

Report
on the results of the survey
“Satisfaction of 2-5 year students with educational services”
in 2023 – 2024 academic year
Department: Information Technology and Security
Specialty: 6B06301 Information Security Systems

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 6B06301 Information Security Systems, 259 respondents took part in the survey:

- 2 year – 112 students (65,1%);
- 3 year – 99 students (65,6%);
- 4 year – 48 students (69,6%).

Mode of training

- Budget – 222 students (85,7%);
- Paid – 37 students (14,3%).

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

Indicators:

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

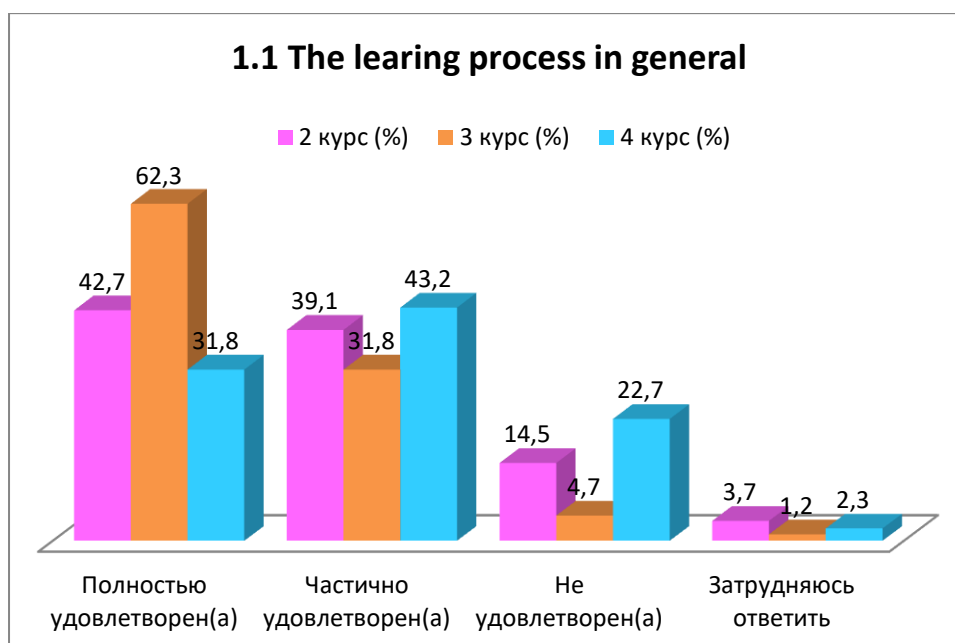
1.1 The learning process in general
1.2 Class schedule
1.3 Organization of independent work
1.4 Practices
1.5 Organizing and conducting SIWT
1.6 Organizing and conducting laboratory work
1.7 Satisfaction with the library work
1.8 Possibility of access to full-text databases of scientific publications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

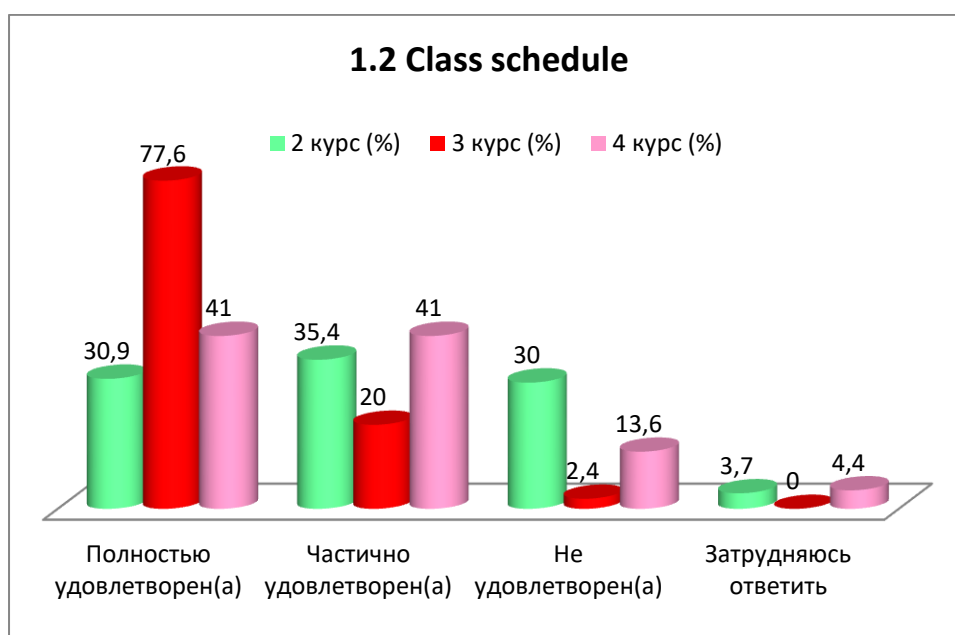
1.1 The learning process in general

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	42.7	62.3	31.8
<i>Partially satisfied</i>	39.1	31.8	43.2
<i>Not satisfied</i>	14.5	4.7	22.7
<i>I find it difficult to answer</i>	3.7	1.2	2.3



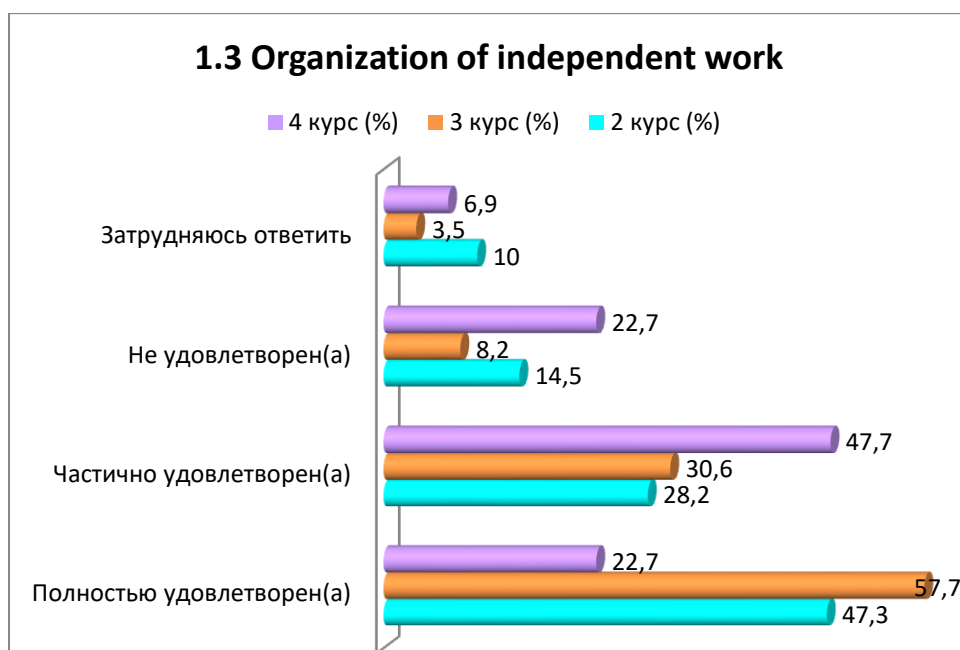
1.2 Class schedule

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	30.9	77.6	41
<i>Partially satisfied</i>	35.4	20	41
<i>Not satisfied</i>	30	2.4	13.6
<i>I find it difficult to answer</i>	3.7	-	4.4



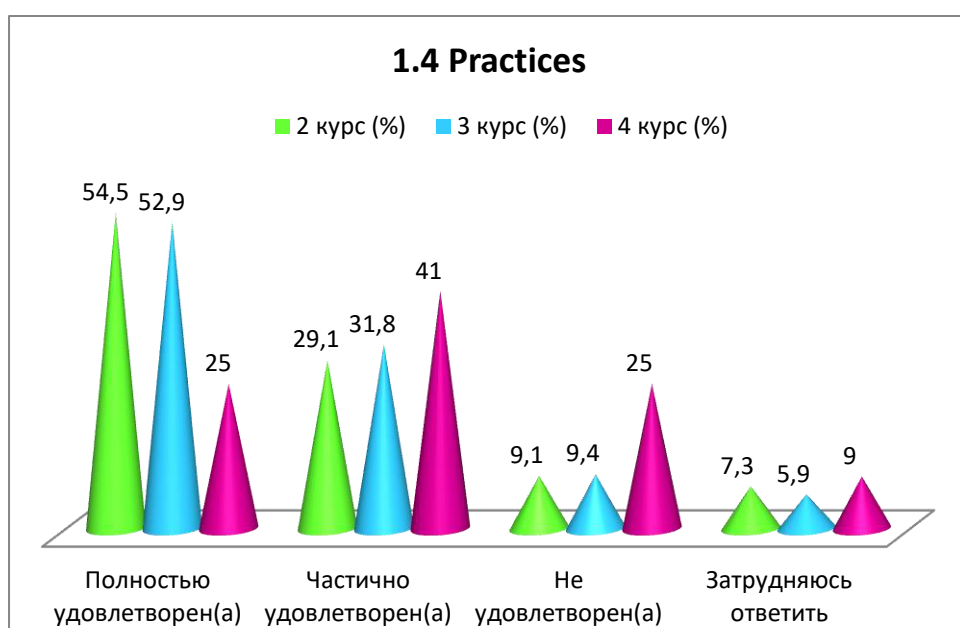
1.3 Organization of independent work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	47.3	57.7	22.7
<i>Partially satisfied</i>	28.2	30.6	47.7
<i>Not satisfied</i>	14.5	8.2	22.7
<i>I find it difficult to answer</i>	10	3.5	6.9



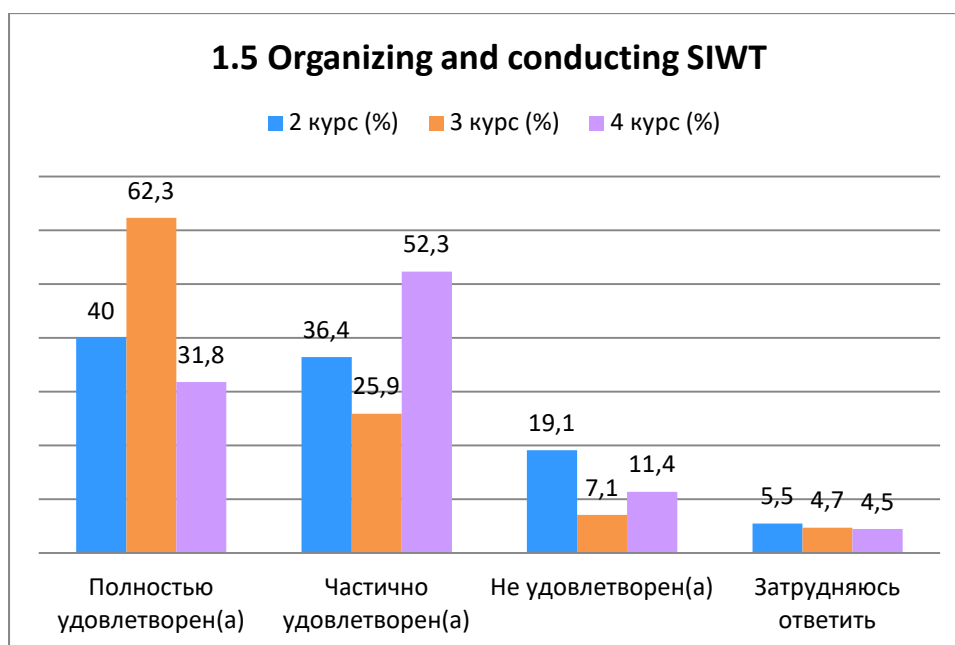
1.4 Practices

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	54.5	52.9	25
<i>Partially satisfied</i>	29.1	31.8	41
<i>Not satisfied</i>	9.1	9.4	25
<i>I find it difficult to answer</i>	7.3	5.9	9



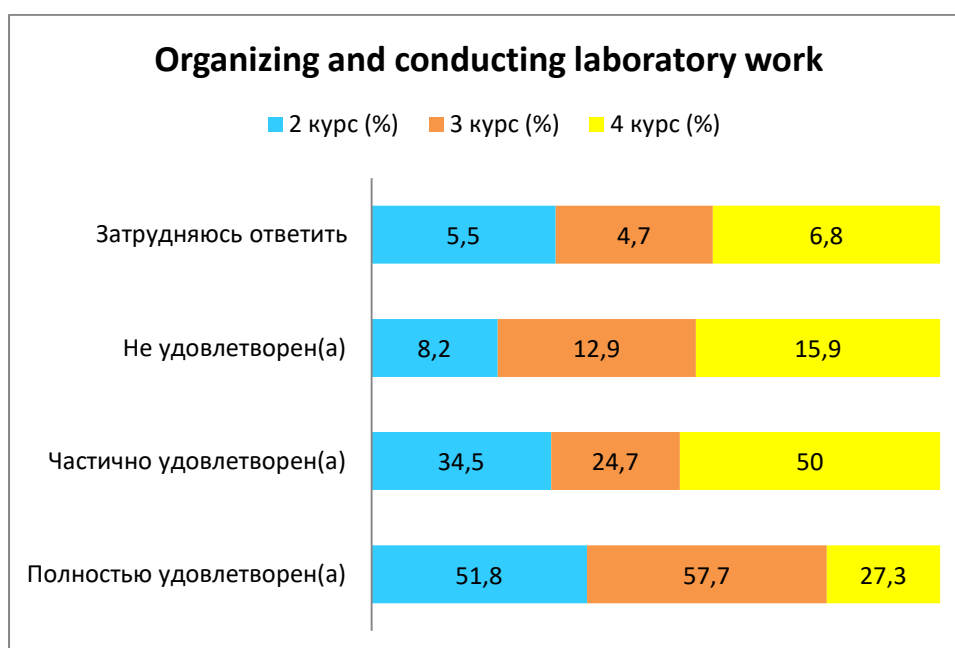
1.5 Organizing and conducting SIWT

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	40	62.3	31.8
<i>Partially satisfied</i>	36.4	25.9	52.3
<i>Not satisfied</i>	19.1	7.1	11.4
<i>I find it difficult to answer</i>	5.5	4.7	4.5



1.6 Organizing and conducting laboratory work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	51.8	57.7	27.3
<i>Partially satisfied</i>	34.5	24.7	50
<i>Not satisfied</i>	8.2	12.9	15.9
<i>I find it difficult to answer</i>	5.5	4.7	6.8



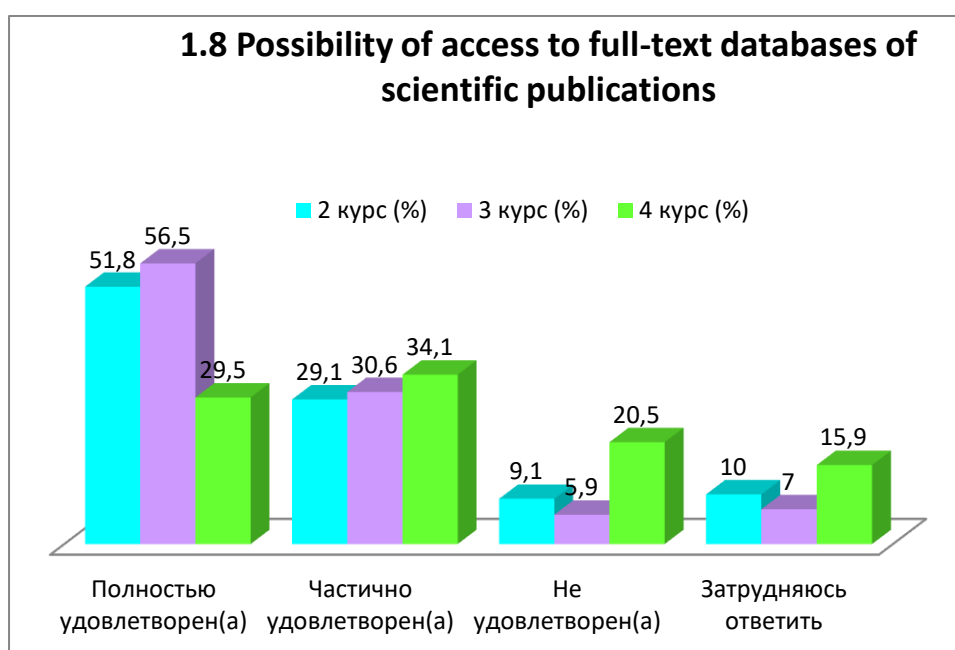
1.7 Satisfaction with the library work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	60	60	41
<i>Partially satisfied</i>	23.6	22.3	31.8
<i>Not satisfied</i>	8.2	5.9	15.9
<i>I find it difficult to answer</i>	8.2	11.8	11.3



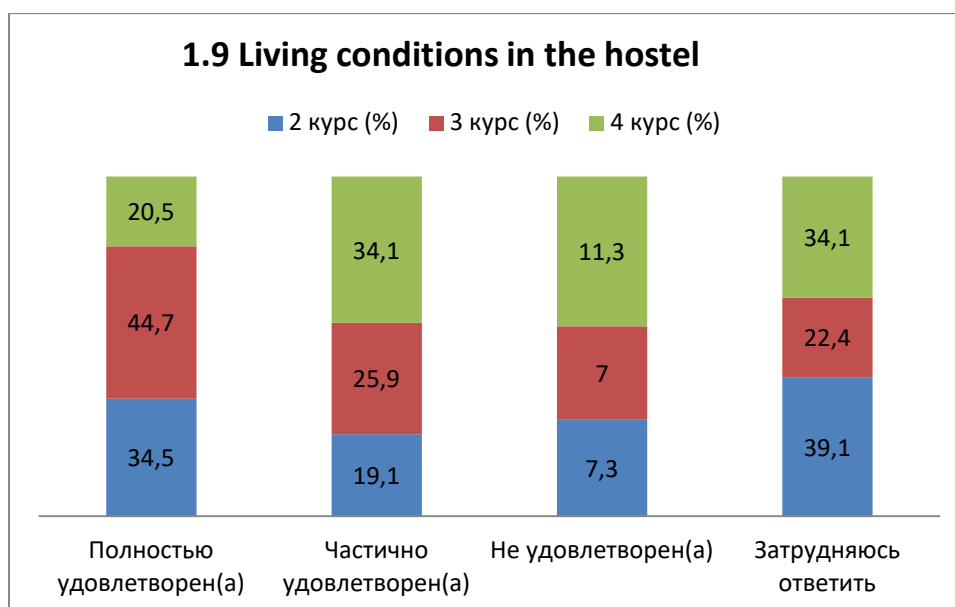
1.8 Possibility of access to full-text databases of scientific publications

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	51.8	56.5	29.5
<i>Partially satisfied</i>	29.1	30.6	34.1
<i>Not satisfied</i>	9.1	5.9	20.5
<i>I find it difficult to answer</i>	10	7	15.9



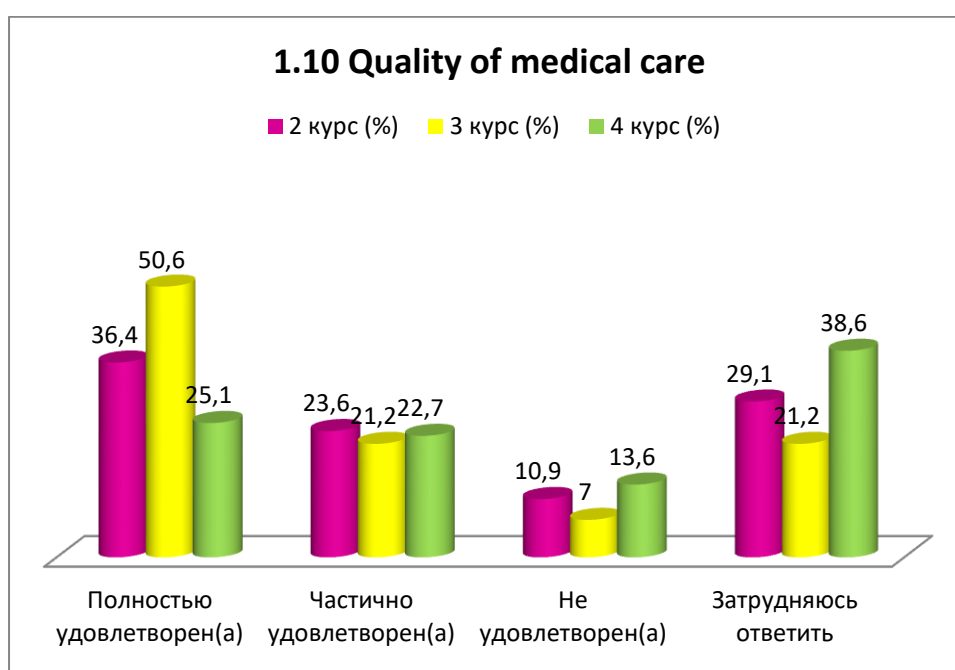
1.9 Living conditions in the hostel

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	34.5	44.7	20.5
<i>Partially satisfied</i>	19.1	25.9	34.1
<i>Not satisfied</i>	7.3	7	11.3
<i>I find it difficult to answer</i>	39.1	22.4	34.1



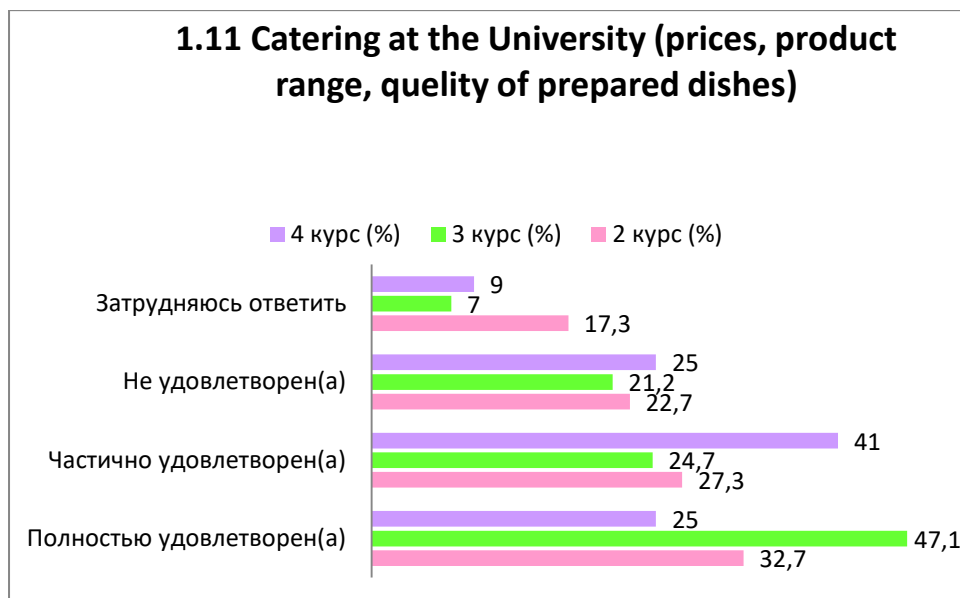
1.10 Quality of medical care

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	36.4	50.6	25.1
<i>Partially satisfied</i>	23.6	21.2	22.7
<i>Not satisfied</i>	10.9	7	13.6
<i>I find it difficult to answer</i>	29.1	21.2	38.6



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>	32.7	47.1	25
<i>Partially satisfied</i>	27.3	24.7	41
<i>Not satisfied</i>	22.7	21.2	25
<i>I find it difficult to answer</i>	17.3	7	9



For the option Other students gave the following answers*:

2 year	3 year	4 year
<ul style="list-style-type: none"> - No (3) - Satisfied - Strong emphasis on unnecessary subjects is not satisfying - I do not live in a dormitory - No 	<ul style="list-style-type: none"> - Yes - The quality of food in the cafeteria is good, but the fact that the renovation of the main cafeterias of the first and main buildings is being carried out right at the beginning of the school year is terrible. Also, since greater availability will increase demand, we need to make the prices for sausages in dough lower. 	<ul style="list-style-type: none"> - More professional teachers are needed - No

For the option “If you answered “not satisfied” to the previous question, please provide recommendations for improving the services provided,” the students indicated the following options:

2 year	3 year	4 year
<ul style="list-style-type: none"> - No (2) - Economics, sociology, philosophy, cultural studies, ecology, □ programmer 	<ul style="list-style-type: none"> - HET - The learning process is not liked primarily because of the lack of enthusiasm of 	<ul style="list-style-type: none"> - There were 3 practices and I looked for a place for all of them myself, they did not provide or send me.

* 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.

<p>grows 25 credits for which people pay. There is no time for self-development and personal leisure with these unnecessary subjects, only to eat and sleep, and that in the amount of (5 hours)</p> <ul style="list-style-type: none"> - I don't know - Didn't answer <p>- Conduct personnel changes and update the educational material.</p> <ul style="list-style-type: none"> - satisfied - food should be available, cheap <p>- they pay special attention to the wrong subjects, it would be better to pay attention to special subjects, and what we study will not be needed in life</p> <ul style="list-style-type: none"> - Change the class schedule <p>- Improve the quality of meat, as well as the degree of readiness of food (dough not baked)</p> <ul style="list-style-type: none"> - The dormitories are disgusting, the staff allows themselves too much, on the 9th floor the ceiling leaks during the rain, no equipment, one table for 4 people, this is nonsense, this is a violation of all laws on the student's workplace, about the requirement of a table is not provided, if you want to get your own equipment, a multicooker, etc. They refuse and forbid. I lived there for a year as if in a concentration camp. It's terrible on all fronts, I will write a statement to the akimat and the police because this is a disgrace to the university. The quality of food in the canteen, as well as the quality of the canteen itself, is shameful, the staff, although kind, the products are vomit-worthy, the dough is vomit-worthy, everything is oily, disgusting, rotten. Otherwise, the training is normal, there are many minuses in comparison with 	<p>many of the teachers. And if the problem is not in enthusiasm, then in high expectations and the lack of competent criticism, self-control. It is necessary to rejuvenate the teaching staff, and more carefully select from them those who generally like to work with people, and have high empathic and professional abilities. Another huge problem is that the SIB student, for some reason, studies rather controversial disciplines. For example: economics, philosophy, sociology, laboratory work on labor protection and life safety. Why do we need such attention to these disciplines? The format of lectures only is a good option, but the way the teachers of the first two disciplines approach their subject as something most important and necessary in life is amazing. Most of the graduates of this specialty do not need to know these subjects in such detail. In this case, in order to improve the qualifications of future specialists, it would be possible to replace these disciplines with those that begin in the third year - much more suitable for the specialty. - Expand, increase the number and area of canteens. It would be great if the university provided a list of approved organizations for conducting practices</p>	<ul style="list-style-type: none"> - Due to the lack of specialized teachers specifically on security in my specialty, there is an acute shortage of professional knowledge specifically in the field of security. - For 4 years of study in the specialty "information security systems", we studied this very security for only 6 months on the subject "database security". <p>Recommendations: Update the teaching staff, stop giving points for attendance (they do not reflect the real knowledge and skills of the student), update the equipment in the classrooms, update the curriculum (They hardly teach us, they only check our knowledge, which should apparently magically appear on its own)</p> <ul style="list-style-type: none"> - Give teachers the opportunity to improve their knowledge and let there be interesting labs - Useless subject business planning for our specialty, which we take in the 4th (last) year of study - I looked for internships myself, I know that in another specialty they provide - Useless subjects in the 4th year only distract from studying and working on a diploma. Change the university's ridiculous rules (like a certificate from companies that they are ready to hire us), the administration, and update the teaching staff (teachers don't always know the subject they teach). Install normal internet. So that it at least works in all the rooms and doesn't drop out. More space in the library for work. A separate space for coworking would be desirable. Also, instruct the staff on how to communicate with students. The main reason I don't use the university library is the disrespectful attitude of the staff. The dormitory is just rooms. No conditions. The same problems with the internet. For coworking, you need to ask permission. No place to dry
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any Almaty University. The Asatan University is 100 heads higher in quality and provision of knowledge, not to mention the world level.

- rework the system on the website and training, reduce prices for food in the canteen, reduce modules at least once every six months
- There is a long line in the canteens, because of which the class starts while you are waiting
- Any recommendations? I would like time to rest, and not constantly walk around like a zombie. Regarding independent work, all training is independent work, right? You are given a huge layer of information, which is not necessarily needed somewhere, then they give you an assignment and tell you to spin as you want. So much for the organization of independent work.

Self-education

- everything suits

clothes. Food - the cheapest sausages in dough and samsa. This is not food, it's just fuel for the stomach. Stop marking attendance. Students themselves are responsible for attending classes. Whoever needs to will come. This is not a school or a military lyceum where you need to inform your parents or punish for absence from classes. A separate point regarding student events, or rather their absence. Initiative, if not punishable, then at least simply ignored. A KarTU student sounds nothing at all. And it's not about the name, but about the fact that you get nothing from studying at this university. There is no normal Internet, coworking, rest rooms to wait out the gap between classes, canteens, clubs of interest, sports clubs and university teams. There is no talk of festivals, lectures from professionals and holidays. Nobody wants to wear university merch not because nobody needs clothes, but because the university does not have a positive reputation in the city and the merch itself is of poor quality both in materials and design. The university should be interested in the student spending as much time as possible on its territory. Examples from other universities:

- 1) Almaty, Kazakh National Research Technical University named after K. I. Satpayev regularly holds various events for students. There is a coworking space and a good canteen
- 2) Astana, aitu university provides free training rooms for the university's eSports team
- 3) St. Petersburg State Electrotechnical University "LETI" made the dormitory gym free for students who live there

In general, studying at KarTU is more like studying at a Suvorov military school than studying at a university

- No

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

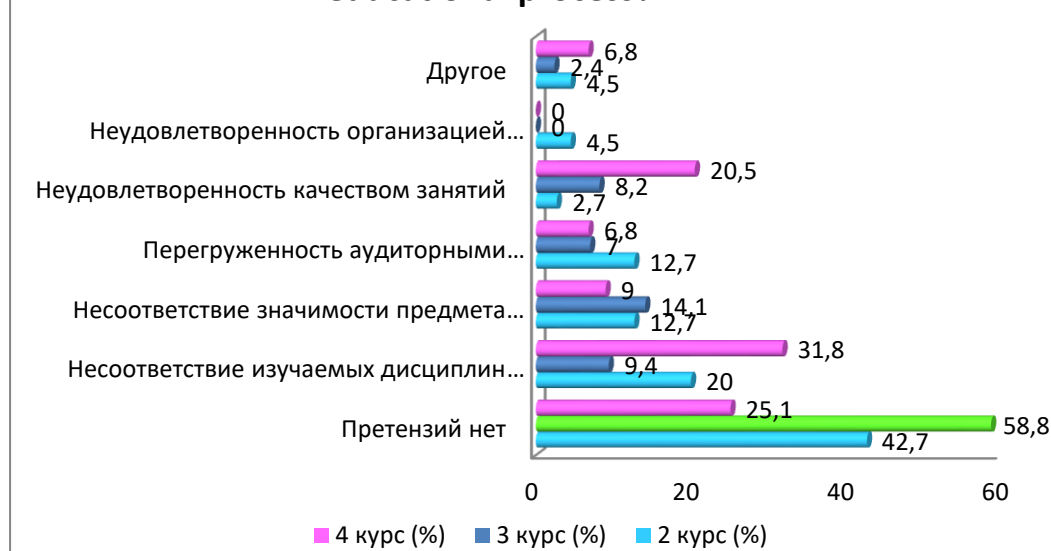
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>No complaints</i>	42.7	58.8	25.1
<i>Discrepancy between the disciplines studied and the specialty obtained</i>	20	9.4	31.8
<i>Inconsistency between the importance of the subject and the number of hours</i>	12.7	14.1	9
<i>Overload with classroom activities</i>	12.7	7	6.8
<i>Dissatisfaction with the quality of classes</i>	2.7	8.2	20.5
<i>Dissatisfaction with the organization of tests and exams</i>	4.5	-	-
<i>Other</i>	4.5	2.4	6.8

For the option Other, students gave the following answers *:

2 year	3 year	4 year
<ul style="list-style-type: none"> - Everything is fine - The subjects studied do not correspond to the specialty being obtained; The importance of the subject does not correspond to the number of hours; Overload of classroom studies - It would be better if the schedule was more uniform - There are a lot of unnecessary subjects - I'm just too lazy to write something in the form: "If you answered "Does not correspond or does not satisfy" to the previous question, please provide recommendations for improvement" 	<ul style="list-style-type: none"> - Mismatch of the studied disciplines with the received specialty and Mismatch of the importance of the subject with the number of hours. - 2345 	<ul style="list-style-type: none"> - Mismatch of the studied disciplines with the received specialty, Mismatch of the importance of the subject with the number of hours, Overload of classroom studies - All points, except dissatisfaction with the organization of tests and exams - Not a single specialist in my specialty in the department and teachers do not practice other programming languages

* 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.

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



For the option “If you answered “Not satisfied” to the previous question, please provide recommendations for improvement”, the students indicated the following answers* :

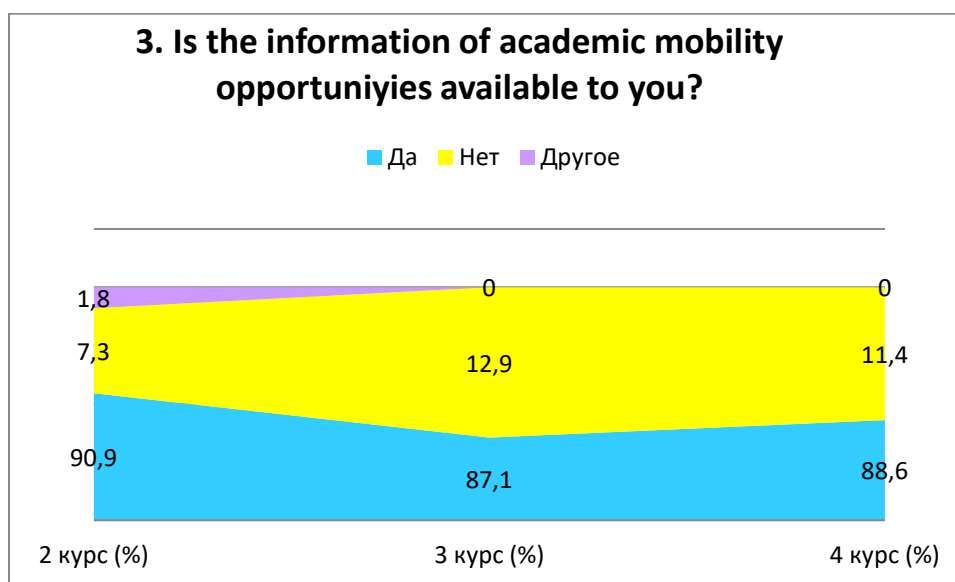
2 year	3 year	4 year
<ul style="list-style-type: none"> - Improve the quality of specialized subjects and make secondary ones easier - No - Reduce the number of hours taught and the requirements for passing the SSR subjects that do not correspond to the specialty (philosophy, economics, sociology, etc.). - No - You'll figure it out yourself - I don't know - think about the students, not the reputation - It would be better if every day there were the same number of classes, and not 4 classes on one day, 2 classes on another - Study only subjects in the specialty after the second year - I recommend changing the teaching system for subjects related to the specialty. - Some teachers should be less demanding if their subjects are not really related to the students' profession - Additional subjects take over all the attention and specialized ones fade into the background in terms of workload. 	<ul style="list-style-type: none"> - NO - Hire quality staff - Replace the economics hours for second-year students with something more suitable to the specialty. - Subjects that have a low level of correspondence to my specialty have a large (relatively) number of study hours, on par with the subjects I need. Considering that in my specialty, unlike others in my year, I study 3 days a week, it seems to me that the amount of time devoted to specialized subjects is insufficient. 	<ul style="list-style-type: none"> - Finding a specialist in the field of information security who would have real experience and could show it to us, and not just read Wikipedia and excerpts from books - The hours of disciplines in the specialty should be more than the hours of general education programs. - Please find at least one specialized teacher in information security, I have not met a single one in all 3 years of study - I wrote in the previous question - Invite an information security specialist to work at the university, add specialized subjects for ISS

* 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.

<p>- Spend more time on subjects in the specialty and reduce the hours of studying secondary subjects</p> <p>- We are studying in the modern world in a specialty related to IT, what is the main thing here? Correctly communication and the search for the necessary knowledge, cramming will not help here, the "freshness of knowledge" especially in IT changes every year in contrast to the training program that was written back in the 2000s, and some of the provided tasks, judging by the title pages, were compiled in the 90s, this is nonsense, this is not the level of an advanced IT university. Returning to communication. In Exams, this is a good way to understand the subject and help each other with the necessary gaps, if structured. It is necessary to create such a system (for IT subjects) to launch a stream of groups of one specialty into lecture rooms, for example, SIB, take phones at the entrance and control their presence normally. But at the same time, give the opportunity to communicate to students to help each other, naturally carefully without disrupting the learning process, this is so obvious for working in IT that communication skills are the first thing that is necessary. When you come to any IT hub, you can see how people help each other, work together, find connections, you yourself will not achieve anything. Now the system is nonsense that hinders development.</p> <p>- Yes, basic knowledge of these disciplines is necessary, but it is better that it is not assessed.</p>		
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3. Is the information of academic mobility opportunities available to you?

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Yes</i>	90.9	87.1	88.6
<i>No</i>	7.3	12.9	11.4
<i>Other</i>	1.8	-	-



For the option Other, students gave the following answers*:

2 year	3 year	4 year
- Not always	-	-

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

2 year	3 year	4 year
- No - Why? - No	-	When I submitted documents to one university, they called and said that I got into another. When I asked why and for what purpose they submitted me there, they answered that I wouldn't have gotten into that one anyway - at least make it visible and not so that only a few know about it - No

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

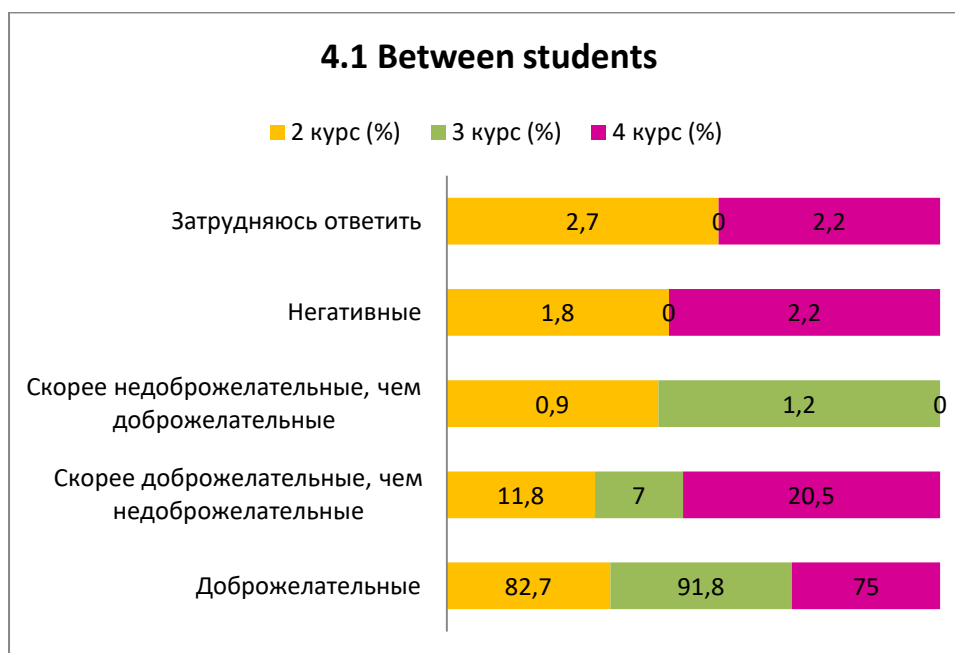
Other _____

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

* 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.

4.1 Between students

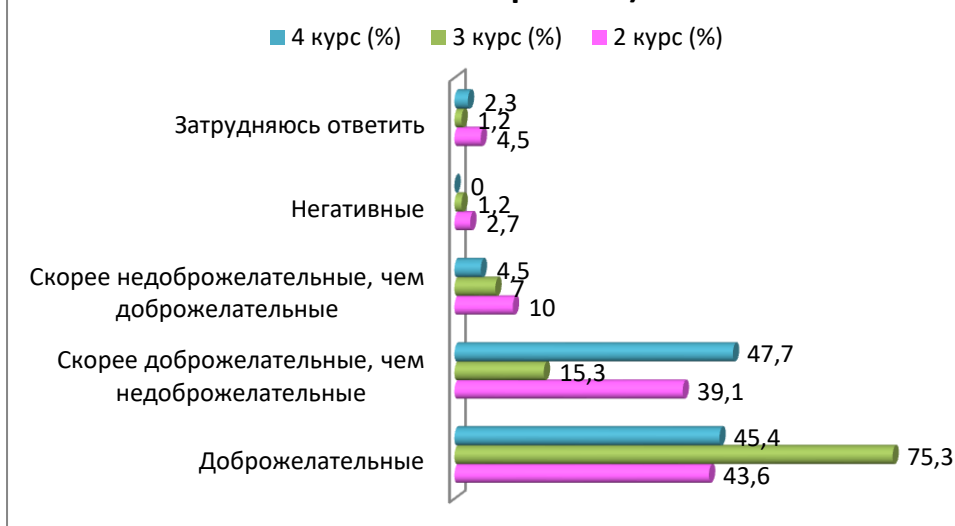
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	82.7	91.8	75
<i>More friendly than unfriendly</i>	11.8	7	20.5
<i>More unfriendly than friendly</i>	0.9	1.2	-
<i>Negative</i>	1.8	-	2.2
<i>I find it difficult to answer</i>	2.7	-	2.2



4.2 Between teachers and students (in the educational process)

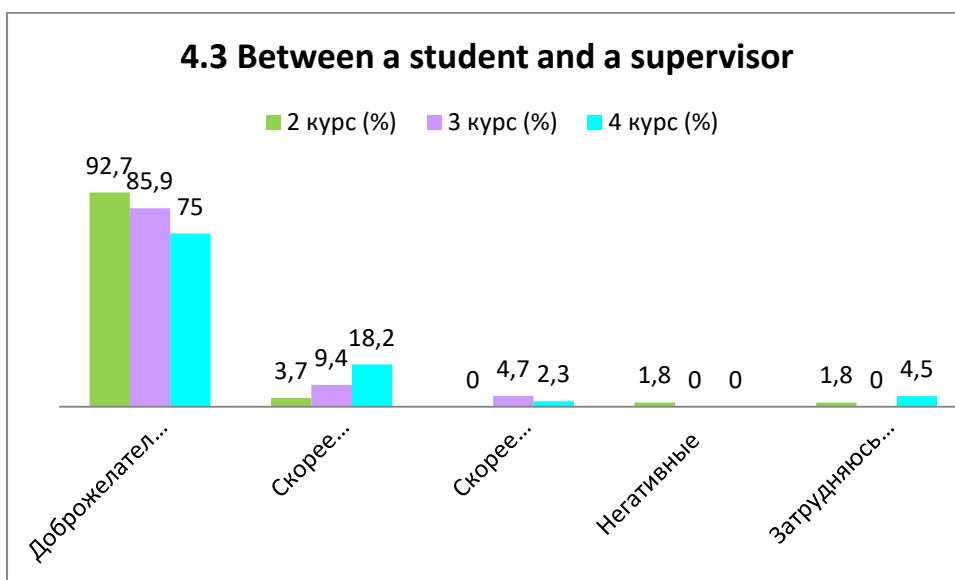
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	43.6	75.3	45.4
<i>More friendly than unfriendly</i>	39.1	15.3	47.7
<i>More unfriendly than friendly</i>	10	7	4.5
<i>Negative</i>	2.7	1.2	-
<i>I find it difficult to answer</i>	4.5	1.2	2.3

4.2 Between teachers and students (i the educational process)



4.3 Between a student and a supervisor

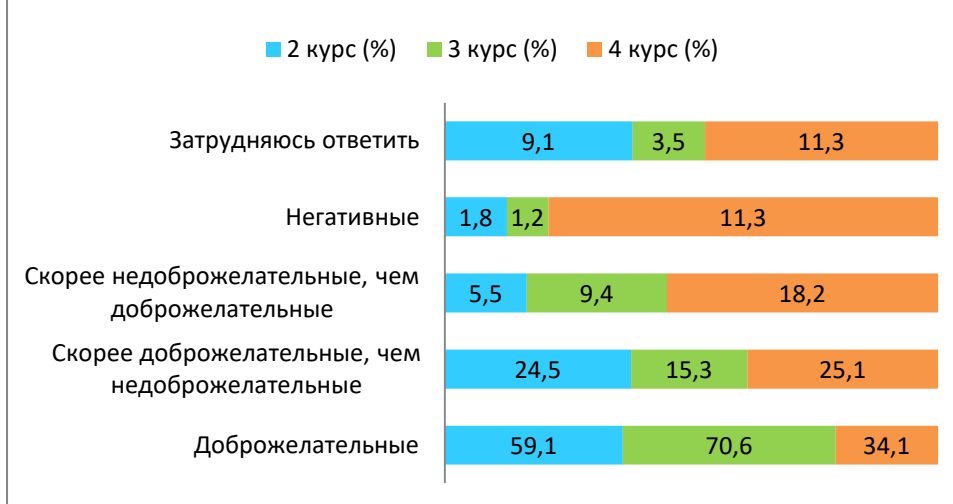
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	92.7	85.9	75
<i>More friendly than unfriendly</i>	3.7	9.4	18.2
<i>More unfriendly than friendly</i>	-	4.7	2.3
<i>Negative</i>	1.8	-	-
<i>I find it difficult to answer</i>	1.8	-	4.5



4.4 Between students and administration

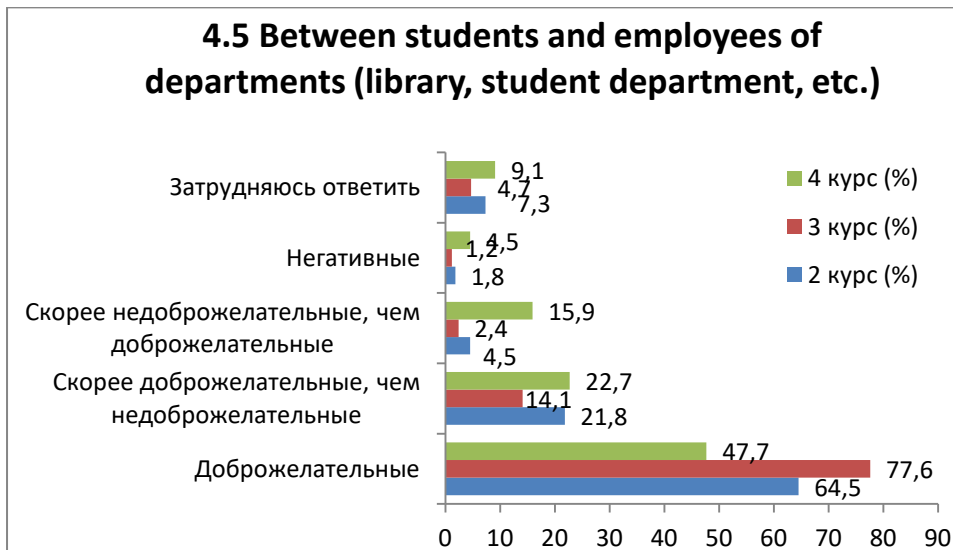
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	59.1	70.6	34.1
<i>More friendly than unfriendly</i>	24.5	15.3	25.1
<i>More unfriendly than friendly</i>	5.5	9.4	18.2
<i>Negative</i>	1.8	1.2	11.3
<i>I find it difficult to answer</i>	9.1	3.5	11.3

4.4 Between students and administration



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

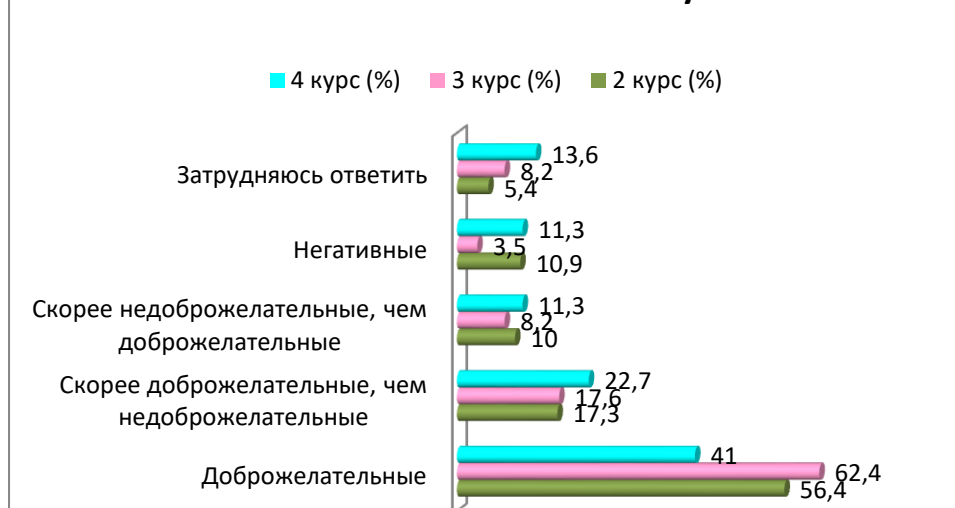
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	64.5	77.6	47.7
<i>More friendly than unfriendly</i>	21.8	14.1	22.7
<i>More unfriendly than friendly</i>	4.5	2.4	15.9
<i>Negative</i>	1.8	1.2	4.5
<i>I find it difficult to answer</i>	7.3	4.7	9.1



4.6 Between students and security service

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	56.4	62.4	41
<i>More friendly than unfriendly</i>	17.3	17.6	22.7
<i>More unfriendly than friendly</i>	10	8.2	11.3
<i>Negative</i>	10.9	3.5	11.3
<i>I find it difficult to answer</i>	5.4	8.2	13.6

4.6 Between students and security service



For the option Other, students gave the following answers* :

2 year	3 year	4 year
<ul style="list-style-type: none"> - No (2) - I don't know - it depends on the teacher 	-	<ul style="list-style-type: none"> - Why can't you sit on the sofas in the main building? Why aren't there any outlets in the hallway and where can you work with your laptop? Why aren't you allowed into the library with your laptop - No

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*:

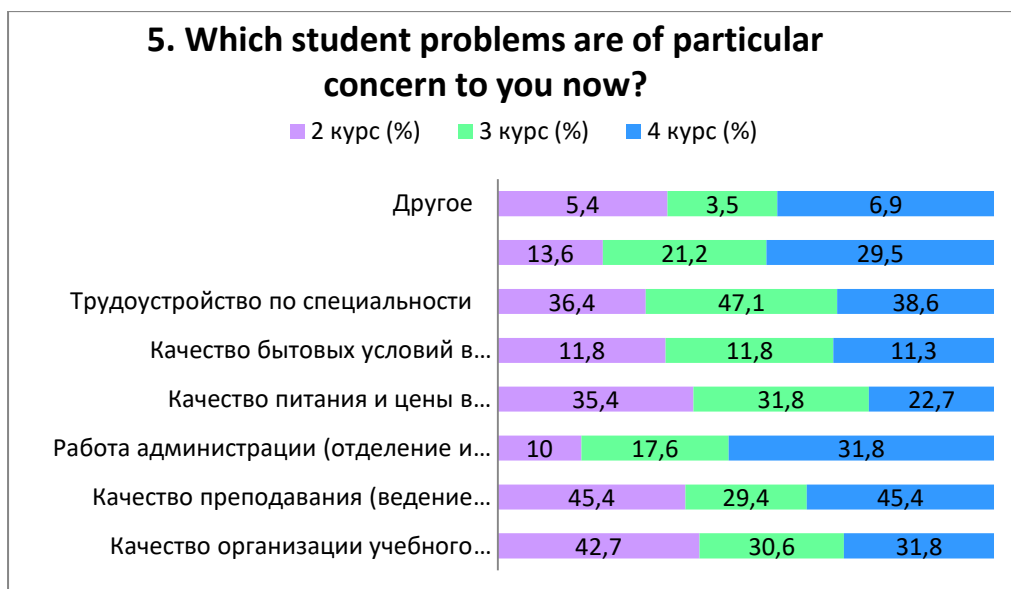
2 year	3 year	4 year
<ul style="list-style-type: none"> - No (2) - Be more understanding and less strict towards students, considering the importance of their subject for different specialties - I don't know - Personnel changes of some employees of this educational institution - Yes - It is much better when the teacher sees in students adults, which they already are, and not children, whom he is raising - that's how it should be - Relations with security guards were negative in the first year, now I have not encountered any moronism and security guard 	<ul style="list-style-type: none"> - They are always rummaging through briefcases and hand luggage - Treats students in a rude manner - Security sometimes makes some pretty strange decisions. In my presence, a security guard wouldn't let a guy in slacks into the fourth building, saying that they were supposedly sportswear, although he walked around freely in the other buildings. - Security allows itself to swear- ДА 	<ul style="list-style-type: none"> - The administration in the dean's office behaves incompetently. A specific example: a student wanted to apply for an extension of the midterm control due to illness, provided all the necessary documents about the illness, to which she received a complaint in response, saying that "she should have gone to school while she was sick, even with a temperature." The midterm control was extended, but before that, we have to listen to something like this, which I consider fundamentally unacceptable. Situation two. When filling out a document to receive a survivor's benefit, the dean's office employees incorrectly indicated the date of birth, due to which the extension of the document was delayed for more than a week, and as a result, the amount of money received from the benefit turned out to

<p>syndrome, but last year they allowed themselves a lot of unnecessary things and in principle the entire staff treats with negativity in most cases, not on equal terms but as if doing a favor, such unbrotherly attitude has not reached me anywhere</p> <ul style="list-style-type: none"> - Security guards are very rude - Review the attitude towards students for the better 		<p>be an order of magnitude less, only due to the fault of the dean's office and their inattention. Also, from the unpleasant moments: the sofas on the first floor of the main building, apparently, are under the seal of inviolability, because their main function (sitting on them) is prohibited, which only causes misunderstanding and confusion in me. I believe that all the situations described above are unacceptable and unacceptable for a university of this level.</p> <ul style="list-style-type: none"> - There is no respect for students, but they demand it from us. - Communicate politely with students, the administration sometimes behaves incompetently. I was personally told in the dean's office to approach the teachers with a temperature of 38-39 and do the assignments, although I came to extend the midterm control with a certificate. The security system most often (guards) behave rudely. I personally saw on the way to the main building how two guards were walking and one of them spat, right near the steps of the university. I mixed up the pass with my classmate, explained the situation, they only mocked me and said that they would not let me in again if I mixed it up. It is necessary to conduct instructions for security personnel on communicating with students. - The guards are very rude
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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>	42.7	30.6	31.8
<i>Quality of teaching (class conducting, assessment of knowledge, etc.)</i>	45.4	29.4	45.4
<i>Administration work (department, etc.)</i>	10	17.6	31.8
<i>Quality of food and prices in the student canteen</i>	35.4	31.8	22.7
<i>Quality of living conditions in the hostel</i>	11.8	11.8	11.3
<i>Employment by specialty</i>	36.4	47.1	38.6
<i>Quality of industrial practice organizations</i>	13.6	21.2	29.5
<i>Other</i>	5.4	3.5	6.9

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



For the option Other, students gave the following answers * :

2 year	3 year	4 year
<ul style="list-style-type: none"> - I don't care about any problem - Lack of necessary amount of sleep due to number of assignments of unnecessary subjects - Everything is fine - Lack of personal time (student from Temirtau) <ul style="list-style-type: none"> - Schedule - Economics 	<ul style="list-style-type: none"> - Normal - Everything is good - Nothing 	<ul style="list-style-type: none"> - Nothing - No bike parking, you have to attach your bike to a fence on the sidewalk - None

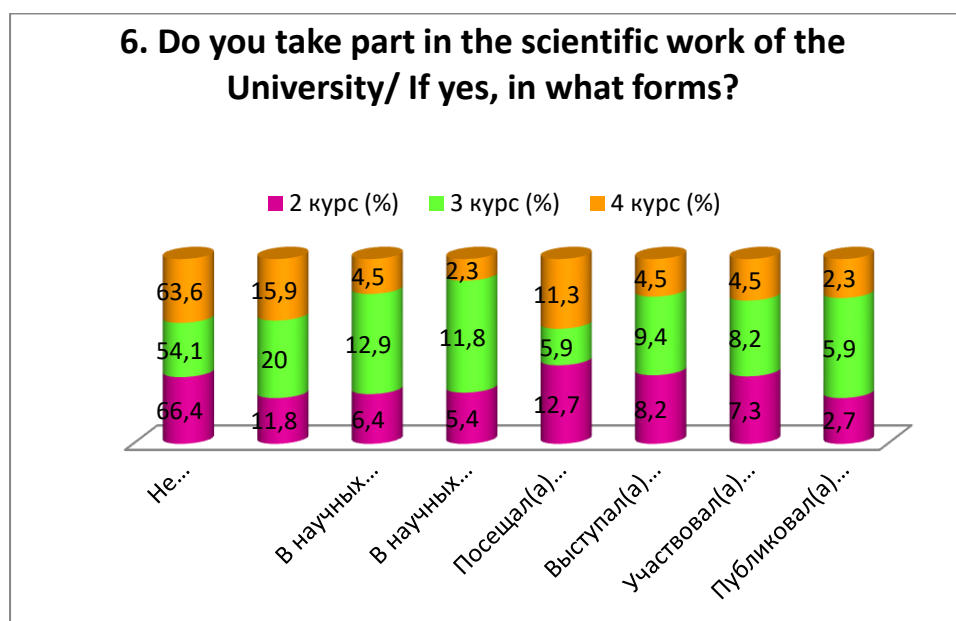
6. Do you take part in the scientific work of the University? If yes, in what forms (check all that apply))

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Do not participate</i>	66.4	54.1	63.6
<i>Sometimes, when it is necessary for formal reasons</i>	11.8	20	15.9
<i>In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.</i>	6.4	12.9	4.5
<i>In scientific projects of laboratories, clubs, circles, etc. free of charge</i>	5.4	11.8	2.3
<i>Attend scientific seminars, clubs and other scientific events</i>	12.7	5.9	11.3
<i>Speaker at a conference (including a student conference), scientific seminar</i>	8.2	9.4	4.5
<i>Participated in the competition of scientific student works</i>	7.3	8.2	4.5

* 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.

Published the results of his research (including in student collections)	2.7	5.9	2.3
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* 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, please write why,” students indicated the following answers*:

2 year	3 year	4 year
<ul style="list-style-type: none"> -Not interested - No (2) - No time - I don't know - No time - No time - I don't want - No time, too much energy and time is spent on preparing for additional subjects, plus the schedule from 9 to 5 means that you have to return home at about 7 in the evening, which is clearly not the best conditions for any scientific activity. - Couldn't find the time - Not interested in this yet and immersed in studying tapes - Workload- не было времени 	<ul style="list-style-type: none"> - I don't want - No need - No interest - I wasn't interested. - I find it difficult to answer - I wasn't interested - No motivation, waste of time - I didn't have time - I'm not interested 	<ul style="list-style-type: none"> - Not enough time - I don't think it's necessary - I wasn't interested in this topic - It's not interesting to constantly do something for 1C, Arcelor Mital or IPam - No time - No desire - No

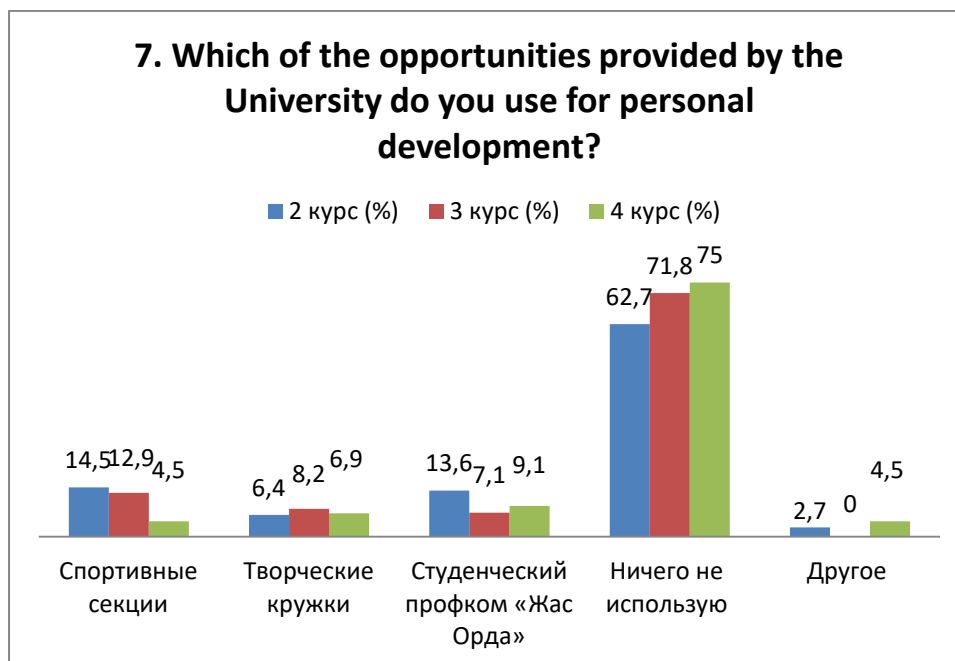
7. Which of the opportunities provided by the University do you use for personal development?

Answer options	2 year (%)	3 year (%)	4 year (%)
Sport sections	14.5	12.9	4.5
Creative clubs	6.4	8.2	6.9
Student trade union committee "Zhas Orda"	13.6	7.1	9.1

<i>I don't use anything</i>	62.7	71.8	75
<i>Other</i>	2.7	-	4.5

For the option Other, students gave the following answers*:

2 year	3 year	4 year
- Physical education classes - Academic mobility - Activists	-	- Academic mobility program



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

2 year	3 year	4 year
<ul style="list-style-type: none"> - Not interested - No - I don't want to - I don't know - Lack of time - Not interested - No desire - The material is simply outdated and too much empty opportunities that satisfy my interests - Outside of the university, I go to "clubs", or more specifically to the gym - I am engaged in creative self-development and do not need any clubs/sections - A busy schedule does not allow - There is nothing of interest 	<ul style="list-style-type: none"> - I don't care about what's unnecessary - I am engaged in another circle - I go to another section - No time - I play sports outside of university - There are no interesting clubs - I'm not interested - I don't want to - I live far away, I don't have much time for it - I don't think it's necessary. Self-development is more preferable for me - I go to the gym 	<ul style="list-style-type: none"> - Unknown - Because creative clubs are extremely bland, everything goes through censorship from the administration. I'm not interested in sports sections and the gym for students is paid (very strange). I boycott "Zhas Orda" - I'm not familiar with creative clubs, but I used to participate in a sports club. - It's an hour's drive to the Polytechnic, I don't want to

* 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 workload at the university is enough - I have my own concerns and interests. I will try to find their implementation outside the framework of the unique	- I didn't even know about them - I don't care - I don't want to - I don't care	- I've been doing martial arts since childhood in a different gym - Not interested - I don't have to - I wrote everything above - No time - No
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8. How much satisfied are you with the material resources of our University?

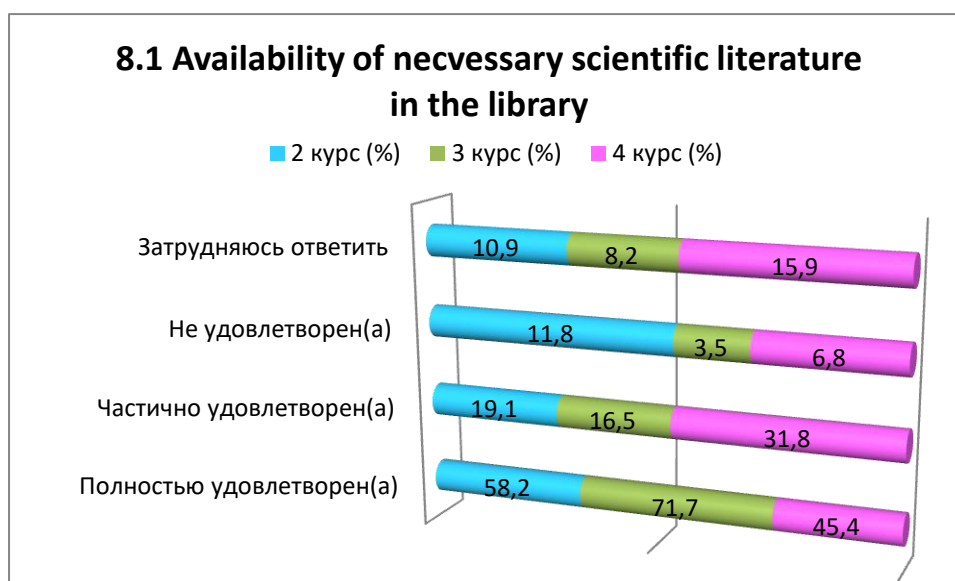
8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet channel width, its speed
8.4 Software modernity
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability of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

Other _____

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

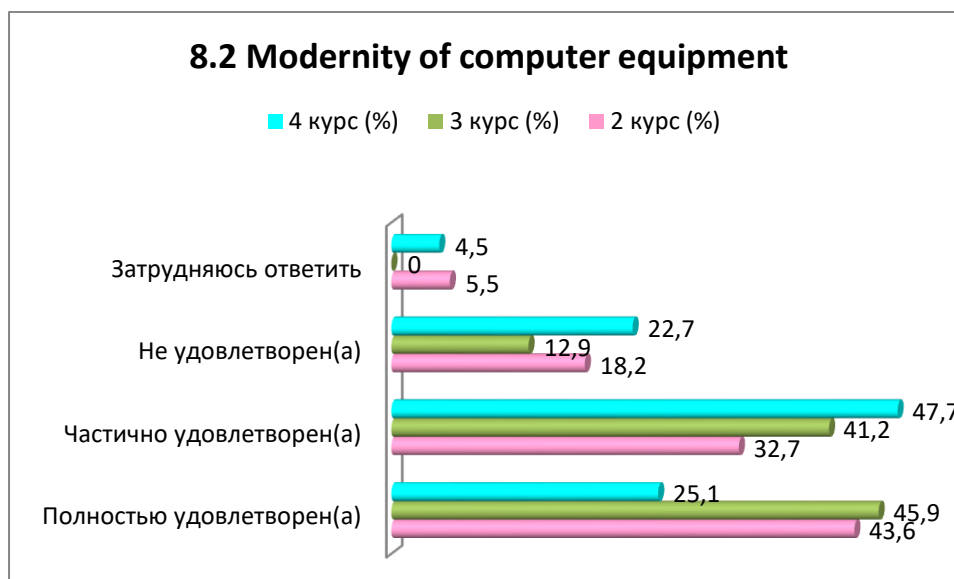
8.1 Availability of necessary scientific literature in the library

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	58.2	71.7	45.4
<i>Partially satisfied</i>	19.1	16.5	31.8
<i>Not satisfied</i>	11.8	3.5	6.8
<i>I find it difficult to answer</i>	10.9	8.2	15.9



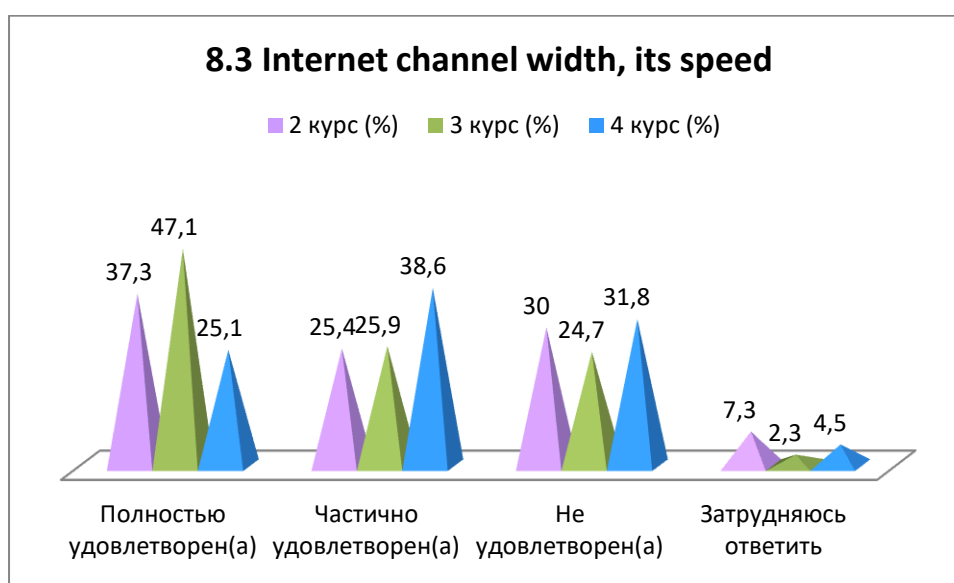
8.2 Modernity of computer equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	43.6	45.9	25.1
<i>Partially satisfied</i>	32.7	41.2	47.7
<i>Not satisfied</i>	18.2	12.9	22.7
<i>I find it difficult to answer</i>	5.5	-	4.5



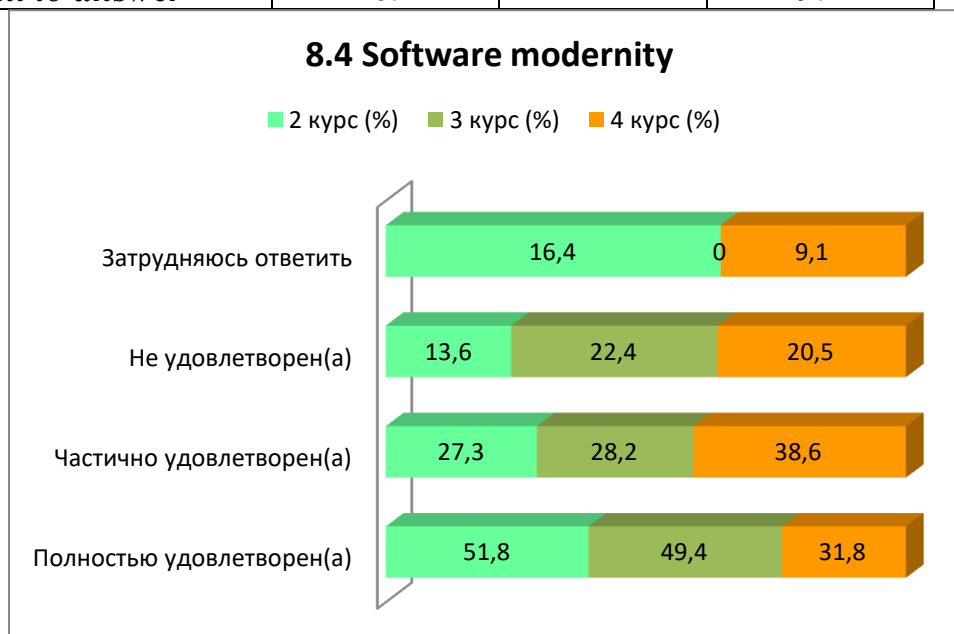
8.3 Internet channel width, its speed

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	37.3	47.1	25.1
<i>Partially satisfied</i>	25.4	25.9	38.6
<i>Not satisfied</i>	30	24.7	31.8
<i>I find it difficult to answer</i>	7.3	2.3	4.5



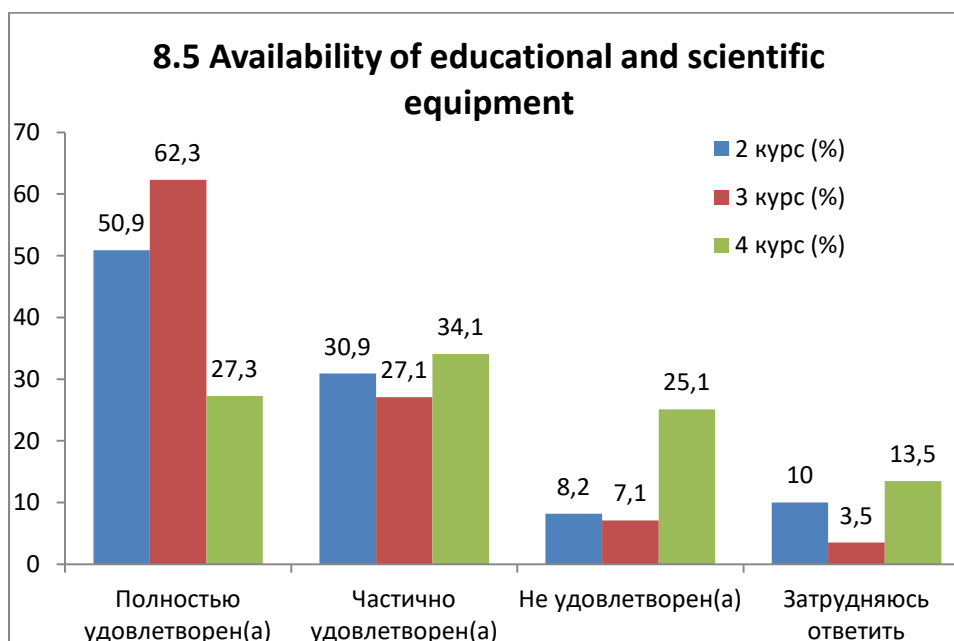
8.4 Software modernity

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	51.8	49.4	31.8
<i>Partially satisfied</i>	27.3	28.2	38.6
<i>Not satisfied</i>	13.6	22.4	20.5
<i>I find it difficult to answer</i>	16.4	-	9.1



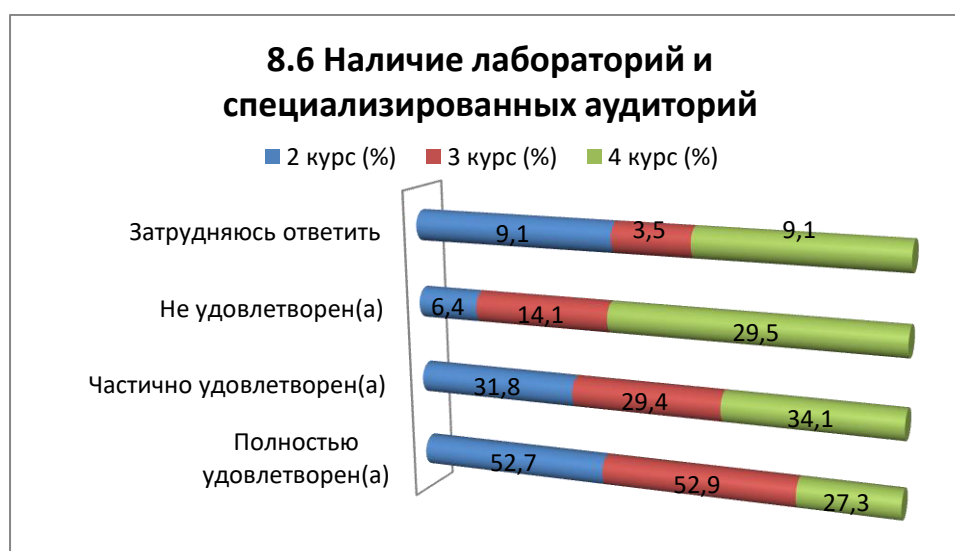
8.5 Availability of educational and scientific equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	50.9	62.3	27.3
<i>Partially satisfied</i>	30.9	27.1	34.1
<i>Not satisfied</i>	8.2	7.1	25.1
<i>I find it difficult to answer</i>	10	3.5	13.5



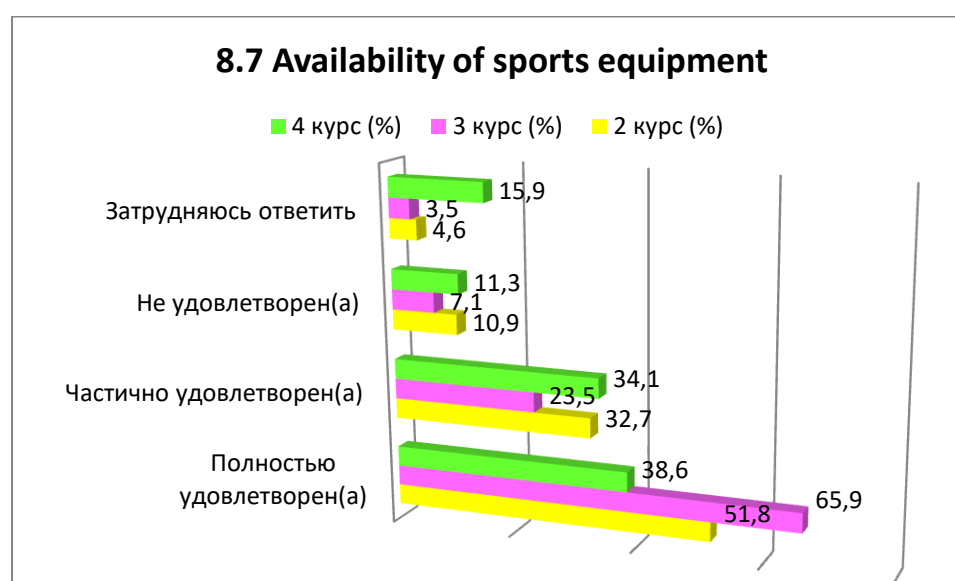
8.6 Availability of laboratories and specialized classrooms

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	52.7	52.9	27.3
<i>Partially satisfied</i>	31.8	29.4	34.1
<i>Not satisfied</i>	6.4	14.1	29.5
<i>I find it difficult to answer</i>	9.1	3.5	9.1



8.7 Availability of sports equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	51.8	65.9	38.6
<i>Partially satisfied</i>	32.7	23.5	34.1
<i>Not satisfied</i>	10.9	7.1	11.3
<i>I find it difficult to answer</i>	4.6	3.5	15.9



For the option Other, students gave the following answers* :

2 year	3 year	4 year
- No - I don't know	- wi-fi (wireless Internet operates poorly)	- Why is there no VS code in the classrooms? Add languages - install servers that can be used, install at least 1 class with Macs, at the beginning of the school year they should be given mail through which you can access office 365 - No

For the option "If you answered "Not satisfied" to the previous question, please provide recommendations for improvement", the students indicated the following options*:

2 year	3 year	4 year
- Nothing - No - The Internet blocks everything it can - I don't know - The quality of the Internet connection is poor, both Wi-Fi and mobile data - The Wi-Fi network is weak, and mobile Internet barely reaches some parts of the buildings - Provide Internet access on computers - Replacement of equipment (PCs, projectors, sports equipment) and educational materials, installation of new software. - Regarding the modern situation, you yourself know that everything is terrible without comment. - Replacement of old computers and provide a better Internet connection	- No recommendations - The sports equipment in the gym is old. The Wi-Fi reception is poor, the password is difficult to get, there are quite a few old computers (although the situation seems to be changing). - Well, the Internet is so-so, in some classrooms it does not load at all - The Internet speed is very low. In my case, the Internet does not work at all - The Internet reception is poor	- I wrote everything down in one of the answers above - Follow modern trends in information technology, update computers and other equipment more often. - Everything is left over from the Soviet era - Very little equipment, weak computers, modern software, but lags - I wrote everything down above - No

9. What is more important for you to get as a result of studying at the University?

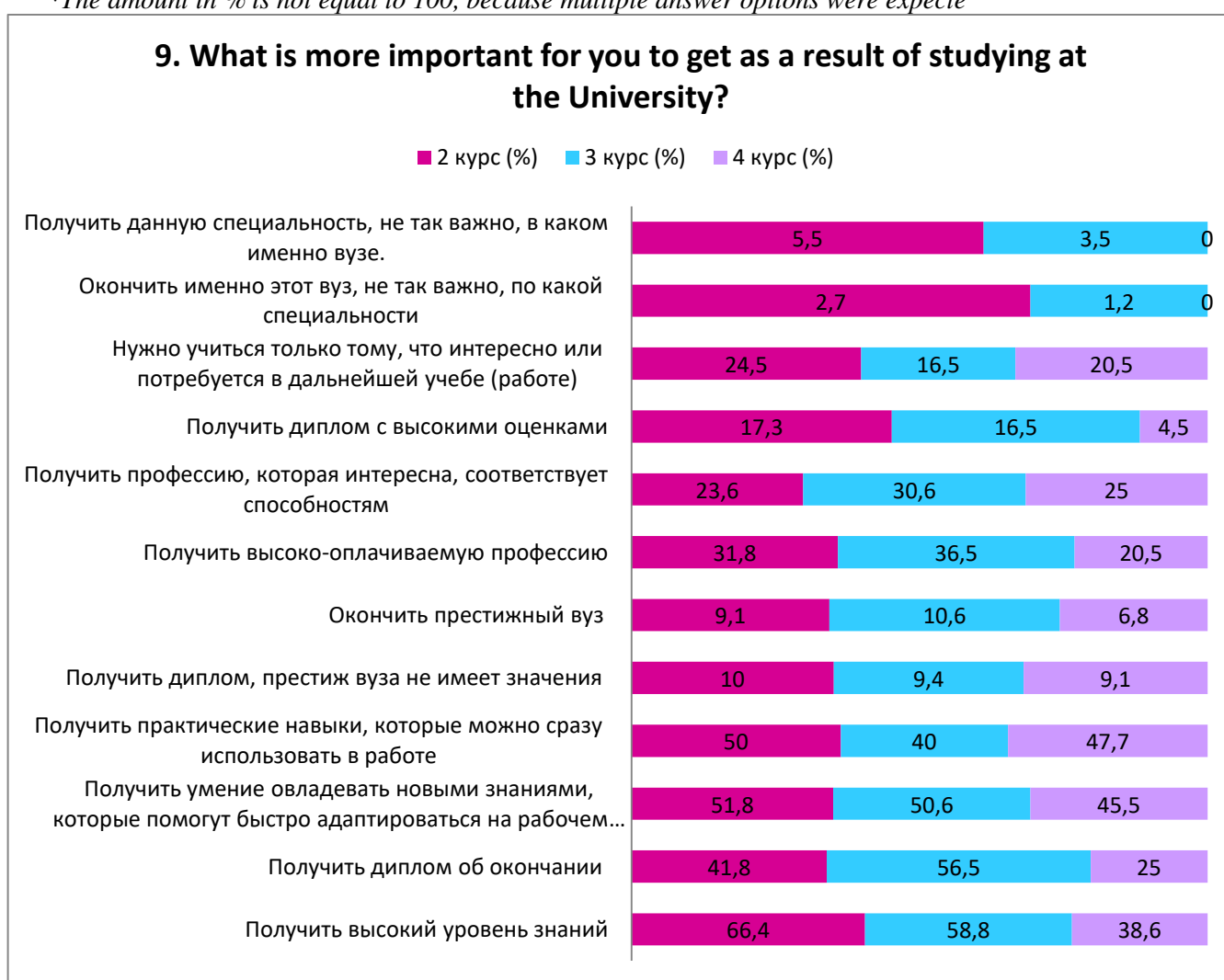
(You can select one or more answer options)

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Acquiring a high level of knowledge</i>	66.4	58.8	38.6
<i>Receiving a diploma of completion</i>	41.8	56.5	25
<i>Gaining the ability to acquire new knowledge that will help one to quickly adapt to the workplace</i>	51.8	50.6	45.5
<i>Gaining practical skills that one can</i>	50	40	47.7

* 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.

<i>immediately use at work</i>			
<i>Receiving a diploma, the prestige of the university does not matter</i>	10	9.4	9.1
<i>Graduating from a prestigious university</i>	9.1	10.6	6.8
<i>Acquiring a highly paid profession</i>	31.8	36.5	20.5
<i>Acquiring a profession that is interesting and matches one's abilities</i>	23.6	30.6	25
<i>Receiving a diploma with high grades</i>	17.3	16.5	4.5
<i>One should learn only what is interesting or will be needed in further study (work)</i>	24.5	16.5	20.5
<i>It's not so important in what specialty to graduate from this particular university</i>	2.7	1.2	-
<i>Getting this specialty is not so important in which university.</i>	5.5	3.5	-

**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 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):

- I don't know

- Surveys about good manners (behavior), toilets are shit on, they don't take care of the cleaning staff I saw how in the toilet stall they shit on everything except the toilet itself
- None
- Which of the special subjects are the most useful?
- Should unnecessary subjects be removed to increase the student's free time and not overload him? A) yes B) no. If you answered no to the previous question, then write why?
- How can the state of the educational process be improved
- The questions are excellent and complete. The only dissatisfaction with the program is additional disciplines, too much time is spent for them, and not on the target ones
- We consider the knowledge obtained in the main subject outdated
- About the state of health of students, physical and moral
- Assessment of the mental state. For example: How exhausted do you feel?
- I think these questions are enough, if you read the answers to them, of course, and most importantly, use them to make some decisions.
- I don't know
- Update the equipment and that's it
- Everything is enough
- The rector needs to gather students and listen to their suggestions directly, and not organize these surveys.
- Everything is fine.
- There are already too many questions here, rather, some questions should be removed.
- I don't understand at all what's the point of this survey if no one reads it. Let's at least have a public reading of its results once, so that any student who wants to come and see that his voice really has an impact. The administration doesn't think about the students at all and doesn't understand what they need. No one needs an elevator in the main building. There are only 4 floors. Yes, we have people with limited mobility, they need it. But what's the point if we don't have normal ramps anywhere else? The administration pretends to care about the students. The students pretend that they care about studying at this University.
- Do it better, put normal computers behind the teachers' desks, start cooperation with English teaching companies so that students can get a discount

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

According to the results of the survey "Satisfaction of 2-5 year old students with educational services", the majority of respondents (83.6%) expressed a high degree of satisfaction with the learning process at the University.

Students rated the following criteria as "excellent quality" (satisfaction rates above 80%), reporting their full or partial satisfaction:

- organization of independent work (82.9%);
- organizing and conducting laboratory work (82%);
- class schedule (81.9%).

Students rated the following criteria as "good quality" (satisfaction rates below 80%): satisfaction with the library work (79.6%), quality of practices (78.1%), organization of independent work (78.1%), access to full-text databases of scientific publications (77.2%),

organization of catering at the University (65.9%), quality of medical care (59.9%), living conditions in the hostel (59.6%).

Such satisfaction indicators indicate that the University successfully fulfills its main task: providing high-quality education to students. However, despite these positive results, there is always room for improvement and further development. To improve the curriculum and the quality of services provided, students wrote their suggestions*: "The University should improve the quality of services, the equipment", "Update the equipment and that's it", "Improve the quality of specialized subjects and make minor ones easier", "It would be better if the schedule was more uniform", "Invite an information security specialist to work at the University, add specialized subjects for the ISS", "Find an information security specialist who would have real experience and could show it to us, and not just read Wikipedia and extracts from books", etc.

A survey of students on the availability of information of academic mobility at the University revealed that 88.9% of respondents have information of the academic mobility opportunities. This indicates 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 is an important characteristic of the comfort of the educational environment, which is considered as the immediate environment of a person, as well as the conditions within which he interacts with this environment. As it can be seen from the presented results, the relationships between students, teachers and students (in the educational process), curators and students, administration and students, employees of departments (library, student department, etc.) and students, security service and students are assessed by respondents mainly as "friendly" and "more friendly than unfriendly", respectively, which fully corresponds to the high level of satisfaction, is a good indicator of the moral and psychological climate in the student environment. The top three most painful problems for respondents include "employment in one's specialty" – 40.7%; "quality of teaching (classes, assessment of knowledge, etc.)" – 40.1%; "quality of organization of the educational process" – 35%.

61.4% of students do not participate in the University scientific work. Students explain their non-participation in scientific work by various factors, such as lack of information, workload, absence of motivation and of interest in scientific work.

Overall, the survey results indicate the need for further improvement of the University work to improve the quality of teaching and organization of the educational process, as well as 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.