

**Report**  
**on the results of the survey**  
**“Satisfaction of 2-5 year students with educational services”**  
**in 2023 – 2024 academic year**  
**Department: Information and Computing Systems**  
**Specialty: 6B06102 Information 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 6B06102 Information Systems, 135 respondents took part in the survey:

- 2 year – 50 students (56,2%);
- 3 year – 51 students (87,9%);
- 4 year – 34 students (63%).

**Mode of training**

- Budget – 111 students (82,2%);
- Paid – 24 students (17,8%).

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

Indicators:

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

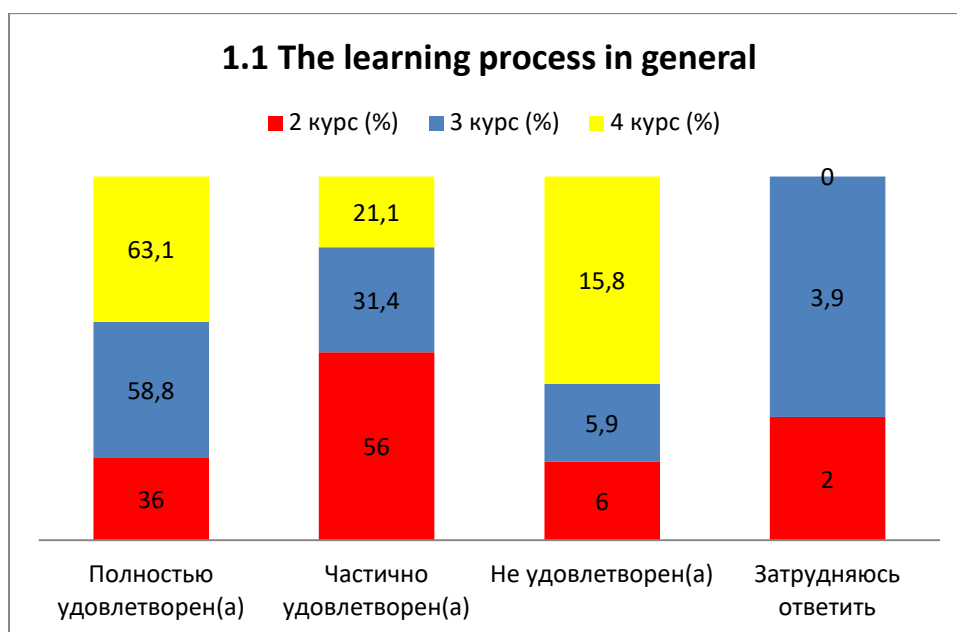
1.1 The learning process in general
1.2 Class schedule
1.3 Organization of independent work
1.4 Practices
1.5 Organizing and conducting SIWT
1.6 Organizing and conducting laboratory work
1.7 Satisfaction with the library work
1.8 Possibility of access to full-text databases of scientific publications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

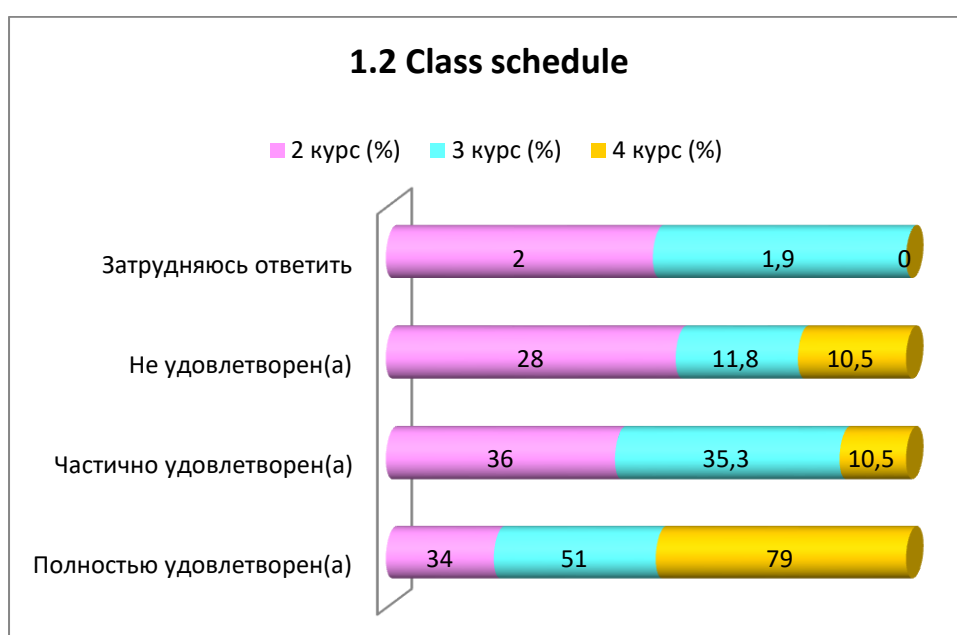
## 1.1 The learning process in general

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	36	58.8	63.1
<i>Partially satisfied</i>	56	31.4	21.1
<i>Not satisfied</i>	6	5.9	15.8
<i>I find it difficult to answer</i>	2	3.9	-



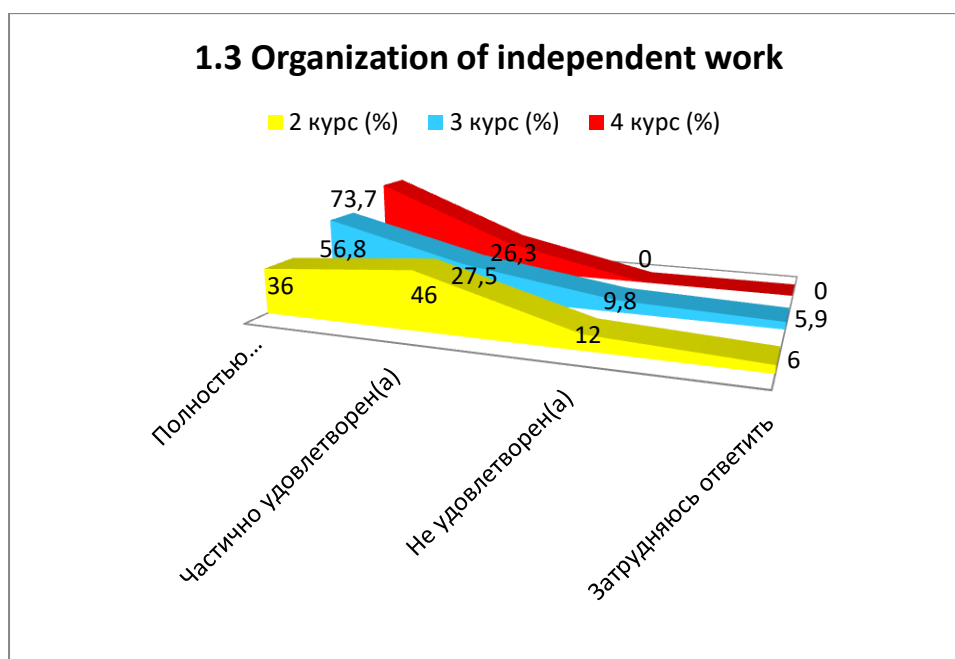
## 1.2 Class schedule

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	34	51	79
<i>Partially satisfied</i>	36	35.3	10.5
<i>Not satisfied</i>	28	11.8	10.5
<i>I find it difficult to answer</i>	2	1.9	-



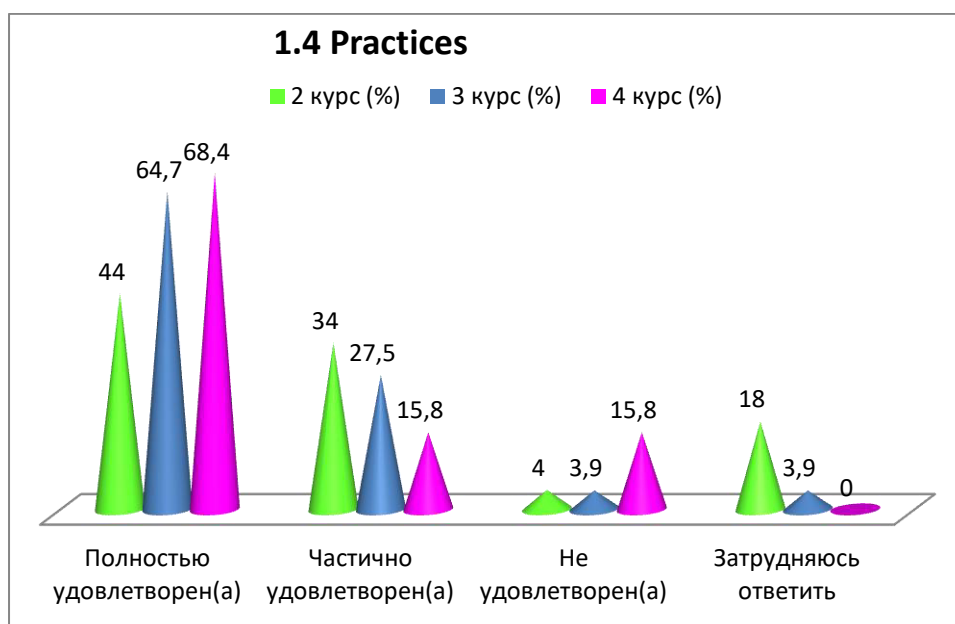
### 1.3 Organization of independent work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	36	56.8	73.7
<i>Partially satisfied</i>	46	27.5	26.3
<i>Not satisfied</i>	12	9.8	-
<i>I find it difficult to answer</i>	6	5.9	-



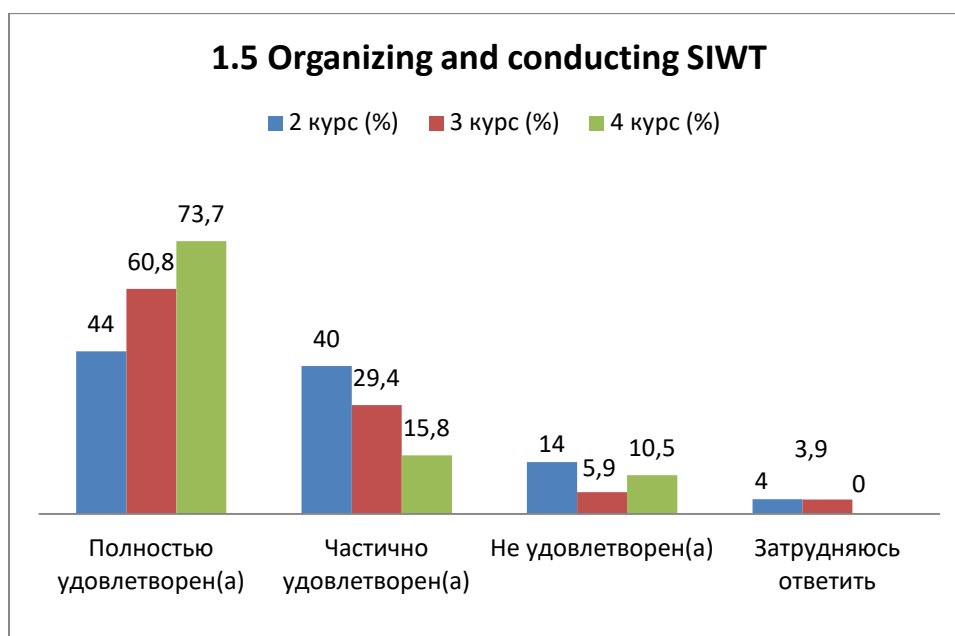
### 1.4 Practices

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	44	64.7	68.4
<i>Partially satisfied</i>	34	27.5	15.8
<i>Not satisfied</i>	4	3.9	15.8
<i>I find it difficult to answer</i>	18	3.9	-



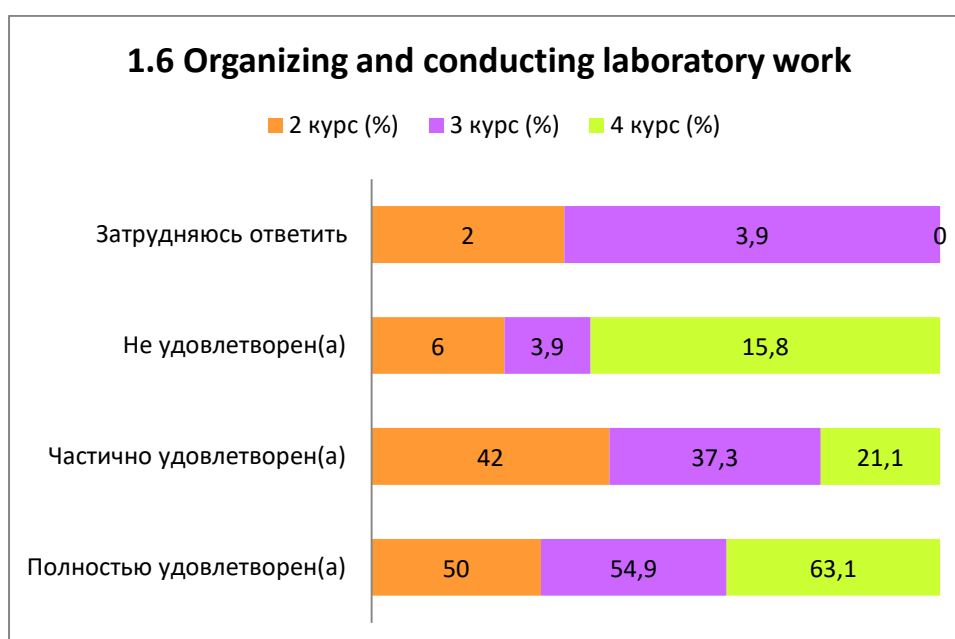
## 1.5 Organizing and conducting SIWT

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	44	60.8	73.7
<i>Partially satisfied</i>	40	29.4	15.8
<i>Not satisfied</i>	14	5.9	10.5
<i>I find it difficult to answer</i>	4	3.9	-



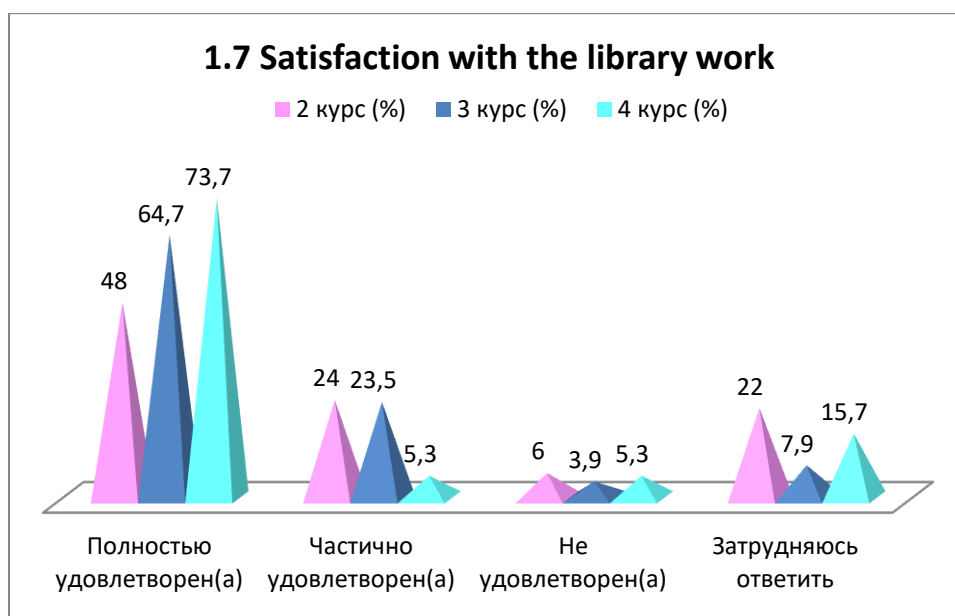
## 1.6 Organizing and conducting laboratory work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	50	54.9	63.1
<i>Partially satisfied</i>	42	37.3	21.1
<i>Not satisfied</i>	6	3.9	15.8
<i>I find it difficult to answer</i>	2	3.9	-



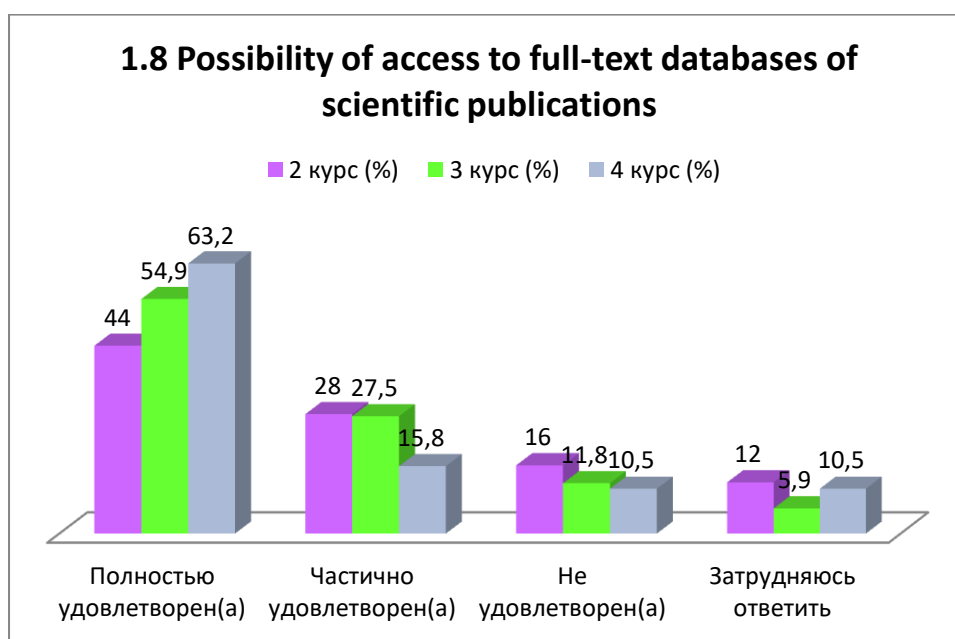
## 1.7 Satisfaction with the library work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	48	64.7	73.7
<i>Partially satisfied</i>	24	23.5	5.3
<i>Not satisfied</i>	6	3.9	5.3
<i>I find it difficult to answer</i>	22	7.9	15.7



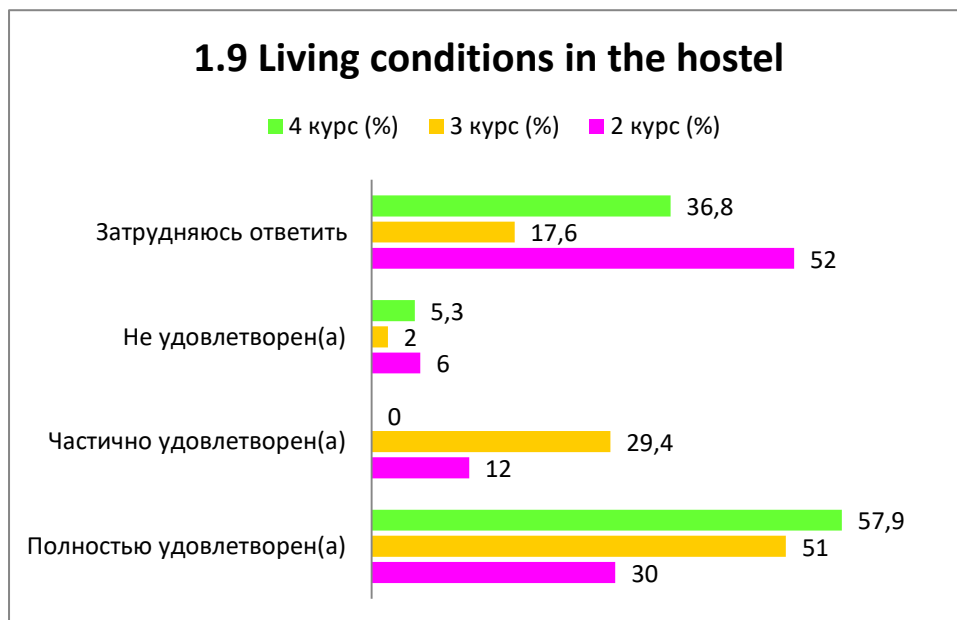
## 1.8 Possibility of access to full-text databases of scientific publications

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	44	54.9	63.2
<i>Partially satisfied</i>	28	27.5	15.8
<i>Not satisfied</i>	16	11.8	10.5
<i>I find it difficult to answer</i>	12	5.9	10.5



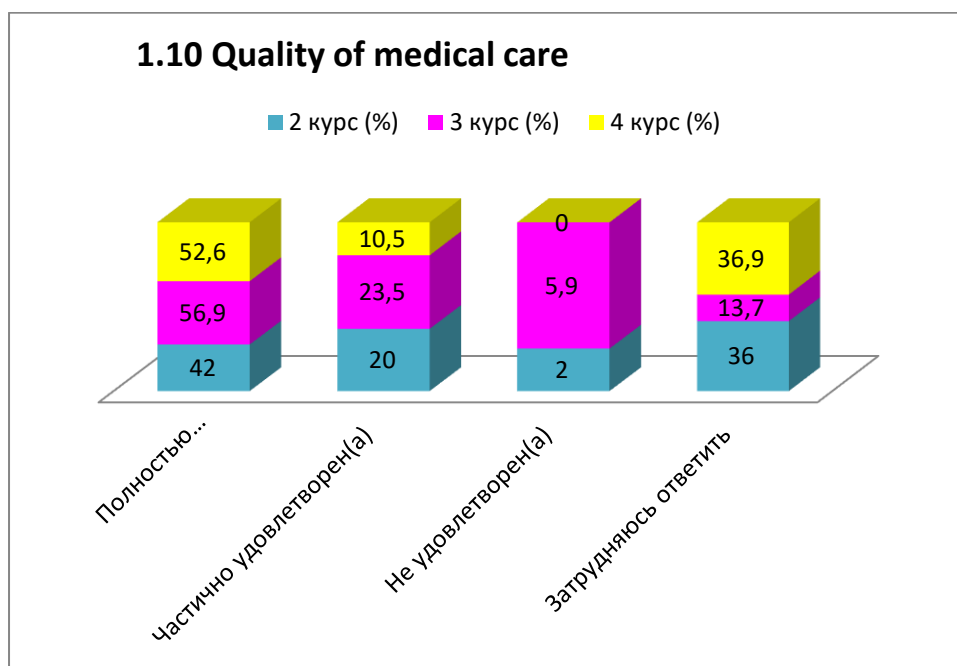
## 1.9 Living conditions in the hostel

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	30	51	57.9
<i>Partially satisfied</i>	12	29.4	-
<i>Not satisfied</i>	6	2	5.3
<i>I find it difficult to answer</i>	52	17.6	36.8



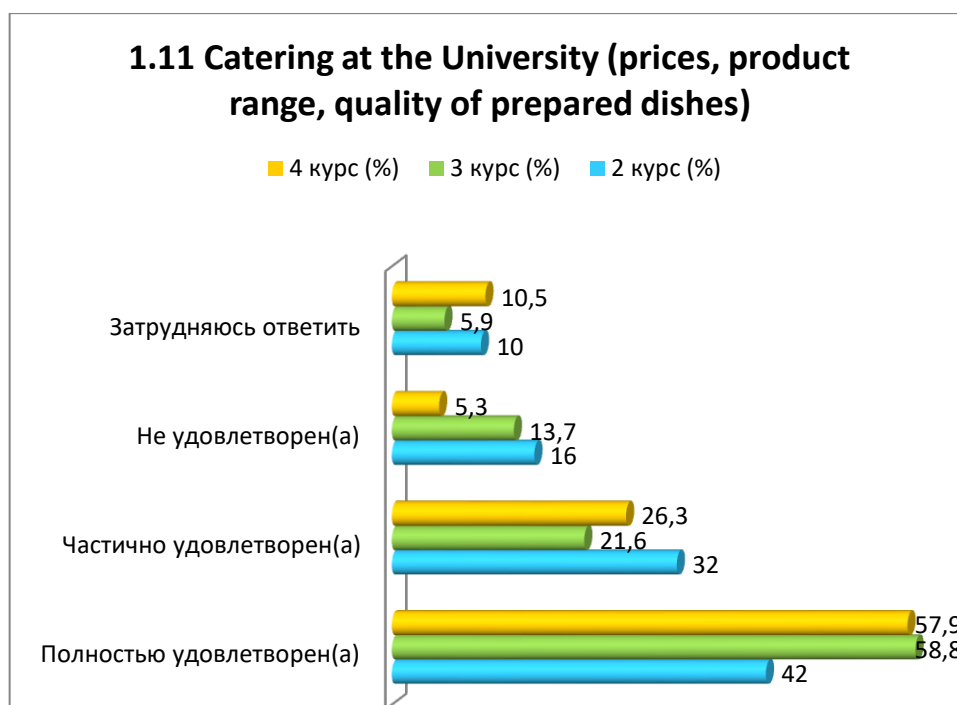
## 1.10 Quality of medical care

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	42	56.9	52.6
<i>Partially satisfied</i>	20	23.5	10.5
<i>Not satisfied</i>	2	5.9	-
<i>I find it difficult to answer</i>	36	13.7	36.9



## 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>	42	58.8	57.9
<i>Partially satisfied</i>	32	21.6	26.3
<i>Not satisfied</i>	16	13.7	5.3
<i>I find it difficult to answer</i>	10	5.9	10.5



For the option “Other”, students gave the following answers\* :

2 year	3 year	4 year
- I haven't been to some places - I don't live in a hostel	- Satisfied - Better from morning to lunch	- No variants

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

2 year	3 year	4 year
- Remove those disciplines that are not related to the future profession - It seems that the first semester of the second year is the most difficult of the entire cycle. I think that there is too	- Improve the fully provided educational services - Make a normal schedule, improve the quality of equipment - Work with modern	- Everything is fine - The guidelines for laboratory work in most disciplines are very outdated

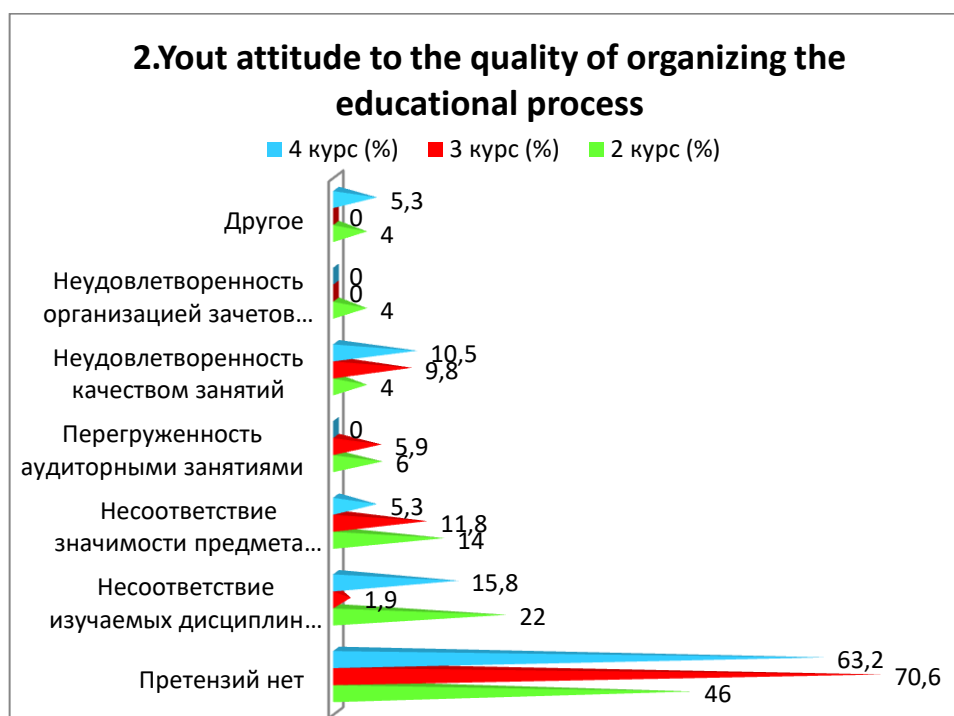
\* Students' answers to the option “other” and “if you answered “not satisfied...” to the previous question are presented in the original. The author's spelling and punctuation have been preserved

<p>much SISP and other work in the plan for students to complete everything on time.</p> <ul style="list-style-type: none"> <li>- Explain the tasks for completing lab work clearly, practically, with examples, pay attention to students who do not quite understand everything or find the tasks difficult.</li> <li>- Remove non-specialized subjects from the mandatory ones, add more professional subjects. The university website works every other time, the website itself is very shady. Plus, I need to get a mailbox with the university domain name, but there is no such service on it.</li> <li>- Do not set the SIWT in economics on a day off for girls (when the military department is for guys).</li> <li>- The schedule is incorrectly compiled</li> <li>- More clear designation of the deadlines for submitting the SIWT</li> </ul>	<p>programs, as well as the need to provide new equipment with an up-to-date OS</p> <ul style="list-style-type: none"> <li>- It is better to study from morning to lunch</li> <li>- Huge queues in the canteen and nowhere to find food. Very little selection and all the food looks pitiful</li> <li>- Some teachers are outdated and seem to just sit on a salary. The fifth pair is terrible. SRS is an incomprehensible thing that each teacher has his own vision that does not have clear boundaries. Some teachers just give points if they are lucky with some kind of service, this is somehow unfair. In lab classes, teachers do not consider it necessary to help with something or give knowledge, but will simply check what we have done, and so even any person from the street can</li> </ul>	
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## 2. Your attitude to the quality of organizing the educational process

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>No complaints</i>	46	70.6	63.2
<i>Discrepancy between the disciplines studied and the specialty obtained</i>	22	1.9	15.8
<i>Inconsistency between the importance of the subject and the number of hours</i>	14	11.8	5.3
<i>Overload with classroom activities</i>	6	5.9	-
<i>Dissatisfaction with the quality of classes</i>	4	9.8	10.5
<i>Dissatisfaction with the organization of tests and exams</i>	4	-	-
<i>Other</i>	4	-	5.3





For the option “Other”, students gave the following answers\* :

2 year	3 year	4 year
- Not satisfied with the schedule - There are subjects that just take up my time, as I already wrote.	-	- 2,3,5

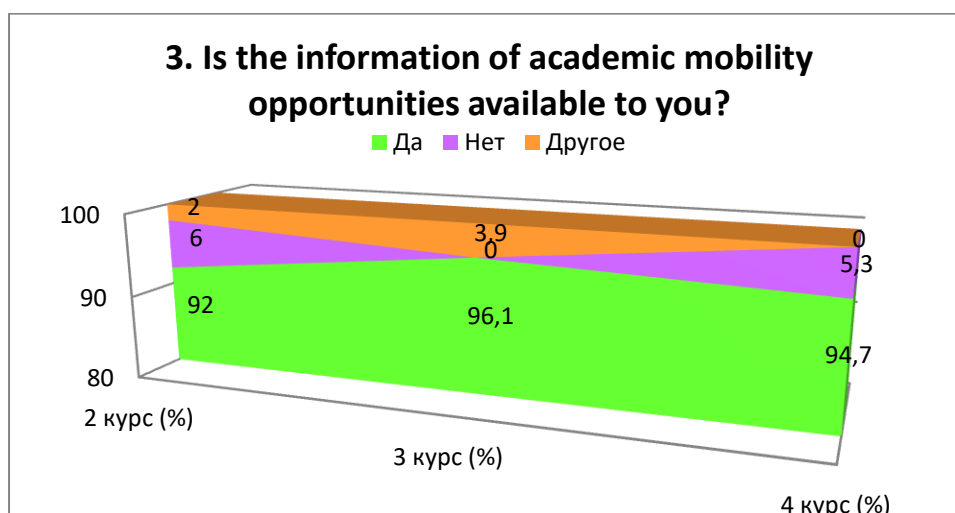
For the option “If you answered “No” to the previous question, write why”, students indicated the following options\*:

2 year	3 year	4 year
<ul style="list-style-type: none"> <li>- Я учусь на программиста,не I think that I need knowledge of economics, physics and discrete mathematics</li> <li>- The amount of emphasis on the humanities in a technical university is exaggerated, students' attention is focused on economics instead of special subjects, etc., thus the quality of training is biased towards non-special subjects               <ul style="list-style-type: none"> <li>- Remove physics</li> <li>- Study those subjects that are useful in the future field of activity</li> </ul> </li> <li>- There is an absolute discrepancy between the significance of the subject and the number of hours. At least for IS groups, and</li> </ul>	<ul style="list-style-type: none"> <li>- Improve the qualifications of teachers to modern standards</li> <li>- Reduce the number of hours for humanities</li> <li>- Add the number of hours of the subject of the received specialty by removing unnecessary subjects               <ul style="list-style-type: none"> <li>- Everything is good</li> <li>- Get rid of teachers who are already just sitting on the salary</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- The number of disciplines corresponding to the specialty is reduced to a minimum. Students are forced to study what is unlikely to be useful to them in life.</li> </ul>

<p>therefore, most likely, for the entire faculty. Too much time is spent on completing assignments and preparing for tests in philosophy, economics, cultural studies, sociology and ecology.</p> <p>No matter how you look at it, none of these subjects are related to the specialty. Therefore, I think that it is necessary to review the curricula and syllabuses that were once compiled. And it would be better to reduce the number of subjects altogether. Repeaters are not so sinful.</p> <ul style="list-style-type: none"> <li>- Why do we need college subjects like physics, sociology, cultural studies, mathematics, philosophy, etc.</li> <li>- Cancel subjects that are not related to the specialty or leave them, but so that the topics of these subjects are related to the specialty.</li> <li>- Subjects that are not related to the specialty require more than those in the core subjects.</li> <li>- Limit the number of hours for teaching general education subjects</li> </ul>		
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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>	92	96.1	94.7
<i>No</i>	6	-	5.3
<i>Other</i>	2	3.9	-



For the option “Other”, students gave the following answers\*:

2 year	3 year	4 year
- Not interested	- Not in full - Not interested	-

#### 4. What do you think the relationship is like

4.1 Between students
4.2 Between teachers and students (in the educational process)
4.3 Between a student and a supervisor
4.4 Between students and administration
4.5 Between students and employees of departments (library, student department, etc.)
4.6 Between students and security service

Other \_\_\_\_\_

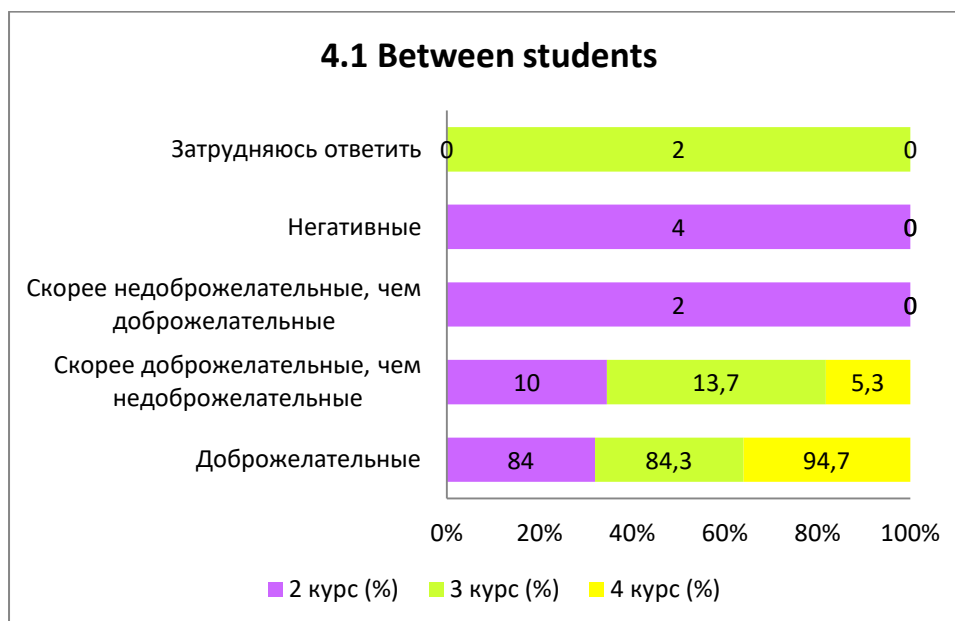
If you answered the previous question “More unfriendly than friendly” and “Negative”, give recommendations for improvement \_\_\_\_\_

#### 4.1 Between students

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	84	84.3	94.7
<i>More friendly than unfriendly</i>	10	13.7	5.3
<i>More unfriendly than friendly</i>	2	-	-
<i>Negative</i>	4	-	-
<i>I find it difficult to answer</i>	-	2	-

\* 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..

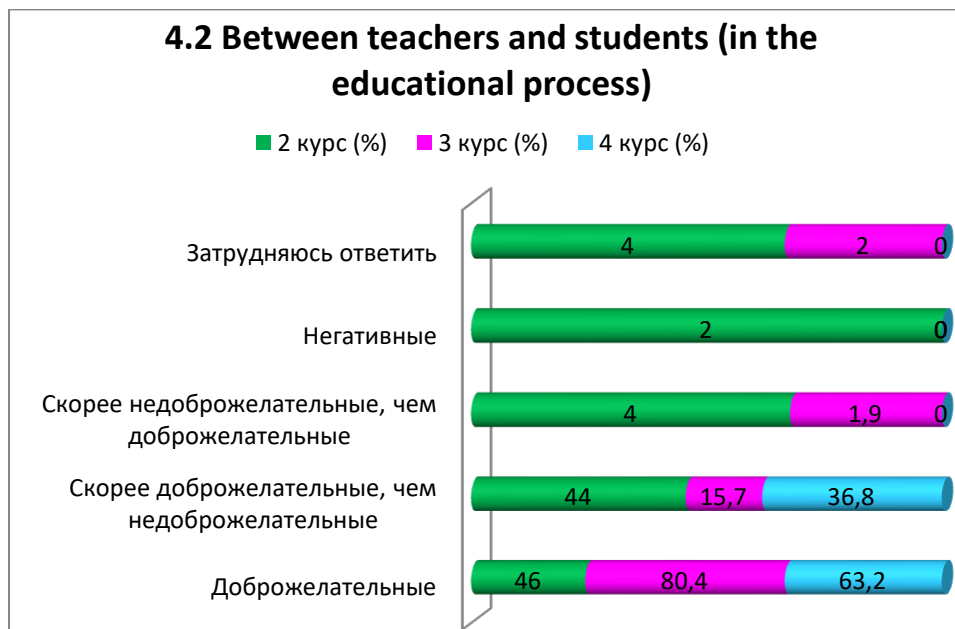
#### 4.1 Between students



#### 4.2 Between teachers and students (in the educational process)

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	46	80.4	63.2
<i>More friendly than unfriendly</i>	44	15.7	36.8
<i>More unfriendly than friendly</i>	4	1.9	-
<i>Negative</i>	2	-	-
<i>I find it difficult to answer</i>	4	2	-

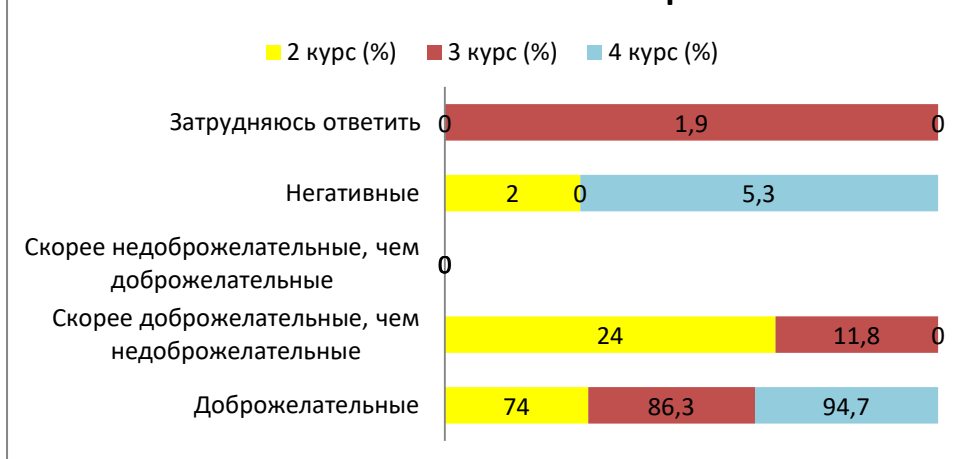
#### 4.2 Between teachers and students (in the educational process)



#### 4.3 Between a student and a supervisor

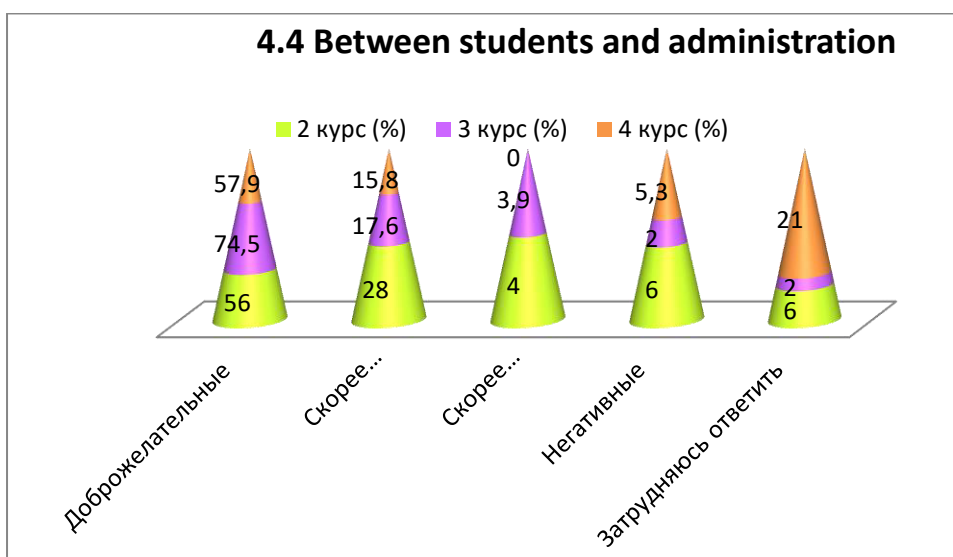
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	74	86.3	94.7
<i>More friendly than unfriendly</i>	24	11.8	-
<i>More unfriendly than friendly</i>	-	-	-
<i>Negative</i>	2	-	5.3
<i>I find it difficult to answer</i>	-	1.9	-

### 4.3 Between a student and a supervisor



### 4.4 Between students and administration

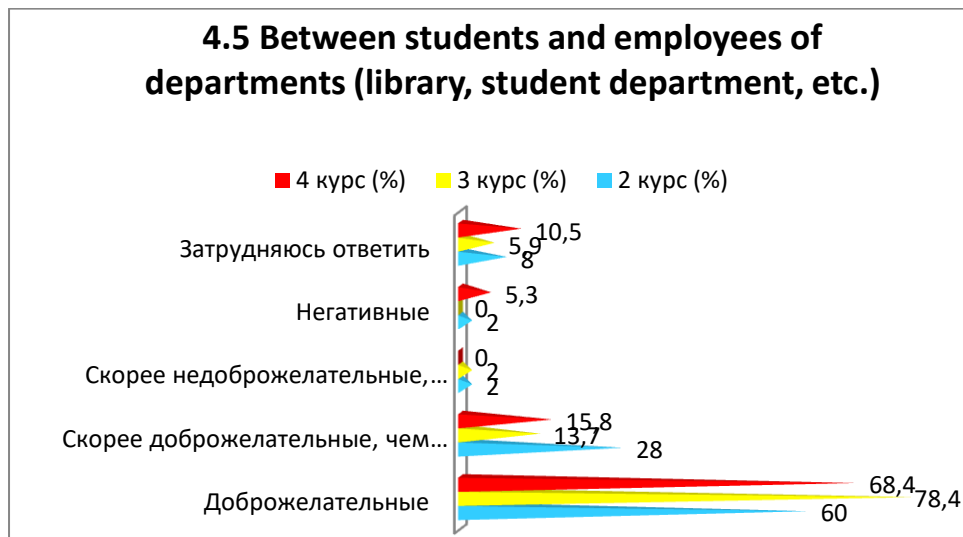
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	56	74.5	57.9
<i>More friendly than unfriendly</i>	28	17.6	15.8
<i>More unfriendly than friendly</i>	4	3.9	-
<i>Negative</i>	6	2	5.3
<i>I find it difficult to answer</i>	6	2	21



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

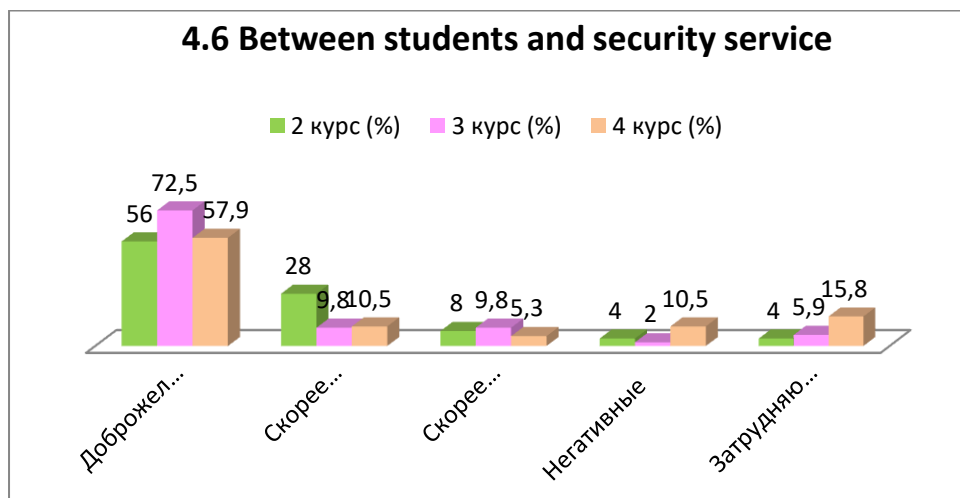
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	60	78.4	68.4
<i>More friendly than unfriendly</i>	28	13.7	15.8
<i>More unfriendly than friendly</i>	2	2	-
<i>Negative</i>	2	-	5.3
<i>I find it difficult to answer</i>	8	5.9	10.5

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



#### 4.6 Between students and security service

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	56	72.5	57.9
<i>More friendly than unfriendly</i>	28	9.8	10.5
<i>More unfriendly than friendly</i>	8	9.8	5.3
<i>Negative</i>	4	2	10.5
<i>I find it difficult to answer</i>	4	5.9	15.8



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

2 year	3 year	4 year
<ul style="list-style-type: none"> <li>- Security guards don't know their rights</li> <li>- Security services should be a little more polite.</li> </ul>	<ul style="list-style-type: none"> <li>- Security needs to be simpler</li> <li>- When security checks bags, they don't think it's necessary to check girls' bags, it's kind of stupid to check everyone without exception, not just men</li> </ul>	<ul style="list-style-type: none"> <li>- Some security guards allow themselves to make rude remarks towards students.</li> </ul>

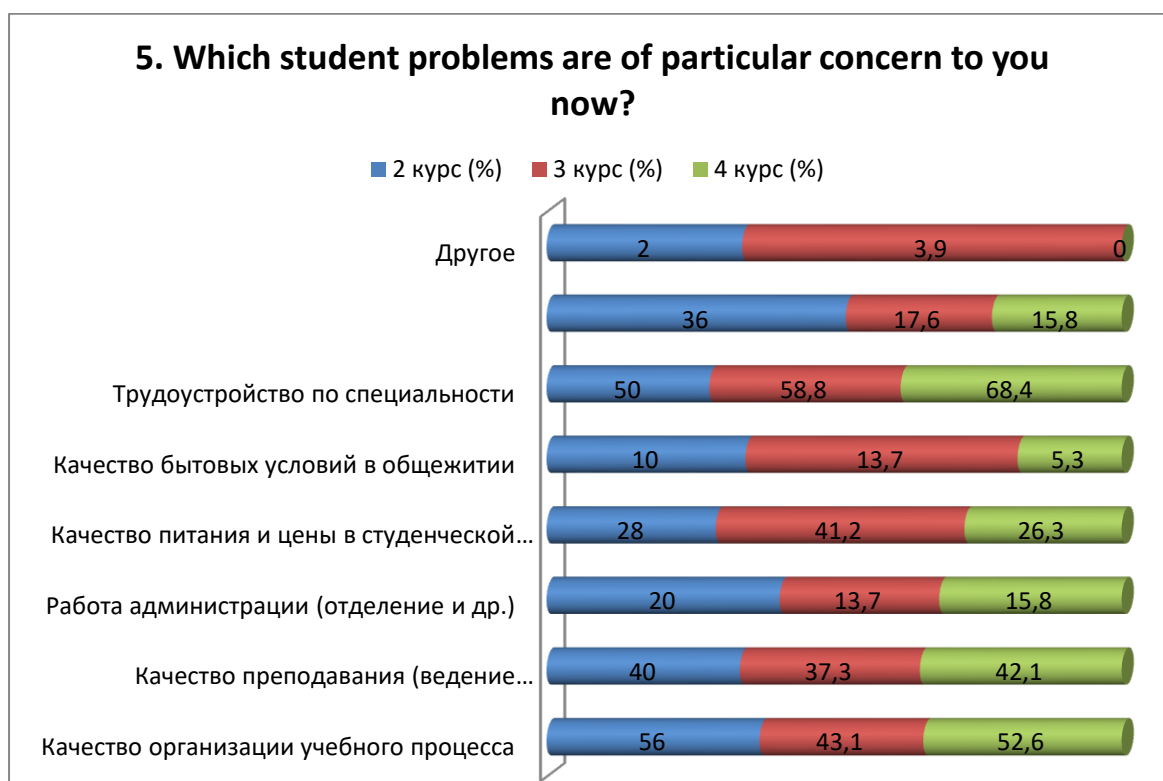
**5. Which student problems are of particular concern to you now?** (choose no more than 3 answer options)

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Quality of organizing the educational process</i>	56	43.1	52.6
<i>Quality of teaching (class conducting, assessment of knowledge, etc.)</i>	40	37.3	42.1
<i>Administration work (department, etc.)</i>	20	13.7	15.8
<i>Quality of food and prices in the student canteen</i>	28	41.2	26.3
<i>Quality of living conditions in the hostel</i>	10	13.7	5.3
<i>Employment by specialty</i>	50	58.8	68.4
<i>Quality of industrial practice organizations</i>	36	17.6	15.8
<i>Other</i>	2	3.9	-

\* The amount in % is not equal to 100, because multiple answer

For the option “Other”, students gave the following answers\* :

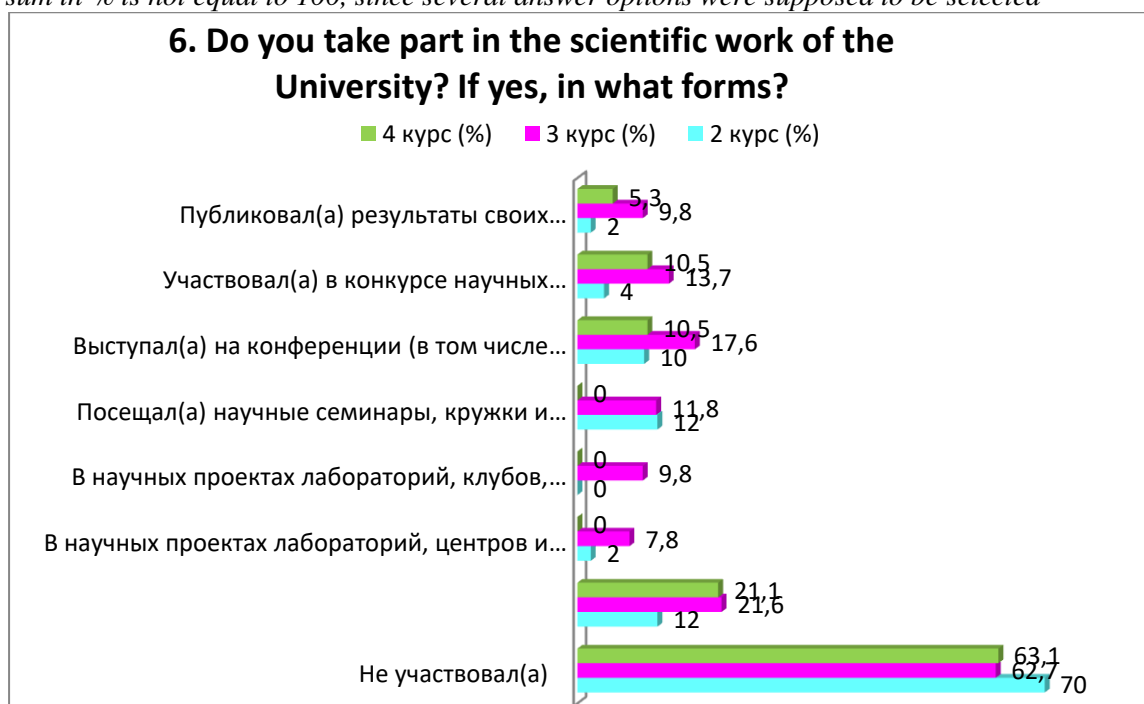
2 year	3 year	4 year
- Employment by specialty, Level of workload	- No. - No interest	-



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

<i>Do not participate</i>	<b>2 year (%)</b>	<b>3 year (%)</b>	<b>4 year (%)</b>
<i>Sometimes, when it is necessary for formal reasons</i>	70	62.7	63.1
<i>In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.</i>	12	21.6	21.1
<i>In scientific projects of laboratories, clubs, circles, etc. free of charge</i>	2	7.8	-
<i>Attend scientific seminars, clubs and other scientific events</i>	-	9.8	-
<i>Speaker at a conference (including a student conference), scientific seminar</i>	12	11.8	-
<i>Participated in the competition of scientific student works</i>	10	17.6	10.5
<i>Published the results of his research (including in student collections)</i>	4	13.7	10.5
<i>Do not participate</i>	2	9.8	5.3

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



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

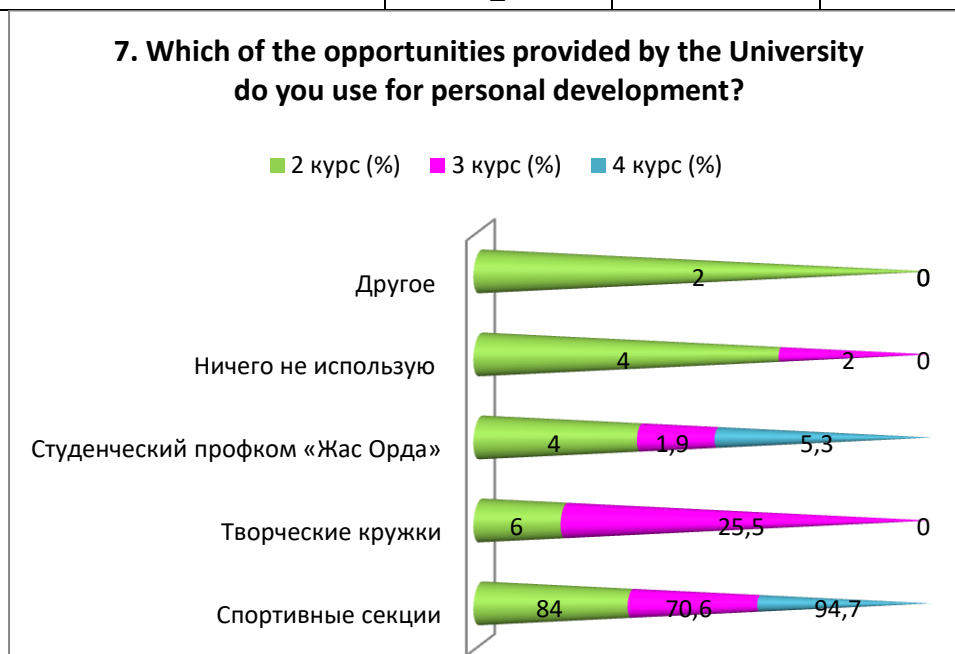
<b>2 year</b>	<b>3 year</b>	<b>4 year</b>
- I don't know - No desire - NO - no one says anything, no	- I don't know - No time - Not interested - I didn't want to	- I don't know - I don't think they are important for learning - I'm not interested



opportunity to participate - I wasn't interested - Just - A lot of homework, thoughts about not fully realizing scientific work - not interested - I didn't want to	- No time for scientific work	
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**7. Which of the opportunities provided by the University do you use for personal development?**

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Sport sections</i>	84	70.6	94.7
<i>Creative clubs</i>	6	25.5	-
<i>Student trade union committee "Zhas Orda"</i>	4	1.9	5.3
<i>I don't use anything</i>	4	2	-
<i>Other</i>	2	-	-



For the option “Other”, students gave the following answers\*:

2 year	3 year	4 year
- None	-	-

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

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

2 year	3 year	4 year
<ul style="list-style-type: none"> <li>- There is no opportunity per se               <ul style="list-style-type: none"> <li>- No time</li> <li>- No desire</li> </ul> </li> <li>- Not enough time</li> <li>- Not enough time to use anything. There is time only for sleep and studying.</li> <li>- Too much disinterest among students               <ul style="list-style-type: none"> <li>- I am not interested</li> </ul> </li> <li>- For me personally, there is no need to use the opportunities provided by the university for personal development.</li> <li>- I attend other events outside the university. An example is the waste heap valley.               <ul style="list-style-type: none"> <li>- not interested</li> </ul> </li> <li>- I do sports and work individually               <ul style="list-style-type: none"> <li>- Outside the university</li> <li>- No time</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- Not interested</li> <li>- No time for this               <ul style="list-style-type: none"> <li>- No time</li> </ul> </li> <li>- Lack of time, due to heavy workload in subjects (which are not even core)</li> <li>- No time for such useless things</li> <li>- Didn't want to</li> </ul>	<ul style="list-style-type: none"> <li>- Not interested</li> <li>- Didn't know they existed</li> </ul>

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

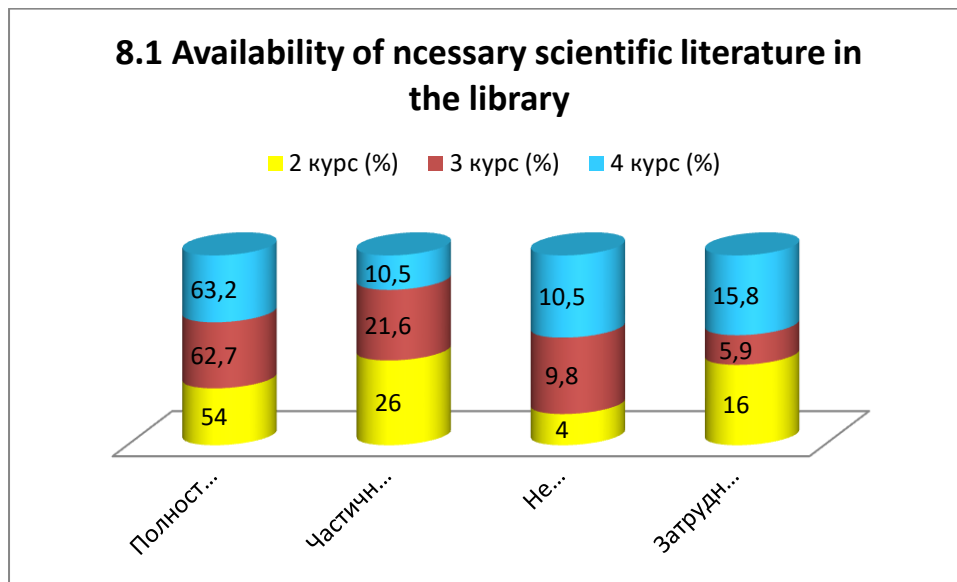
8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet channel width, its speed
8.4 Software modernity
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability of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

Other \_\_\_\_\_

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

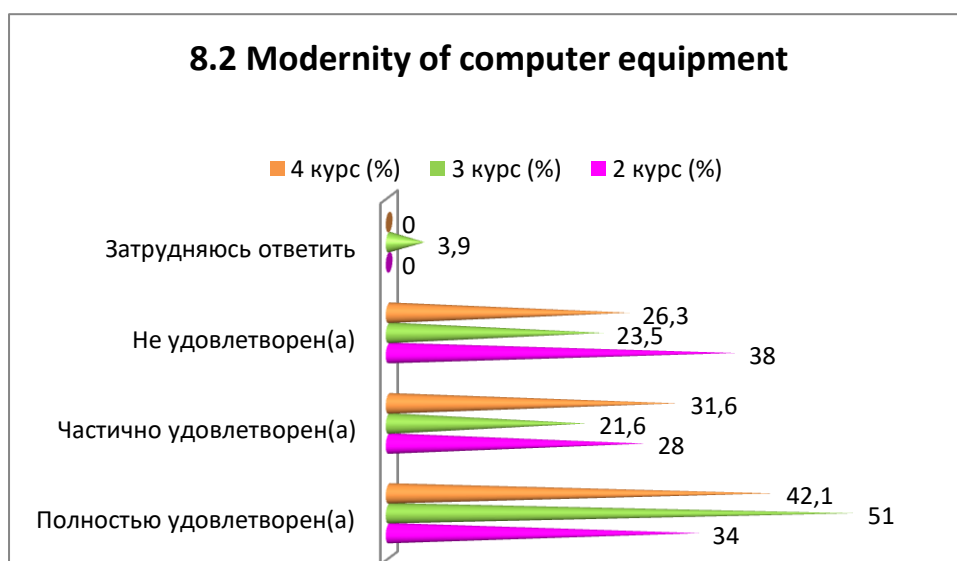
#### 8.1 Availability of necessary scientific literature in the library

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	54	62,7	63,2
<i>Partially satisfied</i>	26	21,6	10,5
<i>Not satisfied</i>	4	9,8	10,5
<i>I find it difficult to answer</i>	16	5,9	15,8



### 8.2 Modernity of computer equipment

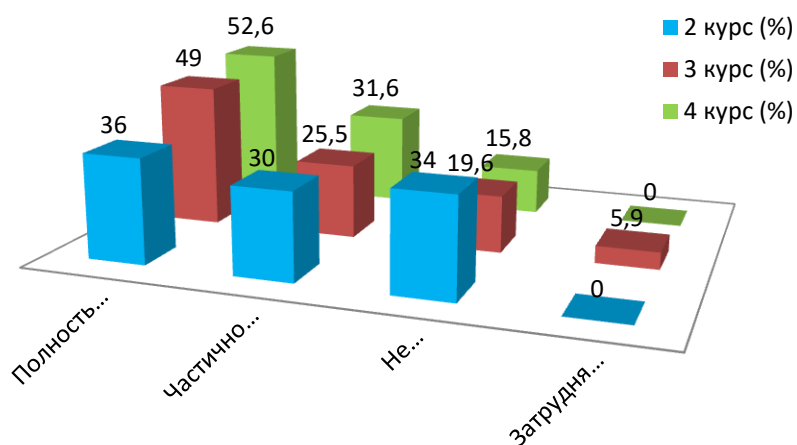
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	34	51	42.1
<i>Partially satisfied</i>	28	21.6	31.6
<i>Not satisfied</i>	38	23.5	26.3
<i>I find it difficult to answer</i>	-	3.9	-



### 8.3 Internet channel width, its speed

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	36	49	52.6
<i>Partially satisfied</i>	30	25.5	31.6
<i>Not satisfied</i>	34	19.6	15.8
<i>I find it difficult to answer</i>	-	5.9	-

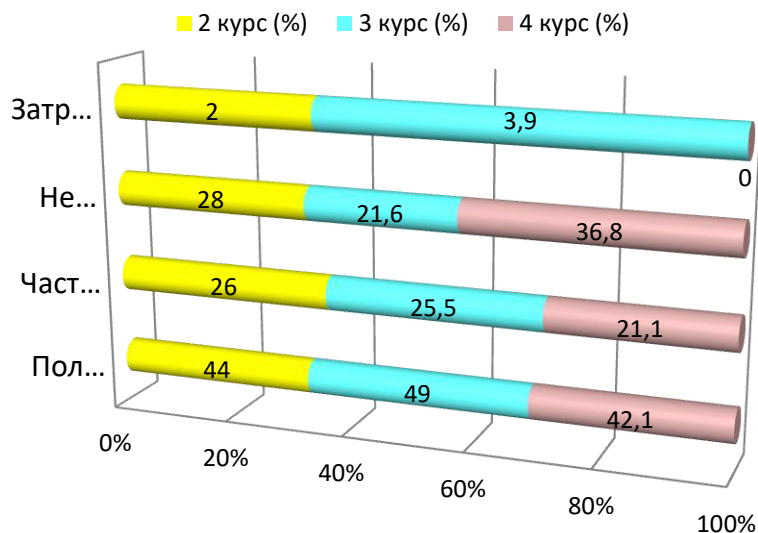
### 8.3 Internet channel width, its speed



### 8.4 Software modernity

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	44	49	42.1
<i>Partially satisfied</i>	26	25.5	21.1
<i>Not satisfied</i>	28	21.6	36.8
<i>I find it difficult to answer</i>	2	3.9	-

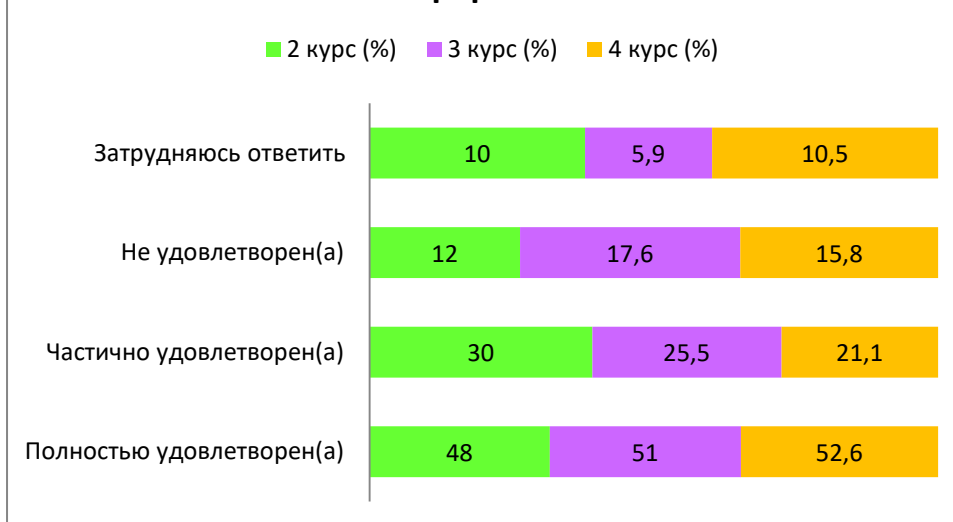
### 8.4 Software modernity



### 8.5 Availability of educational and scientific equipment

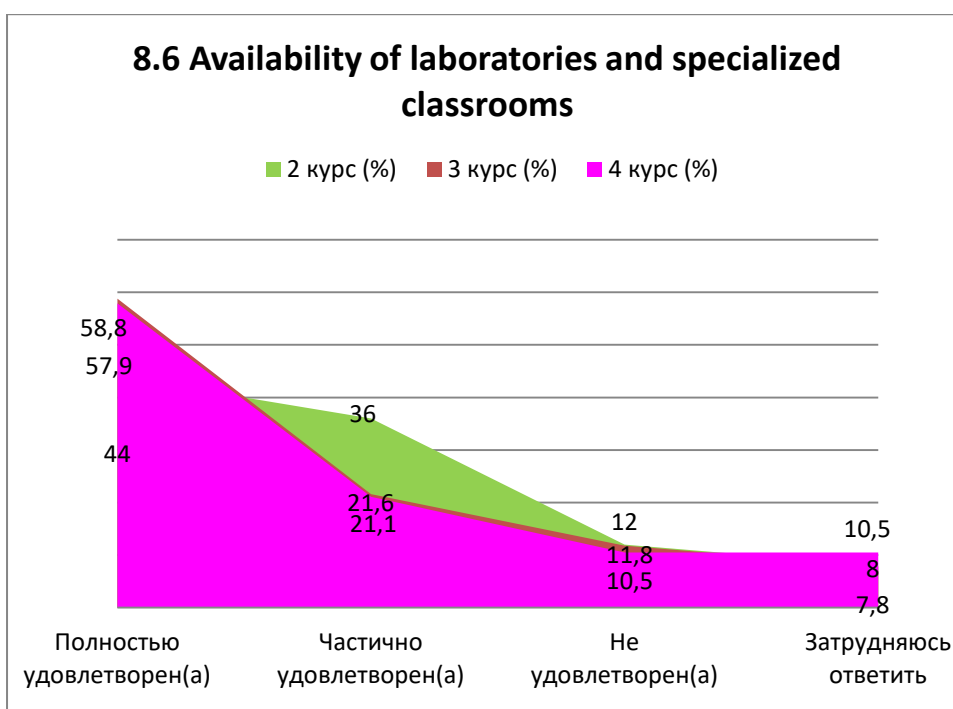
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	48	51	52.6
<i>Partially satisfied</i>	30	25.5	21.1
<i>Not satisfied</i>	12	17.6	15.8
<i>I find it difficult to answer</i>	10	5.9	10.5

### 8.5 Availability of educational and scientific equipment



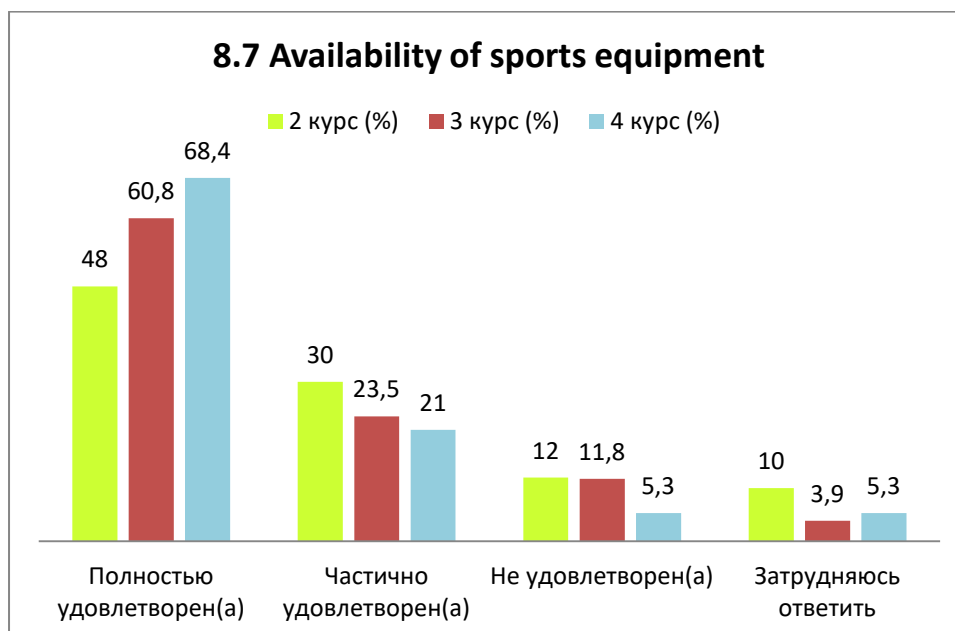
### 8.6 Availability of laboratories and specialized classrooms

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	44	58.8	57.9
<i>Partially satisfied</i>	36	21.6	21.1
<i>Not satisfied</i>	12	11.8	10.5
<i>I find it difficult to answer</i>	8	7.8	10.5



### 8.7 Availability of sports equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	48	60.8	68.4
<i>Partially satisfied</i>	30	23.5	21
<i>Not satisfied</i>	12	11.8	5.3
<i>I find it difficult to answer</i>	10	3.9	5.3



For the option “If you answered “Partly satisfied” and “Not satisfied” to the previous question, students indicated the following options\*::

2 year	3 year	4 year
<ul style="list-style-type: none"> <li>- The computer is ancient since the time of dinosaurs, even in schools it is better for me to say that in our higher education the evil is so old Computer</li> <li>- Computer equipment and the Internet force us to carry our own laptops to classes.               <ul style="list-style-type: none"> <li>- Solid-state drives for computers, get rid of computers older than 2010</li> </ul> </li> <li>- Some idiot in the physics lab put a piece of stitched transformer plates instead of a rod for a coil...               <ul style="list-style-type: none"> <li>- Purchase more modern hardware (PC)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- Improve computer hardware</li> <li>- Replace old hardware and update OS</li> <li>- New computers (with minimum specifications for comfortable work), OS update               <ul style="list-style-type: none"> <li>- Purchase newer computers or at least update them (in some classrooms literally no computer will support even classic vs code)</li> </ul> </li> <li>- If teachers indicate sources of books that need to be worked with, then most likely they are not in our library and on other platforms they are paid, so it turns out to be a matte situation</li> </ul>	<ul style="list-style-type: none"> <li>- I haven't used it since I was a 2 year student because it doesn't work. We went to get logins twice, you log out and it doesn't work.               <ul style="list-style-type: none"> <li>- Update your hardware.</li> </ul> </li> <li>- The computers in the labs have been subjected to severe physical and moral wear and tear. They need to be updated because even running the simplest programs like Word and PowerPoint on the ones we have is a real problem.</li> </ul>

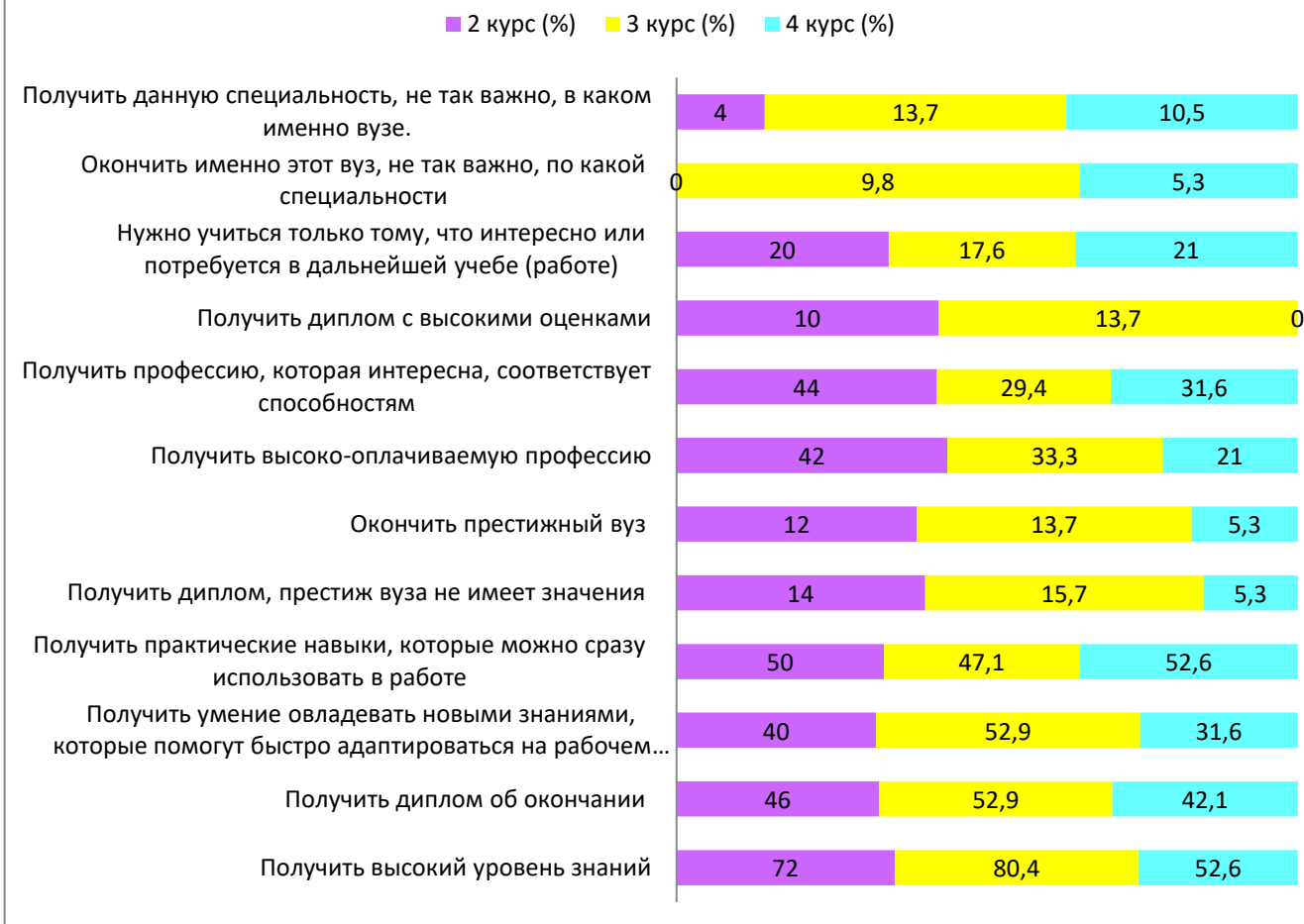
### 9. What is more important for you to get as a result of studying at the University?

(You can select one or more answer options)

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Acquiring a high level of knowledge</i>	72	80.4	52.6
<i>Receiving a diploma of completion</i>	46	52.9	42.1
<i>Gaining the ability to acquire new knowledge that will help one to quickly adapt to the workplace</i>	40	52.9	31.6
<i>Gaining practical skills that one can immediately use at work</i>	50	47.1	52.6
<i>Receiving a diploma, the prestige of the university does not matter</i>	14	15.7	5.3
<i>Graduating from a prestigious university</i>	12	13.7	5.3
<i>Acquiring a highly paid profession</i>	42	33.3	21
<i>Acquiring a profession that is interesting and matches one's abilities</i>	44	29.4	31.6
<i>Receiving a diploma with high grades</i>	10	13.7	-
<i>One should learn only what is interesting or will be needed in further study (work)</i>	20	17.6	21
<i>It's not so important in what specialty to graduate from this particular university</i>	-	9.8	5.3
<i>Getting this specialty is not so important in which university.</i>	4	13.7	10.5

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

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



**Please write your suggestions, wishes, as well as what questions in your opinion need to be added to this questionnaire to improve the training program, to improve the quality of services provided, to improve the quality of distance learning and the other areas of the University activities. (Students' answers are presented in the original. The author's spelling and punctuation have been preserved):**

- What psychological aspects should be taken into account when studying?
- None
- Nothing, everything is great.

Based on the survey results, 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 (88.8%) 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:

- organizing and conducting laboratory work (89.5%);
- organizing and conducting independent work (87.9%);
- practices (84.8%);
- class schedule (82%);



- organization of independent work (80%).

Students rated the following criteria as “good quality” (satisfaction rates below 80%): satisfaction with the library work (79.7%); catering at the University (79.5%); access to full-text databases of scientific publications (77.8%); quality of medical care (68.5%); living conditions in the hostel (60.1%). Such satisfaction rates 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 enhance the quality of services provided, students wrote their proposals\*: "Reduce the number of hours for humanities", "Work with modern programs, as well as the need to provide new equipment with an up-to-date OS", "More clearly indicate the deadlines for completing the independent professional work", "Explain the tasks for completing laboratory work clearly, practically, with examples, pay attention to students who do not quite understand everything or who find the tasks difficult", etc.

94.3% of respondents are informed of academic mobility opportunities. Based on this, it can be understood that the University is successfully implementing the program of outgoing and incoming academic mobility, which contributes to improving the quality of higher education, increasing the effectiveness of scientific research, establishing internal and external integration links, and using global educational resources.

The psychological climate at the University is characterized by friendly relations between students, teachers and the University staff. Such a climate creates a supportive and inspiring environment for student learning and development.

The University material resources fully satisfy the needs of most of the students surveyed. However, students left comments, where the main suggestions are related to updating software and improving the quality of computer equipment.

65.3% of students do not participate in the University scientific work. Students explain their non-participation in scientific work by various factors, such as being overloaded with studies and work, absence of motivation and interest in scientific work.

The survey also revealed 83.1% of students who do not use the opportunities provided by the University for personal development, such as sports sections, creative circles and the student trade union "Zhas Orda". The reasons are limited time or absence of desire to use these opportunities.

In general, the survey results indicate the need for further improvement of the University work to improve the quality of the educational process, as well as to form the 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](mailto:cqma_kstu@mail.ru).