

**Report**  
**on the results of the questionnaire**  
**«Satisfaction of 1st year students with educational services»**  
**2023-2024 academic year**

**Department:** «Information Technology and Security»

**Speciality:** 6B06301 Information security systems

Quality management and accreditation center in February 2024 conducted an annual satisfaction questionnaire student 1 st year quality of services provided.

**Purpose of the survey:** Improving the learning process, increasing qualities provided educational services and other areas of the university's activities.

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

In the specialty 6B06301 Information security systems, 240 respondents took part in the questionnaire, which amounted to 78.9% of the total number of students.

The following data were obtained during the questionnaire:

**1. Which factor played a decisive role in your choice of specialty?**

Criteria	Indicators (%)
Prestige of the specialty	18,7
Personal inclination towards a certain type of activity, self-assessment	42,5
Opinion and recommendations of parents/relatives	9,6
Friends are studying	3,8
Low passing score for the specialty	5,4
Labor market requirements (employment opportunities)	9,6
I find it difficult to answer	8,3
Other	2,1



On a variant «**Other**» students indicated the following options\*:

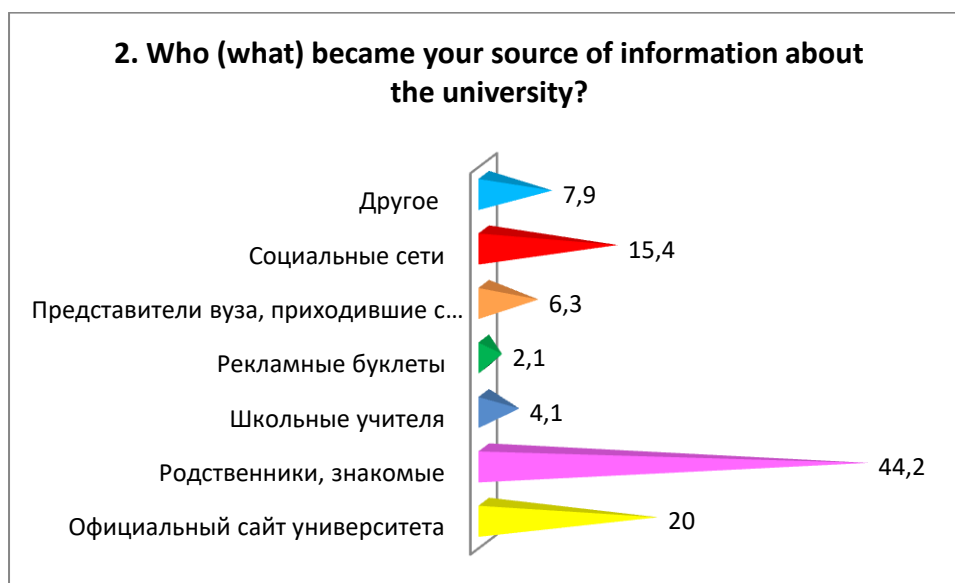
- Lots of grants
- Grant
- There weren't enough points for the temporary detention facility

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

- I'll go work for the KNB
- My wish.

## 2. Who (what) became your source of information about the university?

Criteria	Indicators (%)
Official website of the university	20
Relatives, acquaintances	44,2
School teachers	4,1
Advertising brochures	2,1
Representatives of the university, those who came to school with advertisements	6,3
Social media	15,4
Other	7,9



On a variant «**Other**» students indicated the following options\*:

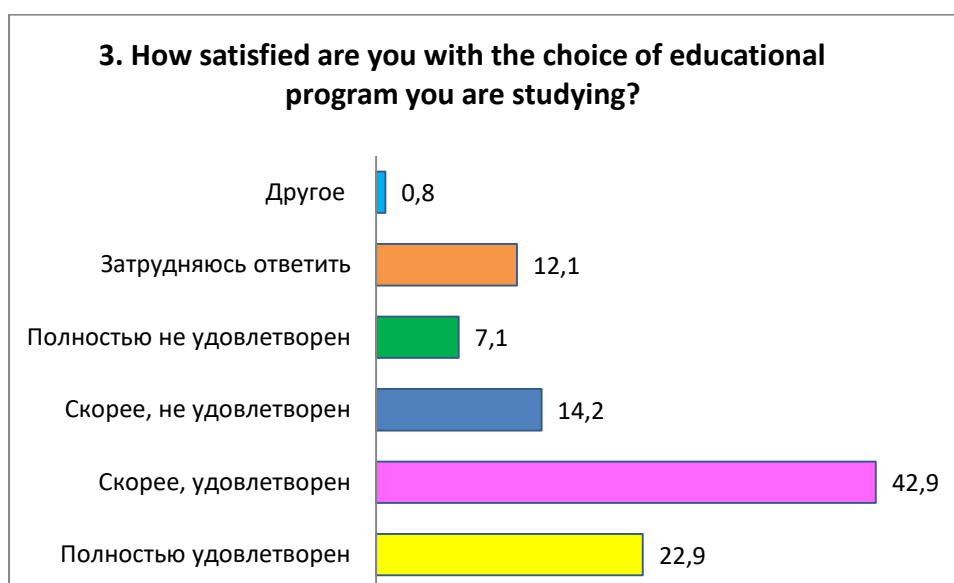
- Internet data
- Location in the city
- popularity
- City
- Alone
- I just knew
- Grant
- I just knew about this university and decided to enroll here.
- another
- My whole family studied at this university.
- all at once
- parents
- Ent ball was enough for this Karaganda technical university
- The grant that fell to this university
- Not far from home
- Accidentally
- Alone

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

- .
- Nothing.

### 3. How satisfied are you with the choice of educational program you are studying?

Criteria	Indicators (%)
Completely satisfied	22,9
Rather satisfied	42,9
Rather, not satisfied	14,2
Not completely satisfied	7,1
I find it difficult to answer	12,1
Other	0,8



On a variant «**Other**» students indicated the following options\*:

- There are subjects that are not particularly necessary for my specialty. And they ask me to do all sorts of things in them, although I only want to program and solve math
- All subjects except specialized ones and English are useless.

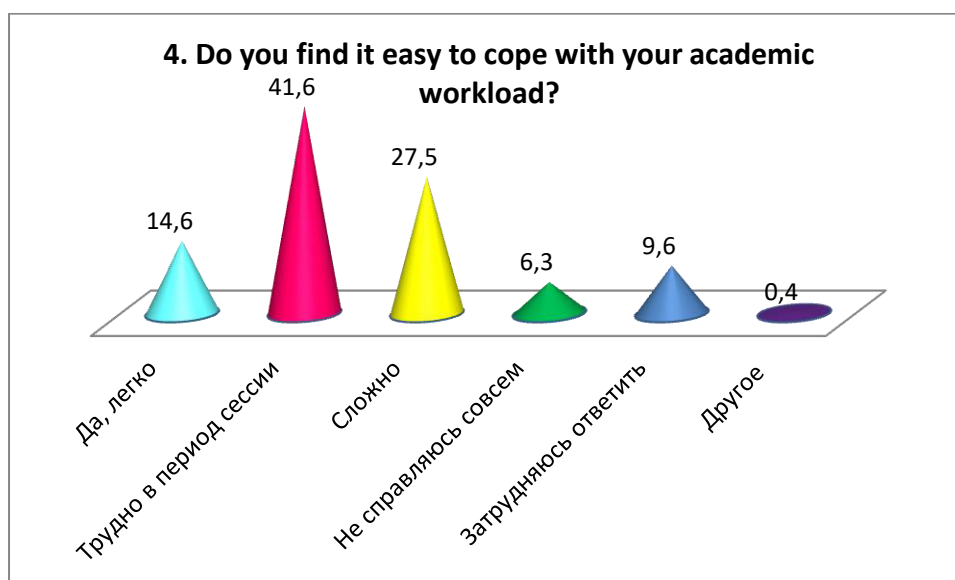
### 4. Do you find it easy to cope with your academic workload?

Criteria	Indicators (%)
Yes, it's easy.	14,6
It's difficult during the session period	41,6
Difficult	27,5
I can't cope at all	6,3
I find it difficult to answer	9,6
Other	0,4

On a variant «**Other**» students indicated the following options\*:

- easy, but there are exceptions, for example physics and engineering graphics are very difficult for me.

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



### 5. Problems you experience during the learning process

Criteria	Indicators (%)
Lack of perseverance	12,5
Lack of knowledge	16,7
Lack of willpower	8,8
I can't speak organize your own time	14,6
No self-organization skills	1,6
I don't have any problems	19,6
I find it difficult to answer	22,5
Other	3,7



On a variant «Other» students indicated the following options\*:

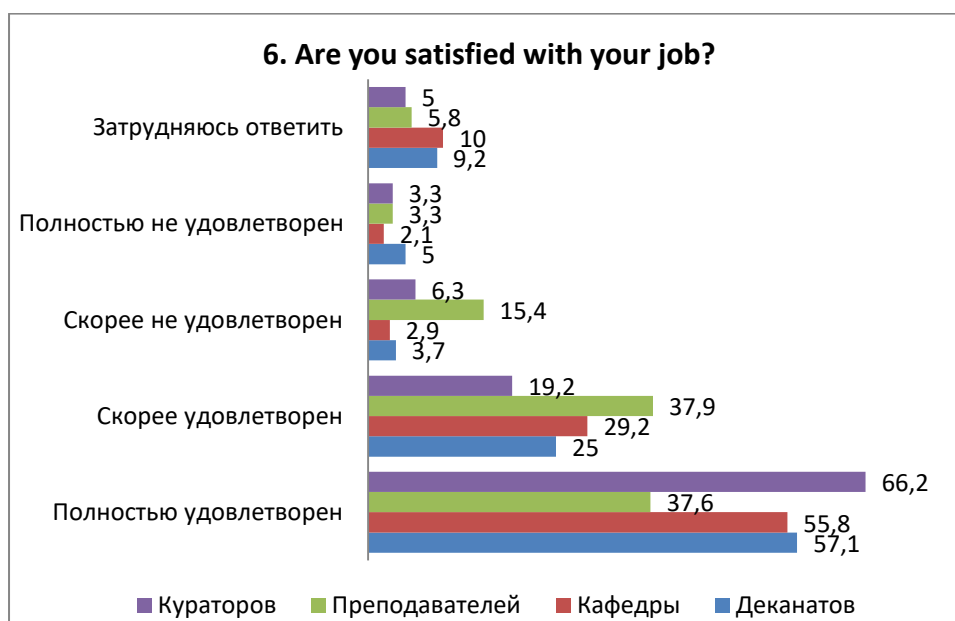
- Unfair low scores
- grading system. not all teachers give points right away and I don't see how many points and how many more are needed and there are teachers who distribute points it's not clear
- Teachers
- Why can't you choose everything?

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

- Lots of homework
- Too little information
- I don't want to study subjects that are useless to me (such as physics, mathematics, Kazakh, etc.)
- little points put autumn low to 70 to get easier to fly into the sky
- No time.

## 6. Are you satisfied with your job?

Criteria	Completely satisfied	Rather satisfied	Rather dissatisfied	Not completely satisfied	I find it difficult to answer
Dean's offices	57,1	25	3,7	5	9,2
Chairs	55,8	29,2	2,9	2,1	10
Teachers	37,6	37,9	15,4	3,3	5,8
Curators	66,2	19,2	6,3	3,3	5



On a variant «If you answered «rather dissatisfied or not completely satisfied» Please provide recommendations for improvement" students indicated the following options\*:

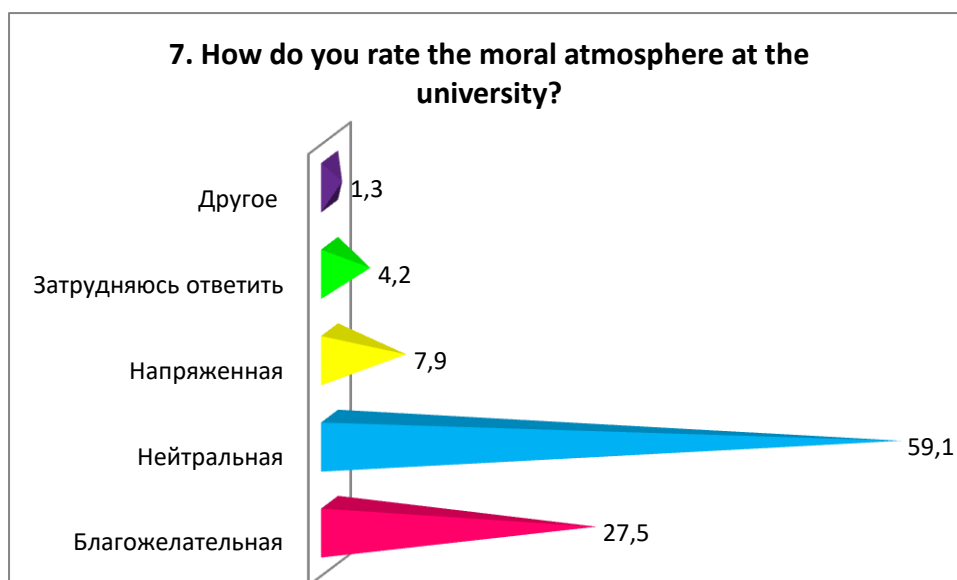
- What can I say, hire more qualified and tactful people
- Teachers are being deliberately overthrown by accident
- satisfied
- Justice
- It's all the same to the dean
- Teachers are stingy with points, as if they are deliberately failing students. The deadline is coming soon, and many have very few points at the moment.
- Explanation of the material in simple words
- The teachers were kinder
- The teachers are completely different, and the assessment depends entirely on them.
- Give me a normal curator and replace the teaching staff

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

- I can't describe it
- Information should be presented differently. In the modern world, many people suffer from clip thinking, and because of this, it is very difficult to learn information in class in the way it is presented.
- They give you few points when you work in pairs, and there aren't enough points even for the first midterm control
- Everything is great, I'm happy with everything.
- Treat students more humanely, especially in the dean's office. Try to answer all students' questions the same way, you don't know who to believe anymore(
- Replace teachers with young ones, because the education system is 5-10 years out of date
- Let them prewill give a couple of pairs a little bit normally
- Know the information and give it to students immediately
- Remove some items, preferably several pairs of one item
- Many teachers do not provide the necessary knowledge and openly show their hostility to students who cannot understand the topics, because the teachers themselves did not teach them this. The teachers are misogynous, give high marks to their favorite guys, and do not like girls.
- Satisfied
- Be a little kinder and don't torture on purpose
- An individual approach to students is needed
- Completely satisfied
- Change the teacher in engineering graphics or change the teaching option for the subject
- The teachers don't explain the topic very well, they can't help, and they often give boys higher marks than girls.
- Change them
- How many people are sick? There is no quarantine. How many times was it cold? But nothing terrible was closed. And they put N/B and force you to score another 70 points"
- give more practical knowledge and explain it
- Listen to students who have problems with a teacher, especially if there are numerous complaints about that teacher.
- Satisfied
- I am satisfied with everything
- It is better to explain the topic and demand less from students.
- They do a poor job (especially graphics)
- Remove the study of physics and engineering graphics
- Belt the author does not answer us, ignore!If you answer yes, I am not satisfied with my job
- Attitude towards people.

## 7. How do you rate the moral atmosphere at the university?

Criteria	Indicators (%)
Benevolent	27,5
Neutral	59,1
Tense	7,9
I find it difficult to answer	4,2



On a variant «**Other**» students indicated the following options\*:

- Calm
- It seems neutral, but it seems not to exist.
- Fine.

On a variant «**If you answered «to the previous question tense», write why**» students indicated the following options\*:

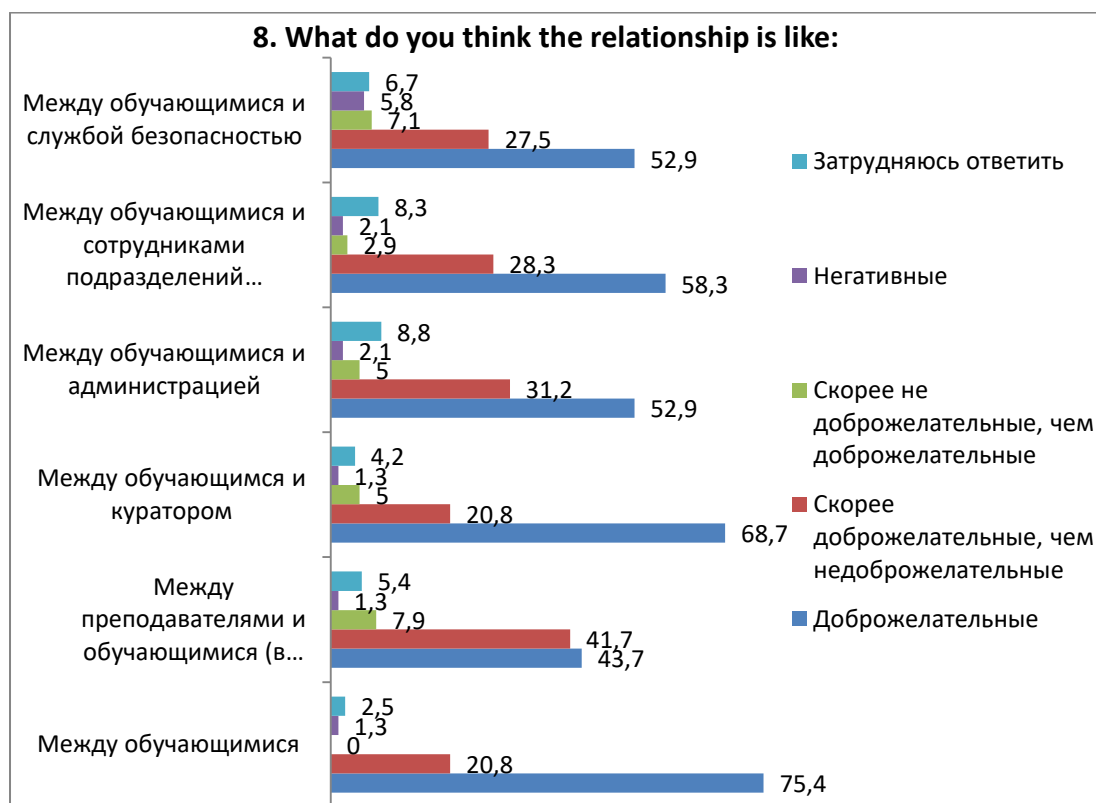
- I'm not sleeping enough to study and my health is failing
- I didn't answer
- Low scores are very stressful, even if you try to do all the work, the scores do not change
- Teachers' offices can be tense and old offices themselves
- everyone has more anxiety about scores than knowledge
- Everything is fine with this.
- OK
- Subjects that are not my profile demoralize my educational process
- I haven't chosen
- I answered normally
- I don't feel anything surprising except for the new dining room.
- Voltage.

**8. What do you think the relationship is like:**

Criteria	Benevolent	More benevolent than unfriendly	Probably not friendly, than benevolent	Negative	I find it difficult to answer
Between students	75,4	20,8	-	1,3	2,5
Between teachers and students (in the educational process)	43,7	41,7	7,9	1,3	5,4

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

Between the student and the supervisor	68,7	20,8	5	1,3	4,2
Between students and administration	52,9	31,2	5	2,1	8,8
Between students and department staff (library, student department, etc.)	58,3	28,3	2,9	2,1	8,3
Between students and security service	52,9	27,5	7,1	5,8	6,7



On a variant «If you answered «Rather unfriendly than friendly or negative» to the previous question, please write why.» students indicated the following options\*:

- Personal conflict
- Mm
- A sharply negative attitude towards any mistake.
- The administration is considered a god, some security guards are cattle,
- They pick on you for unknown reasons, they are rude in themselves, the guy in the booth is completely inadequate
- appoint a normal curator
- Didn't have time to meet
- The guards are angry, offended by life (men), the women guards are kind
- Attacks and swearing from security guards
- The guards are evil
- the security service is very rude to students
- I don't know how right I will be
- The guards behave like cattle, the teachers are old with old concepts for the 21st century.
- High self-esteem

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



- OK
- Negative behavior from some teachers towards students
- The security of the first building generally react negatively to all situations and also to questions.
- Fine
- If you do something wrong, even the slightest mistake, for which I don't think you should be scolded, they immediately start throwing all the negativity at you, putting pressure on you, threatening to lower your scores, etc.
- Teachers do not like people from the south and crosses personal boundaries.

## 9. Are you satisfied?

Criteria	Quite satisfactory	Partially satisfies	Not satisfying	I find it difficult to answer
Organization of the educational process	54,6	37,5	5,4	2,5
Class schedule	43,7	38,8	14,2	3,3
Organizing independent work	54,6	32,5	6,2	6,7
Satisfaction with library work	62,5	20,9	3,3	13,3
Living conditions in the hostel	45	18,3	5	31,7
Quality of medical care	45,8	24,2	5	25
Organization of catering at the university (prices, product range, to (quality of prepared dishes)	49,2	31,7	10,8	8,3



On a variant «If you answered «Not satisfying» Please provide recommendations for improvement» students indicated the following options\*:

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

- More even distribution of teaching hours per week
- Expensive prices in the university canteen
- 4 pairs on Thursday denominator, prices in the canteen are not cheap
- unevenly distributed load
- There is always a crowd in the canteen and there is not much variety of products and prices
- Portions are small/tasteless, medicine is as always at a low level, especially in the clinic for students (in the hostel and building 1 it is good)
- inconvenient schedule
- The coffee is bad, there is little choice in the canteen, only one type of juice
- Prices are high, there is little time to complete the assignment, I only have the fifth class in my group on wednesday
- The food in the canteen is not tasty at all, the buns are hard and dry, if they are not sold they sit there for two or three days
- The dining room feels like the food is stale and there are few types of drinks.
- Change schedule
- a stable schedule and a normal approach to learning, not a slog
- They didn't want to give me a dictionary
- Long queues
- The food is terrible, the schedule is inconvenient
- I don't live in a dormitory and I haven't visited the medical center with the library.
- there is no kaspi qr in the buffet
- The schedules need to be made more flexible, and physical education needs to be scheduled after school instead of before.
- The food in the canteen is not fresh and not tasty in some places. The prices are not quite appropriate, but acceptable.
- Let the Internet work normally
- Coffee is too expensive
- Medical care: doctors are very strict and tactless with students, they can be rude or yell.
- OK
- A modern system is needed
- The canteen is very expensive, the staff works slowly, etc.
- The dining room is expensive
- Add drinks to the buffet!!!! Fus Tea, Cola, Fanta, chocolates
- I am not satisfied with the quality of medical equipment because when I needed a certificate they did not give it and said that I was not sick enough
- The schedule is scattered, one day classes start early in the morning, and on the second day already in the evening
- The schedule is scattered, on one day classes start early in the morning, and on the second day it's already closer to evening.
- Wi-Fi and cellular data reception is very poor in the dorm area, specifically in the section where I live.

**10. Is all the necessary information regarding the educational process and extracurricular activities always available to you?**

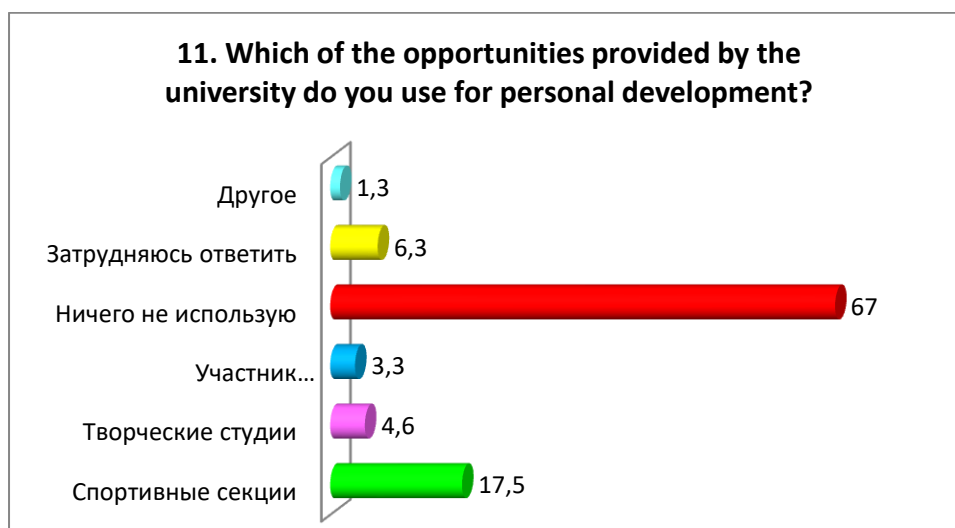
Criteria	Indicators (%)
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Yes, always.	55,4
No, not always.	30
I find it difficult to answer	14,6
Other	-



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

Criteria	Indicators (%)
Sports sections	17,5
Creative studios	4,6
Participant department of youth policy	3,3
I don't use anything	67
I find it difficult to answer	6,3
Other	1,3



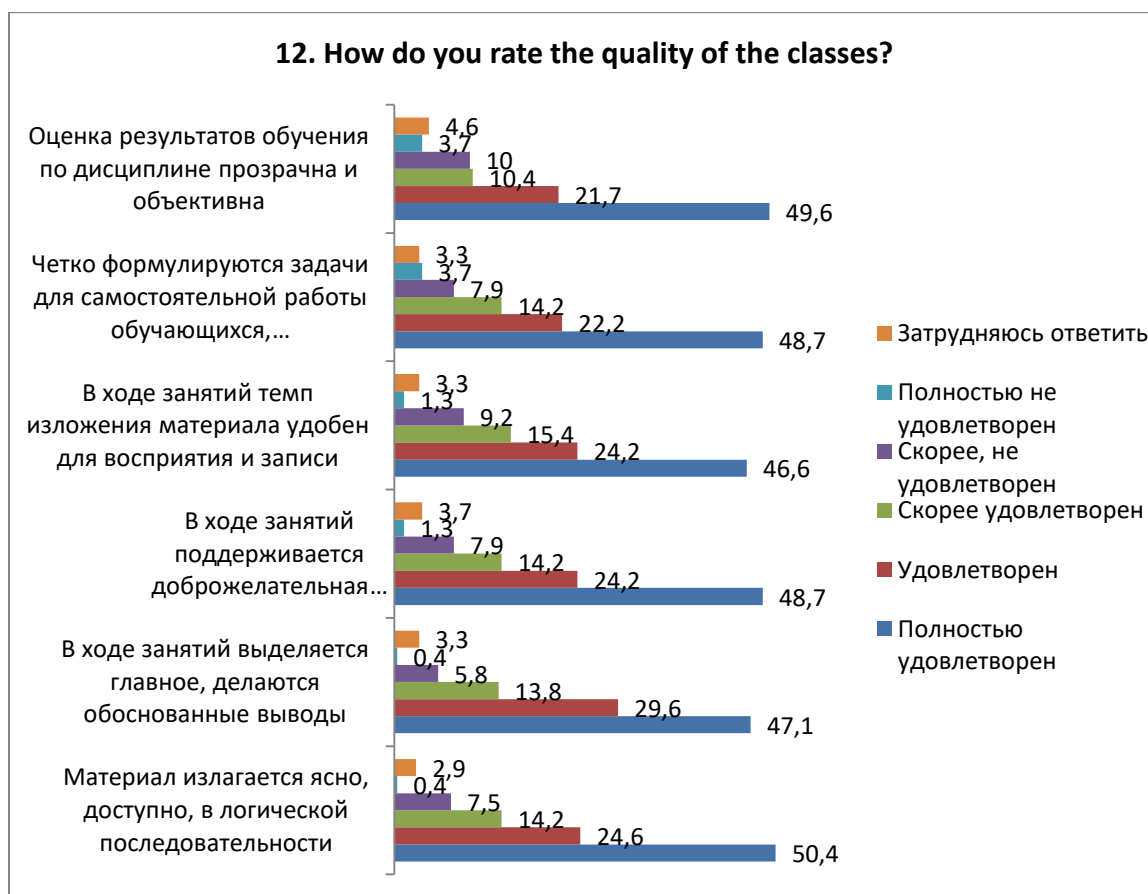
On a variant «**Other**» students indicated the following options\*:

- Speaking club
- I am everywhere
- I don't know how to use them, I don't know where to go or who to ask, but I have the desire.

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

## 12. How do you rate the quality of the classes?

Criteria	Completely satisfied	Satisfied	Rather satisfied	Rather, not satisfied	Not completely satisfied	I find it difficult to answer
The material is presented clearly, accessibly, in a logical sequence.	50,4	24,6	14,2	7,5	0,4	2,9
During the classes, the main points are highlighted and well-founded conclusions are made.	47,1	29,6	13,8	5,8	0,4	3,3
During the classes, a friendly atmosphere is maintained towards students	48,7	24,2	14,2	7,9	1,3	3,7
During the classes, the pace of presentation of the material is convenient for perception and recording	46,6	24,2	15,4	9,2	1,3	3,3
Tasks for independent work are clearly formulated students, its implementation is supported	48,7	22,2	14,2	7,9	3,7	3,3
Evaluation of results training in the discipline transparent and objective	49,6	21,7	10,4	10	3,7	4,6



On a variant «**Other**» students indicated the following options\*:

- Nice
- «(A friendly atmosphere towards students is maintained during classes)» which subject is needed separately
- Please make it so that teachers give more points for our work.

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

- Most of the teachers do their job very well.
- Each teacher has their own individual approach, and it is very difficult to answer the question in general about the quality of lessons.
- Engineering graphics is very difficult for me, because everything is not explained in detail, supposedly we should understand it ourselves. I don't know, we didn't have such a subject at school, and it is partly difficult for us, I think the teachers should understand us too.
- OK
- High demands with a low score limit (3 points)
- Insults to a student's personality by a physics teacher.

On a variant «**If you answered «to the previous question rather, not satisfied and not completely satisfied», please provide recommendations for improvement»** students indicated the following options\* :

- It would be better to solve the tasks together with the teacher, because in the basics of algorithmization, for example, many do not understand the solution to the tasks, yes, half of them just forget and copy, but the rest would like to hear a detailed explanation, and the teacher does not have time to provide it
- Nice
- They teach little at school, then demand it here with the words (you should know this)
- Teachers have their favorites and their least favorites, and they can help arrogantly
- not all teachers give points right away and I don't see how many points and how many more are needed and there are teachers who distribute points it's not clear
- Some teachers don't really explain anything.
- OK
- Again, change the system
- The teachers explain things incomprehensibly, they often get distracted from the lesson and go somewhere, some students have friends who work at the university, so teachers often give them higher marks, they don't really bother them with studying
- Punitive measures against a physics teacher (Tenchurin).

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

- Don't know
- Why should ISS study physics, engineering graphics and higher mathematics, they will not be useful to us in the future.
- All OK
- Make a new website or even an app university, more colorful, stylish and modern.
- The group studied at the ball grant in accelerated mode since November, as it was possible to hand over borders and the session without mastering the material, there was a lot of pressure because the students were not used to it and did not go head-on into the educational process. Cold if one three people were deprived of scholarships but not 13 people, how is that possible?! Us they filled up without giving them a chance, they ripped

off 13 people for half a year 3,265,782 tenge, this is illegal, and you contradict the President's word and we will contact the prosecutor's office.

- Do students feel like they are falling behind because the learning speed is not always suitable for them or ,that they are not learning what they need to, many are simply trying to «beg» for a sufficient number of points from teachers, rather than delve into the topic of the lesson and master the skills necessary for future work

- I find it difficult to answer

- Nice

- Less questions, more action

- satisfaction specific subjects in the curriculum

- Needed not questions but actions by you

- How do you feel about some teachers?

- All questions are correctly formulated, I have no complaints

- About teacher

- BI don't hang up

- We need to remove subjects that are not related to our specialty and make many more hours of programming. We also need more opportunities to score points in subjects, return machines to the exam

- Do all objects have meaning?

- Well the gym could have been decorated more beautifully, especially where the dumbbells and barbells are.

- in principle, everything is fine

- None

- none

- No need to add any questions! Correct those problems which already exist at the moment, with these questions you will not change anything, and will not change anything

- Please remove this, physics from the faculty fit

- Do you think that you are given more needed items?

- OK

- There should be an opportunity to change teachers if the current one is not satisfactory, the ability to create a schedule to suit your schedule, the exclusion of non-core subjects or a reduction in the load on them

- Change teacher according to engineering graphics or change the methods of conducting subject by FIT

- None

- Which departments take bribes, I know People those working at the university, do they help them

- I can't think of any specific questions, everything is fine

- Don't know

- I don't know

- None

- Don't know

- Remove drawing

- None

- Yes

- Adding a more detailed questionnaire for individual subjects or individual graphs (fields to indicate a specific subject)

- I find it difficult to answer

- What is missing at the university?
- Better not to write, otherwise.

The questionnaire results revealed the following: **conclusions:**

1. *Factors for choosing a specialty:* personal preferences and assessment of one's own abilities turned out to be the main factors when choosing a specialty for 42.5% of respondents. Prestige of the specialty, opinion parents/relatives and requirements labor market also had an impact influence on students' decision. However, for some (8,3%) the main factor of choice remained undefined, while others mentioned receiving a grant as an important factor.

2. *Sources of information about the university:* majority students received information about the university from relatives and friends (44,2%), as well as through the official website of the university and (20%). Other sources included promotional brochures, university representatives, social media, and school teachers. Individual students also indicated individual ways of obtaining information.

3. *Satisfaction with the chosen educational program:* 65,8% students satisfied with their choice of educational program, which indicates that the chosen program meets their expectations and goals.

4. *Problems in the learning process:* with students face various difficulties in the learning process. Lack of perseverance, lack of knowledge, lack of willpower, self-organization skills and time management are some of them. Some students also pointed out other problems such as a large amount of homework, grading system, lack of time and fatigue.

5. *Satisfaction with the work of the university's structural divisions:*

- Dean's office:82,1% of students expressed satisfaction with the work of the dean's office, which indicateswe are goodlevel of management and organization of the educational process.

- Departments:85% of surveyed students highly rated the work of departments, emphasizing the effectiveness and professionalism of teachers in their field.

- Teachers:75,5% of students expressed satisfaction with the work of teachers, noting a good level of knowledge and competence in teaching disciplines.

- Curator:85,4% of surveyed students rated the work of their supervisors as highly satisfactory, which indicates significant support and assistance provided to students in solving various issues and problems.

6. *Psychological climate at the university* is described as a positive relationship between students, faculty, and staff at the university. This climate creates a supportive and inspiring environment for student learning and development.

7. *Students' satisfaction with the quality of educational services:* 92,1% of respondents expressed satisfaction with the organization of the educational process,87,1% - independent work,83,4% — library work,82,5% - class schedule, 80,9% — organization of food,70% - quality of medical care,and63,3% — living conditions in the hostel. These data indicate thatwe are goodthe quality of services and support provided by the university to ensure successful learning and student comfort.

8. *Availability of information related to the educational process and extracurricular activities:* 55,4% of students say it is always available, while30% note that this is not always the case.14,6% of respondents were undecided on this issue.

9. *Quality of classes*withstudents evaluate at a high level (on average)86,6%), emphasizing that the material is presentedunderstandable and accessible, with logical sequence and highlighting key points with justified conclusions. They also note the favorable environment in the classroom, the comfortable pace of information delivery and



the clear formulation of assignments for independent work with support for their implementation.

It is important to note that not all students actively use the opportunities provided for personal development, which may reduce their overall educational experience. Understanding the reasons for this noninvolvement and developing activities to encourage participation can improve the situation.

In general, analysis of the results of students filling out the questionnaire «Student Satisfaction 1<sup>st</sup> year with educational services» shows a positive attitude of students towards the conditions created at the university for obtaining an education, the content, organization and quality of the educational process.

### **Recommendations:**

The head of the department should familiarize the staff and students with the results of the survey and discuss them during curatorial hours. This will allow all interested parties to obtain information about the current state and opinions of students regarding the quality of the educational process and learning conditions.

If necessary, develop an action plan to improve the quality of educational services.

Students can also request survey results via email from the quality management and accreditation center. [cqma\\_kstu@mail.ru](mailto:cqma_kstu@mail.ru).