Report
on the results of the questionnaire
"Satisfaction of 2nd-5th year students with educational services"
for the 2022 year
Department: Information Technologies and Security
Specialty: 6B06301 Information Security Systems

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.

The results of the questionnaire were processed and presented in a summarized form with the guarantee of confidentiality of students' personal opinions.

On specialty 6B06301 Information Security Systems 281 students took part in the questionnaire.

- 2nd year – 133 students (81,6%);
- 3rd year – 71 students (93,4%);
- 4th year – 77 students (90,5%).

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

Indicators:

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 _____

1.1 The learning process as a whole

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	56,4	42,9	71,4
Partially satisfied	28,2	50	23,8
Not satisfied	10,2	7,1	4,7
Difficult to answer	5,1	-	-
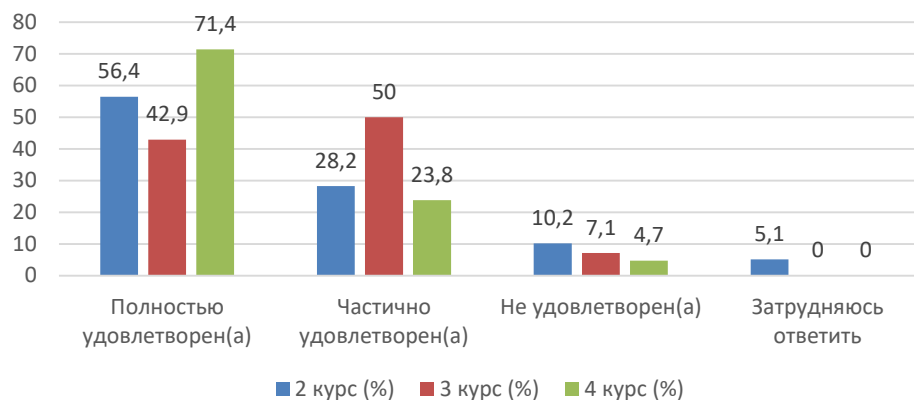
1.2 Class schedule

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66,7	35,7	85,7
Partially satisfied	25,6	57,1	9,5
Not satisfied	5,1	7,1	4,7
Difficult to answer	2,5	-	-
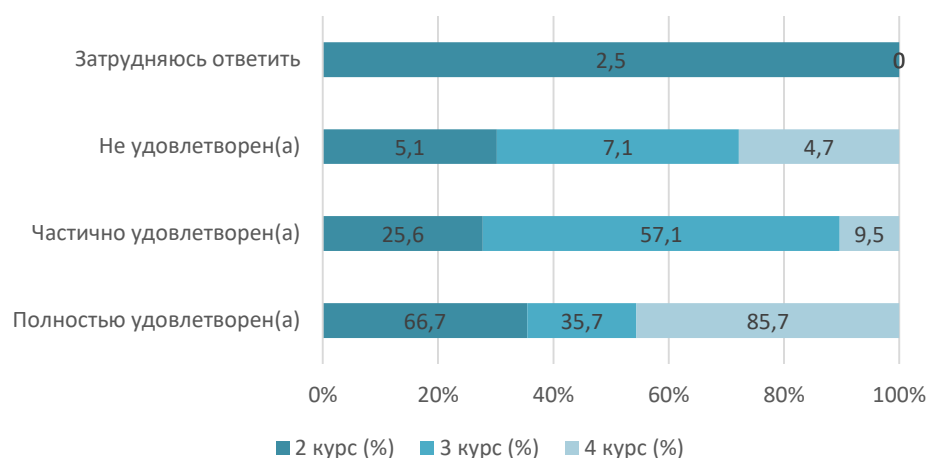
1.3 Organization of independent work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	53,8	71,4	80,9
Partially satisfied	30,7	28,6	9,5
Not satisfied	10,2	-	9,5
Difficult to answer	5,1	-	-
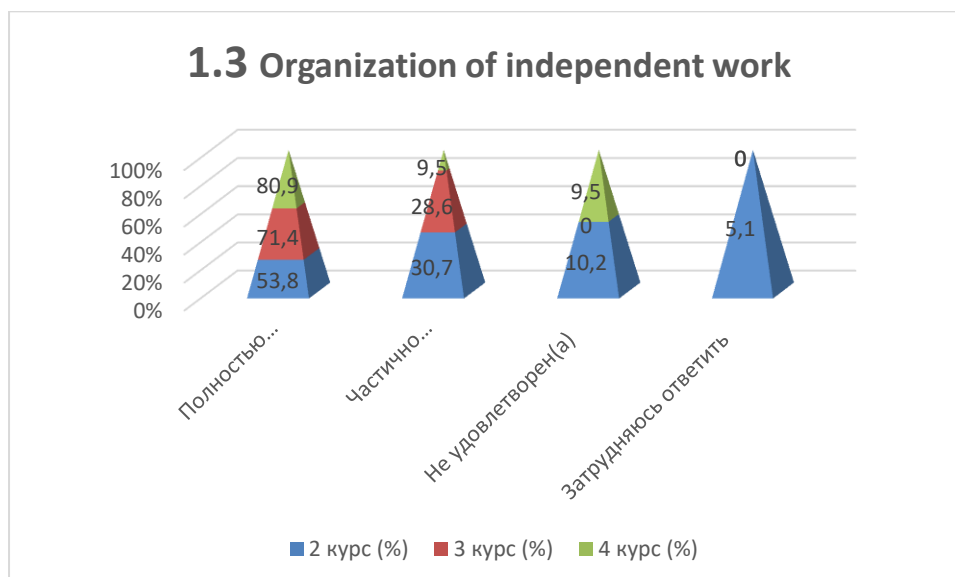
1.4 Internship

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	39,4	57,1	80,9
Partially satisfied	48,5	28,6	19,1
Not satisfied	3	14,3	-
Difficult to answer	9,1	-	-
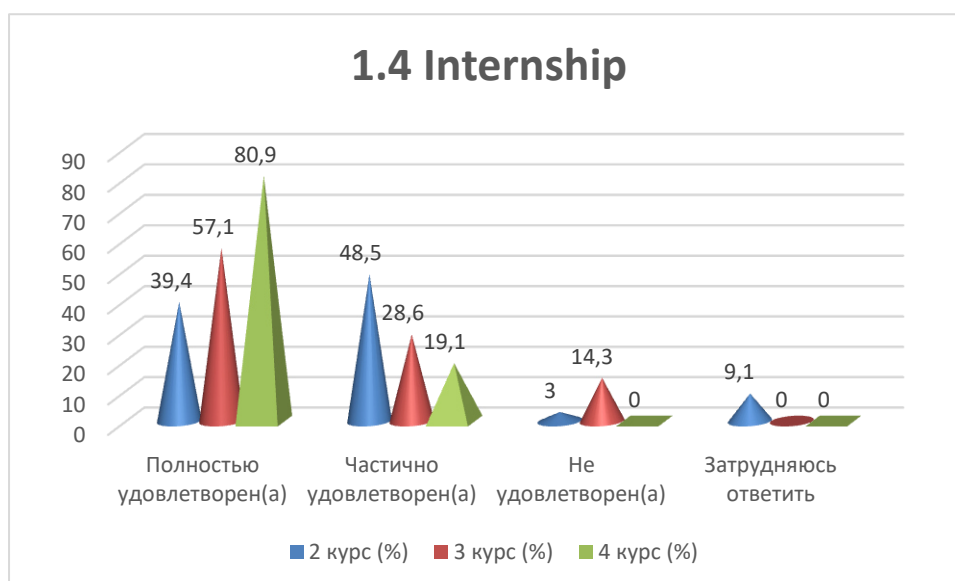
1.5 Organization and carrying out of SIWT

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

Completely satisfied	39,4	64,3	64,9
Partially satisfied	45,5	28,6	16,2
Not satisfied	9,1	7,1	18,9
Difficult to answer	6	-	-
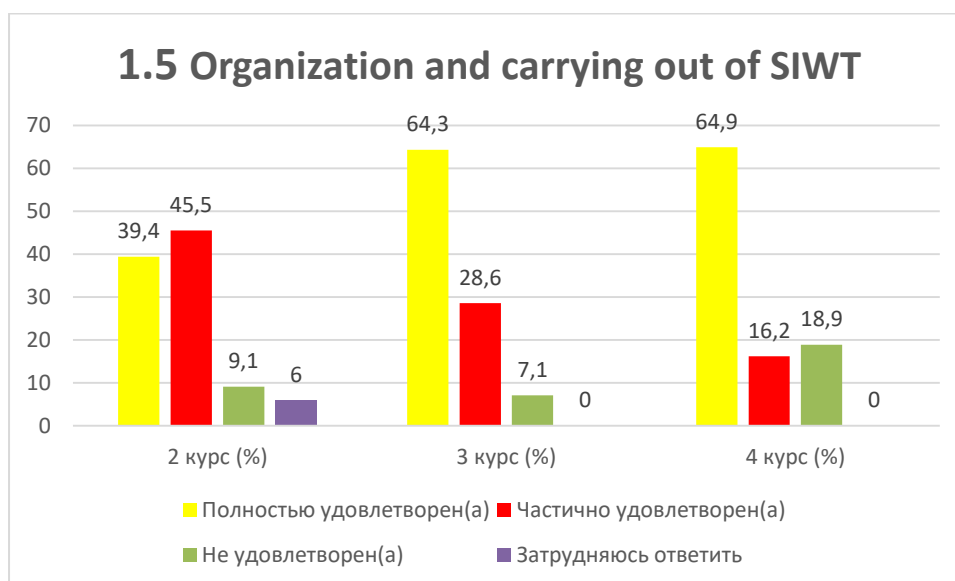
1.6 Organization and conduct of laboratory works

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	48,5	57,1	76,1
Partially satisfied	45,5	35,7	19,1
Not satisfied	6	7,1	4,7
Difficult to answer	-	-	-
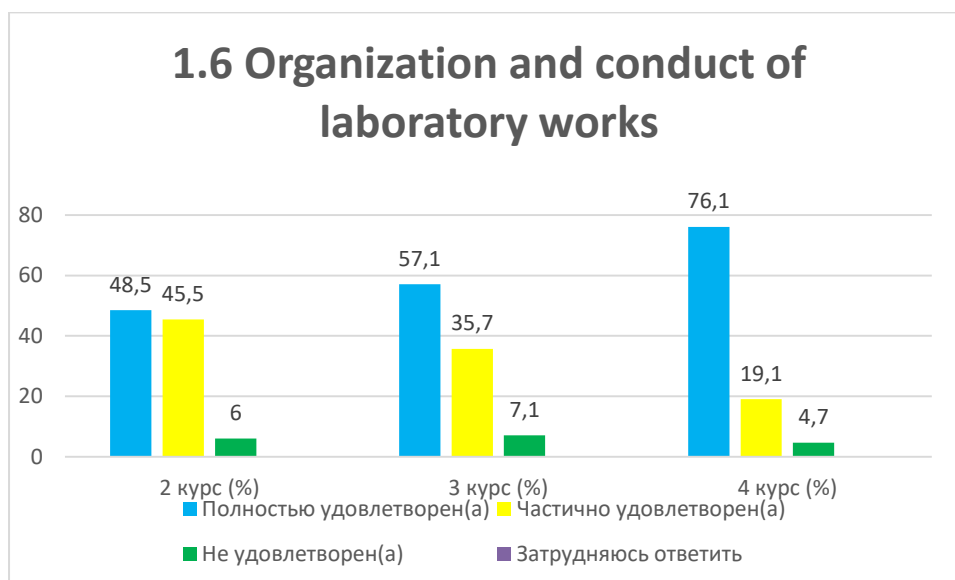
1.7 Satisfaction with the work of the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	51,5	57,1	80,9
Partially satisfied	39,4	28,6	14,3
Not satisfied	3	14,3	4,7

Difficult to answer	6,1	-	-

1.7 Satisfaction with the work of the library

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	42,4	35,7	66,7
Partially satisfied	42,4	42,9	19
Not satisfied	9,1	14,3	4,7
Difficult to answer	6,1	7,1	9,5
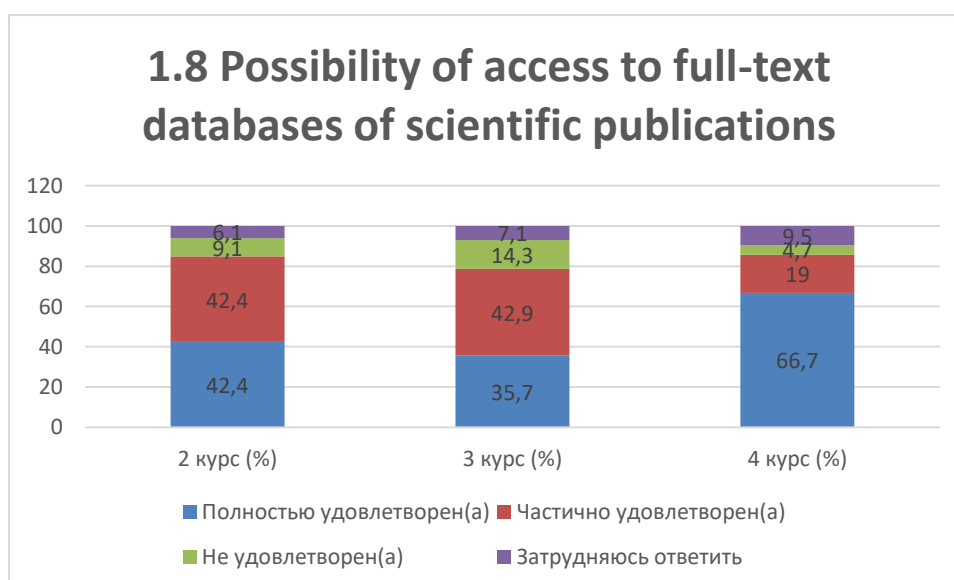
1.9 Living conditions in the dormitory

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	39,4	42,9	58,8
Partially satisfied	42,4	50	23,5
Not satisfied	3	-	11,7
Difficult to answer	15,2	7,1	5,9
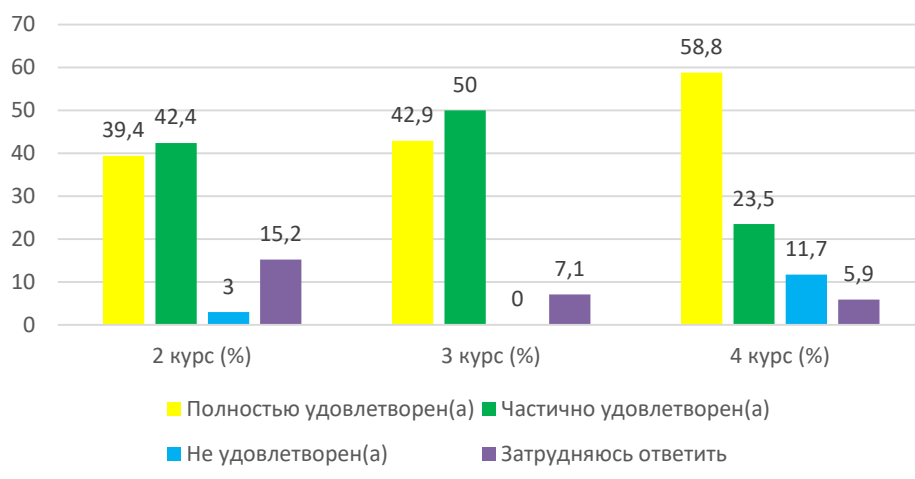
1.10 Quality of medical service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	36,4	57,1	64,8
Partially satisfied	45,5	28,6	23,5
Not satisfied	6,1	-	5,8
Difficult to answer	12	14,3	5,8
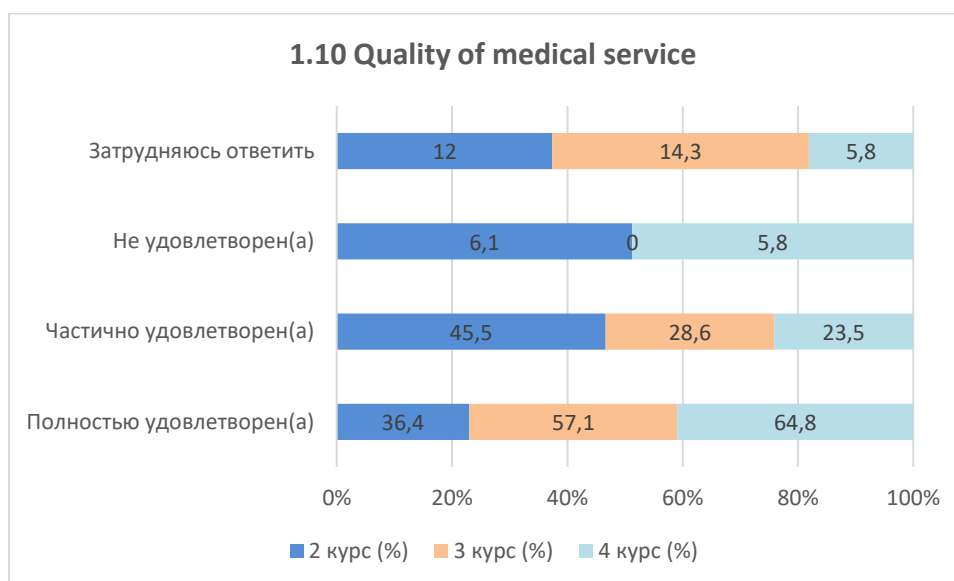
1.11 Organization of catering at the university (prices, range of products, quality of prepared dishes)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	42,4	50	64,7
Partially satisfied	27,3	28,6	23,5
Not satisfied	21,2	21,4	5,8
Difficult to answer	9,1	-	5,8

1.11 Organization of catering at the university (prices, range of products, quality of prepared dishes)
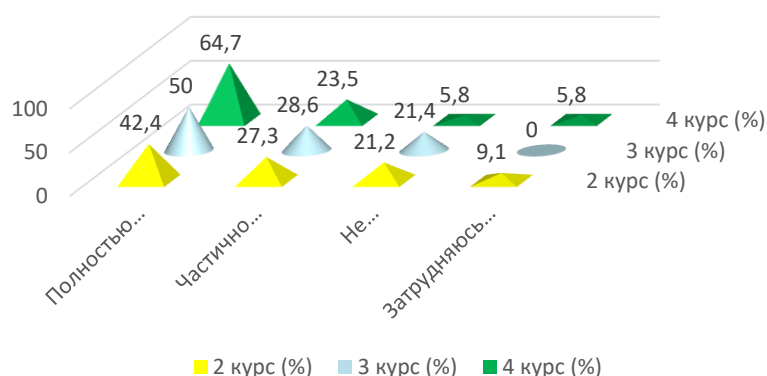
For the option "**If you answered "not satisfied" to the previous question, give recommendations to improve the services provided",** the students indicated the following options[*]:

- The food in the canteen absolutely disgusting

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
No complaints	61,5	57,1	82,3
Discrepancy between the disciplines studied and the specialty obtained	15,3	14,3	11,7
Inconsistency between the importance of the subject and the number of hours	5,1	14,3	5,9
Overload with classroom activities	5,1	-	-
Dissatisfaction with the quality of classes	12,8	14,3	-
Dissatisfaction with the organization of tests and exams	-	-	-
Other	5,1	-	-

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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.

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

Legend:
- Претензий нет
- Несоответствие изучаемых дисциплин получаемой специальности
- Несоответствие значимости предмета количеству часов
- Перегруженность аудиторными занятиями
- Неудовлетворенность качеством занятий
- Неудовлетворенность организацией зачетов и экзаменов
- Другое

For the option "**If you answered "not satisfied" to the previous question, give recommendations to improve the services provided",** the students indicated the following options[*]:
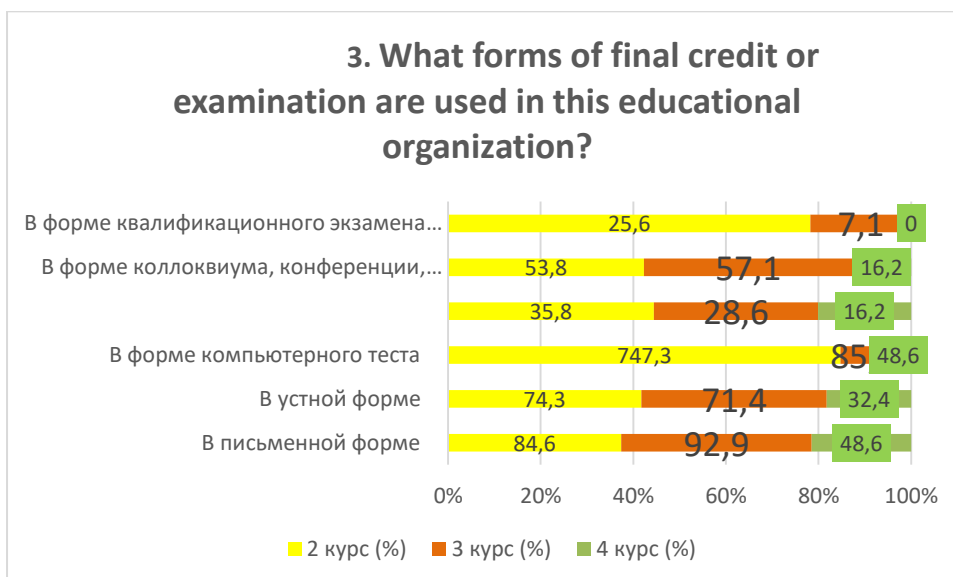
- The disciplines in the 1st and 2nd year do not really satisfy our specialty. There is very little programming and too many disciplines not too necessary for our profession, such as philosophy, cultural studies, economics, which are unlikely to be absolutely useful

- I would like to see more discipline in the educational process and slightly reduce the load of disciplines "for general development",

- Few major subjects

- Properly allocate time for special subjects, as they are very necessary. I think that a lot of time is allocated to humanitarian subjects. However, we are IT specialists

- The current material I study in physics and cultural studies does not correlate with the set of knowledge I need, which would be useful to me as an IT specialist. As an example: Studying such a topic as "The motion of a solid body around a fixed axis".

- More programming, less unnecessary disciplines

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	84,6	92,9	48,6
In an oral form	74,3	71,4	32,4
In the form of a computerized test	747,3	85,7	48,6
In the form of a test without using a computer	35,8	28,6	16,2
In the form of a colloquium, conference, project defense, etc.	53,8	57,1	16,2
In the form of qualification examination (student's performance of a work operation, production of a product, labor activity evaluated by experts)	25,6	7,1	-

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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.

3. What forms of final credit or examination are used in this educational organization?

	2 курс (%)	3 курс (%)	4 курс (%)
В форме квалификационного экзамена…	25,6	7,1	0
В форме коллоквиума, конференции,…	53,8	57,1	16,2
	35,8	28,6	16,2
В форме компьютерного теста	747,3	85	48,6
В устной форме	74,3	71,4	32,4
В письменной форме	84,6	92,9	48,6

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Attendance	17,8	7,1	-
Activity in classes (seminars), answering the teacher's questions, solving problems, etc.	33,3	78,6	48,6
Reports and speeches at classes (seminars)	3	-	16,2
Results of intermediate control works, tests, colloquiums, etc.	28,2	-	35,2
Results of internships, laboratory and other practical works	10,2	-	-
Evaluation of abstracts, essays, etc.	-	-	-
Results of the final exam on the course	7,5	7,1	-
Other	-	7,1	-

**4. What indicators are typically considered by faculty in making final grades?**
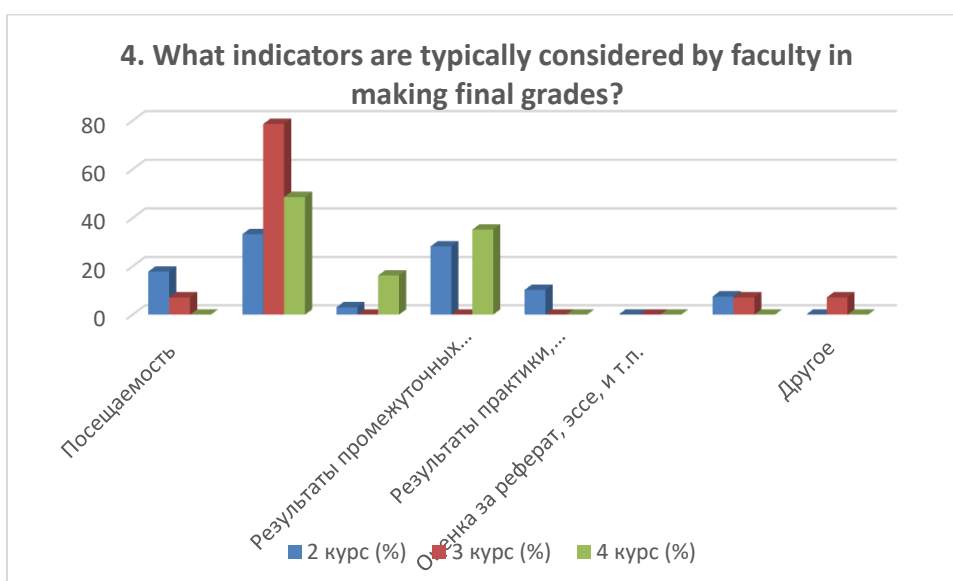
For the option **"Other"** the students indicated the following options [*]:

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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.

- Sometimes a personal enmity.

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	10,3	21,4	32,4
These are modern technologies, they are used by leading companies	-	-	-
These are quite modern technologies, they are used, but I know more modern ones.	48,7	28,6	48,6
These are technologies of yesterday that are no longer on the market.	30,7	35,7	19
I don't know, I can't estimate	10,3	14,3	-
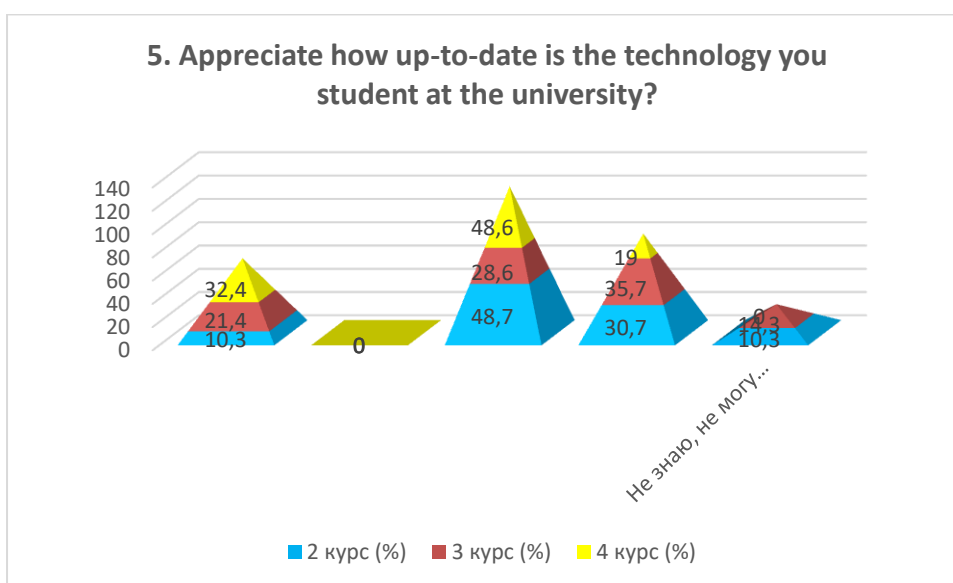
For the option **"If you answered "Don't know, can't estimate" to the previous question, give recommendations for improvement"** students indicated the following options [*]:
- I don't know;
- We can't do lab work because all the equipment is old;
- We need to upgrade;
- Old technologies, only modeling is there, they are absolutely not used.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	100	100	81,1
No	-	-	18,9
Other	-	-	-

6. Is information about academic mobility opportunities available to you?
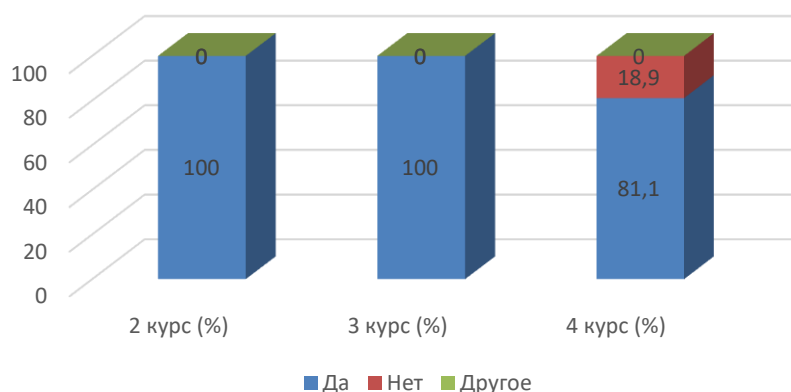
For the option **"Other"** the students indicated the following options[*]:
- I guess;
- I haven't heard of it.

7. In your opinion, what is the relationship:

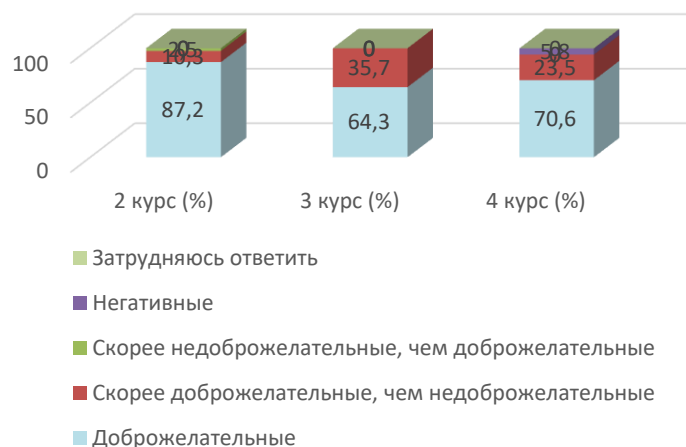| |
|---|
| 7.1 Between students |
| 7.2 Between teachers and students (in the learning process) |
| 7.3 Between students and supervisor |
| 7.4 Between students and administration |
| 7.5 Between students and staff of departments (library, student department, etc.) |
| 7.6 Between students and security service |

Other _____

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 _____

7.1 Between students

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	87,2	64,3	70,6
Rather benevolent than not benevolent	10,3	35,7	23,5
Rather not benevolent than benevolent	2,5	-	-
Negative	-	-	5,8
Difficult to answer	-	-	-

7.1 Between students

(chart — "7.1 Between students")

Legend:
- Затрудняюсь ответить
- Негативные
- Скорее недоброжелательные, чем доброжелательные
- Скорее доброжелательные, чем недоброжелательные
- Доброжелательные

7.2 Between teachers and students (in the learning process)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	71,8	42,9	81,1
Rather benevolent than not benevolent	20,5	50	18,9
Rather not benevolent than benevolent	-	7,1	-
Negative	2,6	-	-
Difficult to answer	5	-	-

7.2 Between teachers and students (in the learning process)
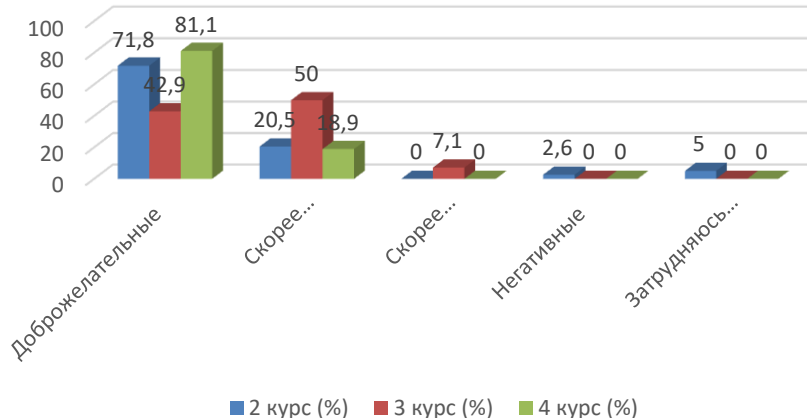
7.3 Between students and supervisor

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	79,4	100	82,3
Rather benevolent than not benevolent	17,9	-	11,7
Rather not benevolent than benevolent	2,6	-	5,8
Negative	-	-	-
Difficult to answer	-	-	-

7.3 Between students and supervisor
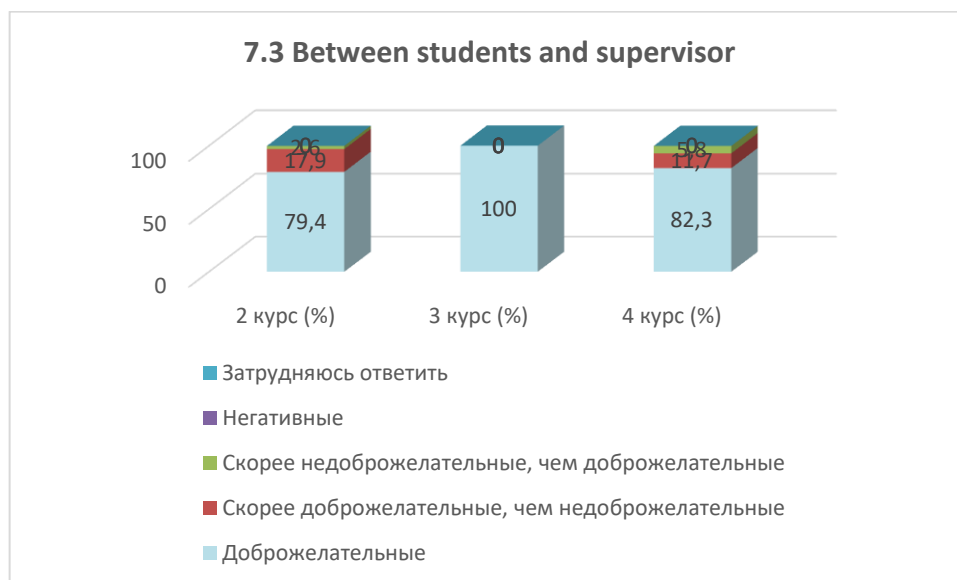
7.4 Between students and administration

| Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	53,8	64,3	81,1
Rather benevolent than not benevolent	33,3	28,6	18,9
Rather not benevolent than benevolent	5,1	7,1	-
Negative	2,5	-	-
Difficult to answer	5,2	-	-

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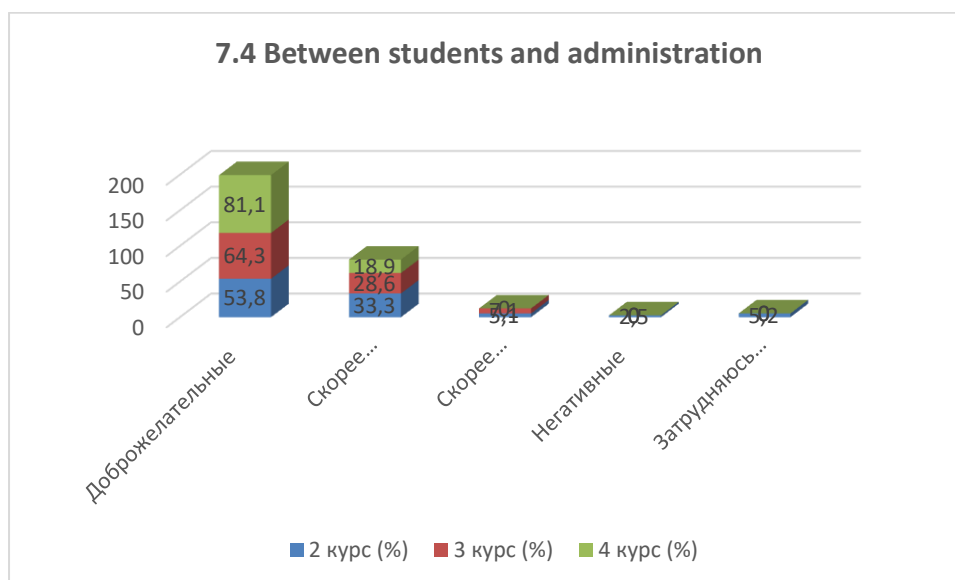
7.5 Between students and staff of departments (library, student department, etc.)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	66,6	64,3	70,5
Rather benevolent than not benevolent	25,6	28,6	23,5
Rather not benevolent than benevolent	2,5	7,1	-
Negative	-	-	5
Difficult to answer	5,2	-	-

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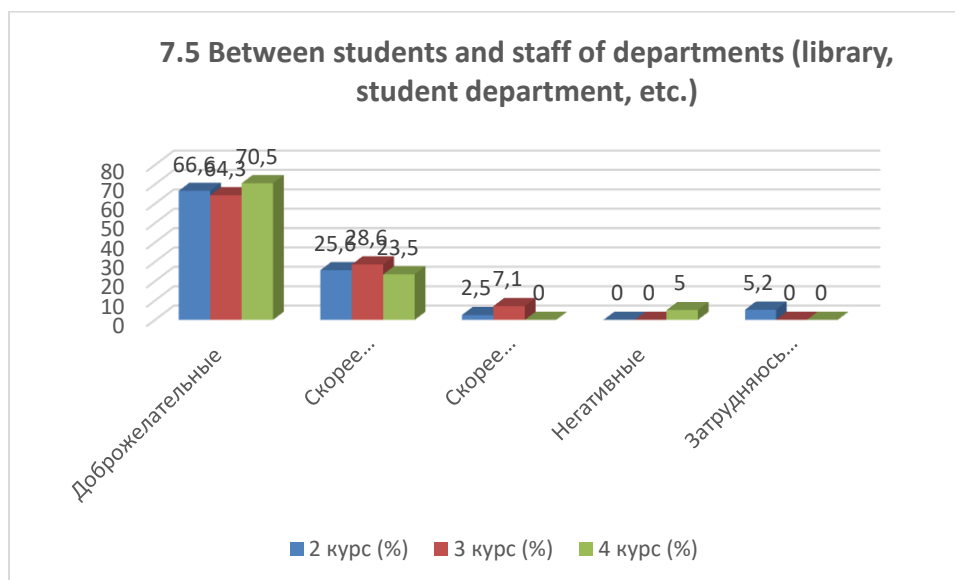
7.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	51,2	21,4	58,8
Rather benevolent than not benevolent	25,6	57,1	29,4
Rather not benevolent than benevolent	15,4	14,2	5,9
Negative	-	-	5,9
Difficult to answer	7,7	7,1	-
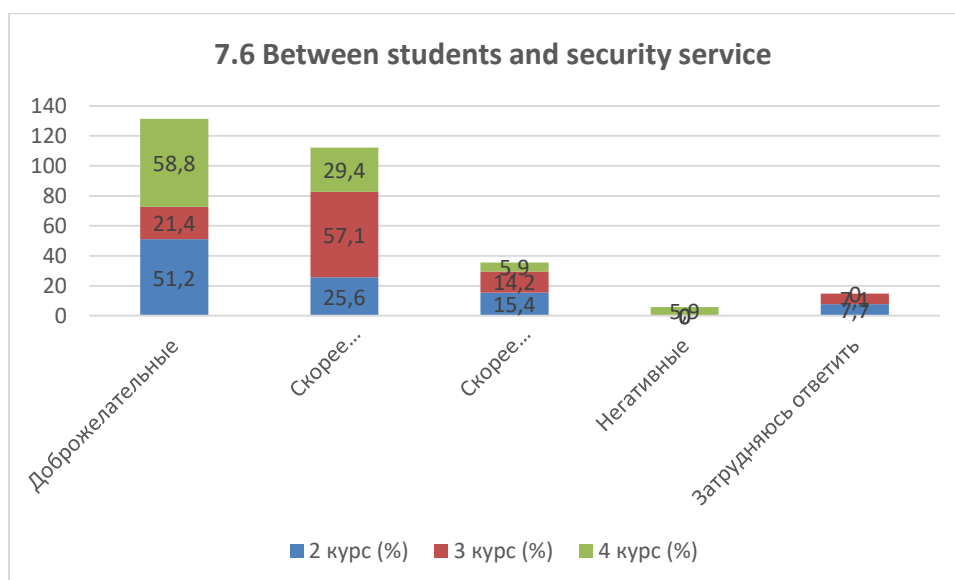

7.6 Between students and security service

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 [*]:

- A little bit of respect for the students because they treat us rather unkindly;
- The security guards are rude to students and pick on them to the smallest thing, thus keeping them away from the pairs. There are some teachers who create their own rules, taking them into disadvantage, thus depriving them of their scholarship;

.

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	43,5	21,4	48,6
Quality of teaching (conducting classes, assessment of knowledge, etc.).	41,1	42,9	16,2
Work of administration (department, etc.)	7,7	-	32,4
Quality of food and prices in the student canteen	20,5	50	64,9
Quality of living conditions in the dormitory	7,7	7,1	-
Employment in the specialty	48,8	35,7	16,2
Quality of internship organizations	-	14,3	48,6
Quality of the organization of the educational process	-	7,1	-

* The amount in % is not equal to 100, because it was assumed that there were several possible answers
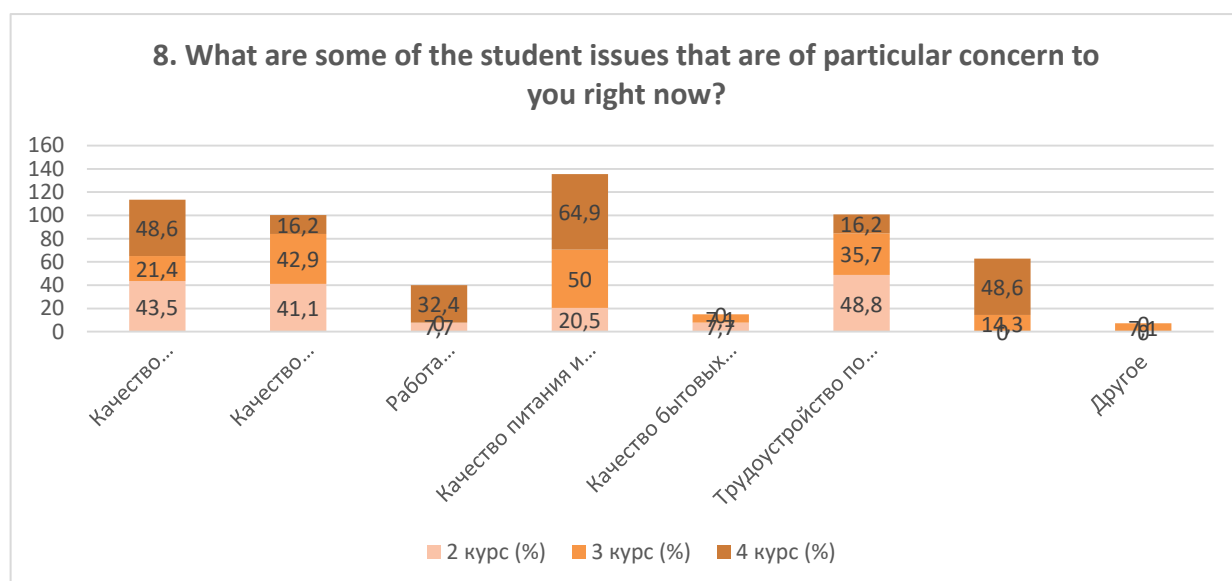
9. Do you take part in scientific work of the university? If yes, in what forms? *(mark all appropriate answers)*

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Did not participate	69,7	64,3	48,6
Sometimes, when it is necessary for formal reasons	15,2	21,4	-
In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.	-	-	-
In scientific projects of laboratories, clubs, circles, etc. free of charge	3	-	-
Attended scientific seminars, clubs and other scientific events	6,1	-	-
Speaker at a conference (including a student conference), scientific seminar)	6,1	-	16,2
Participated in a student scientific work competition	-	21,4	16,2
Published the results of his research (including in student collections)	3	-	19

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

9. Do you take part in scientific work of the university? If yes, in what forms?
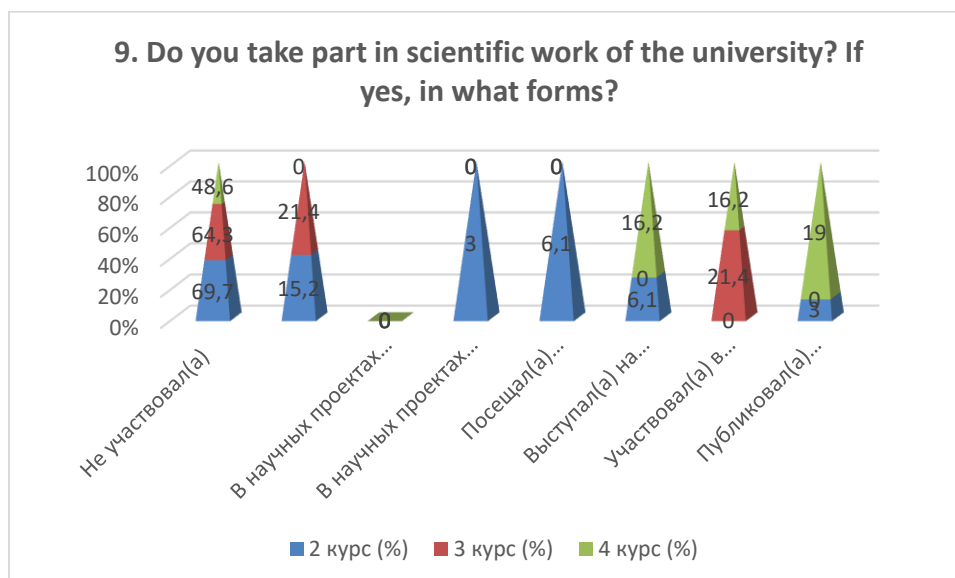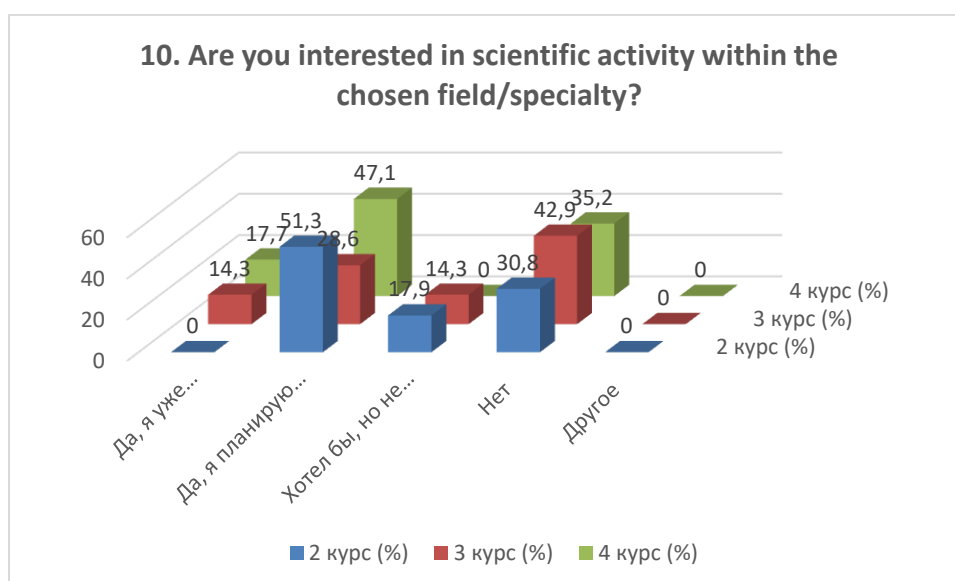
For the option **"If you answered "Did not participate" to the previous question, write why"**, students indicated the following options [*]:
- not interested;
- no time;
- didn't want to.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes, I am already doing scientific work	-	14,3	17,7
Yes, I plan to do it in the future	51,3	28,6	47,1
I would like to, but I don't know where to start	17,9	14,3	-
No	30,8	42,9	35,2
Other	-	-	-

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

[*] 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 "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 *:
- It's hard for girls to get a job;
- no desire;
- no interest.

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	30,3	14,3	41,2
Creative clubs	6,1	7,1	-
Student Trade Union "Zhas Orda"	12,1	-	11,7
I don't use anything	51,5	71,4	47,1
Other	-	-	-
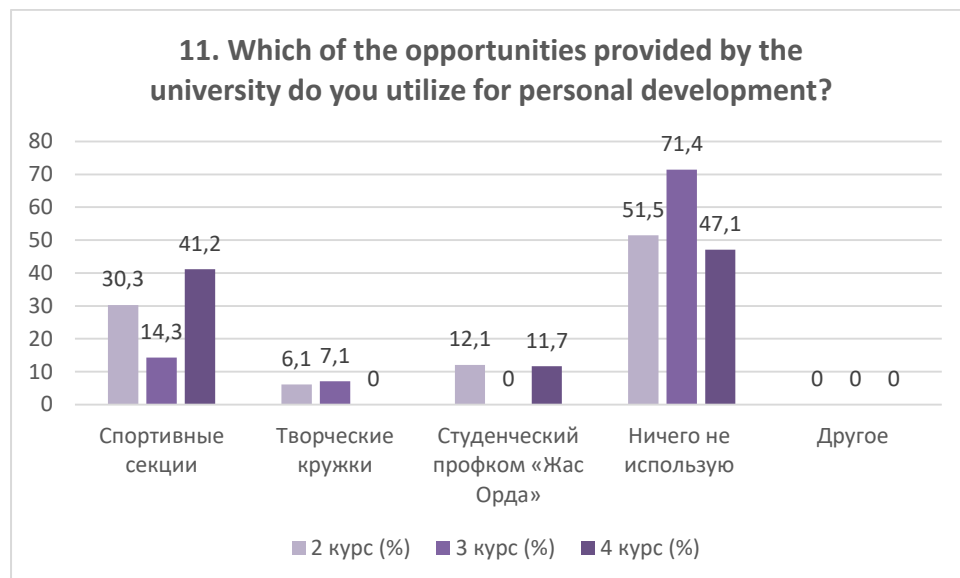
For the option "**If you answered "I don't use anything" to the previous question, write down why"** students indicated the following options *:
- more interested in working
- Diploma.
- No time for that yet
- Not enough time

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 |

Other _____

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

## 12.1 Availability of necessary scientific literature in the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	64,1	57,1	81,1
Partially satisfied	30,8	28,6	18,9
Not satisfied	-	14,3	-
Difficult to answer	5,1	-	-
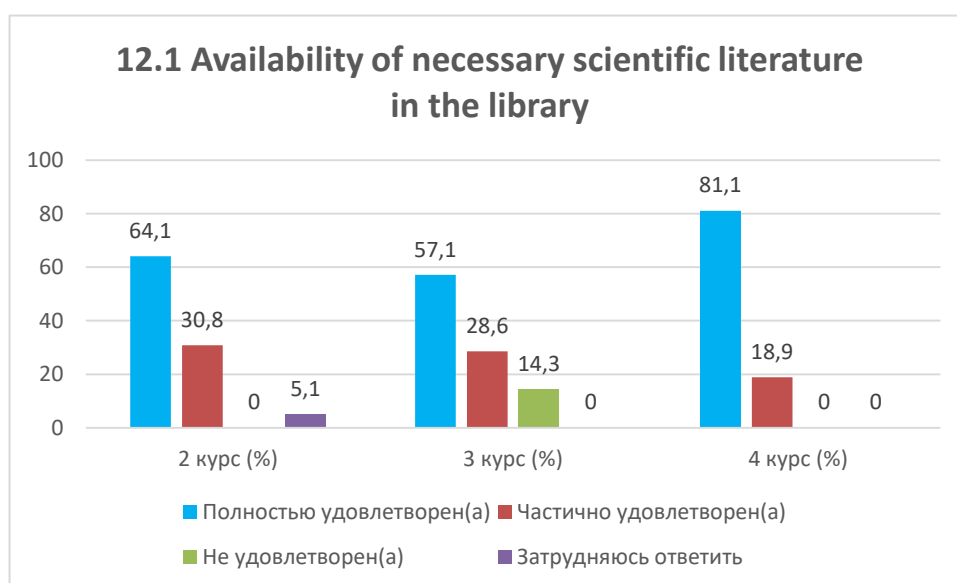
12.2 Modernity of computer equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	33,3	28,6	48,6
Partially satisfied	33,3	42,9	32,4
Not satisfied	33,3	28,6	19
Difficult to answer	-	-	-

12.2 Modernity of computer equipment
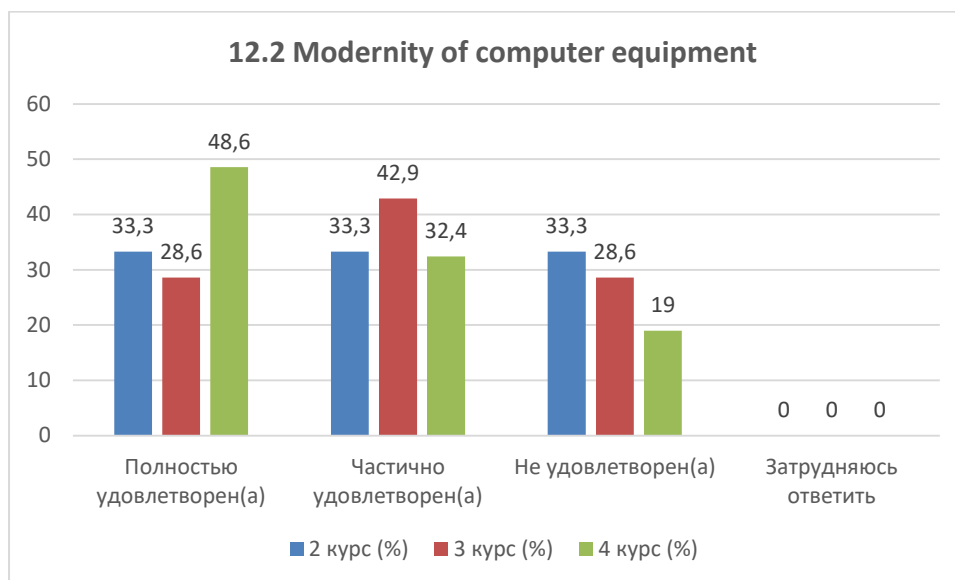
12.3 Internet channel width and speed

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	43,5	28,6	48,6
Partially satisfied	38,5	21,4	-
Not satisfied	18	50	51,4
Difficult to answer	-	-	-

12.3 Internet channel width and speed
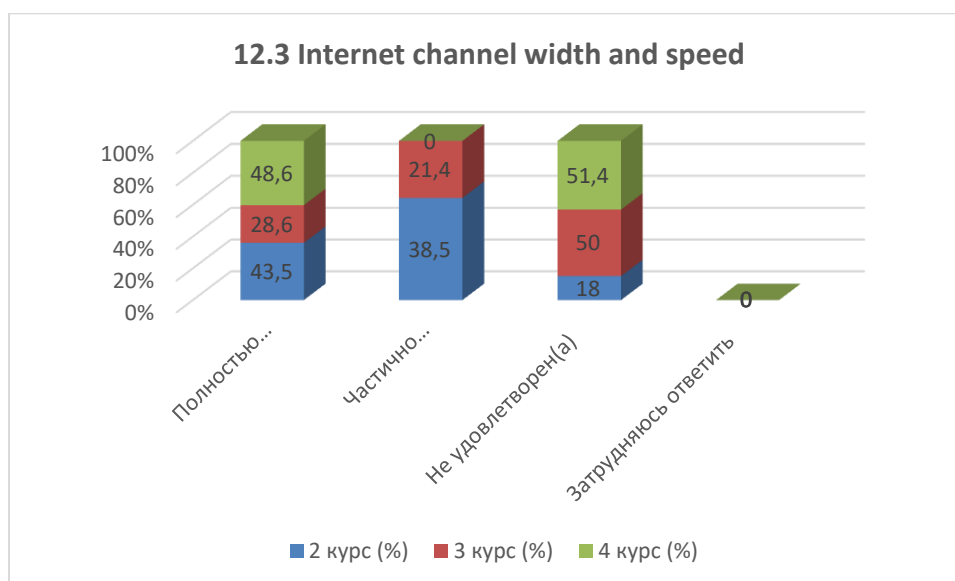
12.4 Modernity of software

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	48,7	35,7	48,6
Partially satisfied	30,7	42,9	51,4
Not satisfied	20,5	21,4	-
Difficult to answer	-	-	-

12.4 Modernity of software

	Полностью удовлетворен(а)	Частично удовлетворен(а)	Не удовлетворен(а)	Затрудняюсь ответить
2 курс (%)	48,7	30,7	20,5	0
3 курс (%)	35,7	42,9	21,4	0
4 курс (%)	48,6	51,4	0	0
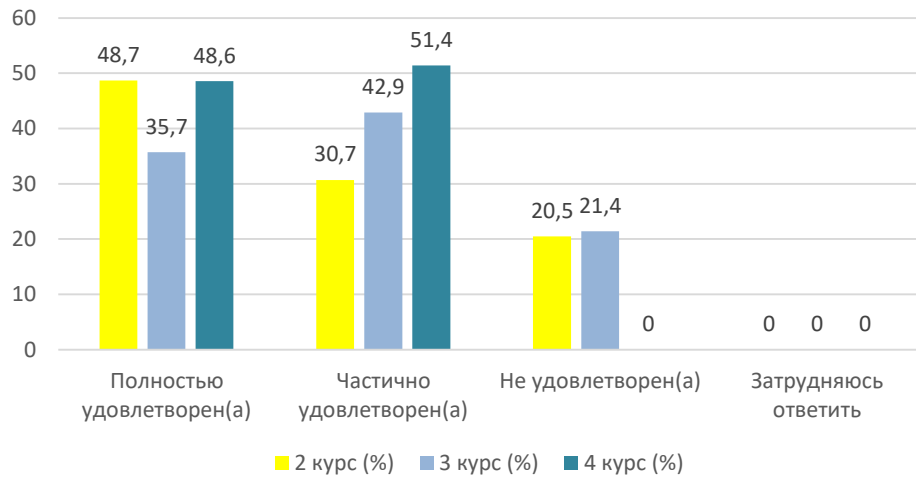
12.5 Availability of educational and scientific equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	56,4	42,9	32,4
Partially satisfied	33,3	42,9	48,6
Not satisfied	7,6	14,3	19
Difficult to answer	2,6	-	-
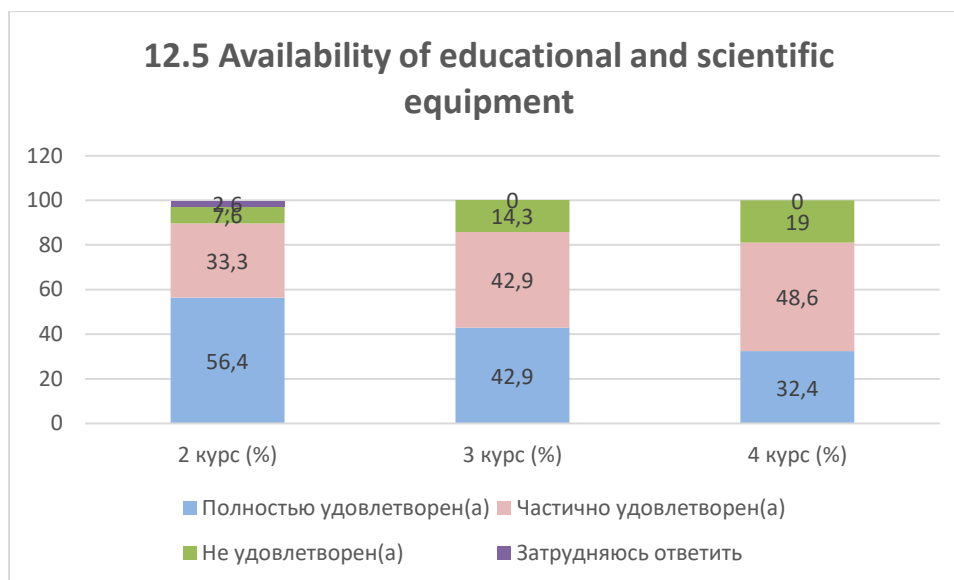
12.6 Availability of laboratories and specialized classrooms

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66,7	57,1	32,4
Partially satisfied	28,2	28,6	16,2
Not satisfied	5,1	14,3	51,4
Difficult to answer	-	-	-
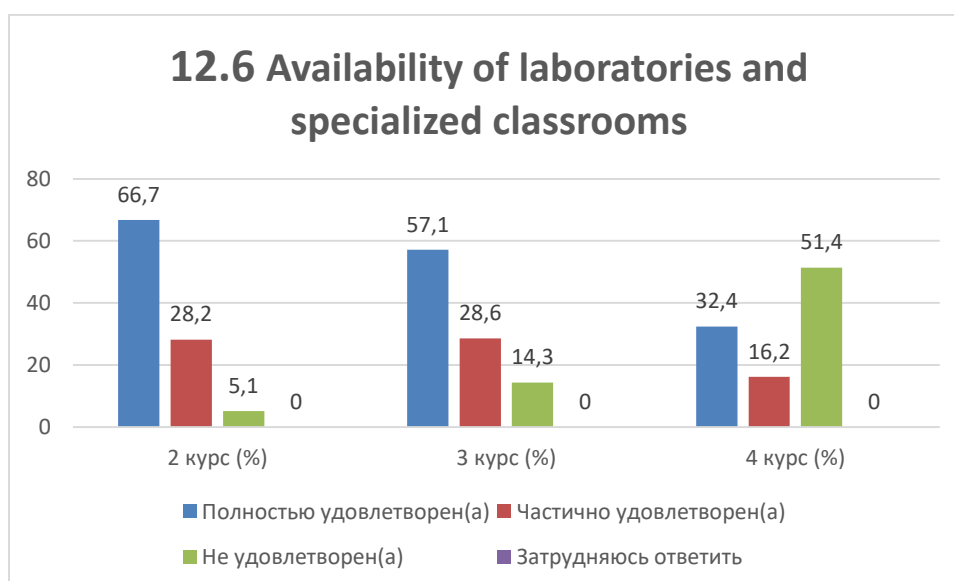
12.7 Availability of sports equipment

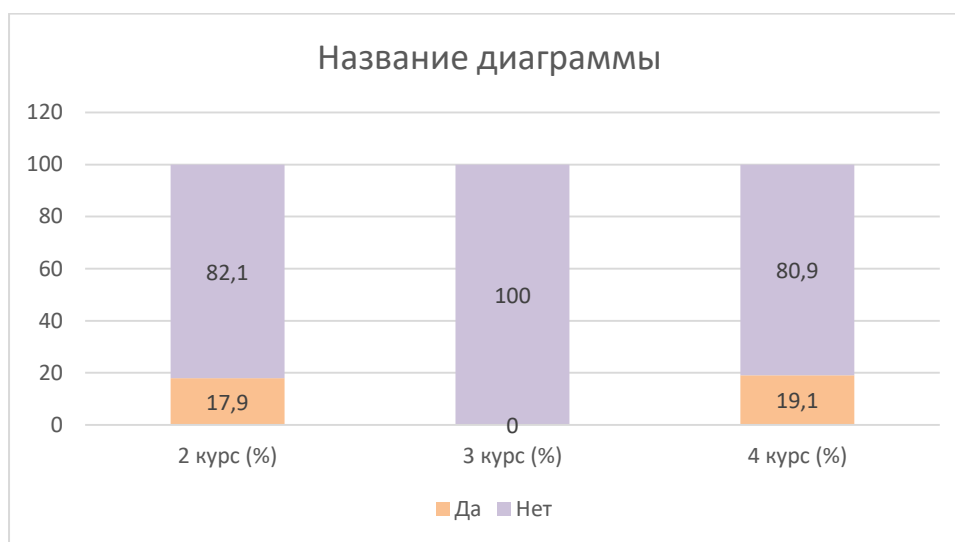| Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	64,1	57,1	51,3
Partially satisfied	30,7	35,7	48,7
Not satisfied	-	7,1	-
Difficult to answer	5,2	-	-
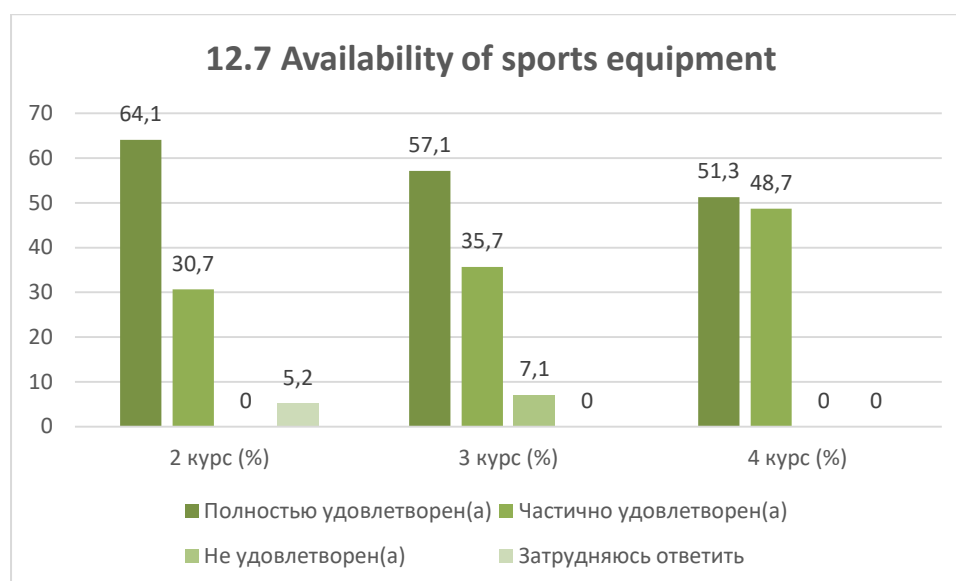
If you answered "not satisfied" to the previous question, make recommendations to improve the services provided [*]:

- There are no books available, and the equipment is all old, we can't even turn it on because it is old;

- PC equipment is old enough, it is necessary to equip with more recent components. Internet is quite slow;

- not satisfied because we are waiting for other groups.

13. Do you need additional counseling in the disciplines?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	17,9	-	19,1
No	82,1	100	80,9

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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.

Название диаграммы

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	69,3	78,6	8,1
Receive a diploma of completion	30,8	50	48,6
Gain the ability to acquire new knowledge that will help you quickly adapt in the workplace	48,7	50	64,9
Gain practical skills that you can immediately use at work	46,1	71,4	81,1
Get a diploma, the prestige of the university does not matter	2,5	-	16,2
Graduate from a prestigious university	2,5	14,3	-
Get a highly paid profession	30,7	42,9	48,6
Get a profession that is interesting and matches your abilities	28,2	50	81,1
Get a diploma with high grades	12,8	14,3	16,2
You need to learn only what is interesting or will be needed in further study (work)	15,4	42,9	-
It's not so important to graduate from this particular university, in what specialty	-	-	-
Get a high level of knowledge	7,6	-	-

* 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):*

- What amenities are needed for students(power outlets in the hallway, auditorium for students...);
- Enough;
- I don't need anything anymore;
- A water bottle.

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.

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 - 61.5%, 3rd year - 57.1%, 4th year - 82.3%. 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 are studying" (2nd year - 15.3%, 3rd year - 14.3%, 4th year - 11.7%), "Inconsistency of the subject importance with the number of hours" (2nd year - 5.1%, 3rd year - 14.3%, 4th year - 5.9%), "Overload of classroom classes" (2nd year - 651%), "Dissatisfaction with the quality of classes" (2nd year - 12.8%, 3rd year - 14.3%).

To the question**: "What indicators, as a rule, are taken into account by teachers when making the final grade?"** 53.5% of students indicated the option "activity in classes (seminars), answers to the teacher's questions, solving problems, etc.", in second place - 15.8% "Results of interim control works, tests, colloquiums, etc." and in third place - 8.3% "Attendance".

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 not benevolent" respectively, which fully corresponds to a high level of satisfaction with the moral and psychological climate in the student environment.

However, it should be noted that a small part of respondents noted such answer options as **"rather not benevolent than benevolent"** and **"negative"** in relations "**Between teachers and students (in the educational process)", "Between students and administration", "Between students and employees of departments (library, student department, etc.)", "Between students and security service".**

To the option **"If you answered "Rather not benevolent than benevolent" and "Negative"** to the previous question, give recommendations for improvement," learners indicated "A little more respect for students because they treat us rather unkindly," security is rude.

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 - 45.1%. Next – "Quality of the organization of the educational process" - 37.8%. In the third position – "Quality of teaching (conducting classes, assessment of knowledge, etc.)"- 33.4%. - 33,4%.

On the question **"Do you need additional counseling in disciplines?" 93.3%** of respondents answered that they do not need additional counseling.

Recommendations:

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.