

Report
on the results of the questionnaire
“Satisfaction of 1st year students with educational services”
for the 2022-2023 academic year

Department: “Information Computation Systems”

Specialty: 6B06102 “Information systems”

The Center for Quality Management and Accreditation conducted an annual questionnaire in February 2023 on the satisfaction of 1st year students with the quality of services provided.

The purpose of the study: Improving the learning process, improving the quality of educational services and other activities of the university.

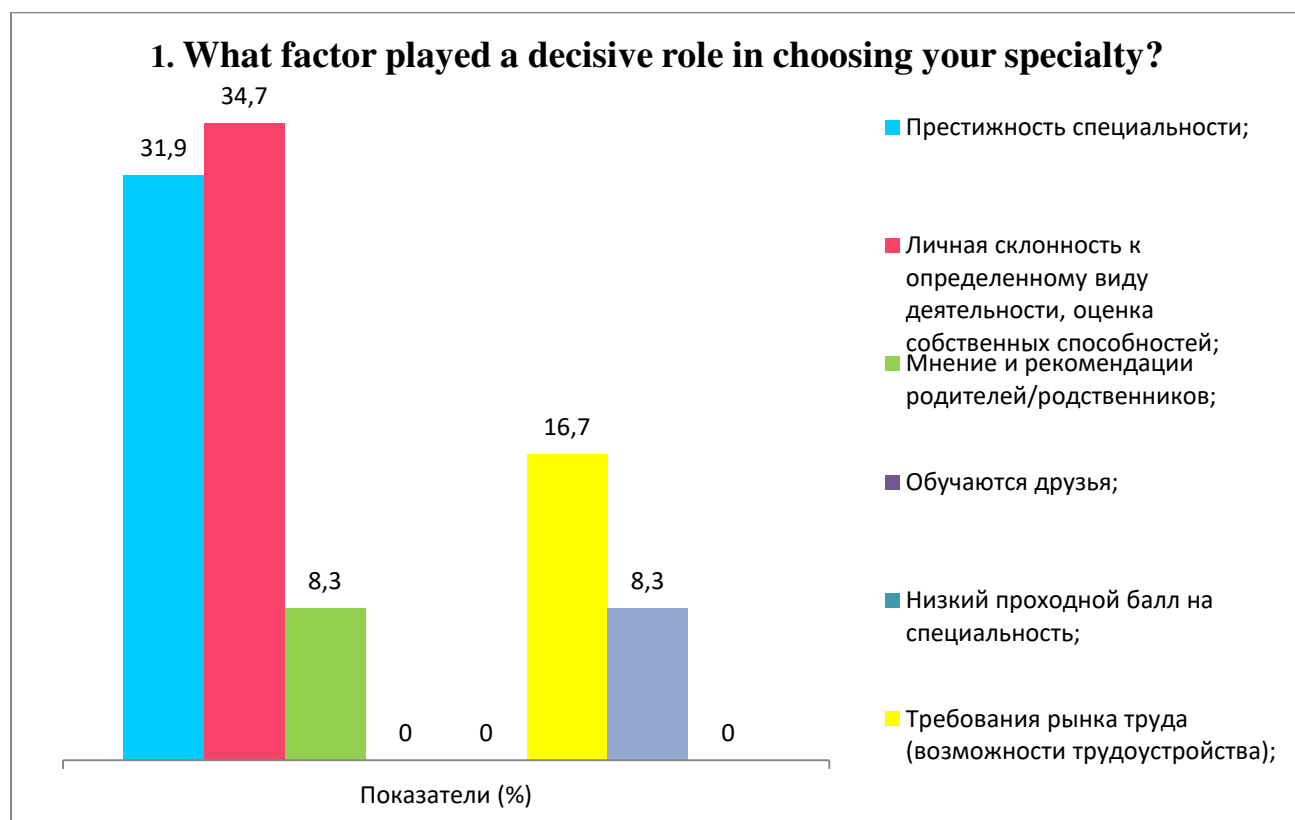
The results of the questionnaire were processed and presented in a summarized form with the guarantee of confidentiality of students' personal opinions.

In the specialty и 6B06102 “Information systems” 72 respondents took part in the questionnaire, which amounted to 80%.

During the questionnaire process, the following data was obtained:

1. What factor played a decisive role in choosing your specialty?

Criteria	Indicators (%)
Prestige of the specialty;	31,9
Personal inclination to a certain type of activity, assessment of one's own abilities;	34,7
Opinion and recommendations from parents/relatives;	8,3
Friends are being trained;	-
Low passing grade for the major;	-
Labor market requirements (employment opportunities);	16,7
I find it difficult to answer;	8,3
Other	-



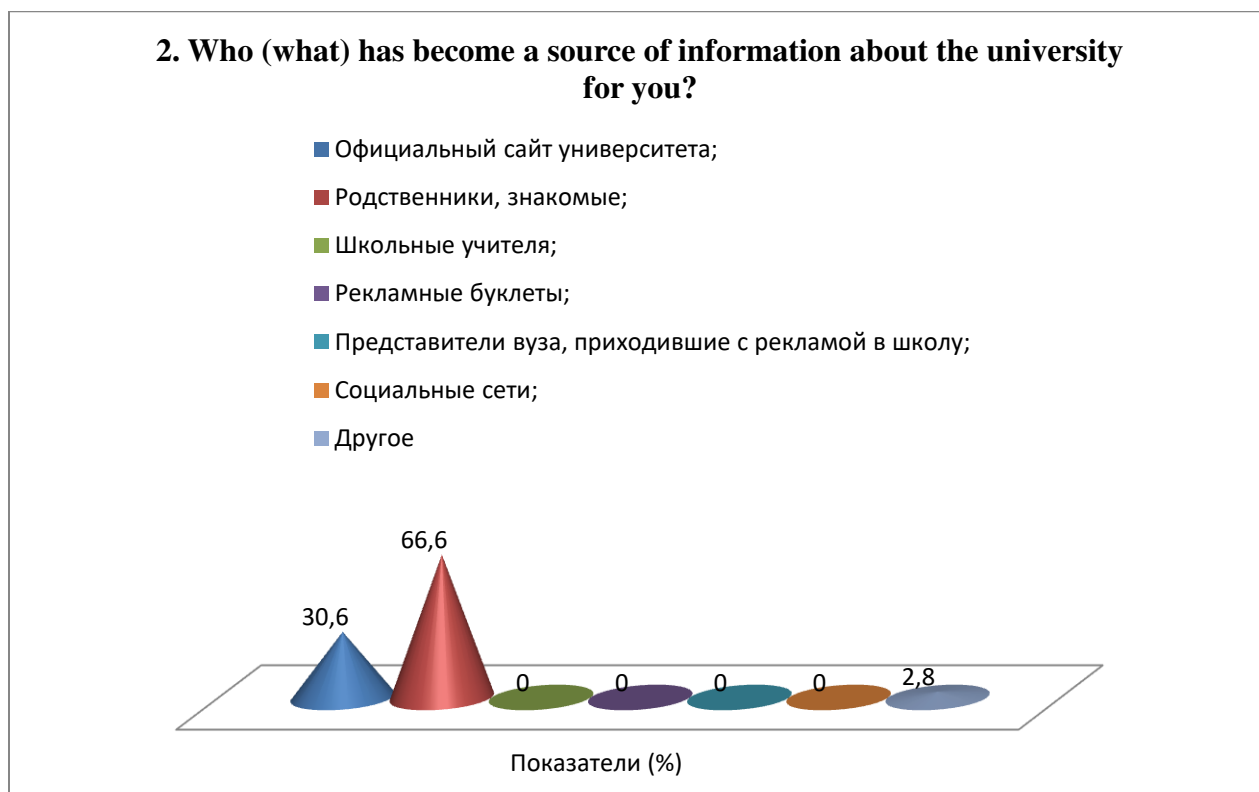
2. Who (what) has become a source of information about the university for you?

Criteria	Indicators (%)
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Official website of the university;	30,6
Relatives, acquaintances;	66,6
School teachers;	-
Advertising booklets;	-
Representatives of the university who came to the school with advertisements;	-
Social networks;	-
Other	2,8

For the option “**Other**” the students indicated the following options * :

- There aren't many universities in Karaganda to choose from;
- Location.

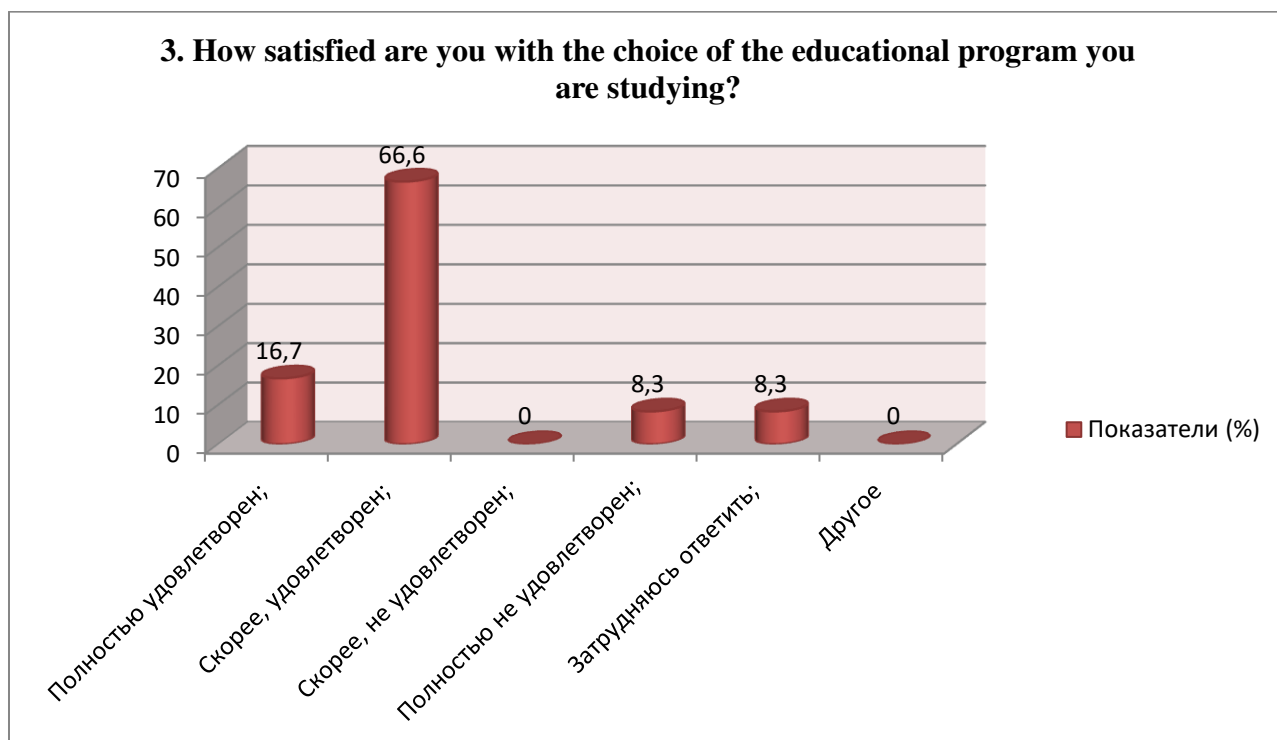


3. How satisfied are you with the choice of the educational program you are studying?

Criteria	Indicators (%)
Completely satisfied;	16,7
Rather, satisfied;	66,6
Rather, not satisfied;	-
I am not completely satisfied;	8,3
I find it difficult to answer;	8,3
Other	-

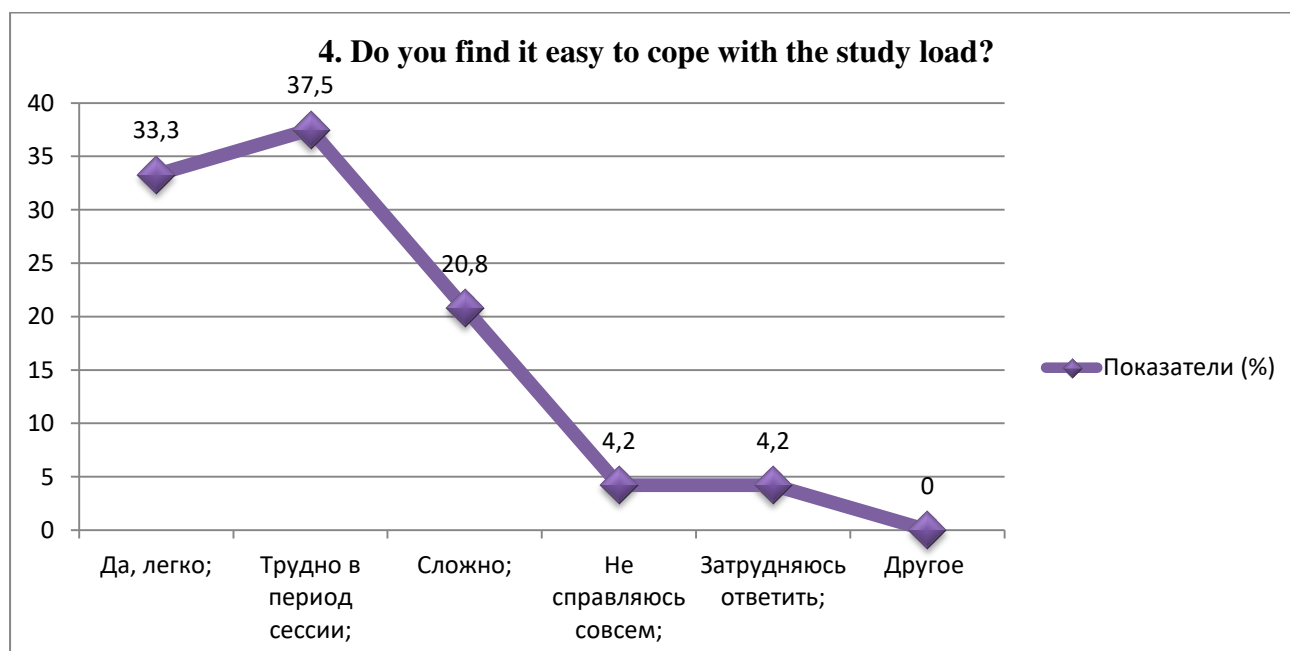
* Students' answers are presented in the original. The author's spelling and punctuation have been preserved.

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



4. Do you find it easy to cope with the study load?

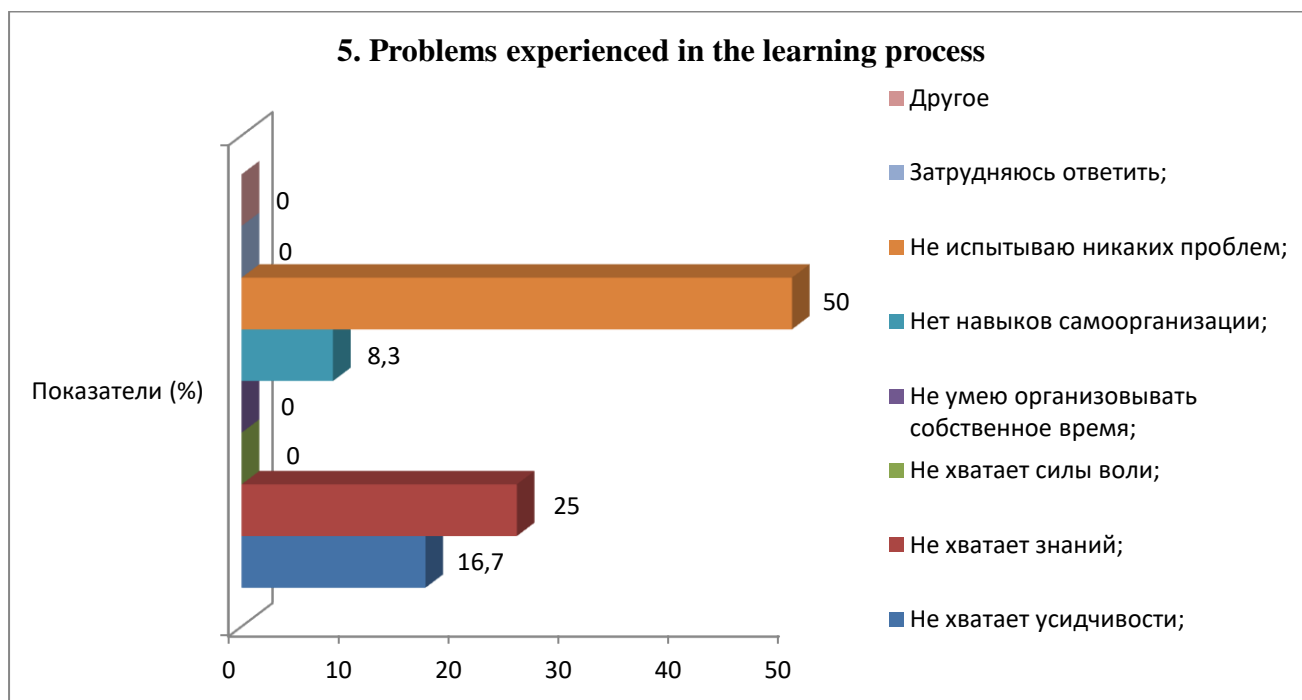
Criteria	Indicators (%)
Yeah, easy;	33,3
Difficult during the session;	37,5
Difficult;	20,8
I can't cope at all;	4,2
Difficult to answer;	4,2
Other	-



5. Problems experienced in the learning process

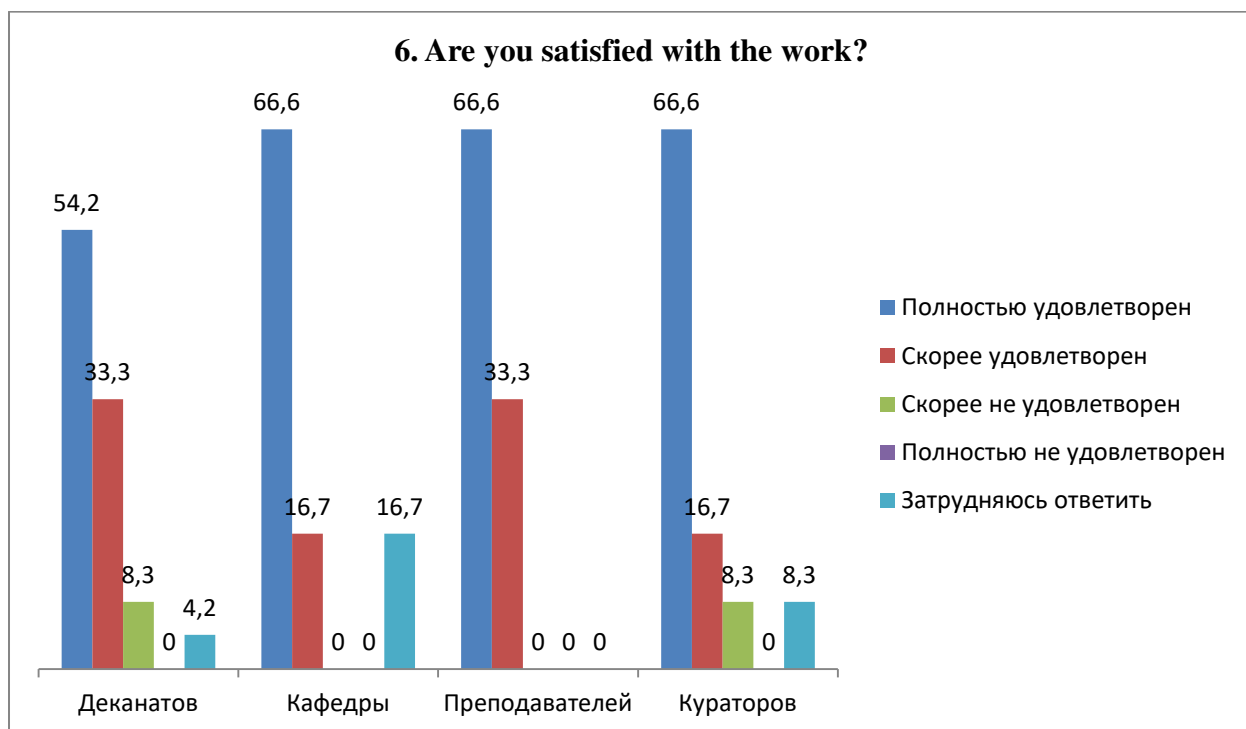
Criteria	Indicators (%)
Lack of perseverance;	16,7
Not enough knowledge;	25
Lack of willpower;	-

I don't know how to organize my own time;	-
No self-organization skills;	8,3
I don't have any problems;	50
Difficult to answer;	-
Other	-



6. Are you satisfied with the work?

Criteria	Completely satisfied	Rather, satisfied	Rather, not satisfied	I am not completely satisfied	I find it difficult to answer
Deans	54,2	33,3	8,3	-	4,2
Departments	66,6	16,7	-	-	16,7
Teachers	66,6	33,3	-	-	-
Supervisors	66,6	16,7	8,3	-	8,3

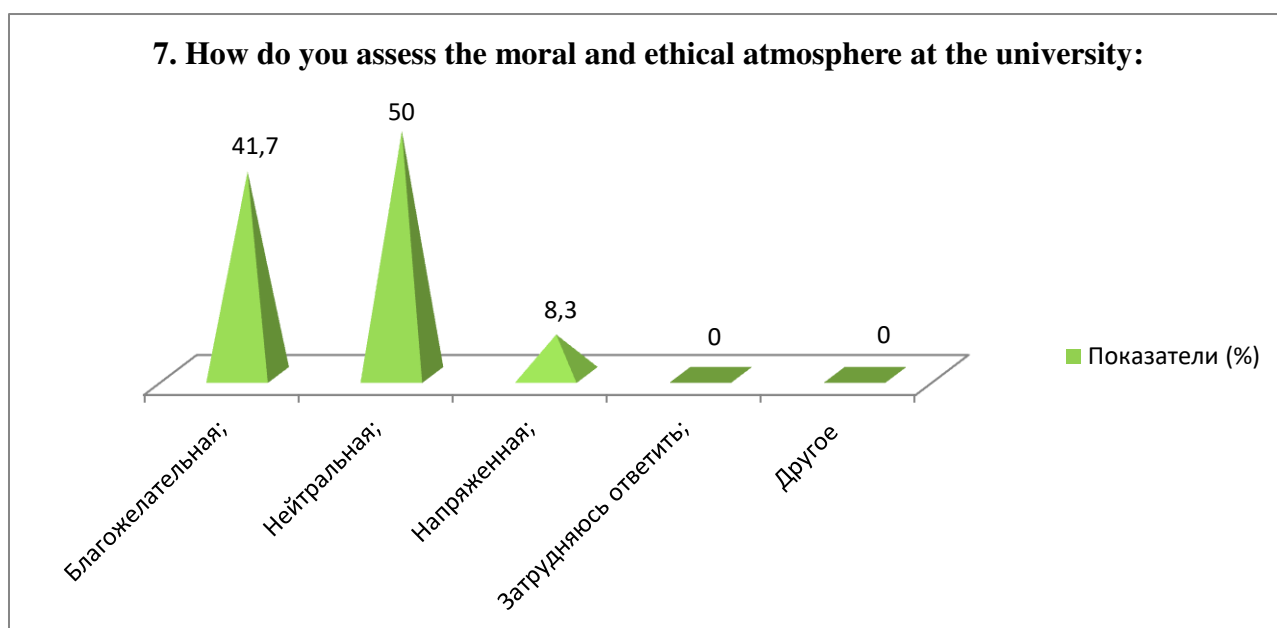


For the option “If you answered “rather not satisfied or not completely satisfied” give recommendations for improvement” the students indicated the following options*:

- I recommend that teachers be a little more gentle with the student.

7. How do you assess the moral and ethical atmosphere at the university:

Criteria	Indicators (%)
Favorable;	41,7
Neutral;	50
Tense;	8,3
Difficult to answer;	-
Other	-

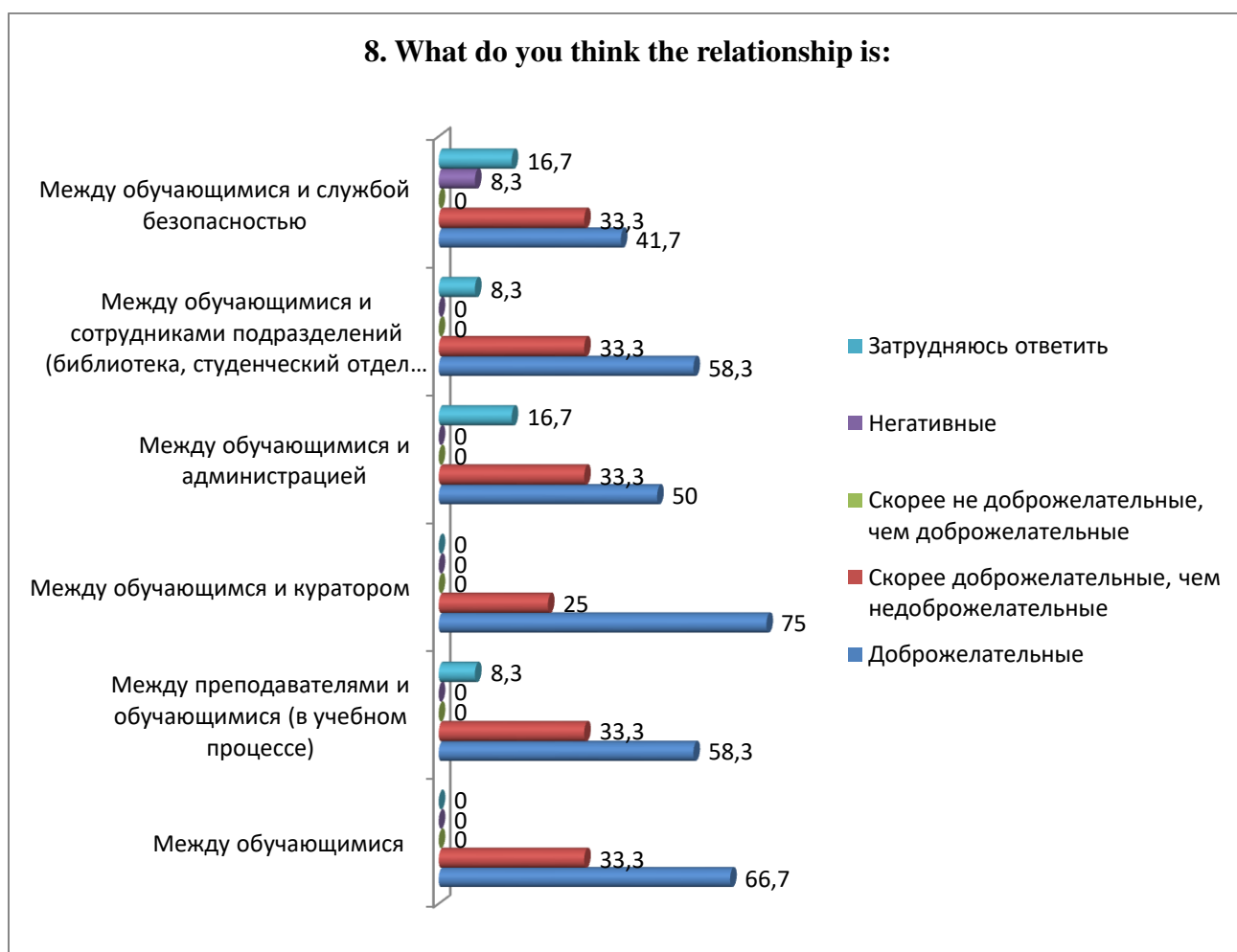


8. What do you think the relationship is:

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Criteria	Benevolent	More likely to be benevolent than unfriendly	Rather not benevolent than benevolent	Negative	Difficult to answer
Between students	66,7	33,3	-	-	-
Between teachers and students (in the learning process)	58,3	33,3	-	-	8,3
Between student and supervisor	75	25	-	-	-
Between students and administration	50	33,3	-	-	16,7
Between students and the staff of departments (library, student department, etc.).	58,3	33,3	-	-	8,3
Between students	41,7	33,3	-	8,3	16,7

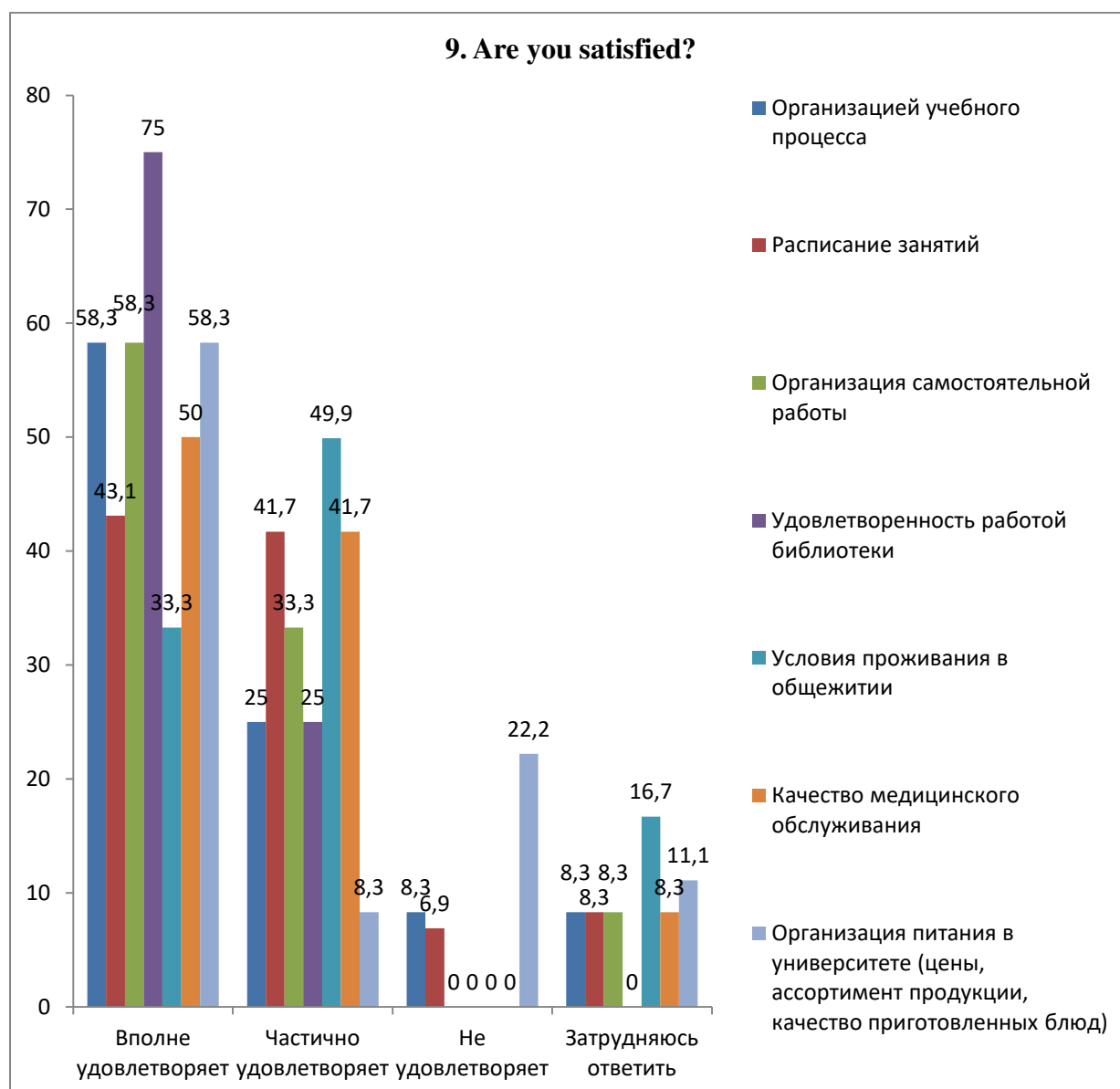
8. What do you think the relationship is:



9. Are you satisfied?

Criteria	Completely satisfied	Partially satisfied	Not satisfied	I find it difficult to answer
Organization of the educational process	58,3	25	8,3	8,3
Class schedule	43,1	41,7	6,9	8,3
Organization of independent work	58,3	33,3	-	8,3
Satisfaction with the work of the library	75	25	-	-
Living conditions in the dormitory	33,3	49,9	-	16,7

Quality of medical service	50	41,7	-	8,3
Organization of catering at the university (prices, range of products, quality of prepared meals)	58,3	8,3	22,2	11,1



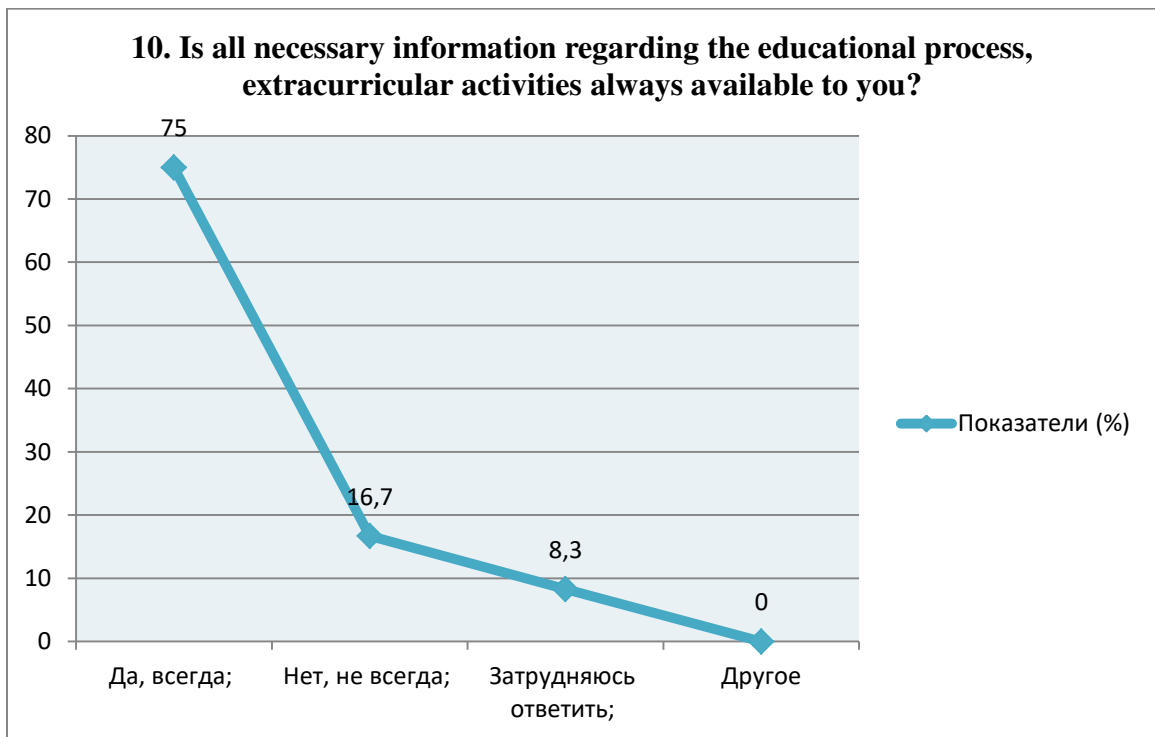
For the option “If you answered “Not satisfied” give recommendations for improvement” the students indicated the following options*:

- I would like the classes to begin at 09:00 every day;
- Very sad to show up for 1 class on Thursday at 5 o'clock. It would be preferable to put it on in the morning.

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

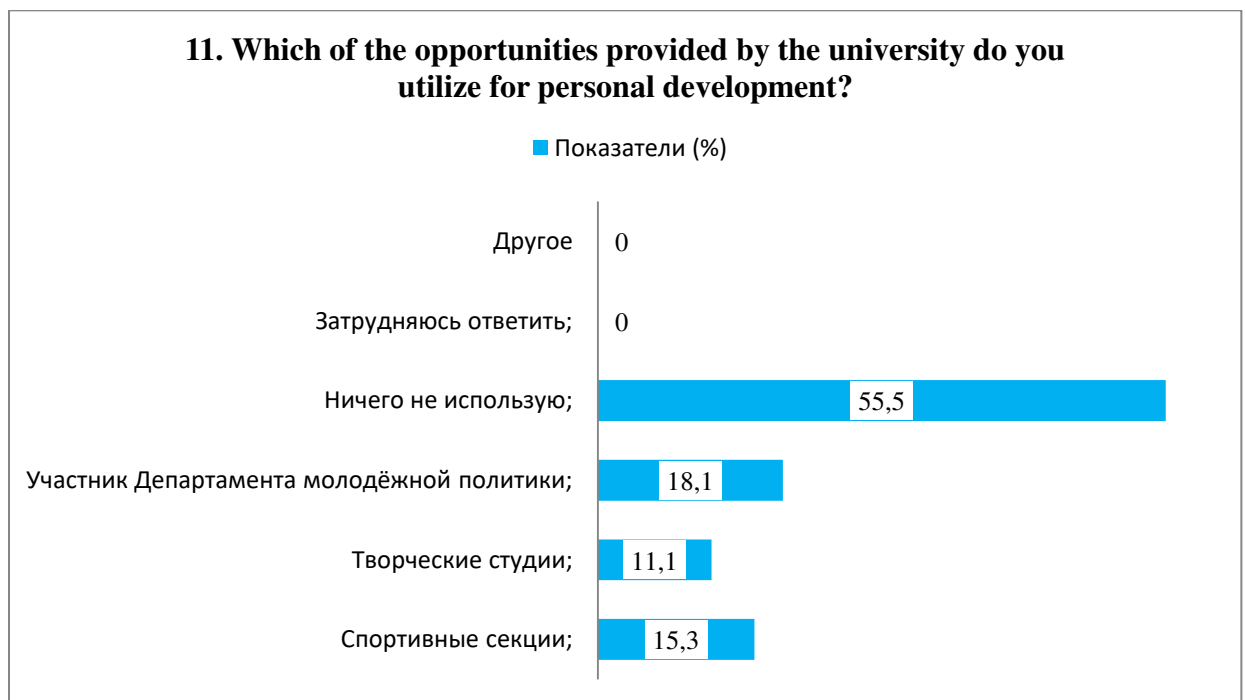
Criteria	Indicators (%)
Yes, always;	75
No, not always;	16,7
Difficult to answer;	8,3
Other	-

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

Criteria	Indicators (%)
Sports sections;	15,3
Creative studios;	11,1
Participant of the Youth Policy Department;	18,1
I don't use anything;	55,5
Difficult to answer;	-
Other	-

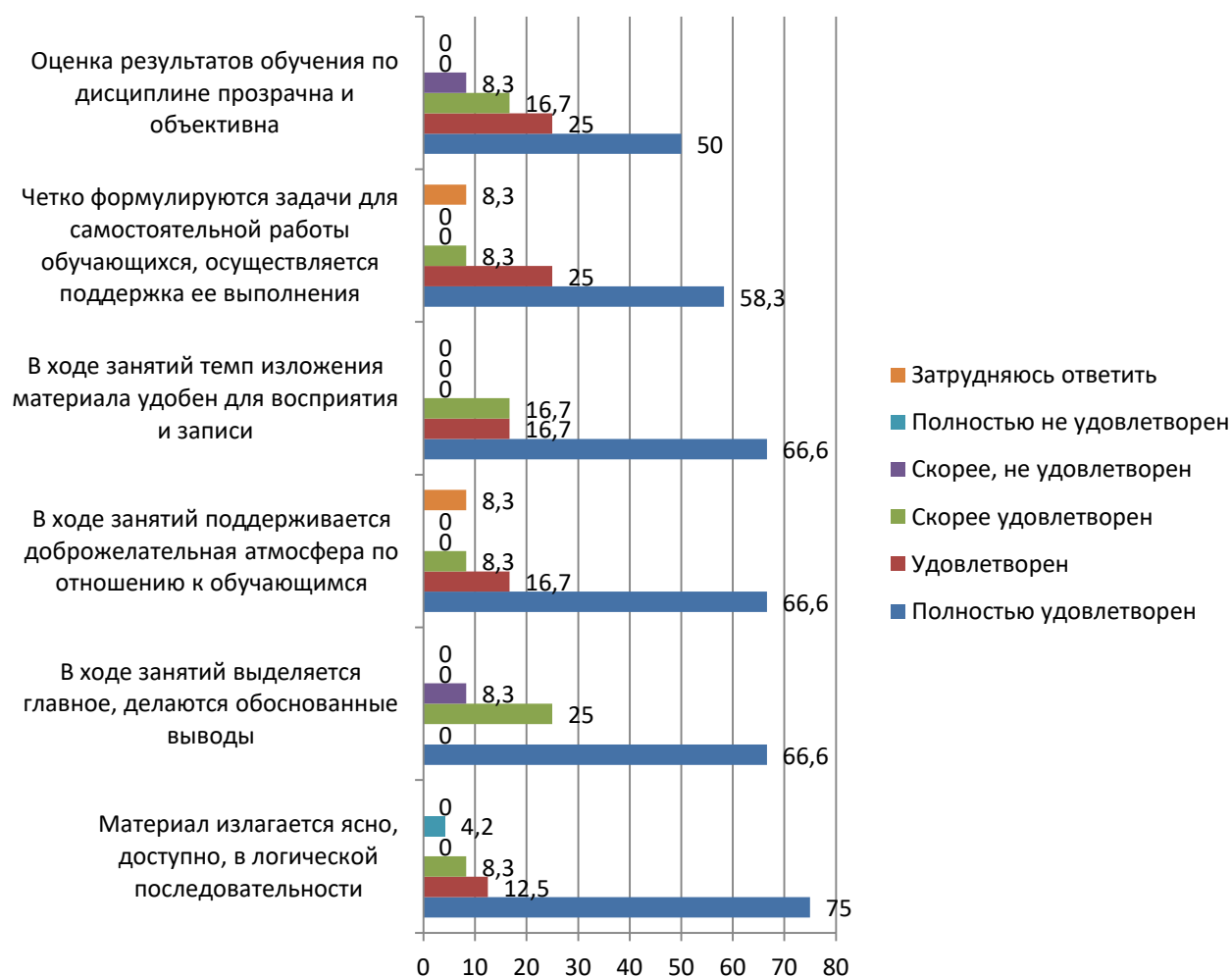


12. How would you rate the quality of class delivery?

	Compl etely	Satisfie d	Rathe r	Rather not	I am not	I find it
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	satisfied		satisfied	satisfied	completely satisfied	difficult to answer
The material is presented in a clear, accessible and logical sequence	75	12,5	8,3	-	4,2	-
During the lessons the main points are emphasized and reasonable conclusions are drawn	66,6	-	25	8,3	-	-
During the lessons, a friendly atmosphere is maintained towards the students	66,6	16,7	8,3	-	-	8,3
During the lessons, the pace of presentation of the material is convenient for perception and recording	66,6	16,7	16,7	-	-	-
The tasks for independent work of students are clearly formulated, and support is provided for its fulfillment.	58,3	25	8,3	-	-	8,3
Assessment of learning outcomes of the discipline is transparent and objective	50	25	16,7	8,3	-	-

12. How would you rate the quality of class delivery?



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

- it's okay;
- none;
- everything's fine;
- there are no questions asked.

According to the results of the questionnaire, the following **conclusions** can be drawn:

The choice of specialty is a very important aspect in the life of young people. Some do it consciously, others unconsciously, by the coincidence of external circumstances.

The study has shown that the main factor in choosing a specialty for 34.7% of surveyed students is personal inclination to a certain type of activity and assessment of their own abilities. Other relatively significant criteria were: "prestige of the specialty" - 31.9% and "labor market requirements (employment opportunities)" - 16.7%.

The source of obtaining information about the university, faculties and specialties among the majority of first-year students are relatives, acquaintances (66.6%).

The majority of students report their satisfaction with the choice of educational program on which they study - 83.3%.

To the question "Do you cope with the study load easily?" only 33.3% of students answered that it is easy. The rest 37.5% answered "difficult during the session", 20.8% "it is difficult", 4.2% "I do not cope at all" and 4.2% found it difficult to answer.

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".

75% of students noted that they always have access to the necessary information regarding the educational process and extracurricular activities. However, 16.7% of respondents chose the answer "no, not always" and 8.3% found it difficult to answer.

To the question "How satisfied are you with the material base of our university" the following information was received:

- "The material is presented clearly, accessible, in a logical sequence" satisfaction of students amounted to 95,8%;
- "During the lessons the main thing is emphasized, reasonable conclusions are made" satisfaction of students amounted to 91,6%;
- "During the lessons a friendly atmosphere is maintained in relation to the students" satisfaction of students amounted to 91,6%;
- "During the lessons, the pace of presentation of the material is easy to understand and write down" learner satisfaction was 100%;
- "The tasks for independent work of students are clearly formulated, support is provided for its implementation" satisfaction of students amounted to 91,6%;
- "Assessment of learning outcomes in the discipline is transparent and objective" satisfaction of students amounted to 91,7%.

At the end of the questionnaire, students are asked to enter the questions, which in their opinion should be added to this questionnaire to improve the training program, improve the quality of services provided and other areas of the university. However, the students limited themselves with the following answers: everything is ok; none; everything suits them; there are no questions at all.

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.

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