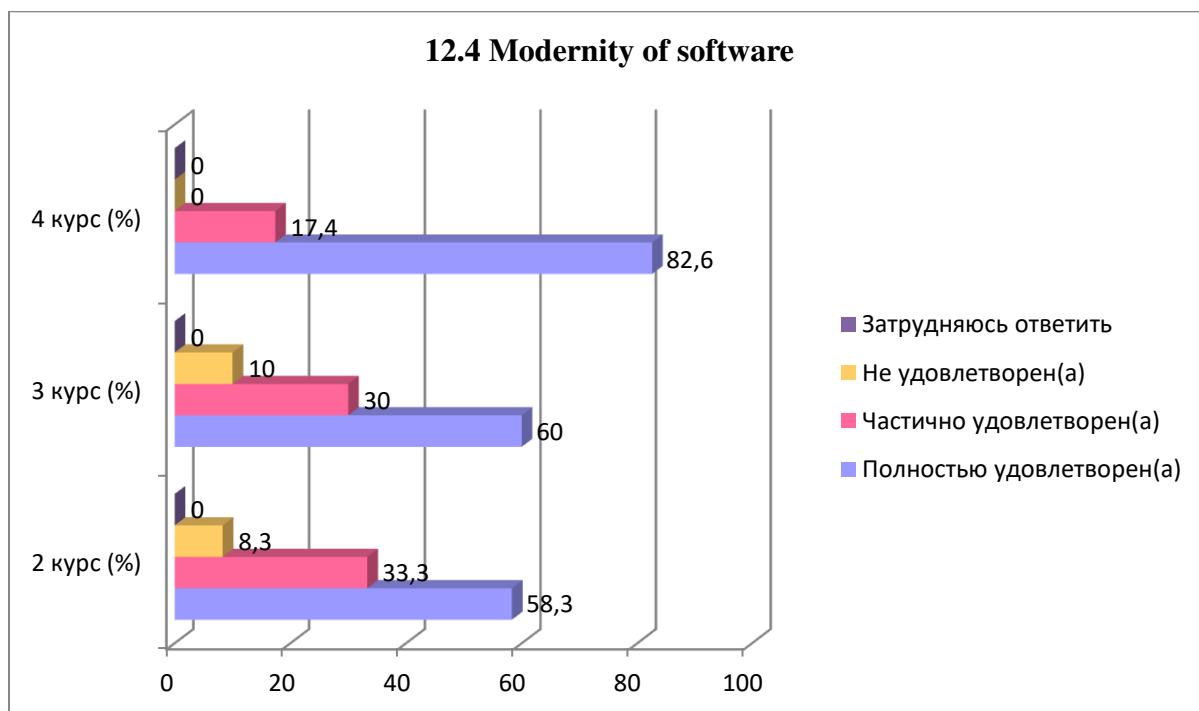
12.3 Internet channel width and speed

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	50	60,9
Partially satisfied	16,7	40	21,7
Not satisfied	25	10	13
Difficult to answer	8,3	-	4,3



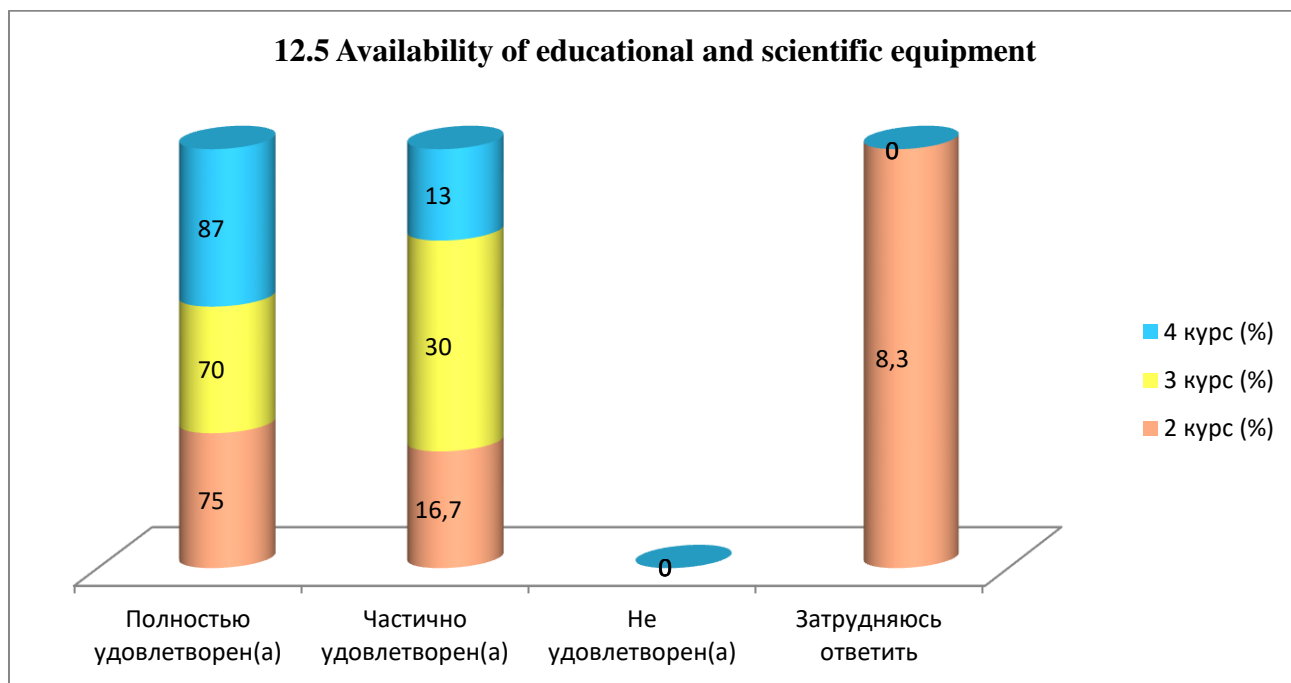
12.4 Modernity of software

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	58,3	60	82,6
Partially satisfied	33,3	30	17,4
Not satisfied	8,3	10	-
Difficult to answer	-	-	-



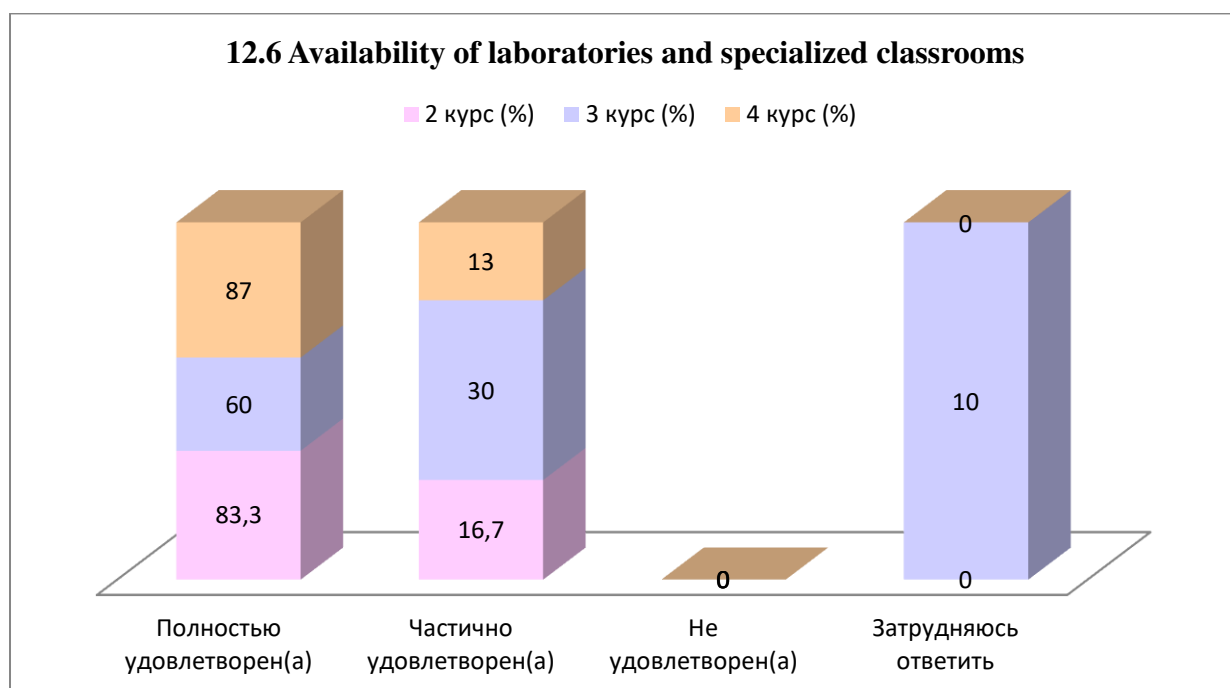
12.5 Availability of educational and scientific equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	75	70	87
Partially satisfied	16,7	30	13
Not satisfied	-	-	-
Difficult to answer	8,3	-	-



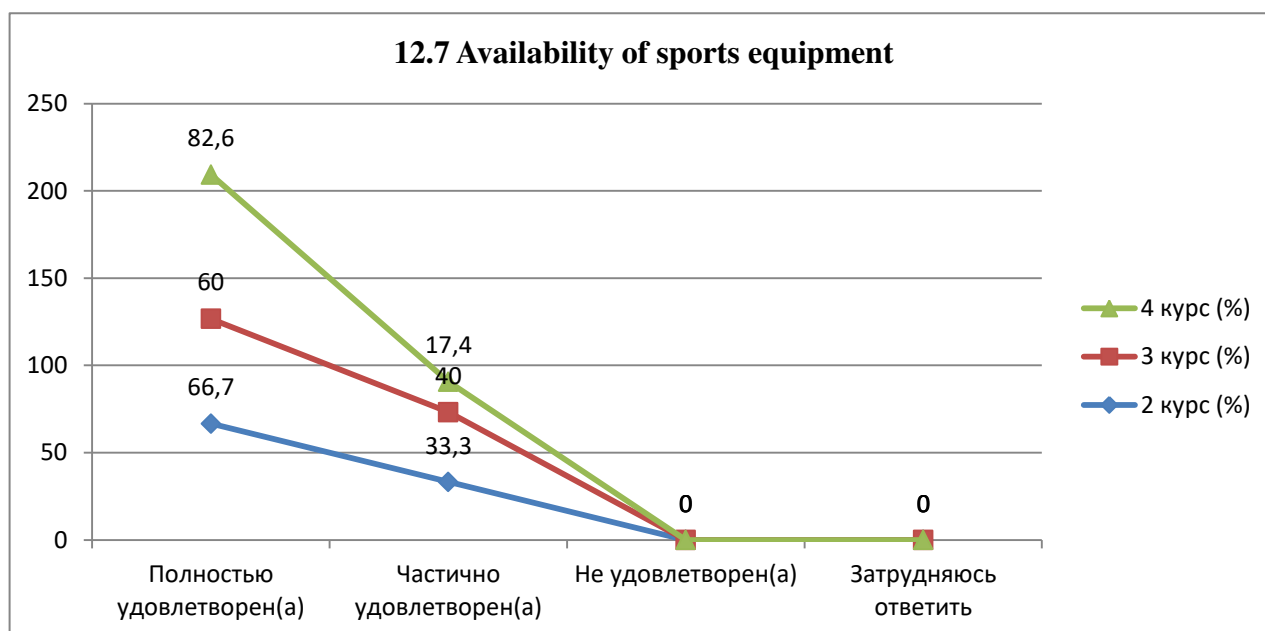
12.6 Availability of laboratories and specialized classrooms

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	83,3	60	87
Partially satisfied	16,7	30	13
Not satisfied	-	-	-
Difficult to answer	-	10	-



12.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66,7	60	82,6
Partially satisfied	33,3	40	17,4
Not satisfied	-	-	-
Difficult to answer	-	-	-



For the option “**Other**” the students indicated the following options* :

2nd year	3rd year	4th year
-	-	-

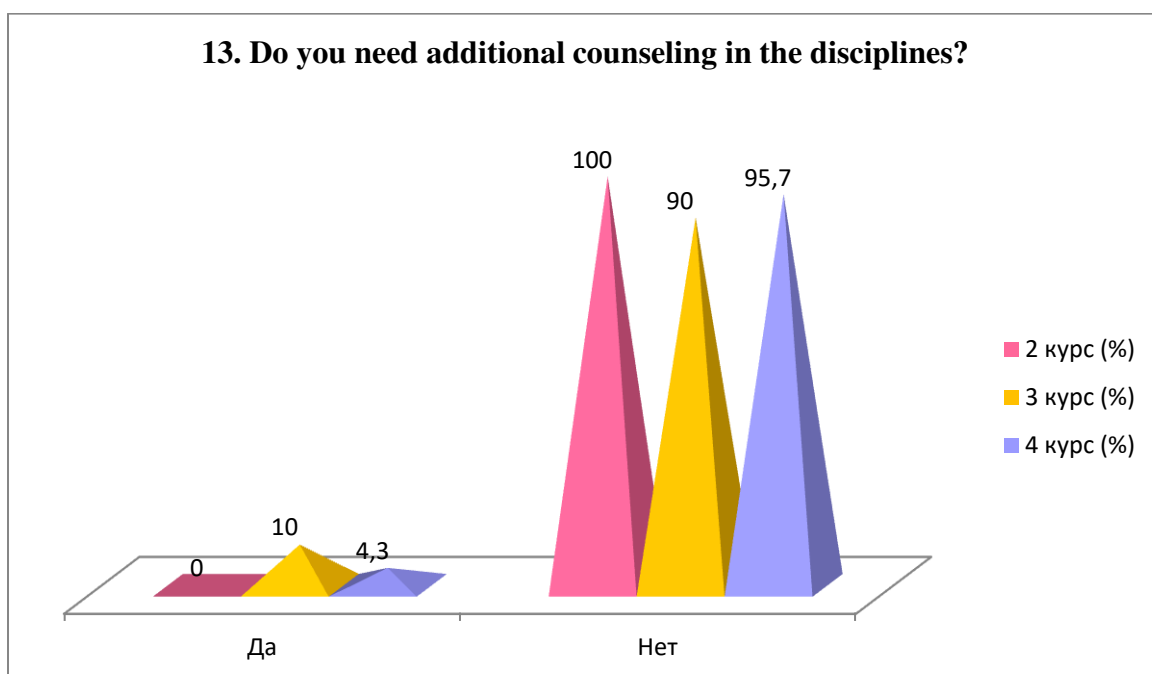
For the option “**If you answered “Rather not benevolent than benevolent” and “Negative” to the previous question, give recommendations for improvement,**” students indicated the following options* :

2nd year	3rd year	4th year
- Satisfied; - Lack of interactive whiteboard in classrooms.	-	-

13. Do you need additional counseling in the disciplines?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	-	10	4,3
No	100	90	95,7

* 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 “Yes” to the previous question, then write down the discipline in which you need additional counseling” the students indicated the following options*:

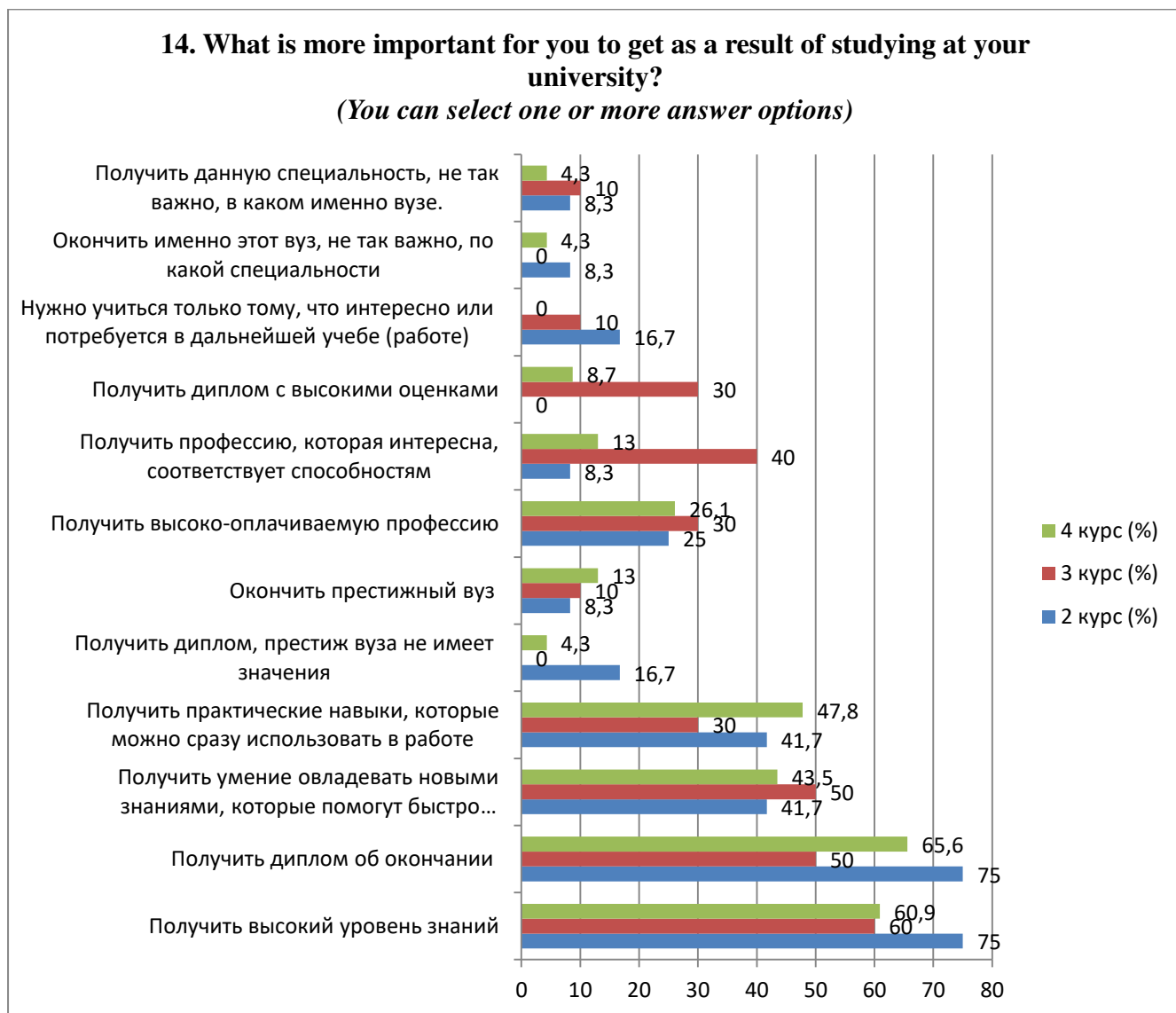
2nd year	3rd year	4th year
-	-	-

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	75	60	60,9
Receive a diploma of completion	75	50	65,6
Gain the ability to acquire new knowledge that will help you quickly adapt in the workplace	41,7	50	43,5
Gain practical skills that you can immediately use at work	41,7	30	47,8
Get a diploma, the prestige of the university does not matter	16,7	-	4,3
Graduate from a prestigious university	8,3	10	13
Get a highly paid profession	25	30	26,1
Get a profession that is interesting and matches your abilities	8,3	40	13
Get a diploma with high grades	-	30	8,7
You need to learn only what is interesting or will be needed in further study (work)	16,7	10	-
It's not so important to graduate from this particular university, in what specialty	8,3	-	4,3
Get a high level of knowledge	8,3	10	4,3

* 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.

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



Please, write your suggestions, wishes, as well as what questions in your opinion 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).

2nd year	3rd year	4th year
<ul style="list-style-type: none"> - All questions added; - There are no questions; - None. 	<ul style="list-style-type: none"> - I can't answer that; - About the canteen; - Availability of toilet paper; - There are plenty of questions. 	<ul style="list-style-type: none"> - I'm fine with it; - No answer; - I'm fine; - Everything's ok; - Everything's fine.

Based on the results of the questionnaire, the following **conclusions** can be drawn:

The majority of students report their full satisfaction with the quality of services provided, based on which it can be stated that according to these indicators, the quality of services provided at the University met the expectations of students and thus fulfilled its purpose.

However, during the survey it should be noted that most of the recommendations to improve the services provided were given in relation to the organization of catering at the university. The following disadvantages were identified: small assortment of offered dishes, a large queue that is formed during peak hours of the canteen, overpriced dishes, food quality does not match the price, 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 to think about expanding the range of dishes, 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.

To the question **“What is your attitude to the quality of the organization of the educational process?”** the majority of students answered that there are no special complaints: 2nd year - 75%, 3rd year - 90%, 4th year - 82.6%. The obtained data indicate the improvement of the quality of the organization of the educational process and educational services of the university.

Nevertheless, there is a small part of respondents who noted such answer options as “Disciplines studied do not correspond to the specialty they receive” (2nd year - 16.7%, 3rd year - 10%), “Overload of classroom lessons” (2nd year - 8.3%, 4th year - 13%), “Dissatisfaction with the quality of lessons” (4th year - 4.3%).

To the question: **“What indicators, as a rule, are taken into account by teachers when making the final grade?”** 60.6% of students indicated the option “activity in classes (seminars), answers to the teacher's questions, solving problems, etc.”, the second place - 13.1% “attendance” and the third place - 8.7% “results of the final exam on the course”.

Relationships “between students”, “between teachers and students (in the educational process)”, “between student and supervisor”, “between students and administration”, “between students and employees of departments (library, student department, etc.)”, “between students and security service” are assessed by respondents, mainly as “benevolent” and “rather benevolent than unfriendly” respectively, which fully corresponds to a high level of satisfaction with the moral and psychological climate in the student environment.

On the question **“What student problems are of particular concern to you now?”** the students put “Quality of food and prices in the student canteen” in the first place - 51.3%. Next – “Quality of the organization of the educational process” - 41.8%. In the third position – “Quality of teaching (conducting classes, assessment of knowledge, etc.)” - 36.4%. - 36,4%.

On the question **“Do you need additional counseling in disciplines?”** 4.7% of respondents answered that they need additional counseling. However, they did not specify what kind of additional counseling on disciplines is needed.

Recommendations:

1. 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.

* The students' answers are presented in the original. The spelling and punctuation of the author have been preserved.