

Report
based on the questionnaire results
«Satisfaction of 2nd-5th year students with educational services»
2023 – 2024 academic year

Department: «Economics and management of the enterprise»

Speciality: 6B04107 Industrial economics

In October 2023, the quality management and accreditation center conducted an annual questionnaire on the satisfaction of 2nd-5th year students with the quality of services provided.

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

In specialty 6B04107 «Industrial Economics» 61 respondents took part in the questionnaire.

- 2nd year – 36 students (81.8%);
- 3rd year – 20 students (71.4%);
- 4th year – 5 students (26.3%).

Form of study

- Budget – 3 students (4.9%);
- Fee-paying – 58 students (95.1%).

The following data were obtained during the questionnaire:

1. Are you satisfied? quality of services provided?

1.1 The learning process as a whole
1.2 Schedule of classes
1.3 Organization of independent work
1.4 Internship
1.5 Organization and implementation of the SIWT
1.6 Organization and implementation of laboratory work
1.7 Satisfaction with the library's 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 Organization of catering at the university (prices, range of products, quality of prepared dishes)

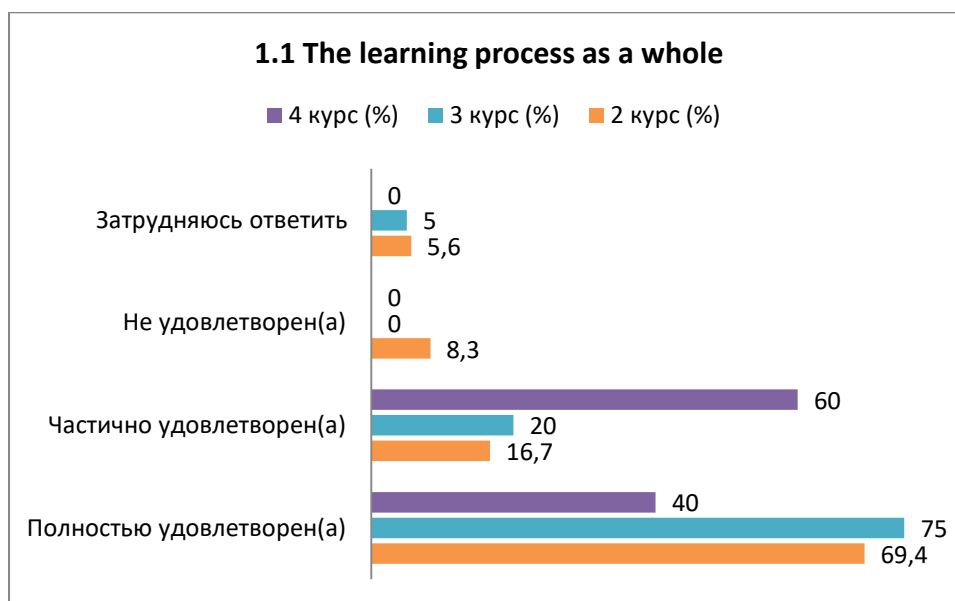
Other _____

If you answered «not satisfied» to the previous question, please provide recommendations for improving the services provided _____

1.1 The learning process as a whole

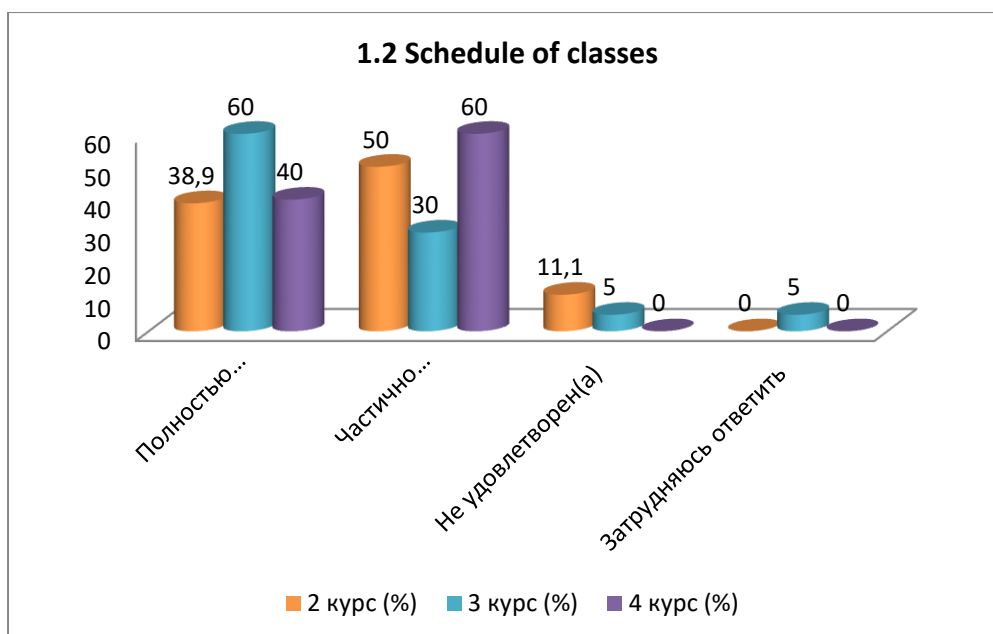
Answer options	2nd year (%)	3rd year (%)	4th year
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			(%)
Completely satisfied	69.4	75	40
Partially satisfied	16.7	20	60
Not satisfied	8.3	-	-
I find it difficult to answer	5.6	5	-



1.2 Schedule of classes

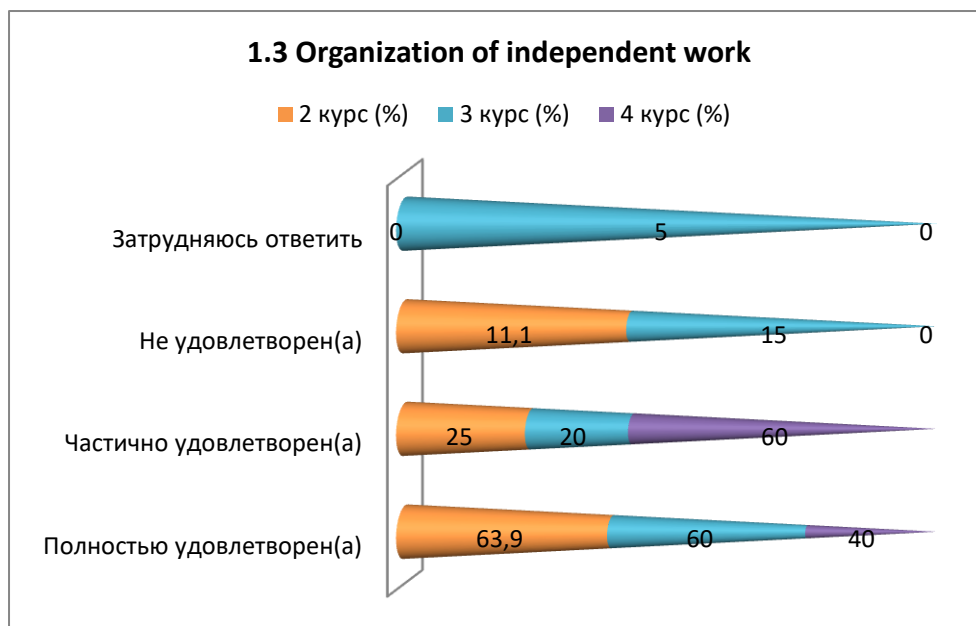
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	38.9	60	40
Partially satisfied	50	30	60
Not satisfied	11.1	5	-
I find it difficult to answer	-	5	-



1.3 Organization of independent work

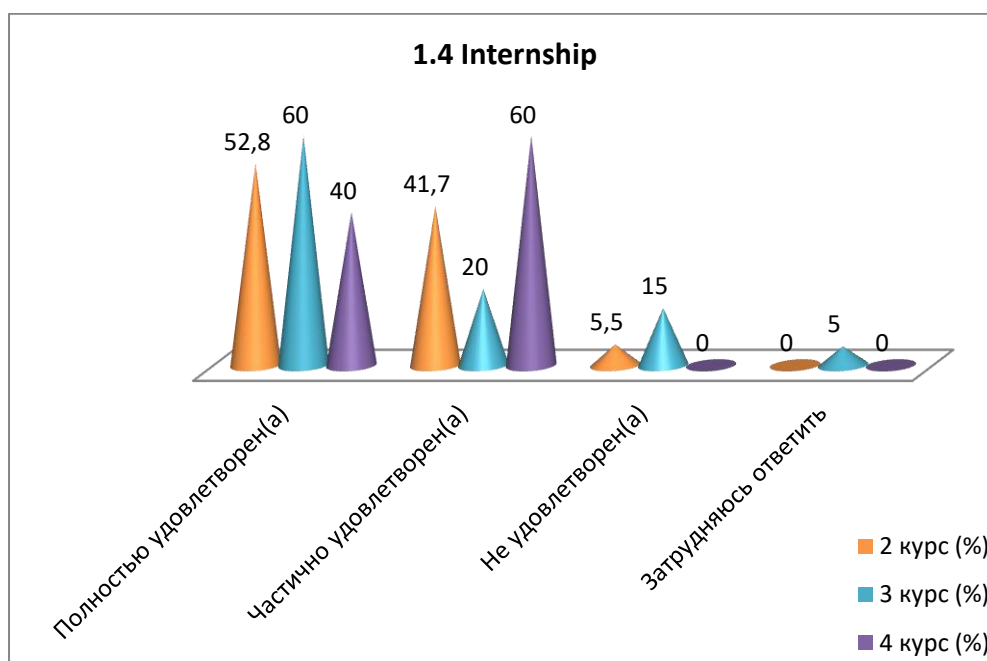
Answer options	2nd year (%)	3rd year (%)	4th year (%)
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Completely satisfied	63.9	60	40
Partially satisfied	25	20	60
Not satisfied	11.1	15	-
I find it difficult to answer	-	5	-



1.4 Internship

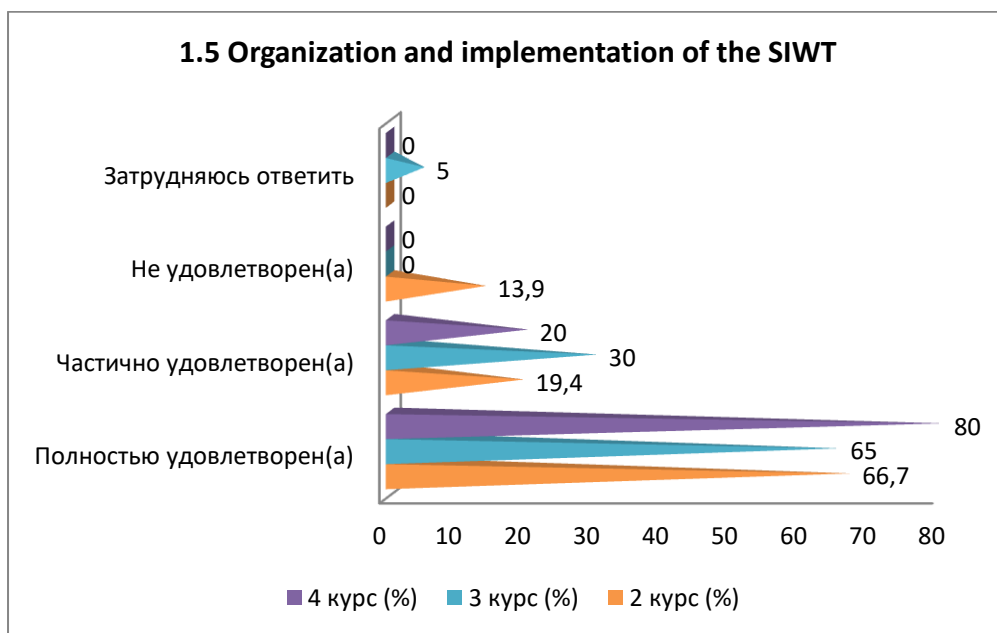
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	52.8	60	40
Partially satisfied	41.7	20	60
Not satisfied	5.5	15	-
I find it difficult to answer	-	5	-



1.5 Organization and implementation of the SIWT

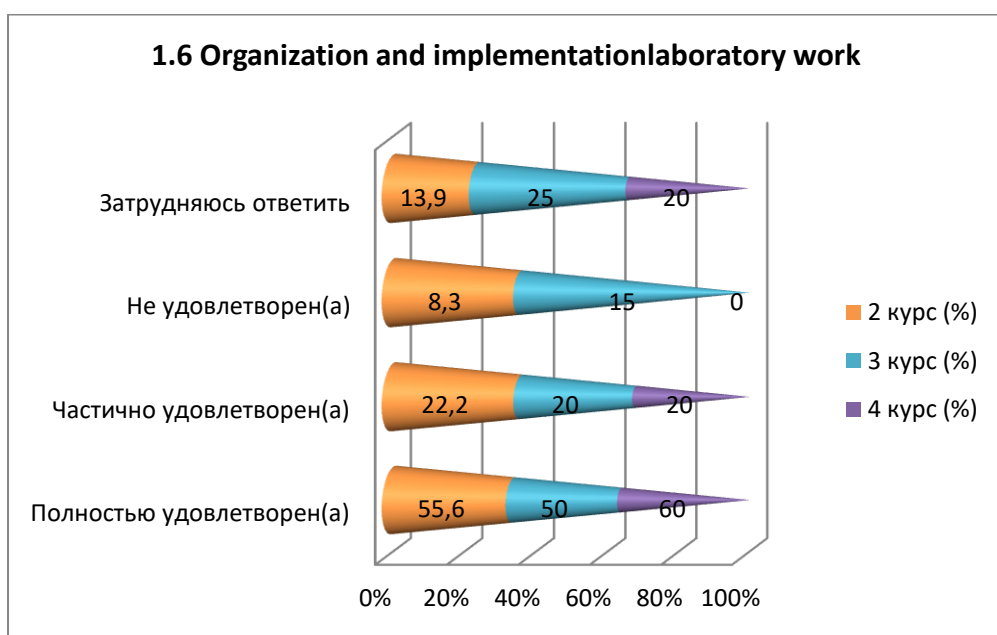
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66.7	65	80

Partially satisfied	19.4	30	20
Not satisfied	13.9	-	-
I find it difficult to answer	-	5	-



1.6 Organization and implementation laboratory work

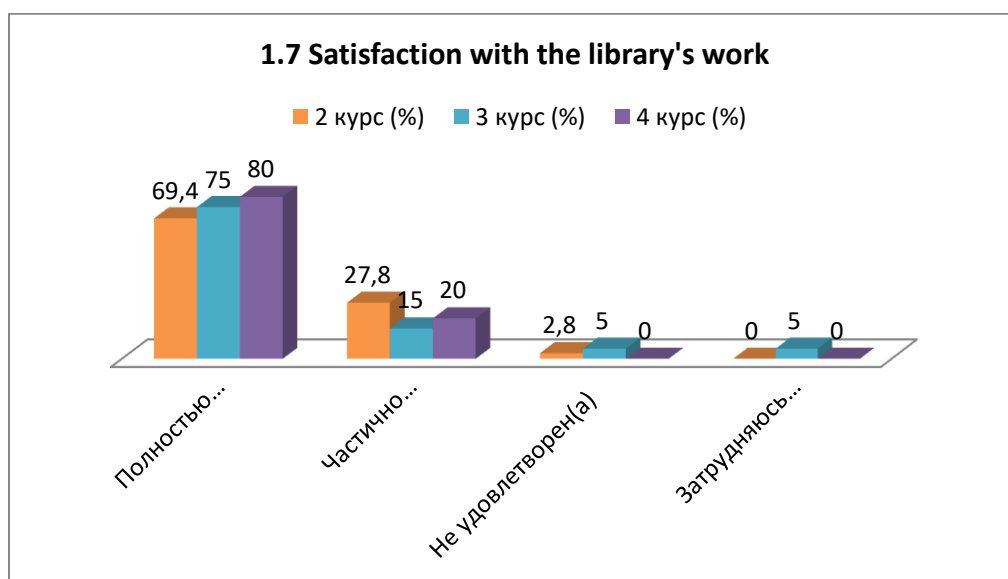
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	55.6	50	60
Partially satisfied	22.2	20	20
Not satisfied	8.3	15	-
I find it difficult to answer	13.9	25	20



1.7 Satisfaction with the library's work

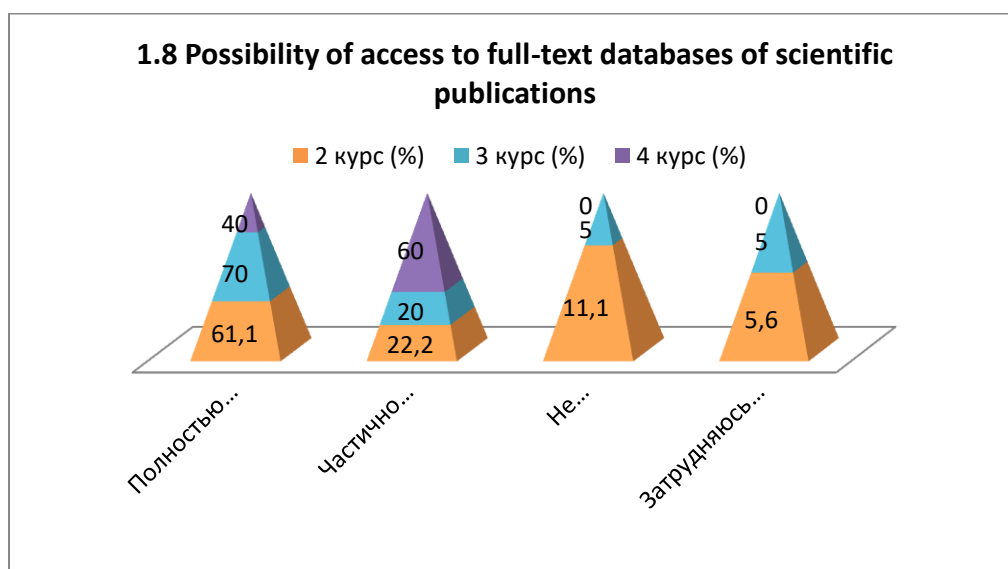
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	69.4	75	80

Partially satisfied	27.8	15	20
Not satisfied	2.8	5	-
I find it difficult to answer	-	5	-



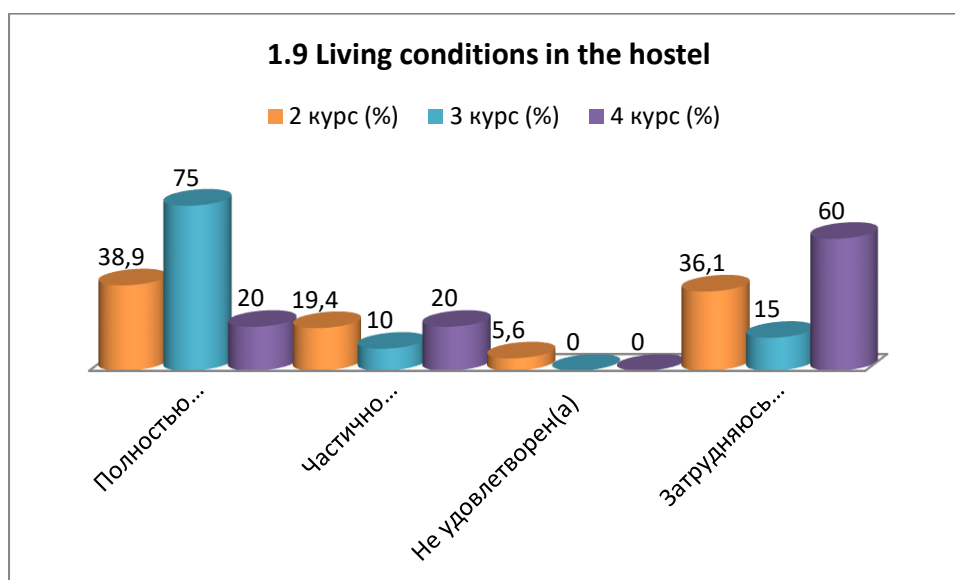
1.8 Possibility of access to full-text databases of scientific publications

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	61.1	70	40
Partially satisfied	22.2	20	60
Not satisfied	11.1	5	-
I find it difficult to answer	5.6	5	-



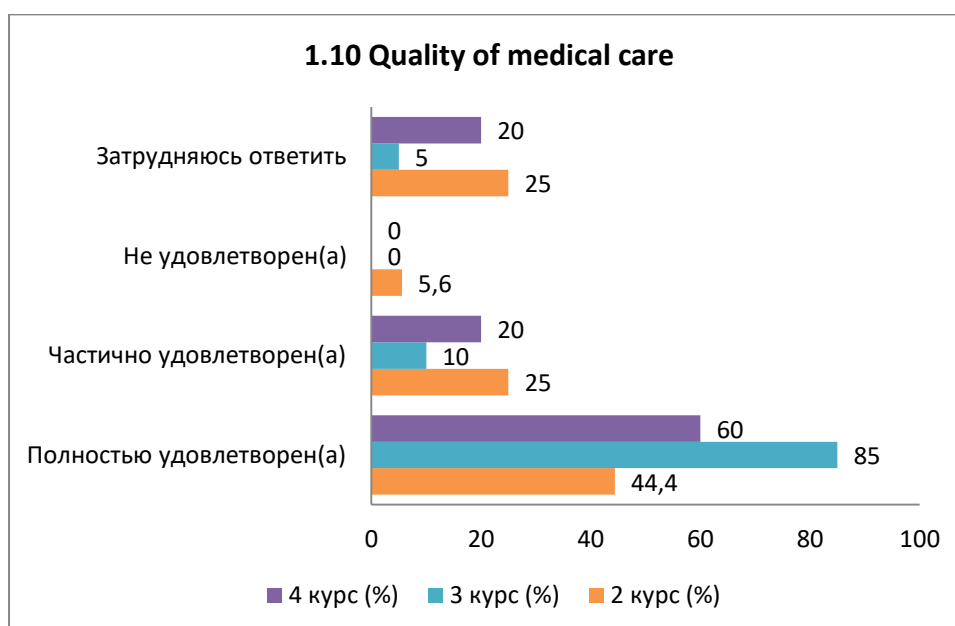
1.9 Living conditions in the hostel

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	38.9	75	20
Partially satisfied	19.4	10	20
Not satisfied	5.6	-	-
I find it difficult to answer	36.1	15	60



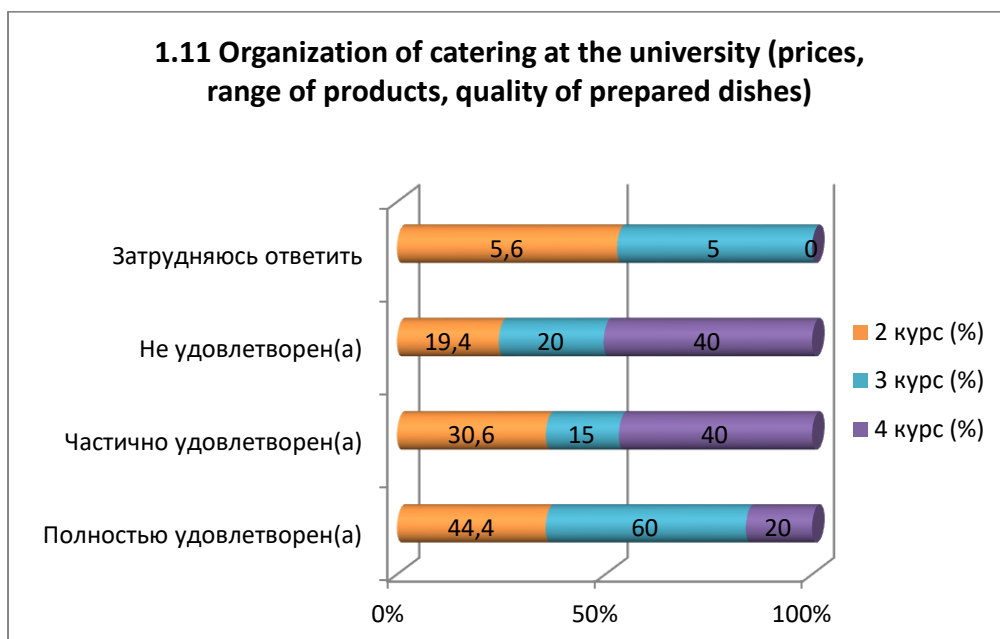
1.10 Quality of medical care

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	44.4	85	60
Partially satisfied	25	10	20
Not satisfied	5.6	-	-
I find it difficult to answer	25	5	20



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	44.4	60	20
Partially satisfied	30.6	15	40
Not satisfied	19.4	20	40
I find it difficult to answer	5.6	5	-



For the «Other» option, students indicated the following options*:

- Satisfied
- No.

For the option «If you answered «not satisfied» to the previous question, please provide recommendations for improvement provided services» Students indicated the following options*:

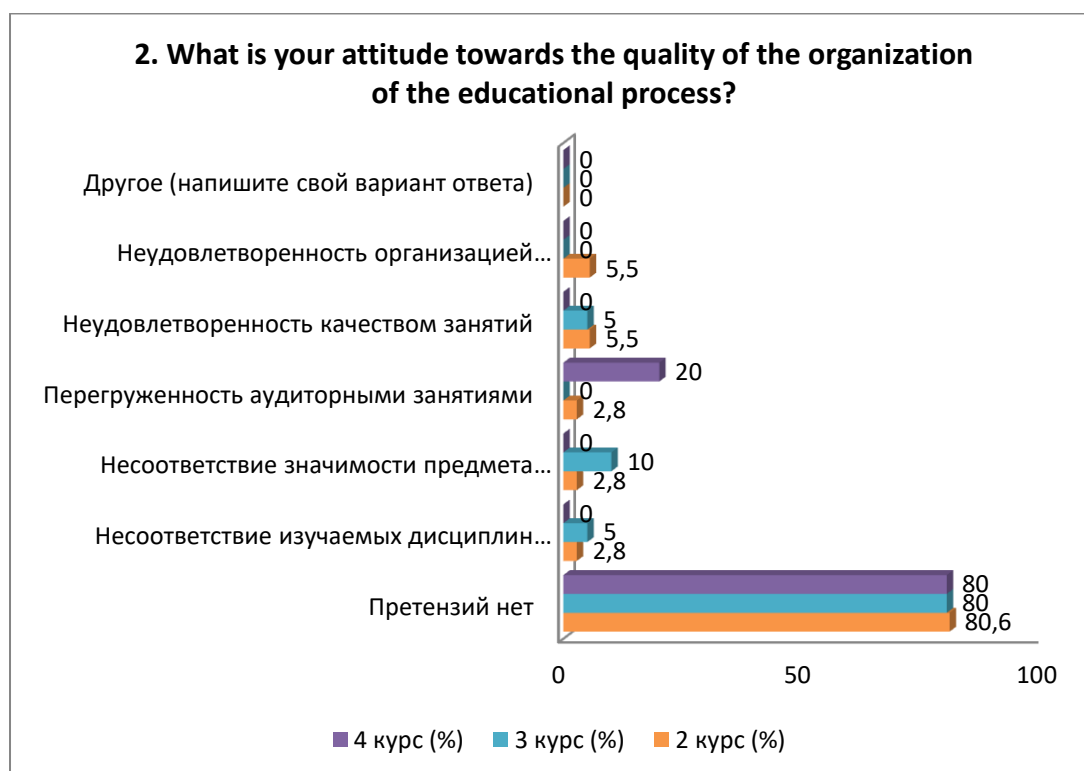
2nd year	3rd year	4th year
<ul style="list-style-type: none"> - There is no hot water in the hostel, it is rarely provided, it closes too early, it is impossible to work, and how can we live on, the stipend is not enough at all; - High prices for food that are not in line with themselves, difficult access to purchase due to the large number of people wanting it. 	<ul style="list-style-type: none"> - The practice for 2 years was not completed as it should have been; - not once in 2 courses did we undergo practical training in the required form, from the dishes in the canteen only 2-3 were normal, There are no lab assignments, and students are treated like dumb meat in the library. 	<ul style="list-style-type: none"> - The dining room needs to be made better and the prices are high.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
No complaints	80.6	80	80
Mismatch between the studied disciplines and the received specialty	2.8	5	-
Mismatch between the importance of	2.8	10	-

*The 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 subject and the number of hours			
Overload of classroom activities	2.8	-	20
Dissatisfaction with the quality of classes	5.5	5	-
Dissatisfaction with the organization of tests and exams	5.5	-	-
Other(write your answer)	-	-	-



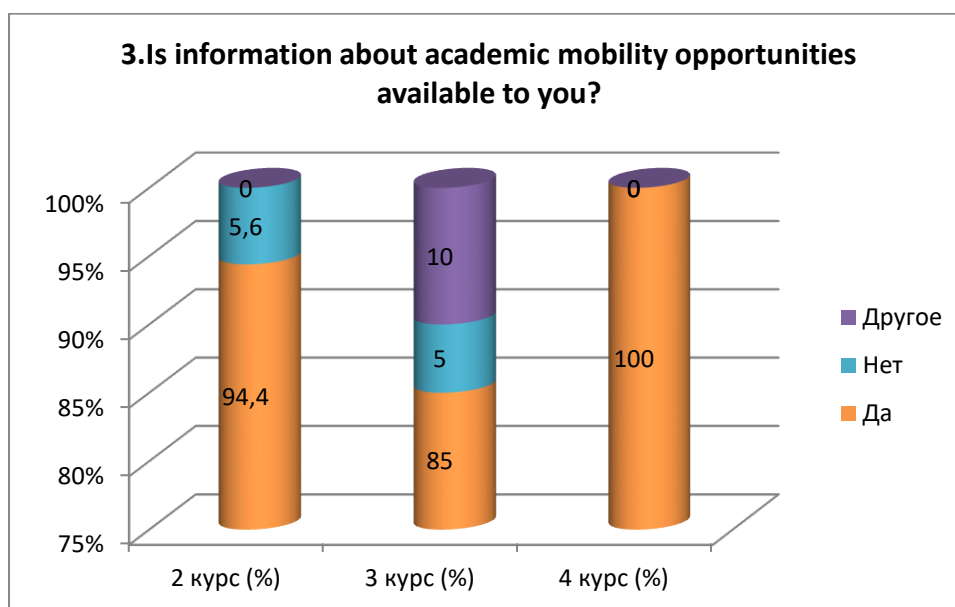
For the option «If you answered «Does not correspond or is not satisfactory» to the previous question, please provide recommendations for improvement.» students indicated the following options*:

- Because
- Humanities subjects (philosophy, cultural studies, etc.) are sometimes given more time and teachers have a stricter attitude towards them than those in the specialized fields.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	94.4	85	100
No	5.6	5	-
Other	-	10	-

*The 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 «Other» option, students indicated the following options*:

- I am in Russia now thanks to her.
- I'm walking along it at the moment.

For the option «If you answered «No» to the previous question, write why» Students indicated the following options*:

- What is this.

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 the student and the curator
4.4 Between students and administration
4.5 Between students and department staff (library, student department, etc.)
4.6 Between students and security service

Other _____

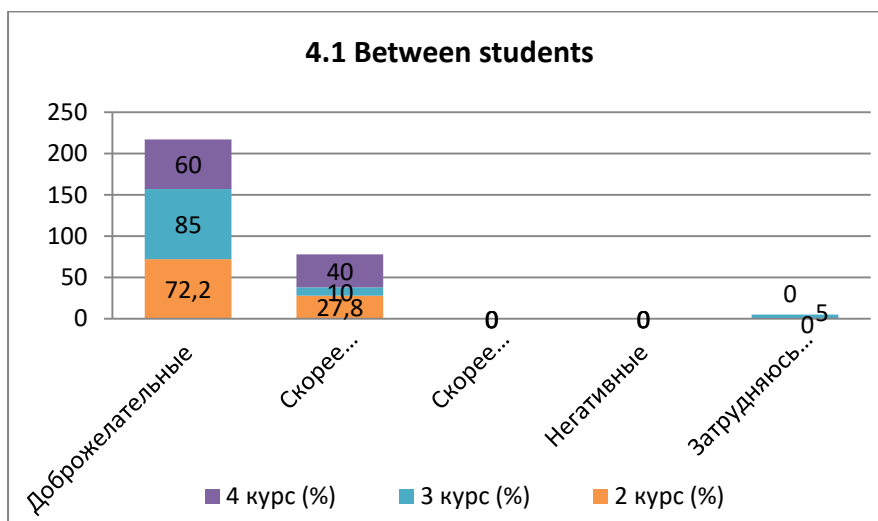
If you answered «not satisfied» to the previous question, please provide recommendations for improving the services provided _____

4.1 Between students

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	72.2	85	60
More benevolent than malevolent	27.8	10	40
More malevolent than benevolent	-	-	-

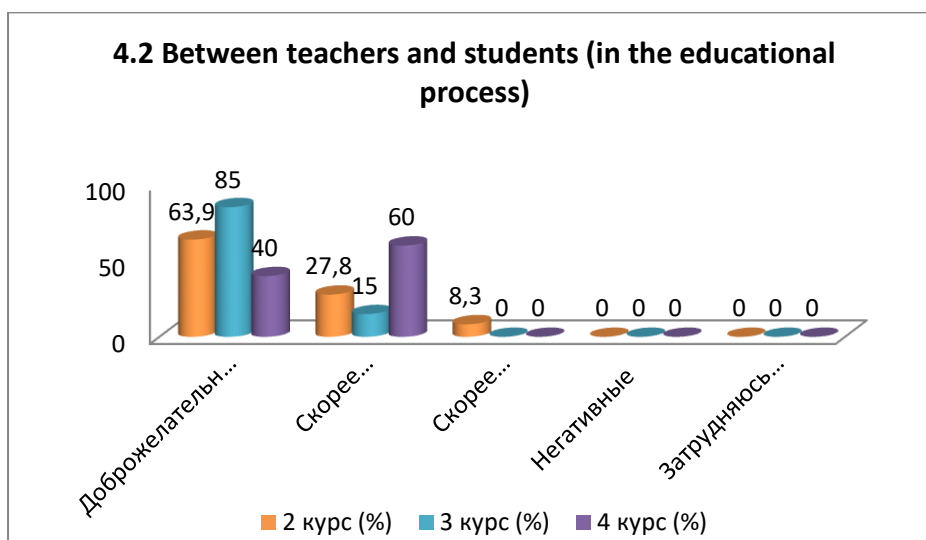
*The students' answers to the option "other" and "if you answered "not satisfied..." to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

Negative	-	-	-
I find it difficult to answer	-	5	-



4.2 Between teachers and students (in the educational process)

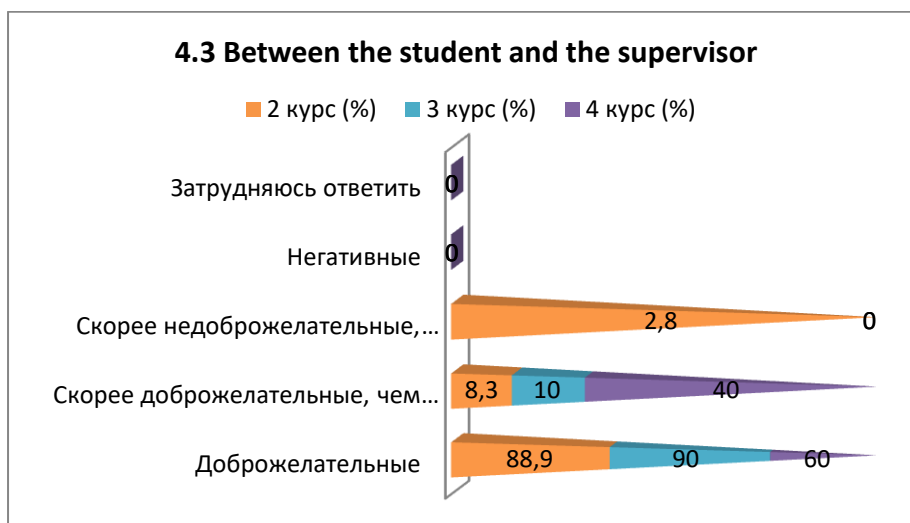
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	63.9	85	40
More benevolent than malevolent	27.8	15	60
More malevolent than benevolent	8.3	-	-
Negative	-	-	-
I find it difficult to answer	-	-	-



4.3 Between the student and the supervisor

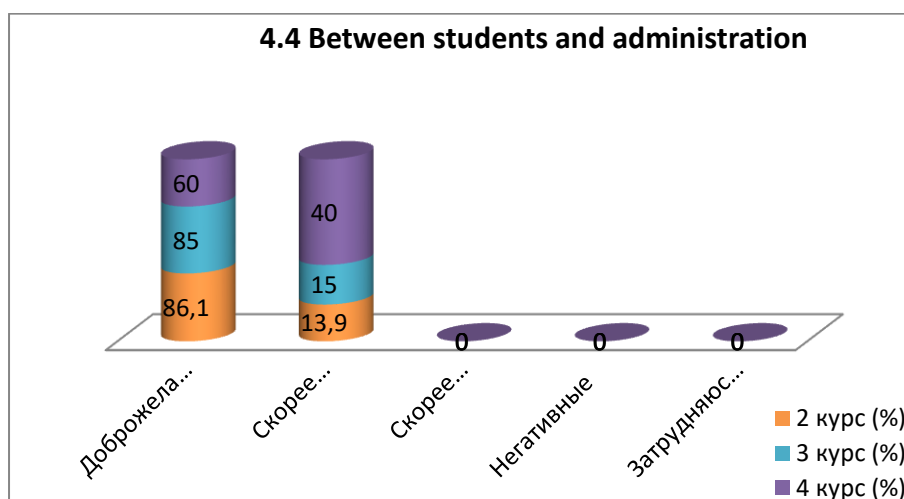
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	88.9	90	60
More benevolent than malevolent	8.3	10	40
More malevolent than	2.8	-	-

benevolent			
Negative	-	-	-
I find it difficult to answer	-	-	-



4.4 Between students and administration

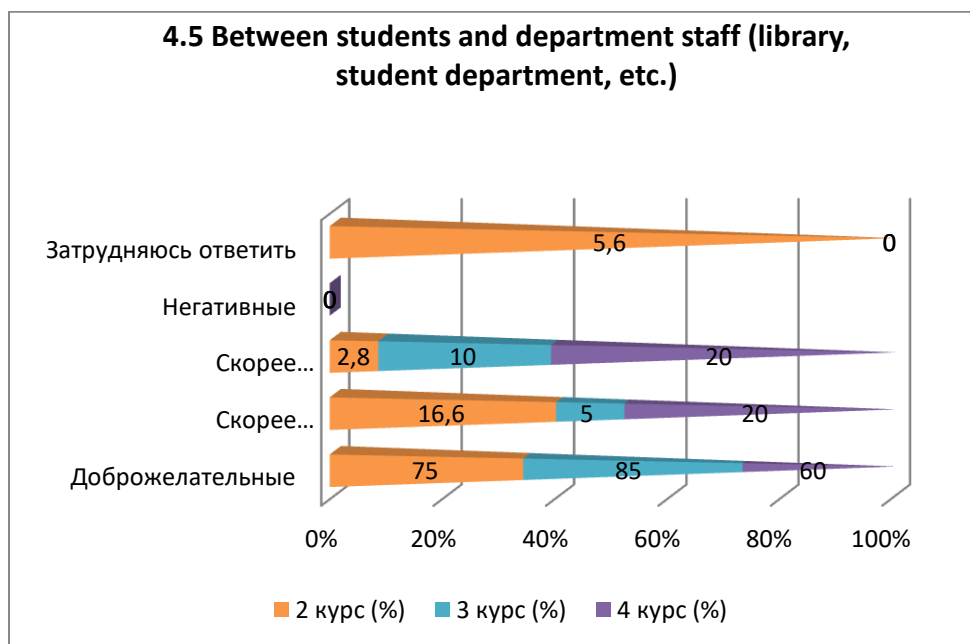
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	86.1	85	60
More benevolent than malevolent	13.9	15	40
More malevolent than benevolent	-	-	-
Negative	-	-	-
I find it difficult to answer	-	-	-



4.5 Between students and department staff (library, student department, etc.)

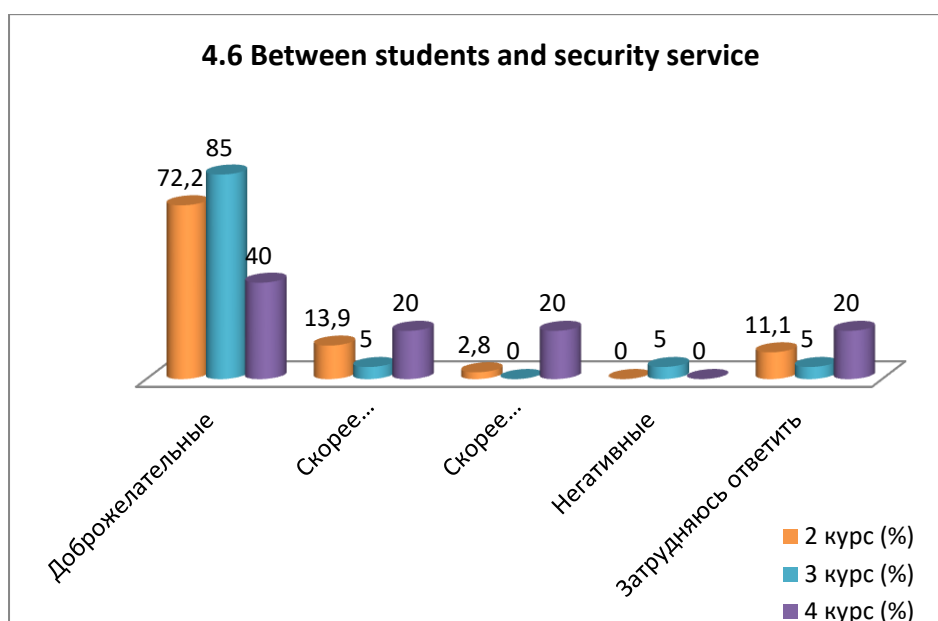
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	75	85	60
More benevolent than malevolent	16.6	5	20
More malevolent than	2.8	10	20

benevolent			
Negative	-	-	-
I find it difficult to answer	5.6	-	-



4.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	72.2	85	40
More benevolent than malevolent	13.9	5	20
More malevolent than benevolent	2.8	-	20
Negative	-	5	-
I find it difficult to answer	11.1	5	20



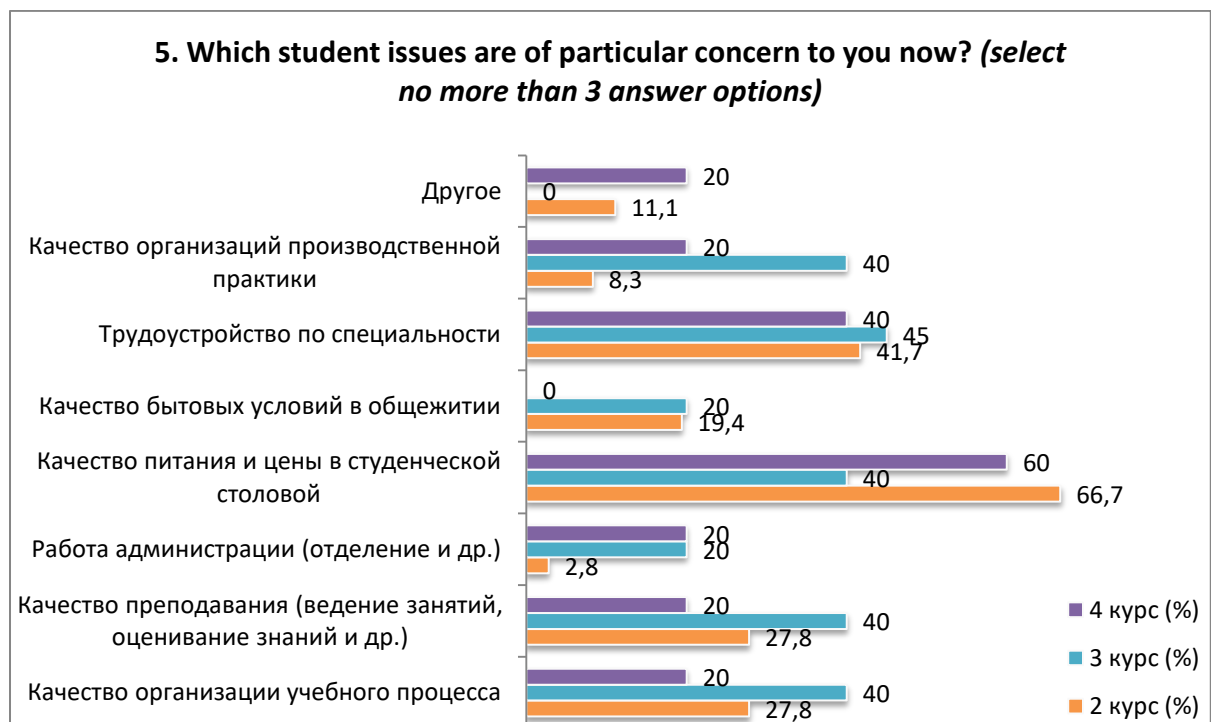
For the option «If you answered «Rather unfriendly than friendly» and «Negative» to the previous question, please provide recommendations for improvement.» students indicated the following options*:

- The library's arrogance amazed me; it is very difficult to contact the rector's office and the rector himself in any way and appeal to him.
- with security service
- I have heard insults from the security guards of the 1st building more than once, various nitpicking about personal items in my bag, they did not let me in because of warm pants (not even sports pants)
- The guards should be kinder.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Quality of organization of the educational process	27.8	40	20
Quality of teaching (class delivery, assessment of knowledge, etc.)	27.8	40	20
Administration work (department, etc.)	2.8	20	20
Food quality and prices in the student canteen	66.7	40	60
Quality of living conditions in the hostel	19.4	20	-
Employment in the specialty	41.7	45	40
Quality of industrial practice organizations	8.3	40	20
Other	11.1	-	20

*The sum in % is not equal to 100, since several answer options were supposed to be selected



*The 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 «Other» option, students indicated the following options*:

- I don't care
- Everything is fine.
- Opportunity to work and gain experience
- basically nothing bothers me
- I don't have one.

6. Do you participate 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	66.7	50	60
Sometimes, when it is necessary for formal reasons	19.4	15	20
In scientific projects of laboratories, centers, etc. under a contract, within the framework of a grant, etc.	-	15	20
In scientific projects of laboratories, clubs, circles, etc. on a gratuitous basis	2.8	15	20
Attended scientific seminars, clubs and other scientific events	11.1	25	20
Presented at a conference (including a student conference), scientific seminar)	5.6	5	20
Participated in a competition of student scientific papers	2.8	5	-
Published the results of his/her research (including in student collections)	-	-	-

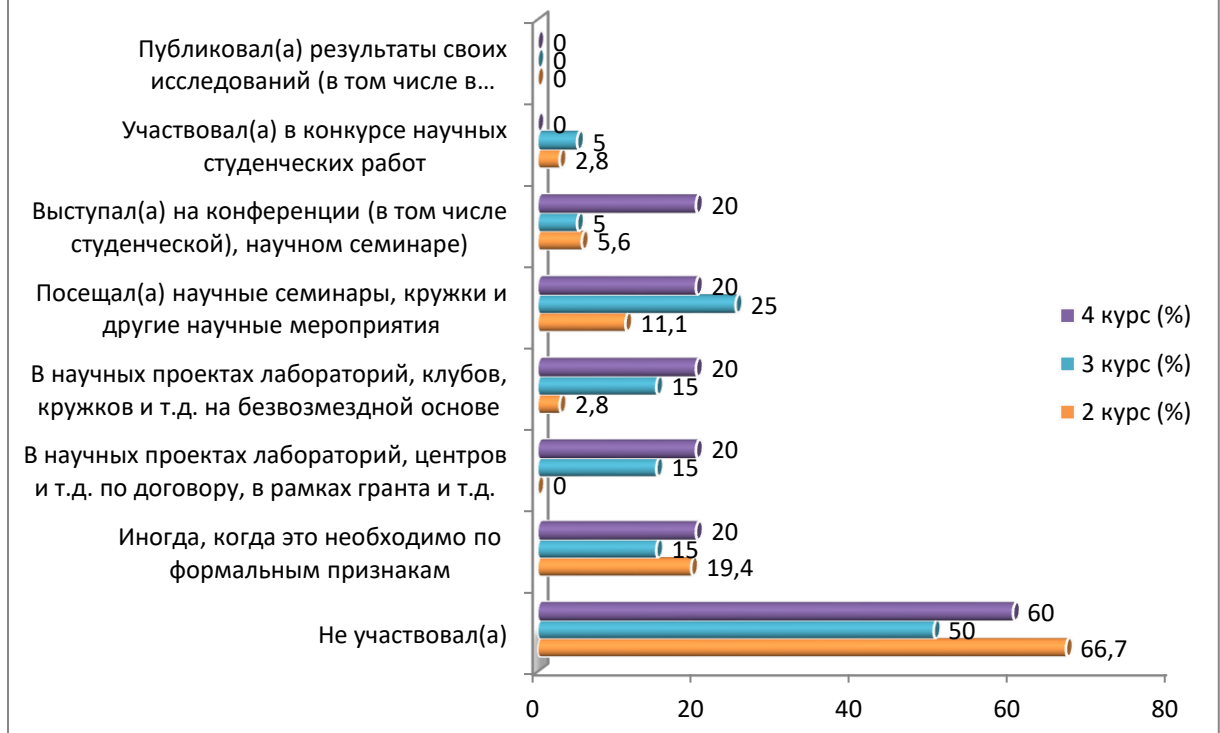
**The sum in % is not equal to 100, since several answer options were supposed to be selected*

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

2nd year	3rd year	4th year
<ul style="list-style-type: none"> - there was no opportunity - Not interested. - Not interested. - No time. - I haven't tried it yet. - No desire. - Not interested. 	<ul style="list-style-type: none"> - Lack of any incentives for participation in research; - Lack of incentives for participation, and therefore - lack of any interest in participating in scientific work. I am sure that few students will engage in scientific work at the university just "for the idea" - no desire. 	<ul style="list-style-type: none"> - Don't want.

*The 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.

6. Do you participate in the scientific work of the university? If yes, in what forms? (check all that apply)



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Sports sections	11.1	20	-
Creative circles	5.6	15	20
Student trade union «zhas orda»	25	10	-
I don't use anything	58.3	55	80
Other (write your answer)	-	-	-



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

2nd year	3rd year	4th year
<ul style="list-style-type: none"> - Not interested. - All universities are very busy <ul style="list-style-type: none"> - It doesn't suit me - I am not particularly interested in these areas of activity <ul style="list-style-type: none"> - No desire. - Not interested. - Creative clubs are like kindergarten, and I know little about sports clubs, especially since I work and I'm unlikely to have time for them. - There is already a place to develop yourself. 	<ul style="list-style-type: none"> - All this can be obtained in a better form without university. - no desire. 	<ul style="list-style-type: none"> - Don't want.

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

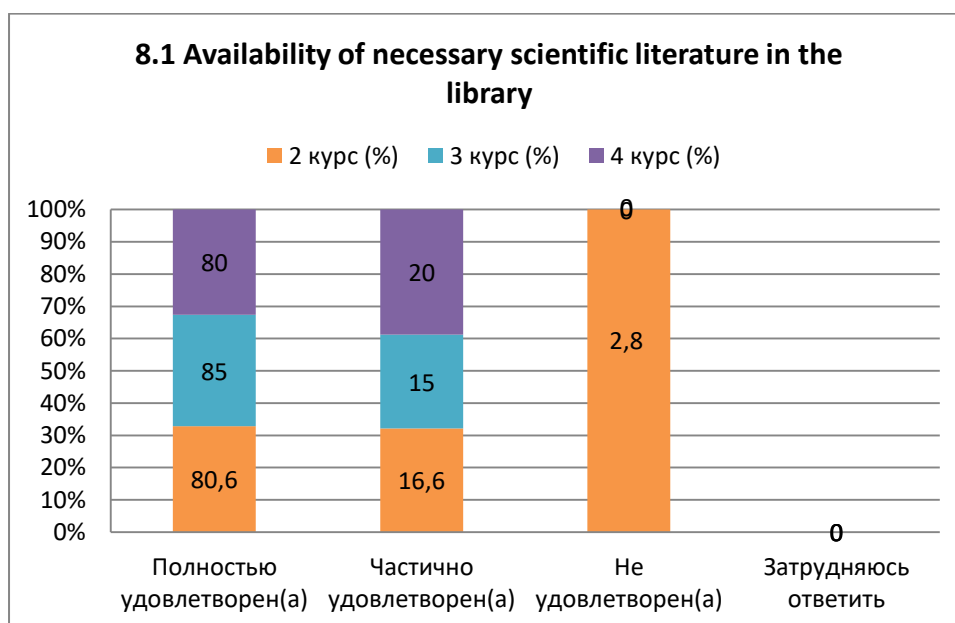
8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet channel width, its speed
8.4 Software modernity
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability of sports equipment

Other _____

If you answered «not satisfied» to the previous question, please provide recommendations for improving the services provided

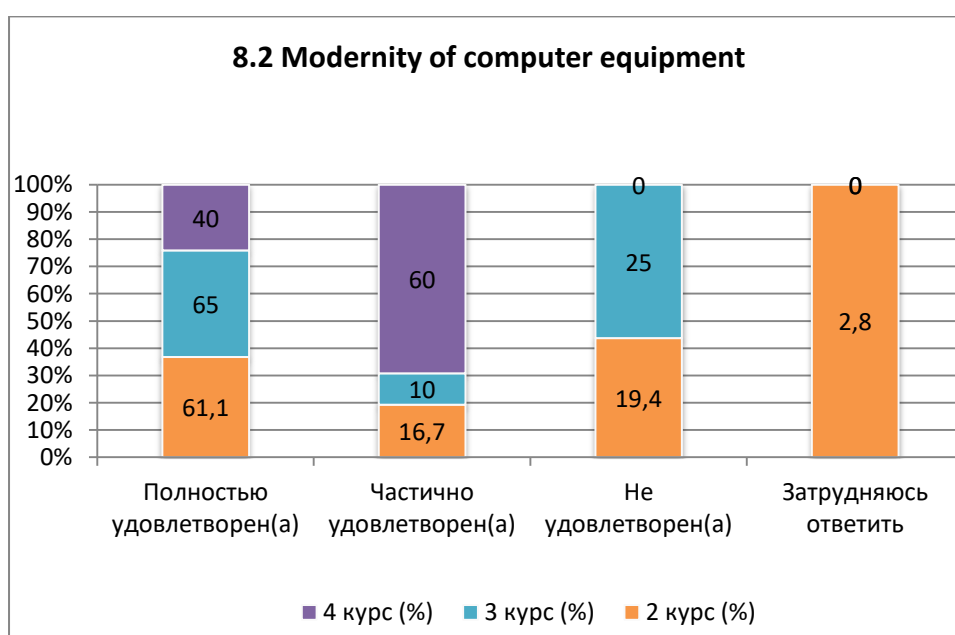
8.1 Availability of necessary scientific literature in the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	80.6	85	80
Partially satisfied	16.6	15	20
Not satisfied	2.8	-	-
I find it difficult to answer	-	-	-



8.2 Modernity of computer equipment

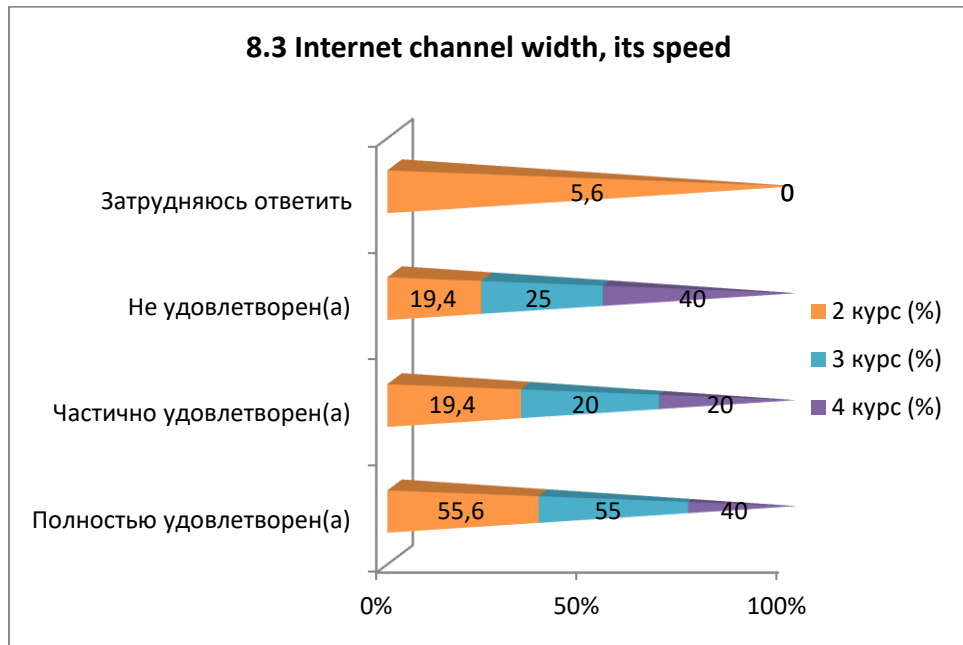
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	61.1	65	40
Partially satisfied	16.7	10	60
Not satisfied	19.4	25	-
I find it difficult to answer	2.8	-	-



8.3 Internet channel width, its speed

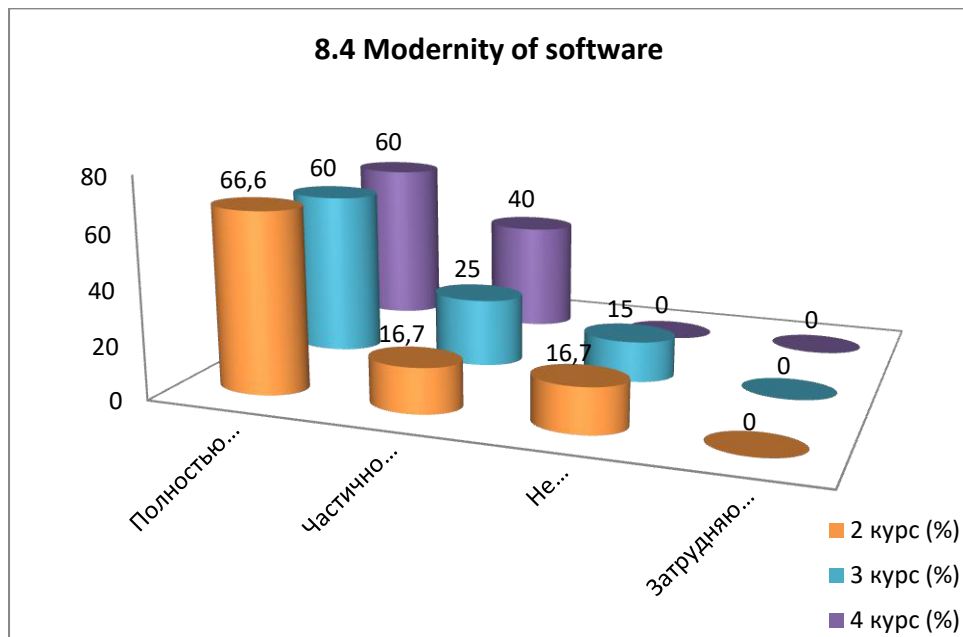
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	55.6	55	40
Partially satisfied	19.4	20	20
Not satisfied	19.4	25	40
I find it difficult to answer	5.6	-	-

8.3 Internet channel width, its speed



8.4 Modernity of software

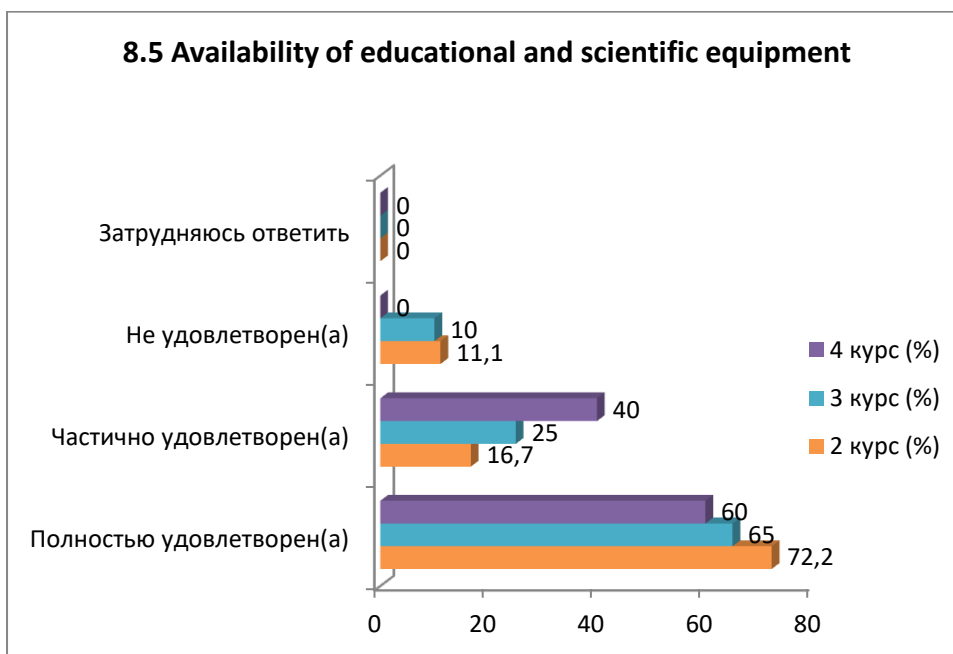
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66.6	60	60
Partially satisfied	16.7	25	40
Not satisfied	16.7	15	-
I find it difficult to answer	-	-	-



8.5 Availability of educational and scientific equipment

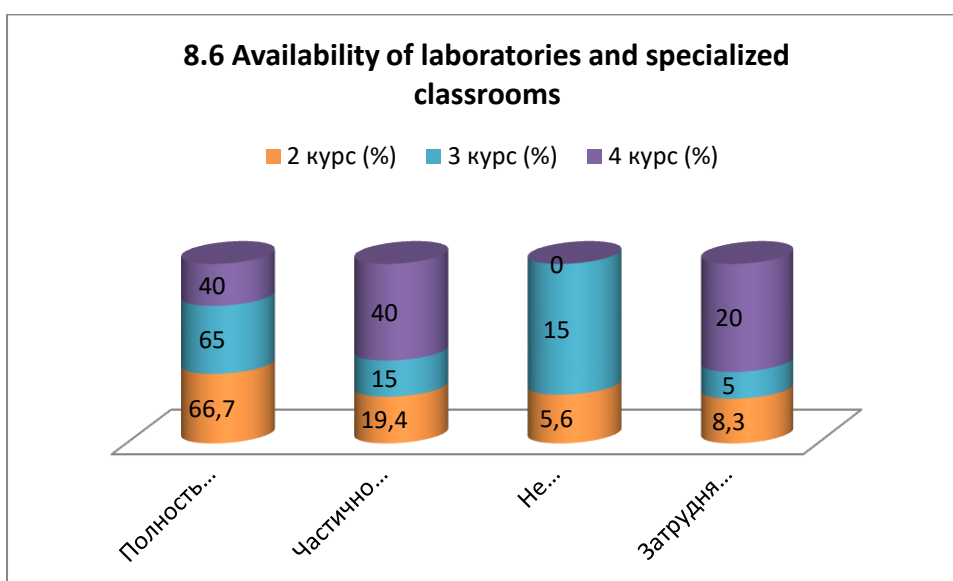
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	72.2	65	60
Partially satisfied	16.7	25	40
Not satisfied	11.1	10	-
I find it difficult to answer	-	-	-

8.5 Availability of educational and scientific equipment



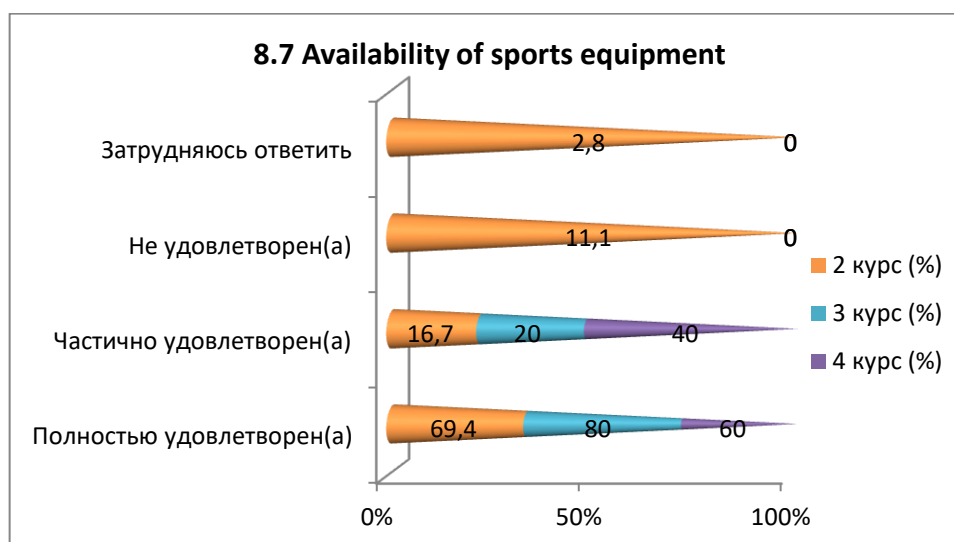
8.6 Availability of laboratories and specialized classrooms

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66.7	65	40
Partially satisfied	19.4	15	40
Not satisfied	5.6	15	-
I find it difficult to answer	8.3	5	20



8.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	69.4	80	60
Partially satisfied	16.7	20	40
Not satisfied	11.1	-	-
I find it difficult to answer	2.8	-	-



For the «Other» option, students indicated the following options:*

2nd year	3rd year	4th year
-	- In terms of computer support, it's a nightmare; all that's left are outdated computers with software from the same early 2000s; I haven't seen any specialized classrooms in my 2 years.	-

For the option «If you answered «Rather unfriendly than friendly» and «Negative» to the previous question, please provide recommendations for improvement.» Students indicated the following options*:

2nd year	3rd year	4th year
- Terrible quality.	- this either simply does not exist, or its level of development is somewhere at the level of the 2000s.	- Make the Internet better and faster.

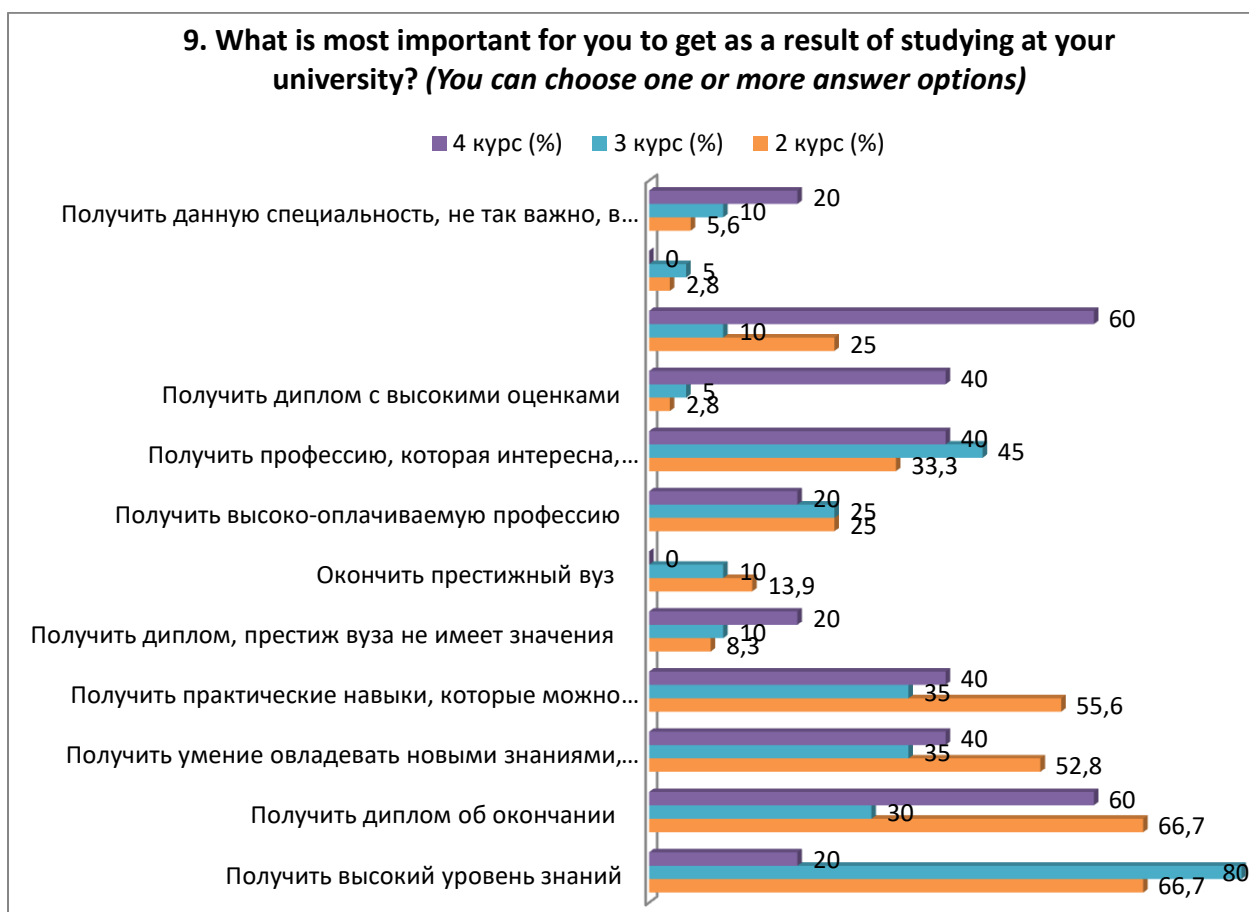
9. What is most important for you to get as a result of studying at your university? (You can choose one or more answer options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Obtain a high level of knowledge	66.7	80	20
Receive a diploma of completion	66.7	30	60
Gain the ability to master new knowledge that will help you quickly adapt to the workplace	52.8	35	40
Gain practical skills that you can immediately use in your work	55.6	35	40
Get a diploma, the prestige of the university does not matter	8.3	10	20
Graduate from a prestigious university	13.9	10	-
Get a high-paying profession	25	25	20

*The 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.

Get a profession that is interesting and matches your abilities	33.3	45	40
Get a diploma with high marks	2.8	5	40
You only need to learn what is interesting or will be needed in your future studies (work)	25	10	60
Graduate from this particular university, it doesn't matter what specialty	2.8	5	-
It doesn't really matter which university you go to to get this specialty.	5.6	10	20

**The sum in % is not equal to 100, since several answer options were supposed to be selected*



Please write your suggestions, wishes, and what questions, in your opinion, should 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. *(The students' answers are presented in the original. The author's spelling and punctuation have been preserved).*

- none
- Nothing changes, I don't see any changes.
- You need to act, not ask.
- About the road to your university, about the cafeteria
- The questionnaire is composed quite competently, all the necessary topics for discussion are covered.

Based on the survey results, the following conclusions can be drawn:

The quality of educational services at the university depends on a whole range of factors. A special place in it belongs to the educational process. Correct and effective

organization of the educational process is the key to successful and high-quality training of specialists. The results of the survey «Satisfaction of 2-5 year students with educational services» indicate a high degree of satisfaction among respondents learning process at the university. 93.7% of respondents are satisfied with the learning process. For ease of analysis, let us consider the following levels of satisfaction.

High levels of student satisfaction were recorded in such aspects of learning as:

- satisfaction with the library's work (95.7%);
- organization and implementation of the SIWT (93.7%);
- class schedule (93%);
- quality of internship (91.5%);
- the ability to access full-text databases of scientific publications (91.1%);
- organization of independent work (89.6%);
- quality of medical care (81.4%).

In these cases, students report their complete or partial satisfaction, based on which it can be stated that, according to these criteria, the educational program at the university met the expectations of students.

The average level of student satisfaction is observed in almost all remaining aspects of education. For example, this concerns such parameters as the organization and conduct of laboratory work (75.9%), the organization of meals at the university (70%), and living conditions in the dormitory (61.1%).

A survey of students on the availability of information on academic mobility at the university revealed that 93.1% of respondents have this information. This indicates the successful implementation of the outgoing and incoming academic mobility program aimed at improving the quality of higher education, the effectiveness of scientific research and the establishment of integration links.

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

58.9% of students do not participate in the university's scientific work. Students explain their non-participation in scientific work by various factors, such as lack of motivation and lack of interest in scientific work.

The survey also revealed 64.4% 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 lack of desire to use these opportunities.

The university's material resources fully satisfy the needs of most of the students surveyed. However, students still left comments where the main suggestions are related to improving the speed of the Internet and computers.

To the question What is most important for you to get as a result of studying at your university? students put «in first place get a high level of knowledge» – 55.6%. Next – «Obtain a diploma of completion» – 52.2%. In third place – «Gain practical skills that you can immediately use in your work» – 42.2%.

Overall, the survey results indicate the need for further improvement of the university's work to improve the quality of the educational process, as well as to create conditions for the active involvement of students in scientific and extracurricular activities.

Recommendations:

The head of the department must familiarize the staff and students with the results of the survey and discuss them during curatorial hours. If necessary, develop an action plan to improve the quality of educational services.

Students can request the survey results by email from the quality management and accreditation center. cqma_kstu@mail.ru.