

Report
on the results of the questionnaire
“Satisfaction of 2nd-5th year students with educational services”
for the 2022 year

Department: “Transport Equipment and Logistic Systems”

Specialty: 6B11302 “Logistics”

Center for Quality Management and Accreditation, in October 2022 conducted an annual questionnaire on the satisfaction of students of 2-5 courses with the quality of services provided.

Purpose of the questionnaire: Identification of the degree of respondents' satisfaction with the quality of educational services and other activities of the university.

On specialty 6B11301 “Organization of transportation, traffic and operation of transport” 87 students took part in the questionnaire.

- 2nd year – 18 (78,2 %);
- 3rd year – 19 students (100 %);
- 4th year – 27 students (93,1 %).

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

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

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)

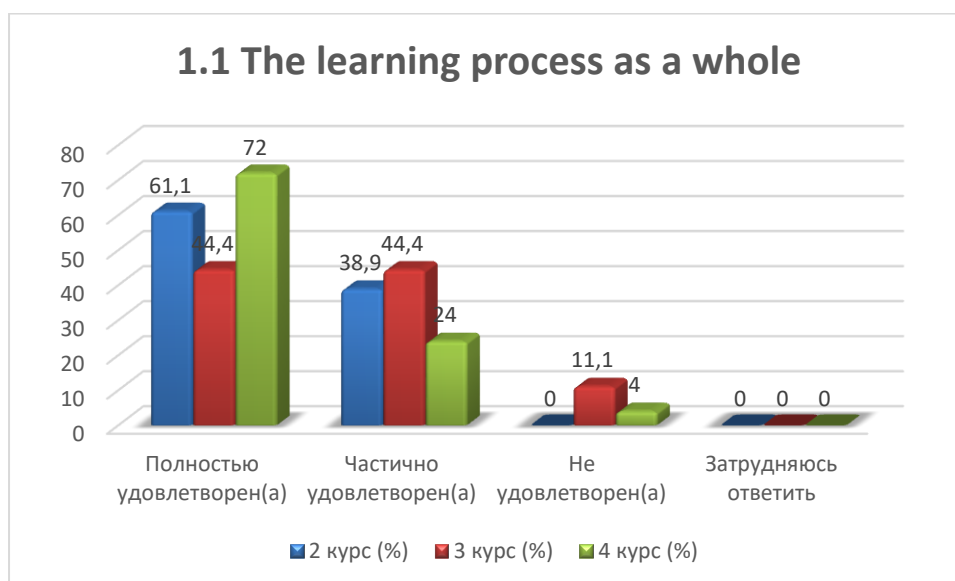
Other _____

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

1.1 The learning process as a whole

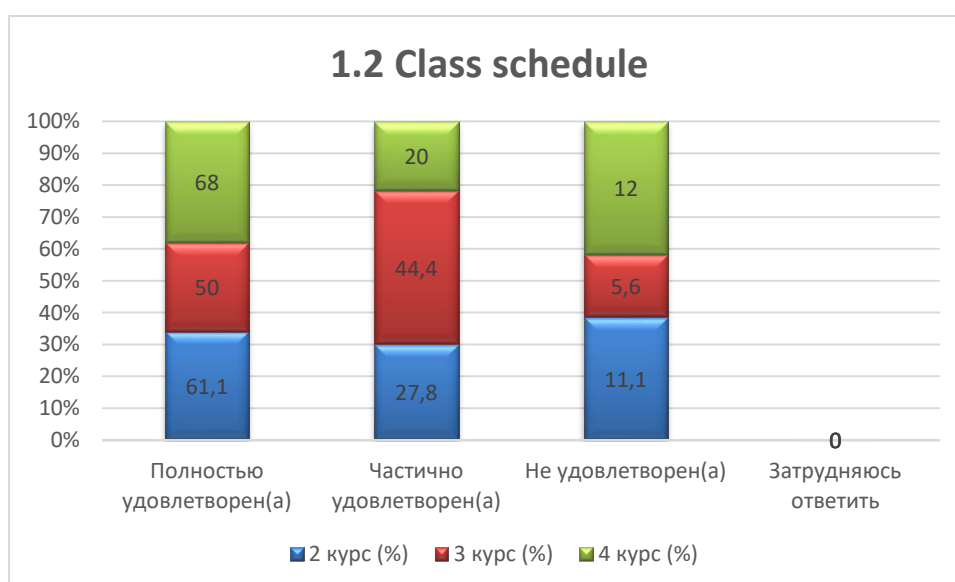
<i>Answer options</i>	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	61,1	44,4	72

<i>Partially satisfied</i>	38,9	44,4	24
<i>Not satisfied</i>	-	11,1	4
<i>Difficult to answer</i>	-	-	-



1.2 Class schedule

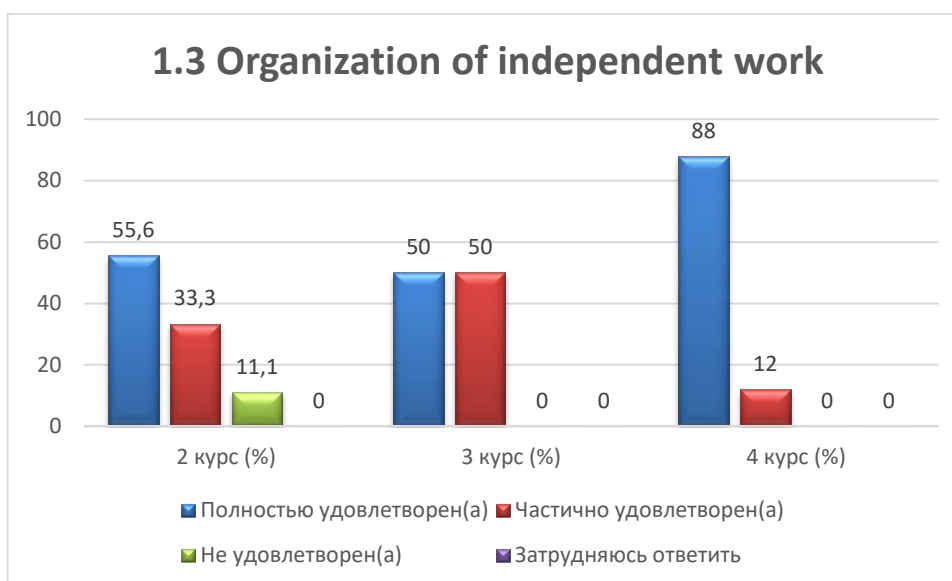
<i>Answer options</i>	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	61,1	50	68
<i>Partially satisfied</i>	27,8	44,4	20
<i>Not satisfied</i>	11,1	5,6	12
<i>Difficult to answer</i>	-	-	-



1.3 Organization of independent work

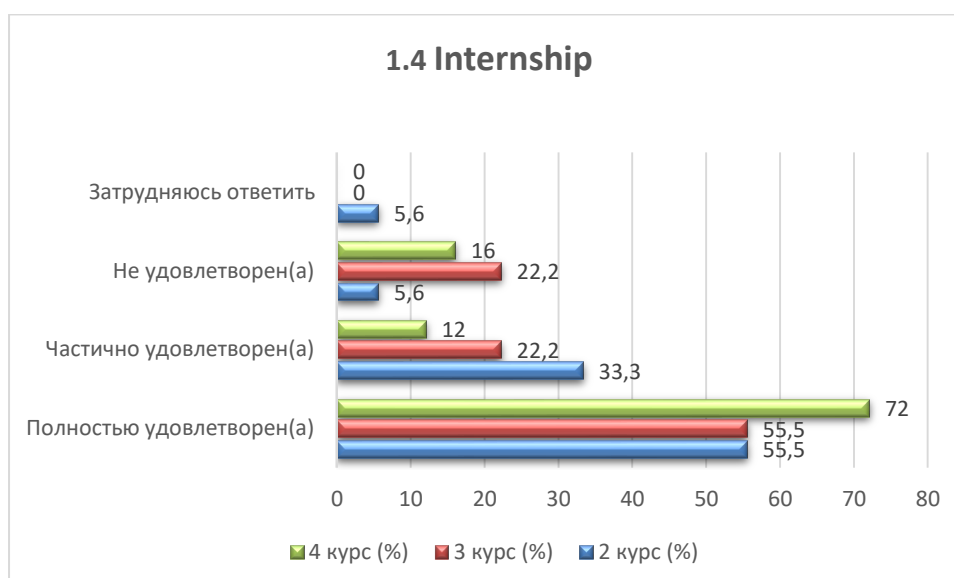
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	55,6	50	88

Partially satisfied	33,3	50	12
Not satisfied	11,1	-	-
Difficult to answer	-	-	-



1.4 Internship

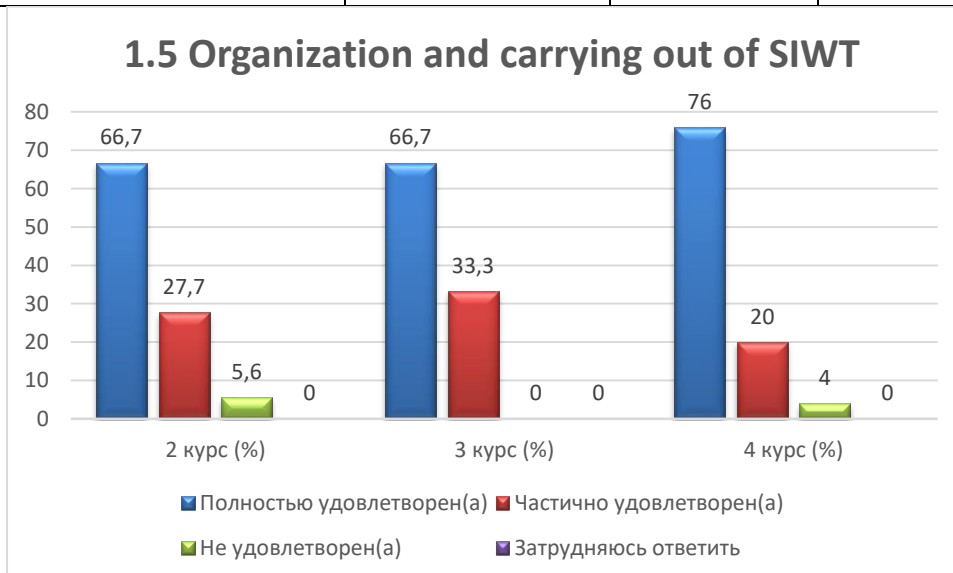
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	55,5	55,5	72
Partially satisfied	33,3	22,2	12
Not satisfied	5,6	22,2	16
Difficult to answer	5,6	-	-



1.5 Organization and carrying out of SIWT

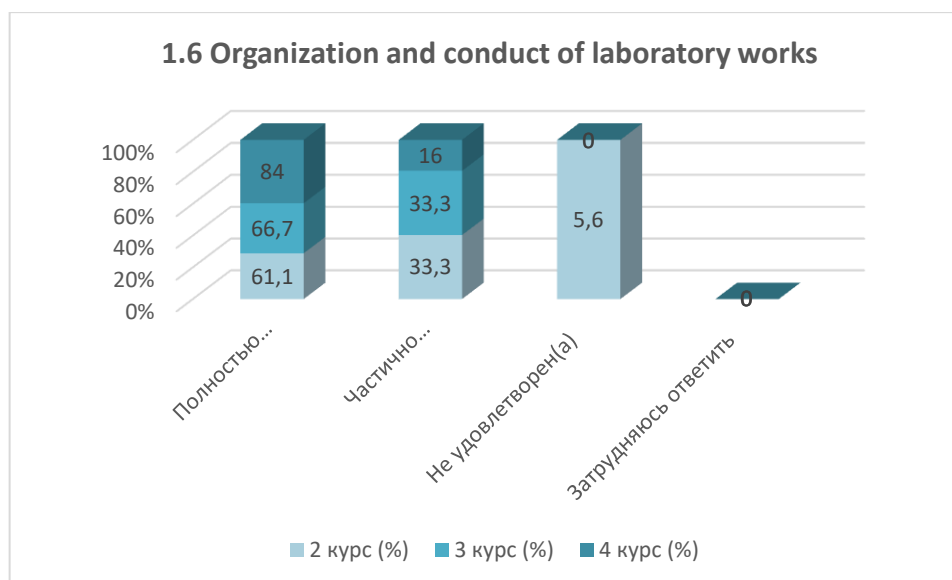
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66,7	66,7	76
Partially satisfied	27,7	33,3	20

Not satisfied	5,6	-	4
Difficult to answer	-	-	-



1.6 Organization and conduct of laboratory works

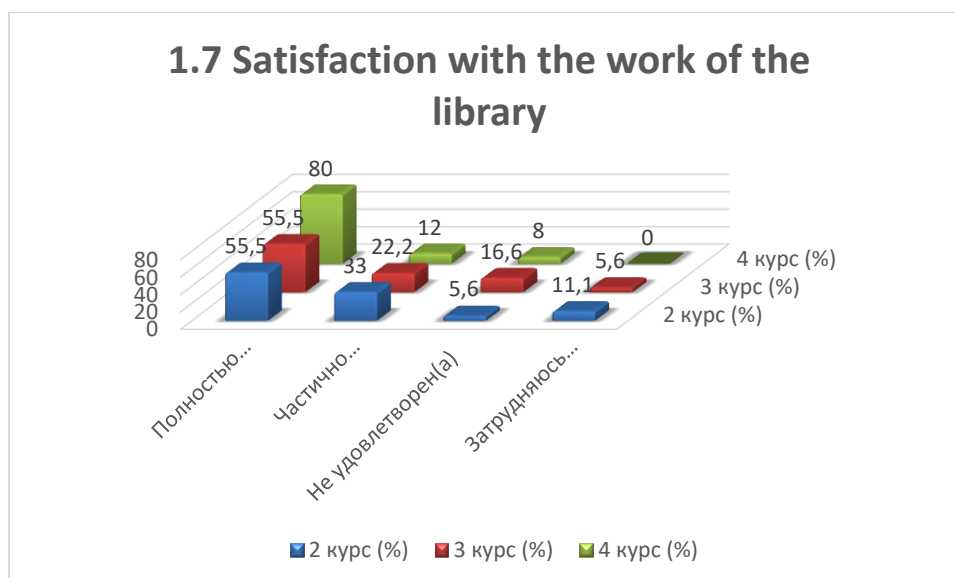
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	61,1	66,7	84
Partially satisfied	33,3	33,3	16
Not satisfied	5,6	-	-
Difficult to answer	-	-	-



1.7 Satisfaction with the work of the library

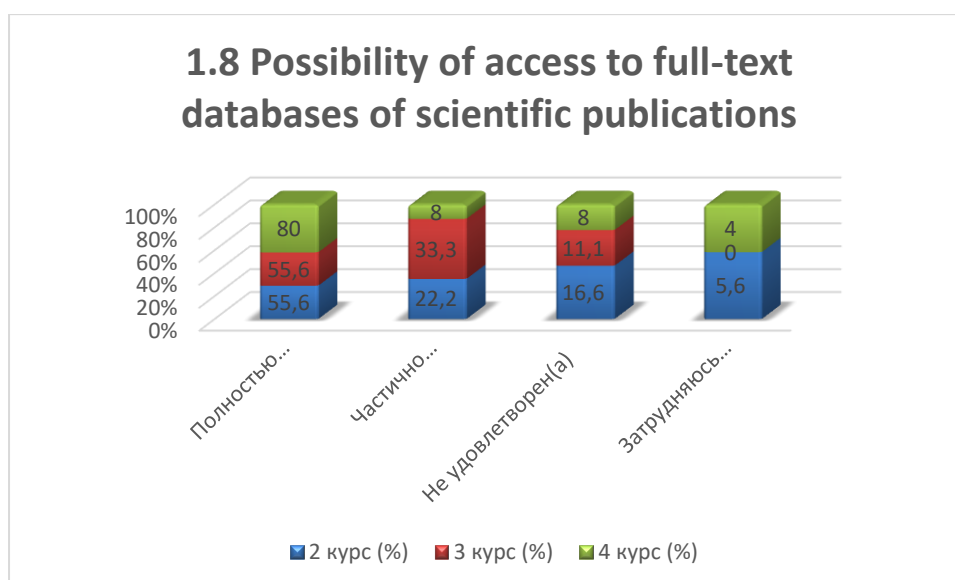
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	55,5	55,5	80
Partially satisfied	33	22,2	12
Not satisfied	5,6	16,6	8

Difficult to answer	11,1	5,6	-
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1.8 Possibility of access to full-text databases of scientific publications

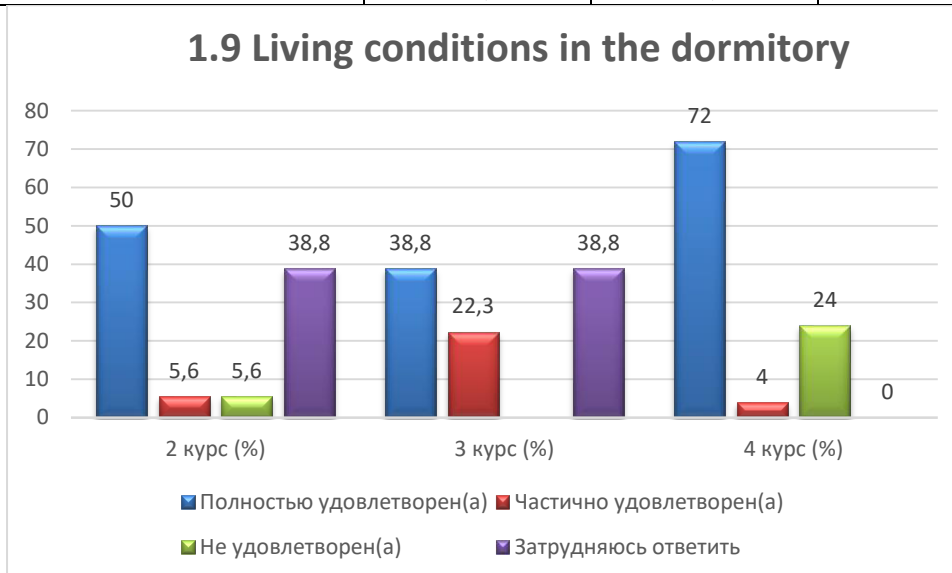
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	55,6	55,6	80
Partially satisfied	22,2	33,3	8
Not satisfied	16,6	11,1	8
Difficult to answer	5,6	-	4



1.9 Living conditions in the dormitory

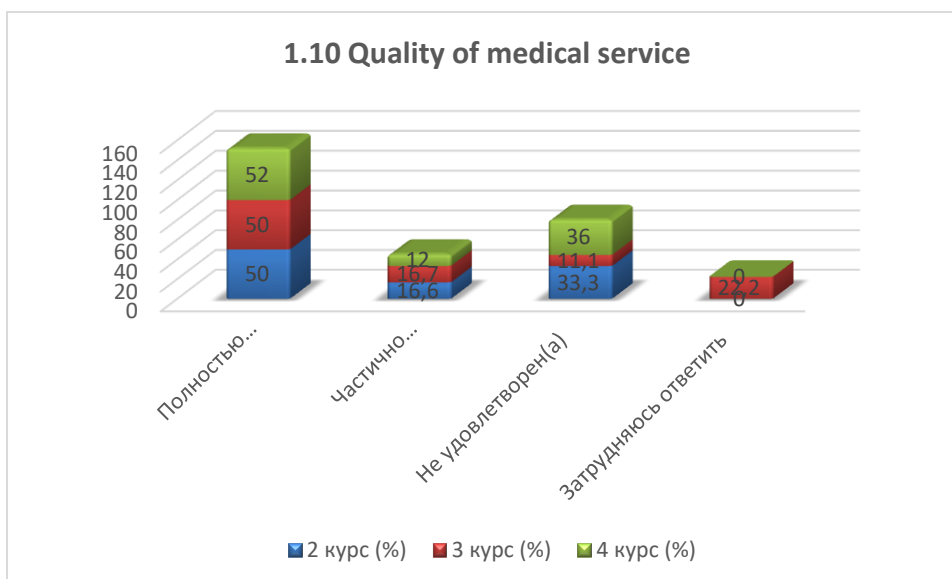
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	38,8	72
Partially satisfied	5,6	22,3	4
Not satisfied	5,6		24

Difficult to answer	38,8	38,8	-
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1.10 Quality of medical service

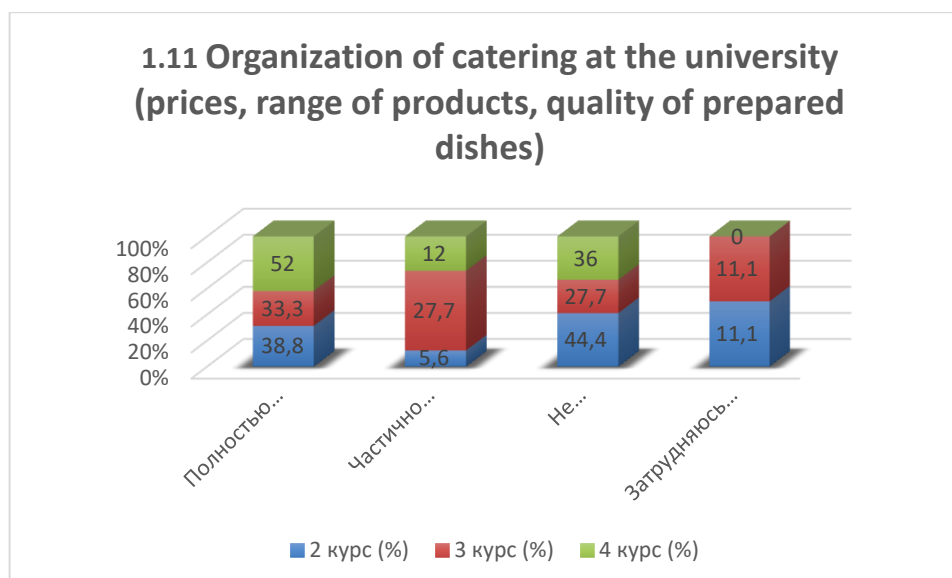
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	50	52
Partially satisfied	16,6	16,7	12
Not satisfied	33,3	11,1	36
Difficult to answer	-	22,2	-



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	38,8	33,3	52
Partially satisfied	5,6	27,7	12
Not satisfied	44,4	27,7	36

Difficult to answer	11,1	11,1	-
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For the option “Other” the students indicated the following options *:

- The toilets are in terrible condition

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

- We need to improve the quality of food in the canteen, the price does not correspond to the quality of food
- Make the prices in the canteen lower
- “Improve the quality of food and sanitation
- in the toilets, the stalls are dirty, there is no soap, the smell is terrible”
- BUY SOAP FOR THE TOILETS!!!
- Practice is not in the specialty. They are sent anywhere, and if they are accepted, they will be thrown to a handyman.
- It is necessary to expand the canteen. And prices are very expensive for students.....
- There are no normal places for internships in logistics. There are only two options: autopark No. 3 and Virazh. There is no logistics in virazh, as it is a service station. And also more books on logistics.

In these cases, the majority of students report their full or partial satisfaction, based on this it can be argued that according to these indicators the quality of services provided at the University meets the expectations of students.

The average level of satisfaction of students is observed for the following indicators of training. For example, it concerns such indicators as “Organization of catering at the university (prices, range of products, quality of prepared dishes)”, the number of those not satisfied was 44.4% in the 2nd year, 27.7% in the 3rd year, 36% in the 4th year.

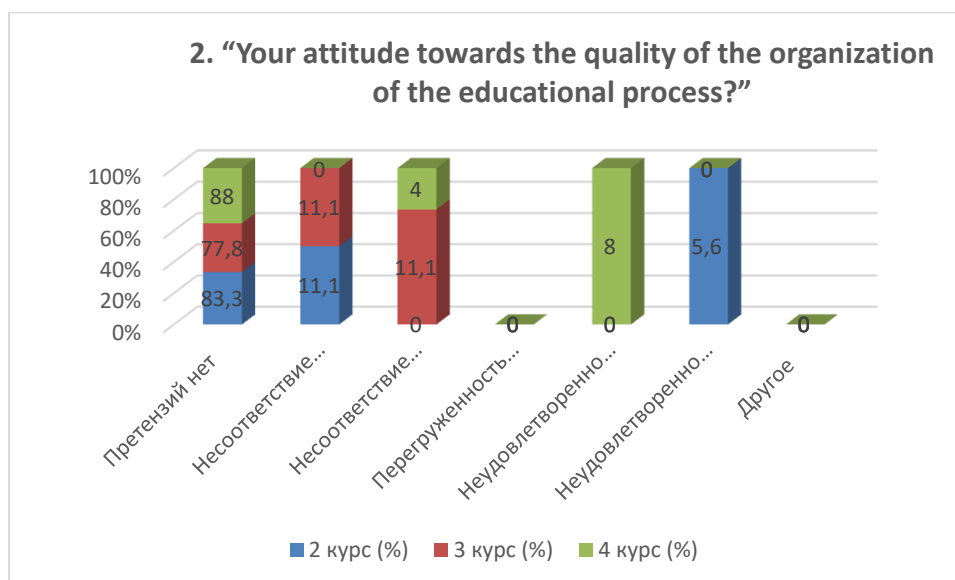
During the questionnaire the following disadvantages were identified: small assortment of offered dishes, a large queue that is formed during peak hours of the canteen, overpriced dishes, etc. All the identified shortcomings significantly affect the effectiveness of the canteen and, most importantly, the public opinion of the visitors of the canteen.

As recommendations for improving the work of canteens, we can suggest, first of all, increasing their opening hours. Also, in order to optimize the work of canteens it is necessary to think about expanding the range of dishes, especially in the evening, reducing the prices for the range of dishes and reducing the time for service.

Thus, a set of proposed measures will allow to solve a number of problems arising in the work of the canteen, which will result in an increase in the quality of services provided.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
No complaints	83,3	77,8	88
Discrepancy between the disciplines studied and the specialty obtained	11,1	11,1	-
Inconsistency between the importance of the subject and the number of hours	-	11,1	4
Overload with classroom activities	-	-	-
Dissatisfaction with the quality of classes	-	-	8
Dissatisfaction with the organization of tests and exams	5,6	-	-
Other	-	-	-



The majority of students responded that there are *no special complaints*: 2nd year - 83.3%, 3rd year - 77.8%, 4th year - 88%. The obtained data indicate an improvement in the quality of the organization of the educational process and educational services of the university. The results of other indicators are distributed differently and are reflected in the table below.

For the option “If you answered “Does not meet or not satisfied” to the previous question, give recommendations for improvement,” students indicated the following options*:

- Everything is fine.

2. 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	77,8	94,4	80
In an oral form	44,4	44,4	40
In the form of a computerized test	55,6	72,2	40
In the form of a test without using a computer	11,1	16,6	44
In the form of a colloquium, conference, project defense, etc.	16,6	-	20
In the form of qualification examination (student's performance of a work operation, production of a product, labor activity evaluated by experts)	-	-	-

* The amount in % is not equal to 100, because it was assumed that there were several possible answers

На вопрос: «**Какие формы проведения итогового зачета или экзамена используются в этой образовательной организации?**» (можно было отметить несколько ответов) большинство респондентов в среднем за три курса – 84% ответили «в письменной форме», на втором месте «в форме компьютерного теста» - 55,6%, а на третьем месте «в устной форме» - 42,9%.

To the question: “**What forms of final credit or examination are used in this educational organization?**” (several answers could be noted) the majority of students in average for three years - 84% answered “in written form”, in second place “in the form of a computer test” - 55.6%, and in third place “in oral form” - 42.9%.

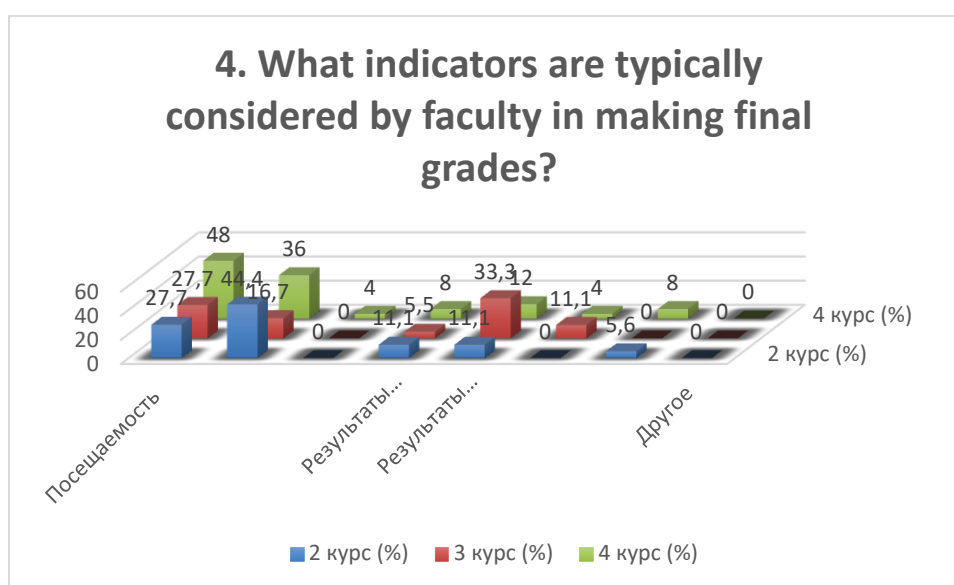
Despite the different forms of the final test or exam, which are used by the university, students should thoroughly prepare, answer the questions and get the deserved “result”. Failure to pass the test or exam on time is an academic debt, which may later develop into a reason for expulsion from the university.

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

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

Attendance	27,7	27,7	48
Activity in classes (seminars), answering the teacher's questions, solving problems, etc.	44,4	16,7	36
Reports and speeches at classes (seminars)	-	-	4
Results of intermediate control works, tests, colloquiums, etc.	11,1	5,5	8
Results of internships, laboratory and other practical works	11,1	33,3	12
Evaluation of abstracts, essays, etc.	-	11,1	4
Results of the final exam on the course	5,6	-	8
Other	-	-	-



Assessment of students' academic achievements is based on the point-rating system, according to which the final grade of the student for the semester for each discipline is derived from the summation of rating points received by him in all control activities in the discipline during the semester and in the final control (exam). In this case, 60% of the final grade falls on the current and end-of-term control, and 40% - on the assessment of the exam.

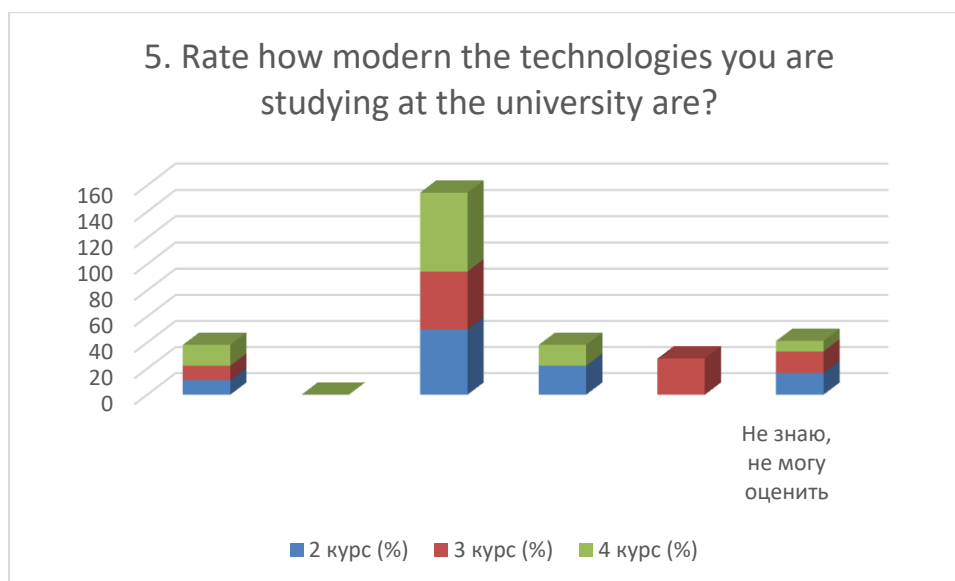
In response to the question, **“What indicators do faculty members typically consider when giving final grades?”**

On average for 3 years, the first place is occupied by the answer “Activity in classes (seminars), answers to the teacher's questions, solving problems, etc.” - 32.3%, in the second place “Attendance” - 34.4%.

5. Rate how modern the technologies you are studying at the university are?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
These are the most advanced	11,1	11,1	16

technologies, they are not yet available in real production			
These are modern technologies, they are used by leading companies	-	-	-
These are quite modern technologies, they are used, but I know more modern ones.	50	44,4	60
These are technologies of yesterday that are no longer on the market.	22,2	27,7	16
I don't know, I can't estimate	16,6	16,6	8

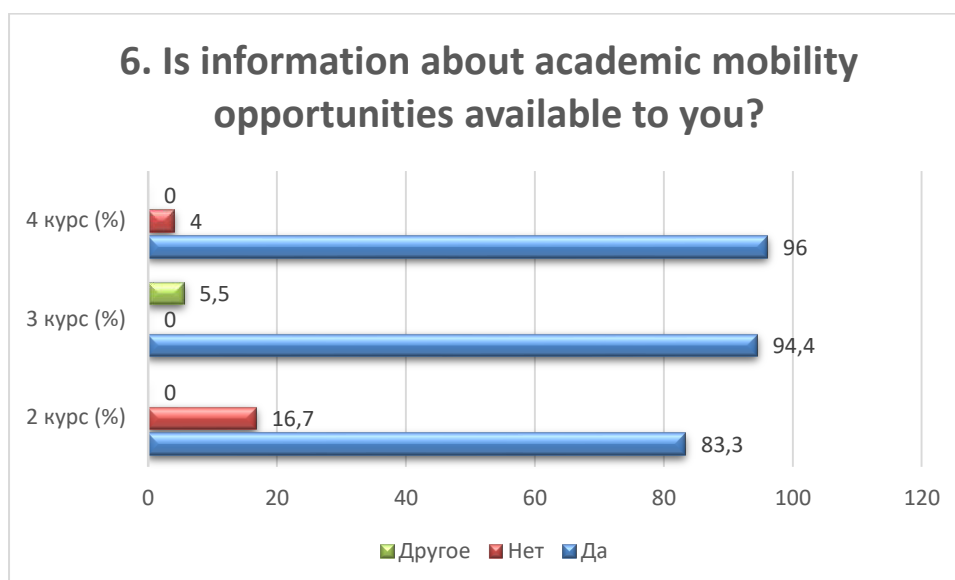


For the option “If you answered “Don't know, can't estimate” to the previous question, give recommendations for improvement” students indicated the following option*:

An important feature of modern education is its continuous improvement. In the conditions of transition to the new generation standards in the educational process of the university there is a need to use modern educational technologies. Scientific and technological progress, informatization of society require students to master special qualities in the modern educational process.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	83,3	94,4	96
No	16,7	-	4
Other	-	5,5	-



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

- Insufficient and short deadlines

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

- everything is fine

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 _____

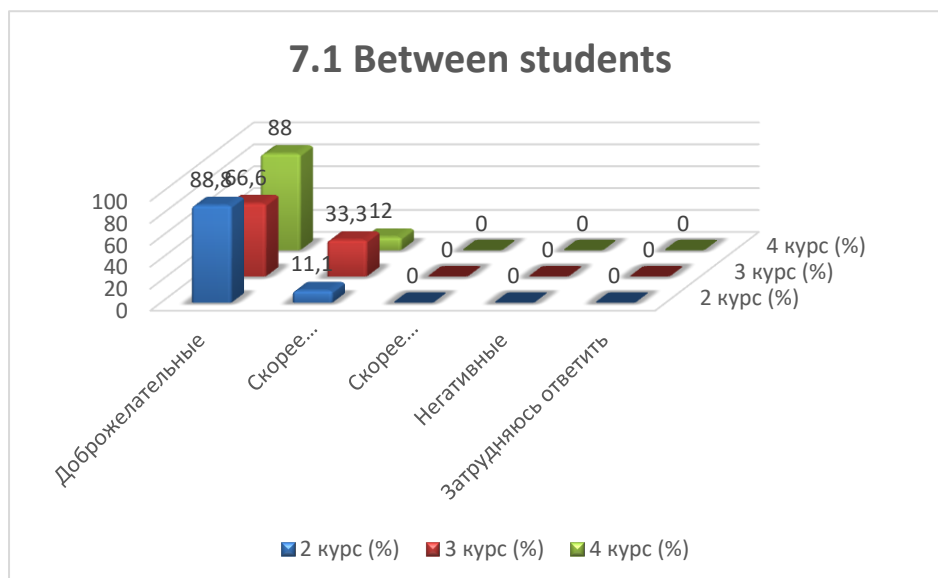
For the option “If you answered “Rather benevolent than not benevolent” and “Negative” to the previous question, give recommendations for improvement,” students indicated the following options _____

7.1 Between students

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	88,8	66,6	88
Rather benevolent than not benevolent	11,1	33,3	12

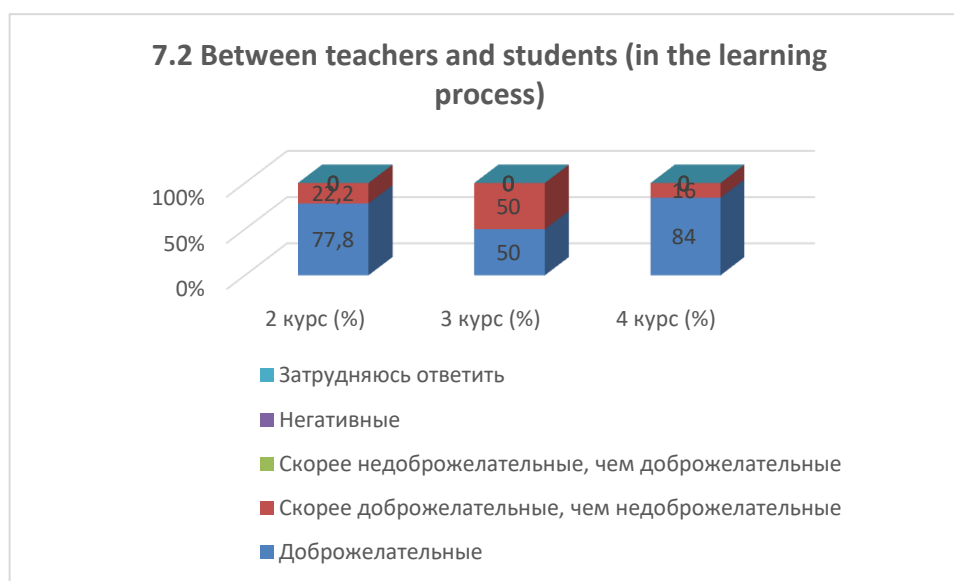
* Students' answers to the option “other” and “if you answered “not satisfied.....” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

Rather not benevolent than benevolent	-	-	-
Negative	-	-	-
Difficult to answer	-	-	-



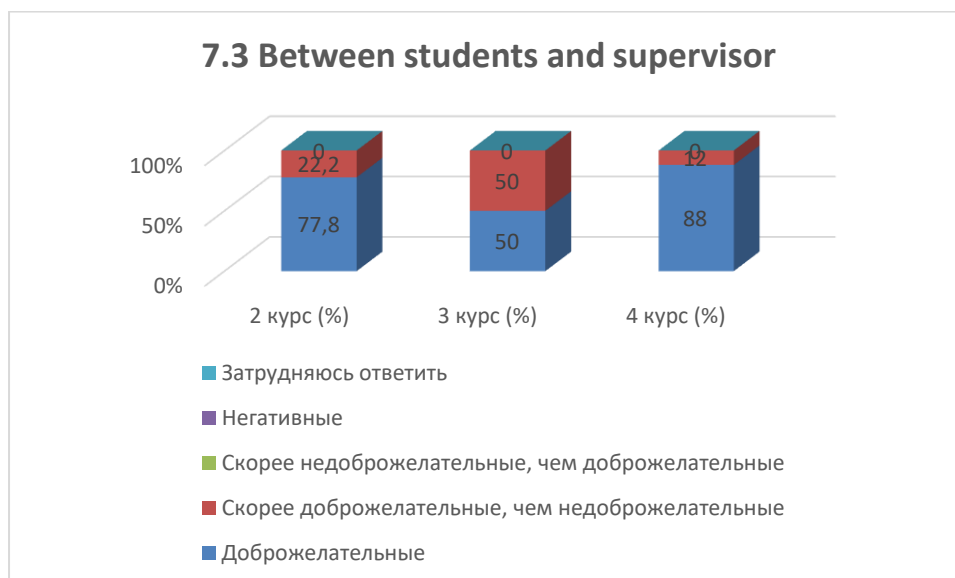
7.2 Between teachers and students (in the learning process)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	77,8	50	84
Rather benevolent than not benevolent	22,2	50	16
Rather not benevolent than benevolent	-	-	-
Negative	-	-	-
Difficult to answer	-	-	-



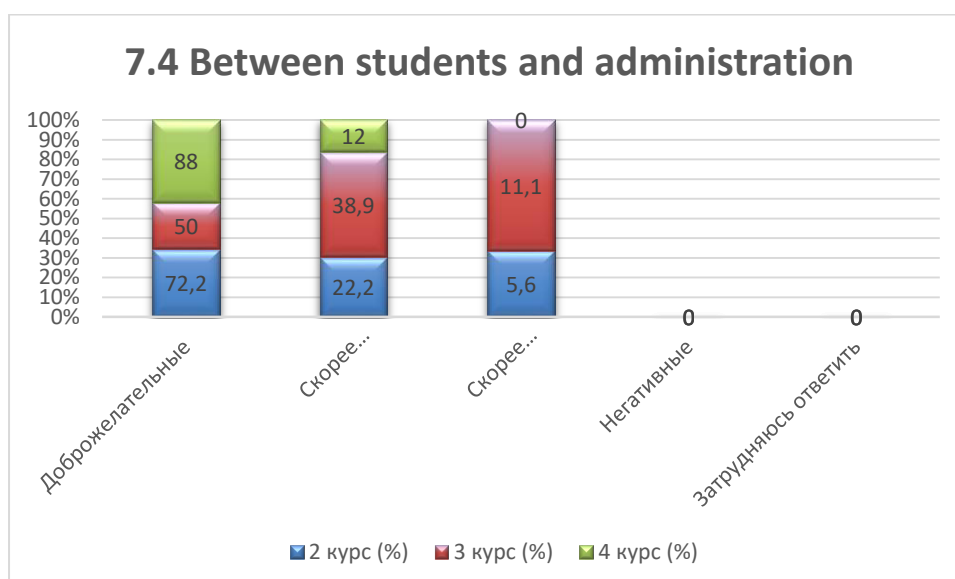
7.3 Between students and supervisor

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	77,8	50	88
Rather benevolent than not benevolent	22,2	50	12
Rather not benevolent than benevolent	-	-	-
Negative	-	-	-
Difficult to answer	-	-	-



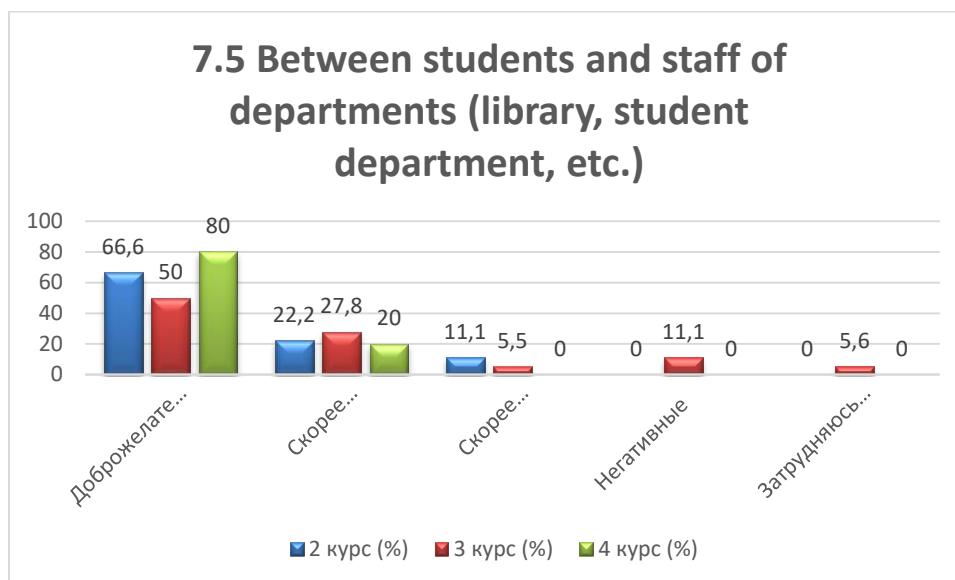
7.4 Between students and administration

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	72,2	50	88
Rather benevolent than not benevolent	22,2	38,9	12
Rather not benevolent than benevolent	5,6	11,1	-
Negative	-	-	-
Difficult to answer	-	-	-



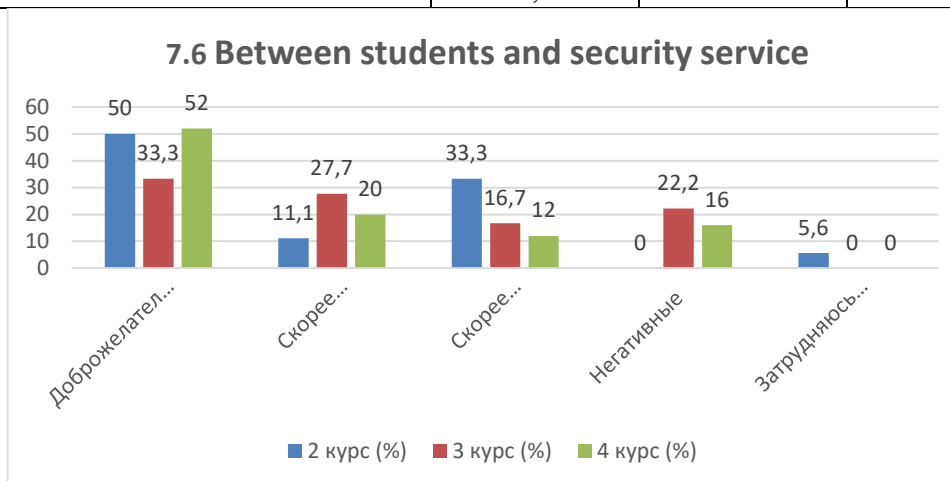
7.5 Between students and staff of departments (library, student department, etc.)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	66,6	50	80
Rather benevolent than not benevolent	22,2	27,8	20
Rather not benevolent than benevolent	11,1	5,5	-
Negative	-	11,1	-
Difficult to answer	-	5,6	-



7.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	50	33,3	52
Rather benevolent than not benevolent	11,1	27,7	20
Rather not benevolent than benevolent	33,3	16,7	12
Negative	-	22,2	16
Difficult to answer	5,6	-	-



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

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*:

- The security in building 1 is terrible.

As can be seen from the presented results, the relations between students, teachers and students (in the learning process), supervisors and students 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.

For the remaining indicators “Rather not benevolent than benevolent” the answers of the students were distributed as follows:

- Between students and administration - 2nd year (5.6%) - 3rd year (11.1%) “Rather not benevolent than benevolent”;
- Between students and staff of departments (library, student department, etc.) - 3rd year (22.2%) - 3rd year (16%)
- Between students and security -3rd year (22.2%) and 4th year (16%) are negative.

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	11,1	33,3	24
Quality of teaching (conducting classes, assessment of knowledge, etc.).	22,2	27,7	16
Work of administration (department, etc.)	5,6	16,6	12
Quality of food and prices in the student canteen	66,7	16,6	48
Quality of living conditions in the dormitory	5,6	5,5	8
Employment in the specialty	22,2	61,1	44
Quality of internship organizations	16,7	27,7	28
Other	-	-	-

* The amount in % is not equal to 100, because it was assumed that there were several possible answers

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

9. Do you take part in scientific work of the university? If yes, in what forms?

(mark all appropriate answers)

* 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.

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Did not participate	88	88,8	76
Sometimes, when it is necessary for formal reasons	16,6	-	24
In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.	-	-	4
In scientific projects of laboratories, clubs, circles, etc. free of charge	-	5,6	4
Attended scientific seminars, clubs and other scientific events	5,6	-	4
Speaker at a conference (including a student conference), scientific seminar)	-	-	-
Participated in a student scientific work competition	-	5,6	8
Published the results of his research (including in student collections)	-	-	-

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

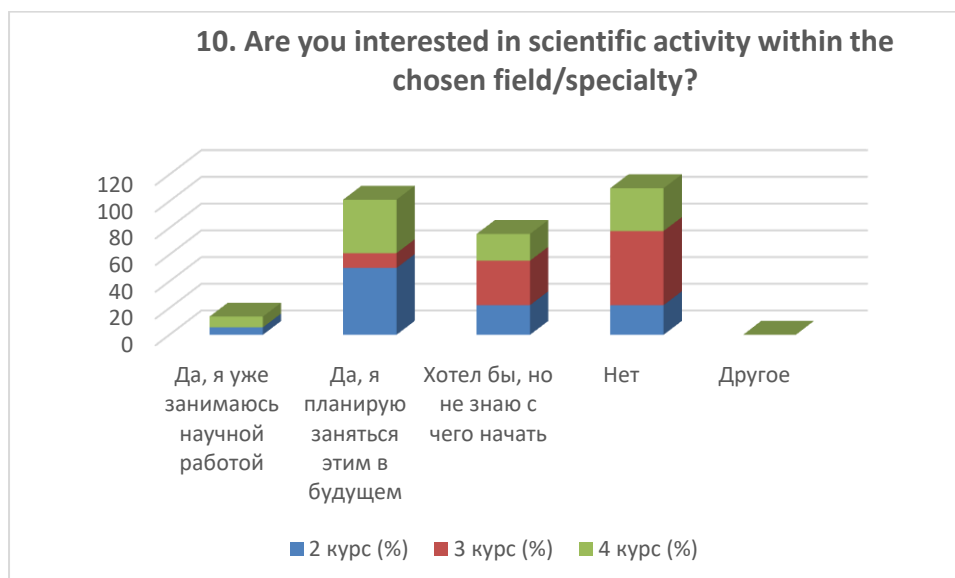
For the option “**If you answered “Did not participate” to the previous question, write why**”, students indicated the following options*:

- no time to participate in university processes because I have to work

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	5,6	-	8
Yes, I plan to do it in the future	50	11,1	40
I would like to, but I don't know where to start	22,2	33,3	20
No	22,2	55,5	32
Other	-	-	-

* 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.



On “other” the students indicated* :

For the option “If you answered “I would like to, but don't know where to start” or “No” to the previous question, write why”, students indicated the following options* :

- Because I don't want to;
- There's no need

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	22,2	11,1	12
Creative clubs	-	-	4
Student Trade Union “Zhas Orda”	22,2	-	4
I don't use anything	55,5	88,8	80
Other	-	-	-



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

- There is no time

12. How satisfied are you with the material base of our university?

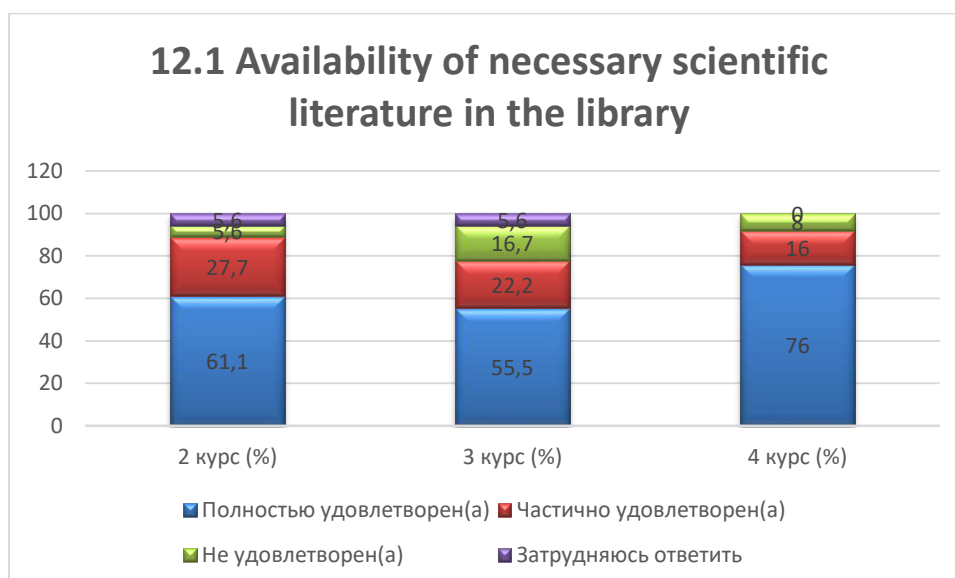
12.1 Availability of necessary scientific literature in the library
12.2 Modernity of computer equipment
12.3 Internet channel width and speed
12.4 Modernity of software
12.5 Availability of educational and scientific equipment
12.6 Availability of laboratories and specialized classrooms
12.7 Availability of sports equipment

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

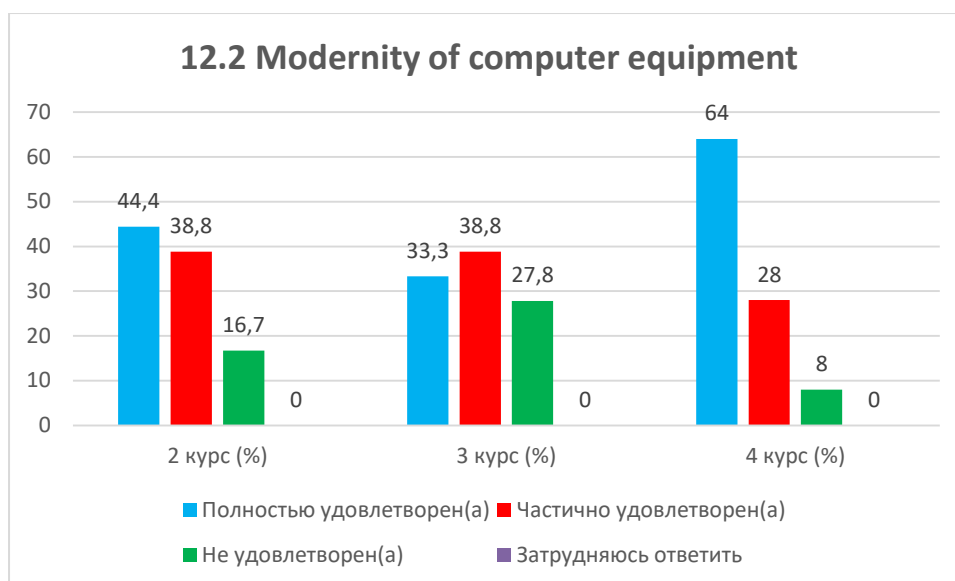
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	61,1	55,5	76
Partially satisfied	27,7	22,2	16
Not satisfied	5,6	16,7	8
Difficult to answer	5,6	5,6	-



12.2 Modernity of computer equipment

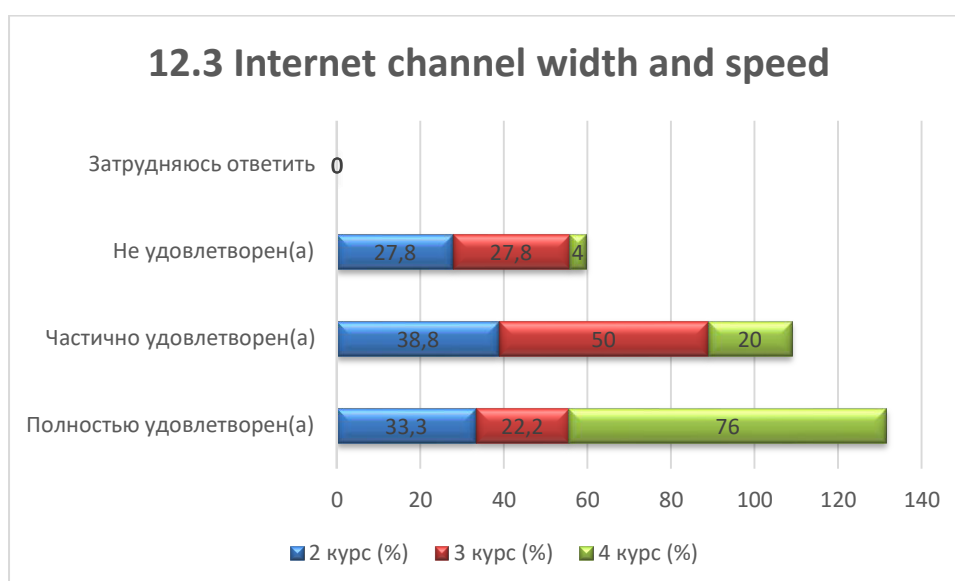
* Students' answers to the option “other” and “if you answered “not satisfied.....” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	44,4	33,3	64
Partially satisfied	38,8	38,8	28
Not satisfied	16,7	27,8	8
Difficult to answer	-	-	-



12.3 Internet channel width and speed

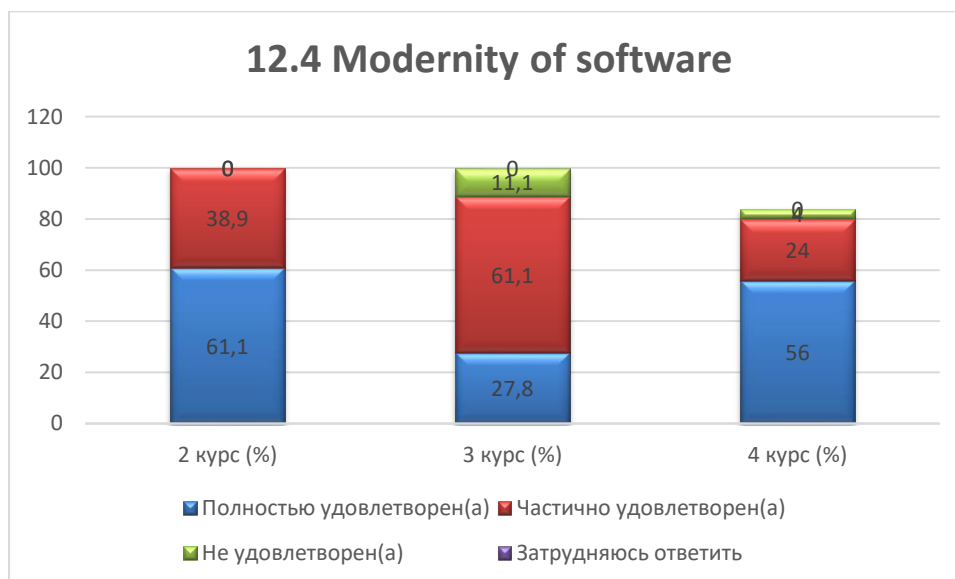
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	33,3	22,2	76
Partially satisfied	38,8	50	20
Not satisfied	27,8	27,8	4
Difficult to answer	-	-	-



12.4 Modernity of software

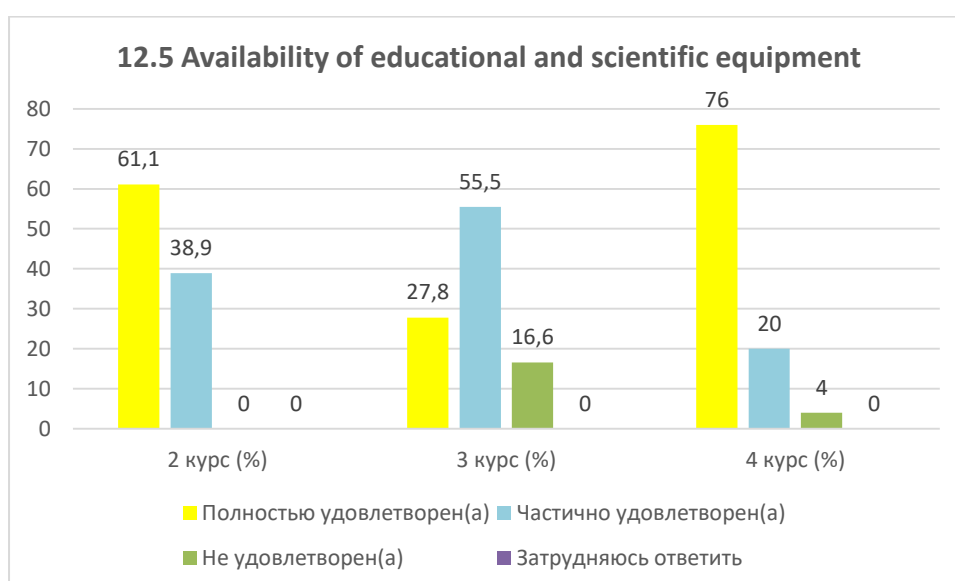
Answer options	2nd year	3rd year	4th year
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	(%)	(%)	(%)
Completely satisfied	61,1	27,8	56
Partially satisfied	38,9	61,1	24
Not satisfied	-	11,1	4
Difficult to answer	-	-	-



12.5 Availability of educational and scientific equipment

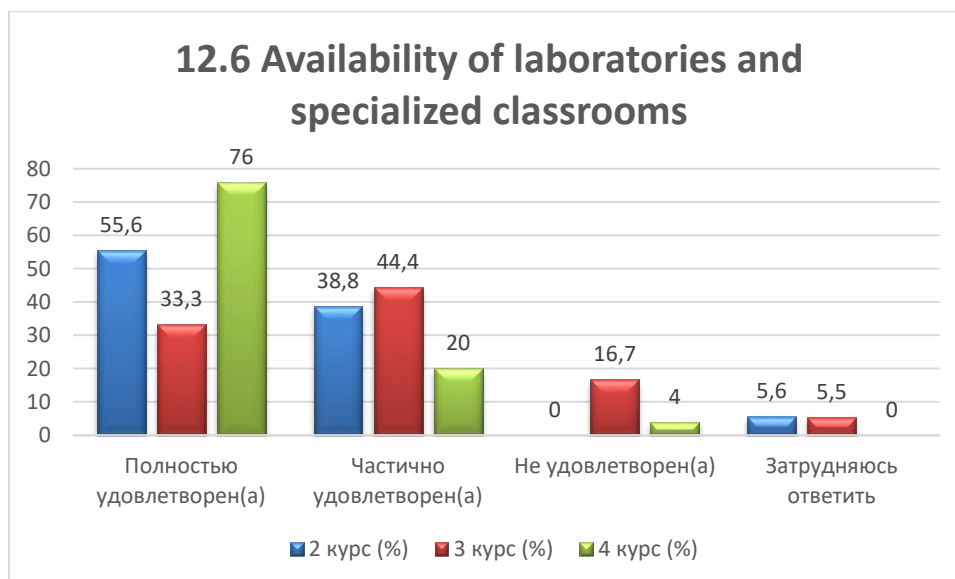
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	61,1	27,8	76
Partially satisfied	38,9	55,5	20
Not satisfied	-	16,6	4
Difficult to answer	-	-	-



12.6 Availability of laboratories and specialized classrooms

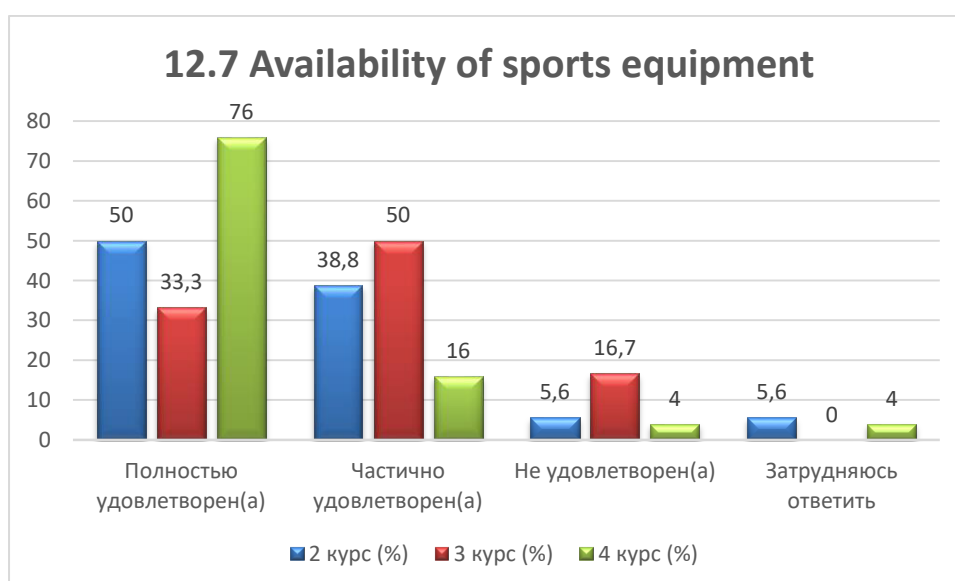
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	55,6	33,3	76

Partially satisfied	38,8	44,4	20
Not satisfied	-	16,7	4
Difficult to answer	5,6	5,5	-



12.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	33,3	76
Partially satisfied	38,8	50	16
Not satisfied	5,6	16,7	4
Difficult to answer	5,6	-	4



Other

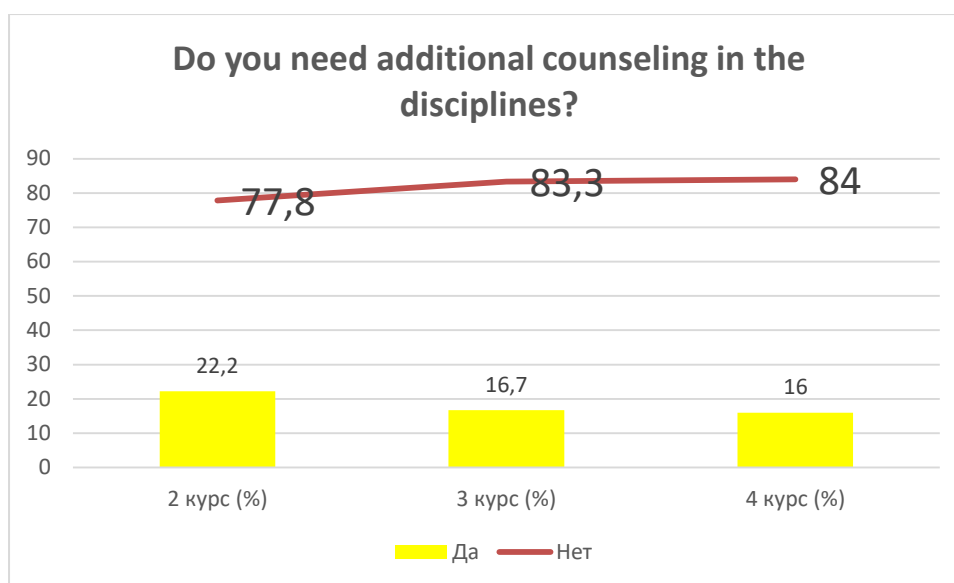
- The condition of gyms, locker rooms, exercise equipment is old, table tennis rackets are in terrible condition

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*:

- change the gym for more modern gym equipment;
- there are no normal equipment in gyms, the supply of gyms is terrible, equipment is old, balls are in poor condition

13. Do you need additional counseling in the disciplines?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	22,2	16,7	16
No	77,8	83,3	84



For the option “If you answered “Yes” to the previous question, then write down the discipline in which you need additional counseling” the students indicated the following options*:

- More modern literature

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	77,8	22,2	84
Receive a diploma of completion	66,6	66,6	76
Gain the ability to acquire new knowledge that will help you quickly adapt in the workplace	44,4	33,3	52
Gain practical skills that you can	16,6	11,1	8

* 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.

immediately use at work			
Get a diploma, the prestige of the university does not matter	16,6	16,6	12
Graduate from a prestigious university	-	-	-
Get a highly paid profession	27,7	22,2	36
Get a profession that is interesting and matches your abilities	22,2	5,5	12
Get a diploma with high grades	22,2	-	24
You need to learn only what is interesting or will be needed in further study (work)	-	5,5	4
It's not so important to graduate from this particular university, in what specialty	-	5,5	12

** 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).

- Sanitary condition of the toilets,
- In my opinion, there are enough questions
- food at the university.
- I don't need to add anything else