

Report
on the results of the questionnaire
“Satisfaction of 2nd-5th year students with educational services”
for the 2023 – 2024 year

Department: “Transport Equipment and Logistic Systems”

Specialty: 6B11302 Logistics

Center for Quality Management and Accreditation, in October 2023 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 “Logistics” 43 students took part in the questionnaire.

- 2nd year – 14 students (48,3%);
- 3rd year – 15 students (68,1%);
- 4th year – 14 students (87,5%).

Form of training

- Budget - 18 students (41,9%);
- Paid - 25 students (58,1%).

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

Indicators:

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

1.1 The learning process as a whole
1.2 Class schedule
1.3 Organization of independent work
1.4 Internship
1.5 Organization and carrying out of SIWT
1.6 Organization and conduct of laboratory works
1.7 Satisfaction with the work of the library
1.8 Possibility of access to full-text databases of scientific publications
1.9 Living conditions in the dormitory
1.10 Quality of medical service
1.11 Organization of catering at the university (prices, range of products, quality of prepared dishes)

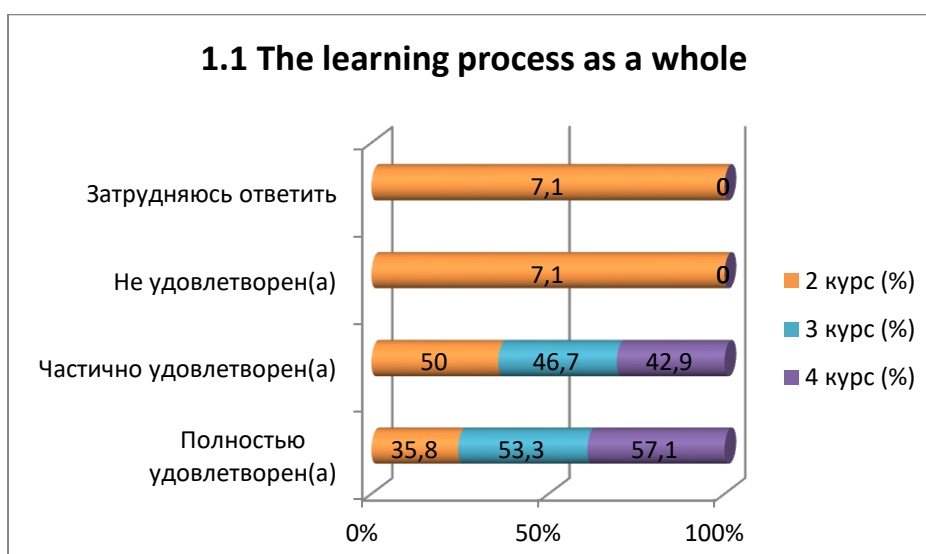
Other _____

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

1.1 The learning process as a whole

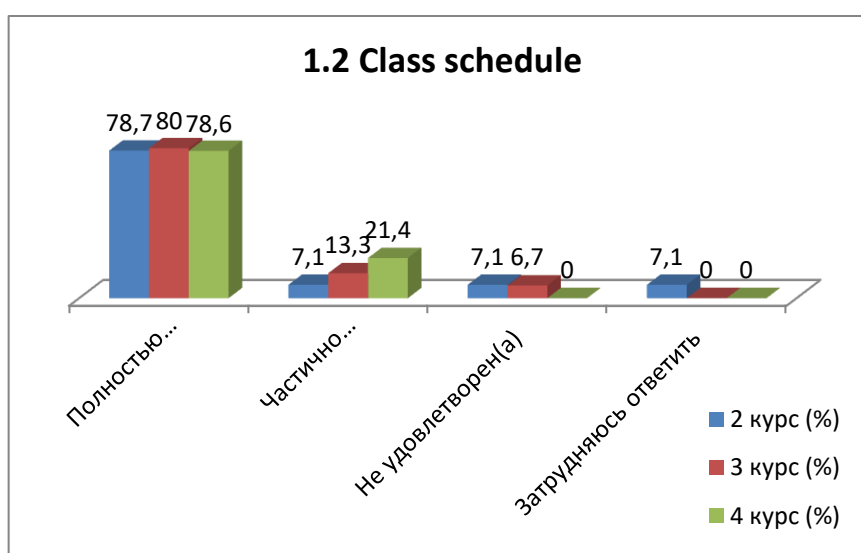
Answer options	2nd year (%)	3rd year (%)	4th year
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			(%)
Completely satisfied	35,8	53,3	57,1
Partially satisfied	50	46,7	42,9
Not satisfied	7,1	-	-
Difficult to answer	7,1	-	-



1.2 Class schedule

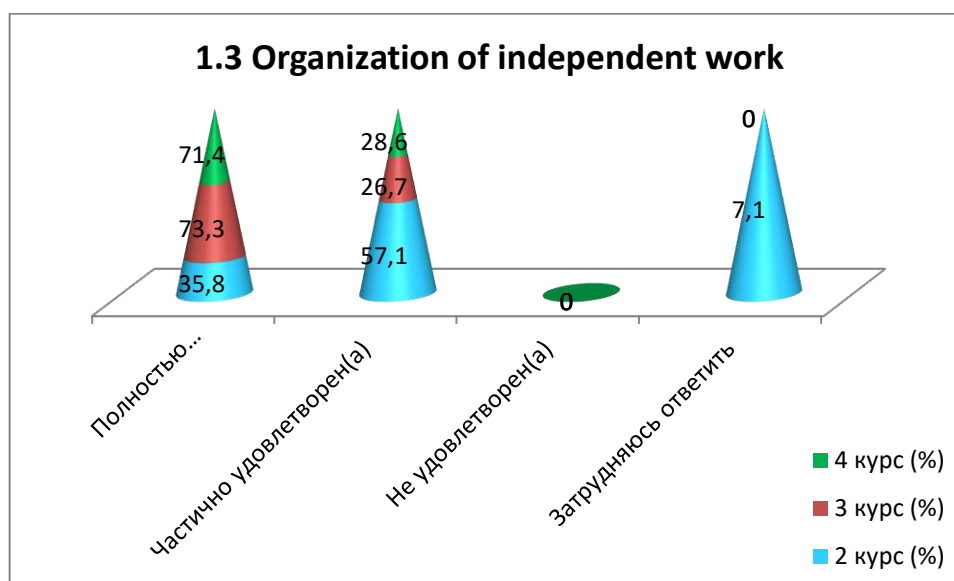
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	78,7	80	78,6
Partially satisfied	7,1	13,3	21,4
Not satisfied	7,1	6,7	-
Difficult to answer	7,1	-	-



1.3 Organization of independent work

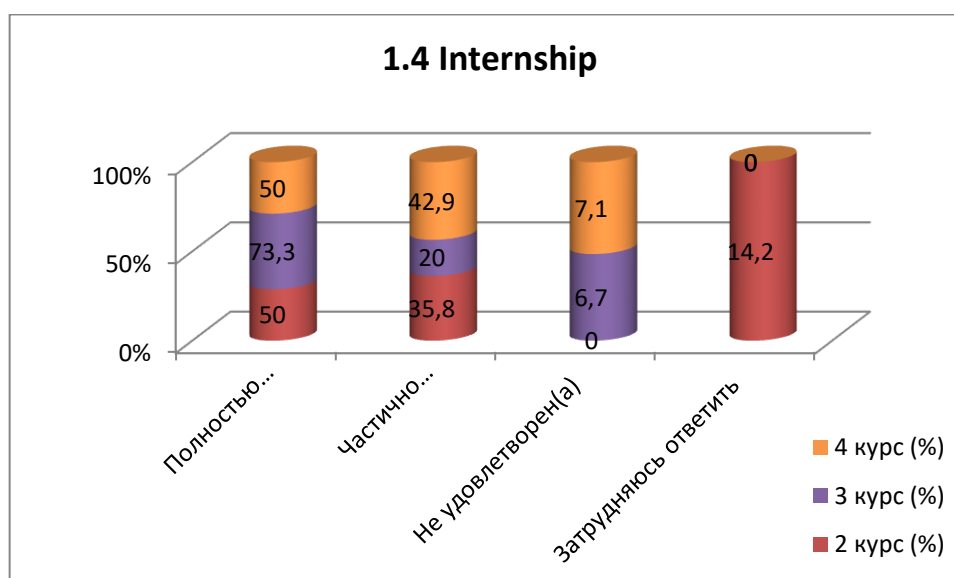
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	35,8	73,3	71,4

Partially satisfied	57,1	26,7	28,6
Not satisfied	-	-	-
Difficult to answer	7,1	-	-



1.4 Internship

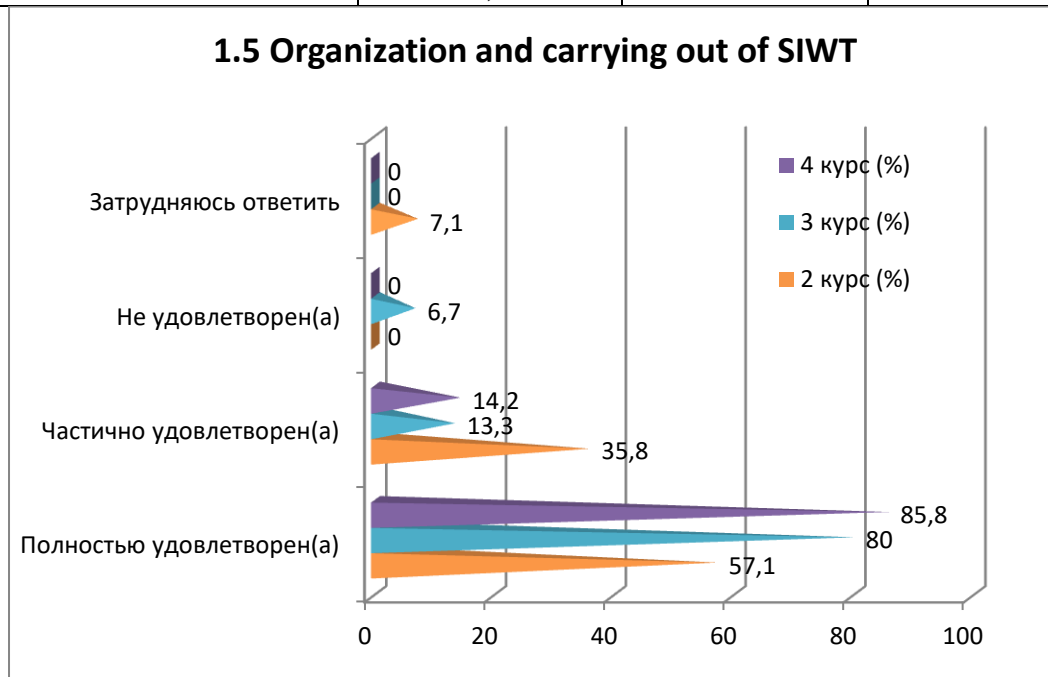
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	73,3	50
Partially satisfied	35,8	20	42,9
Not satisfied	-	6,7	7,1
Difficult to answer	14,2	-	-



1.5 Organization and carrying out of SIWT

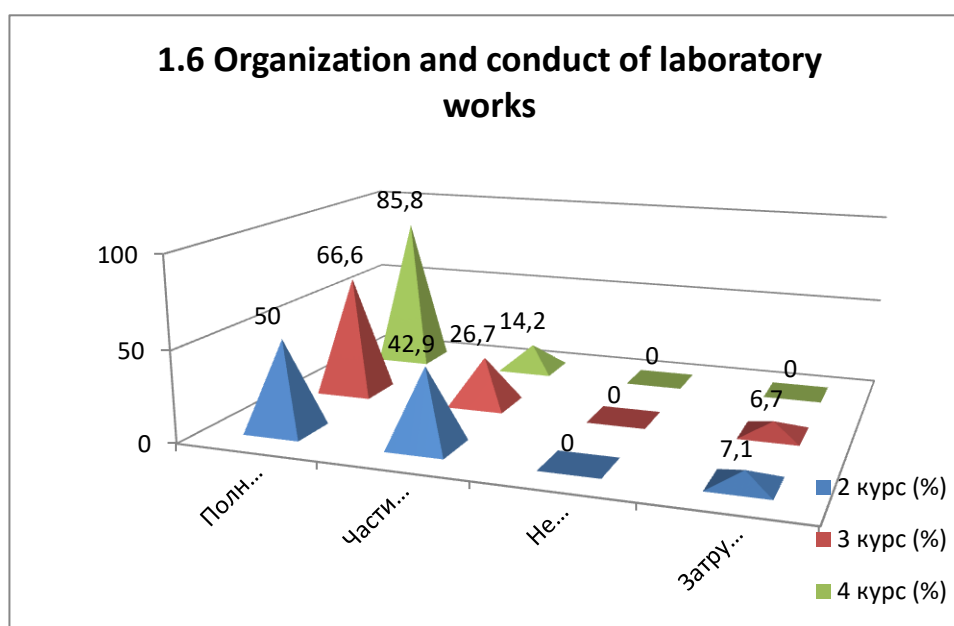
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	57,1	80	85,8
Partially satisfied	35,8	13,3	14,2

Not satisfied	-	6,7	-
Difficult to answer	7,1	-	-



1.6 Organization and conduct of laboratory works

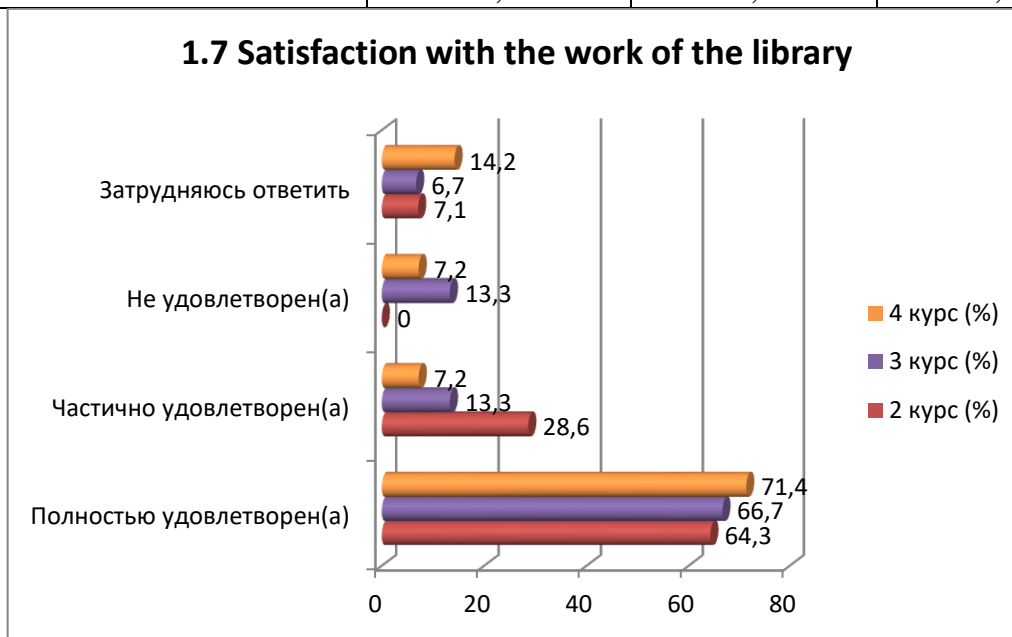
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	66,6	85,8
Partially satisfied	42,9	26,7	14,2
Not satisfied	-	-	-
Difficult to answer	7,1	6,7	-



1.7 Satisfaction with the work of the library

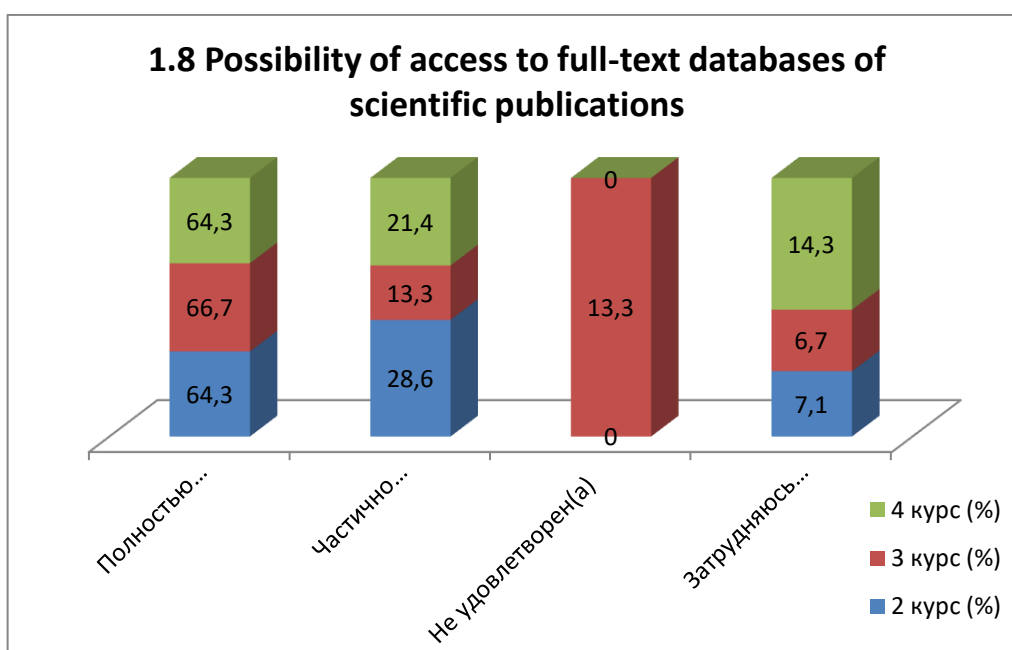
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	64,3	66,7	71,4

Partially satisfied	28,6	13,3	7,2
Not satisfied	-	13,3	7,2
Difficult to answer	7,1	6,7	14,2



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

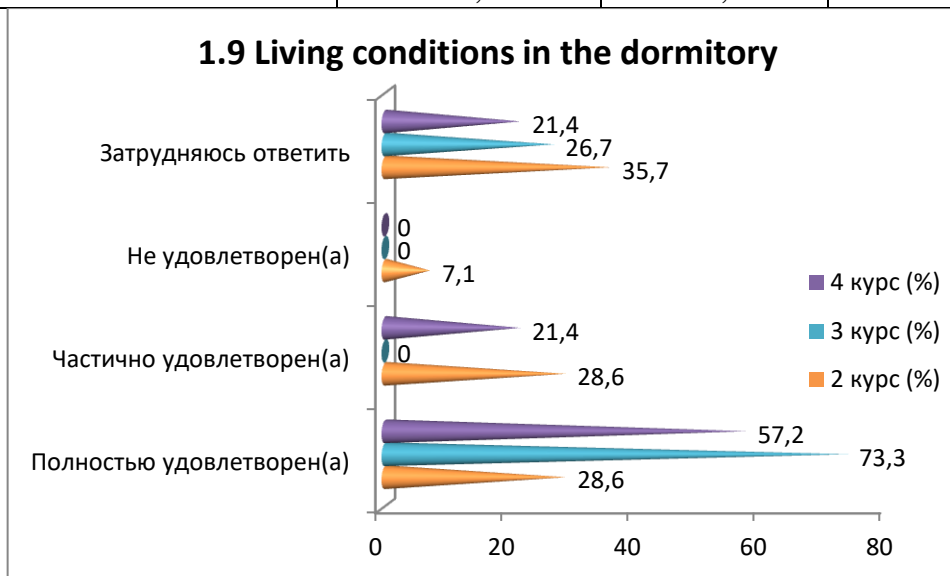
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	64,3	66,7	64,3
Partially satisfied	28,6	13,3	21,4
Not satisfied	-	13,3	-
Difficult to answer	7,1	6,7	14,3



1.9 Living conditions in the dormitory

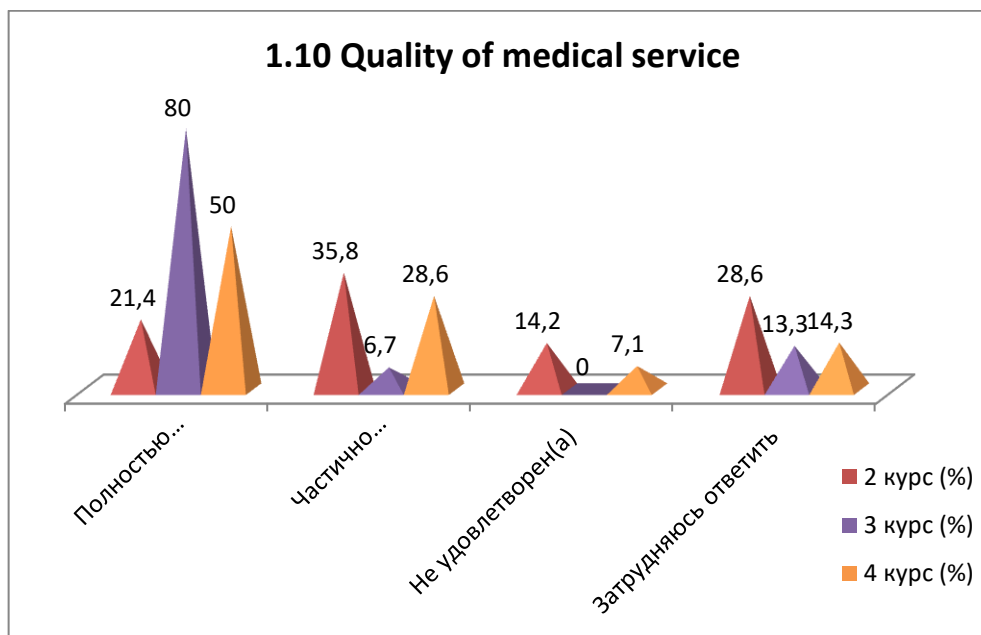
Answer options	2nd year (%)	3rd year (%)	4th year (%)
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Completely satisfied	28,6	73,3	57,2
Partially satisfied	28,6	-	21,4
Not satisfied	7,1	-	-
Difficult to answer	35,7	26,7	21,4



1.10 Quality of medical service

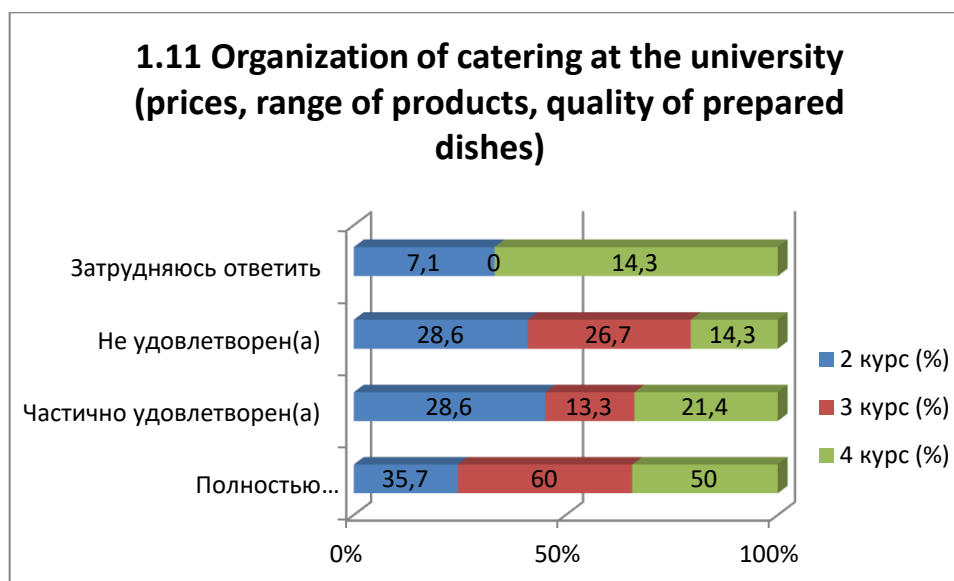
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	21,4	80	50
Partially satisfied	35,8	6,7	28,6
Not satisfied	14,2	-	7,1
Difficult to answer	28,6	13,3	14,3



1.11 Organization of catering at the university (prices, range of products, quality of prepared dishes)

Answer options	2nd year (%)	3rd year	4th year
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		(%)	(%)
Completely satisfied	35,7	60	50
Partially satisfied	28,6	13,3	21,4
Not satisfied	28,6	26,7	14,3
Difficult to answer	7,1	-	14,3



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

- No

- We are not satisfied with several positions. First, the sanitary and hygienic condition of the toilet rooms of the first building: there is no soap, although there was at the beginning of the school year. This issue has already been raised many times. Absence of hot water - from the same category: if to position itself, as the leading higher education institution of Kazakhstan, the external appearance can be supported. The same first building was clearly not designed for the existing number of students: this is reflected in the queues in the dining room / checkroom / on the way out; it is organized very irrationally. The organization of educational work is nonsense. Does anyone really believe that there is still something to be done with those who “lie along the bedside”. Were the writers of this system not students? Don't they realize how much information passes through a modern person every day: sound, text. Why else should we be loaded with information? Many people combine work with study, every minute counts, and hours of life are wasted. They don't believe it? Let them look at the level of culture of students! Did this “education” have any effect on anything? What a huge number of students have not yet grown up from school! Because the model of education is no different. Non-seriousness, lack of understanding of why they're here at all. And this is called “Higher Education”? It's a shame and a disgrace! People came to learn, not to be educated: they have their own authorities for that. This message will not affect anything, everything will continue to happen “for a tick”, to please the bureaucratic, murderous machine, which was formed and is supported by those interested in this circle of people. I sincerely hope that the letter will go no further than this questionnaire: a pledge of confidentiality has been given.

* 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.

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

- The price does not match the quality of the food
- Abolish the education system. Let people get knowledge and learn in peace. Add soap to the toilets - nothing complicated!
- No
- Be more friendly

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
No complaints	85,8	73,3	85,8
Discrepancy between the disciplines studied and the specialty obtained	-	6,7	7,1
Inconsistency between the importance of the subject and the number of hours	7,1	-	-
Overload with classroom activities	-	-	-
Dissatisfaction with the quality of classes	7,1	13,3	-
Dissatisfaction with the organization of tests and exams	-	-	-
Other	-	6,7	7,1



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

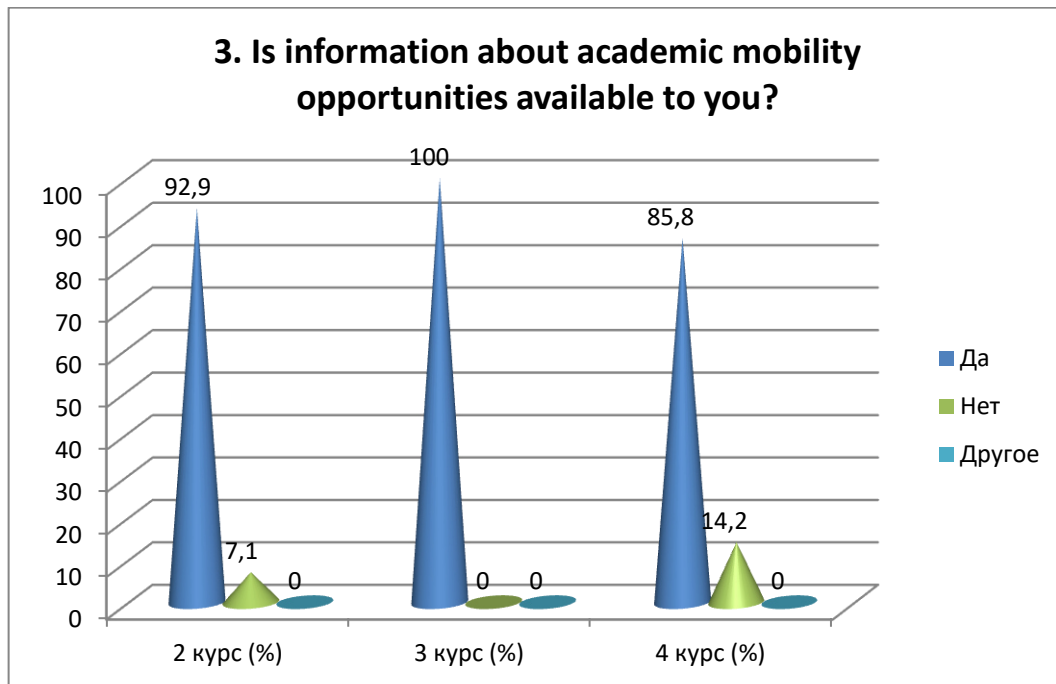
- There's no limit to perfection.
- everything is satisfactory.

For the option “If you answered ‘Does not meet or satisfy’ to the previous question, give recommendations for improvement,” trainees indicated the following варианты:

- Make breaks longer than 10 minutes.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	92,9	100	85,8
No	7,1	-	14,2
Other	-	-	-



4. What do you think the relationship is:

4.1 Between students
4.2 Between teachers and students (in the educational process)
4.3 Between student and 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

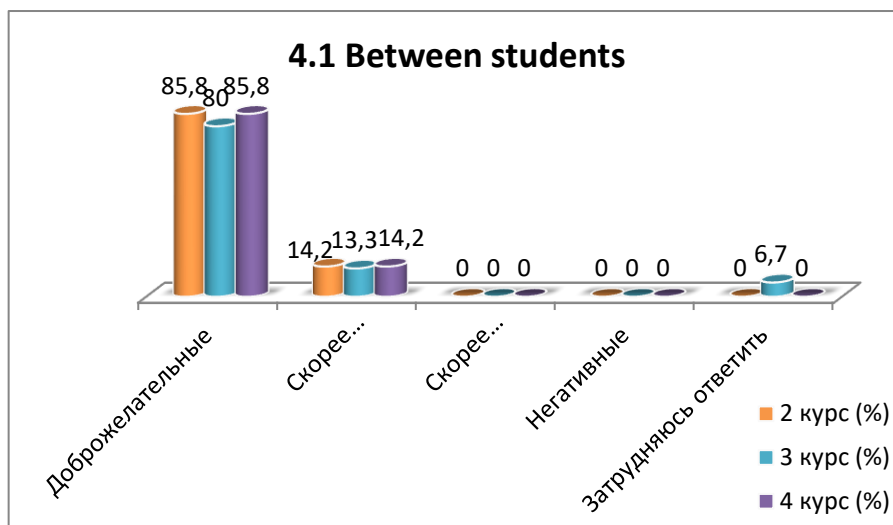
Other _____

If you answered “Rather unfriendly than benevolent” and “Negative” to the previous question, give recommendations for improvement _____

4.1 Between students

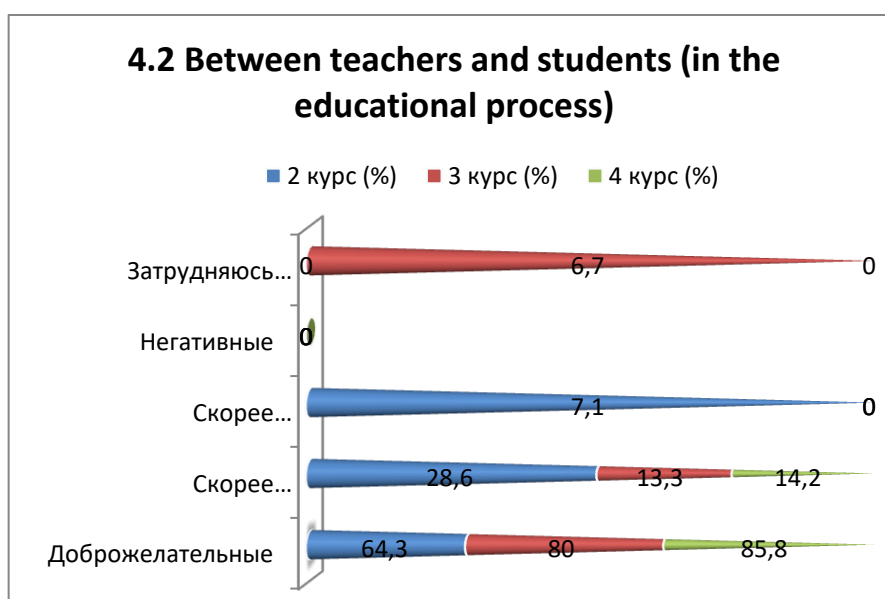
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	85,8	80	85,8

Rather benevolent than unfriendly	14,2	13,3	14,2
Rather unfriendly than benevolent	-	-	-
Negative	-	-	-
Difficult to answer	-	6,7	-



4.2 Between teachers and students (in the educational process)

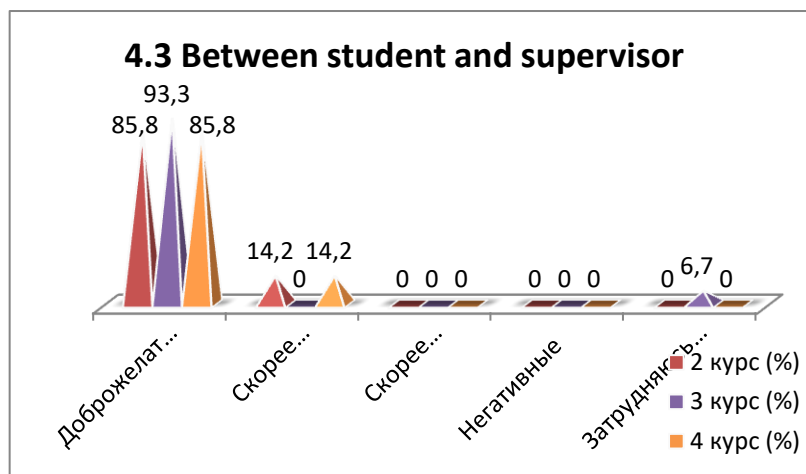
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	64,3	80	85,8
Rather benevolent than unfriendly	28,6	13,3	14,2
Rather unfriendly than benevolent	7,1	-	-
Negative	-	-	-
Difficult to answer	-	6,7	-



4.3 Between student and supervisor

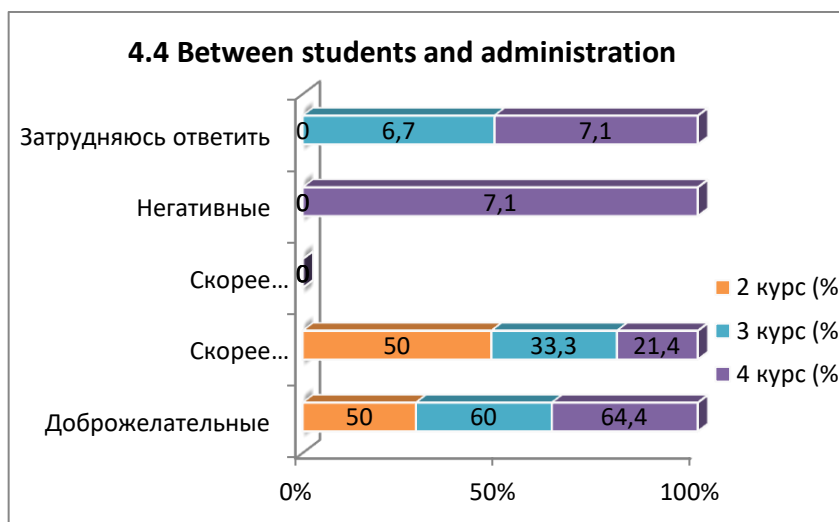
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	85,8	93,3	85,8

Rather benevolent than unfriendly	14,2	-	14,2
Rather unfriendly than benevolent	-	-	-
Negative	-	-	-
Difficult to answer	-	6,7	-



4.4 Between students and administration

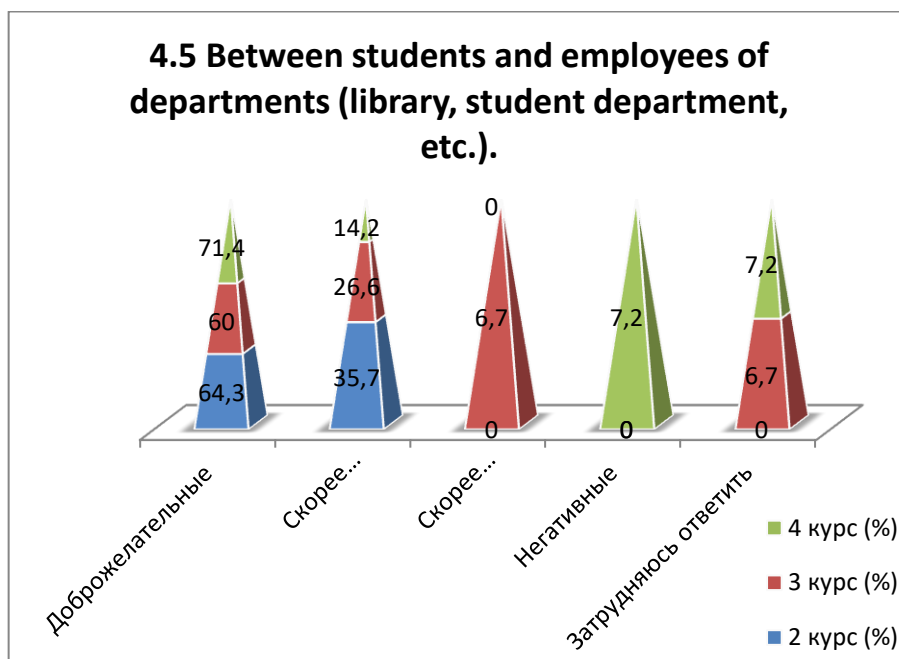
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	50	60	64,4
Rather benevolent than unfriendly	50	33,3	21,4
Rather unfriendly than benevolent	-	-	-
Negative	-	-	7,1
Difficult to answer	-	6,7	7,1



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

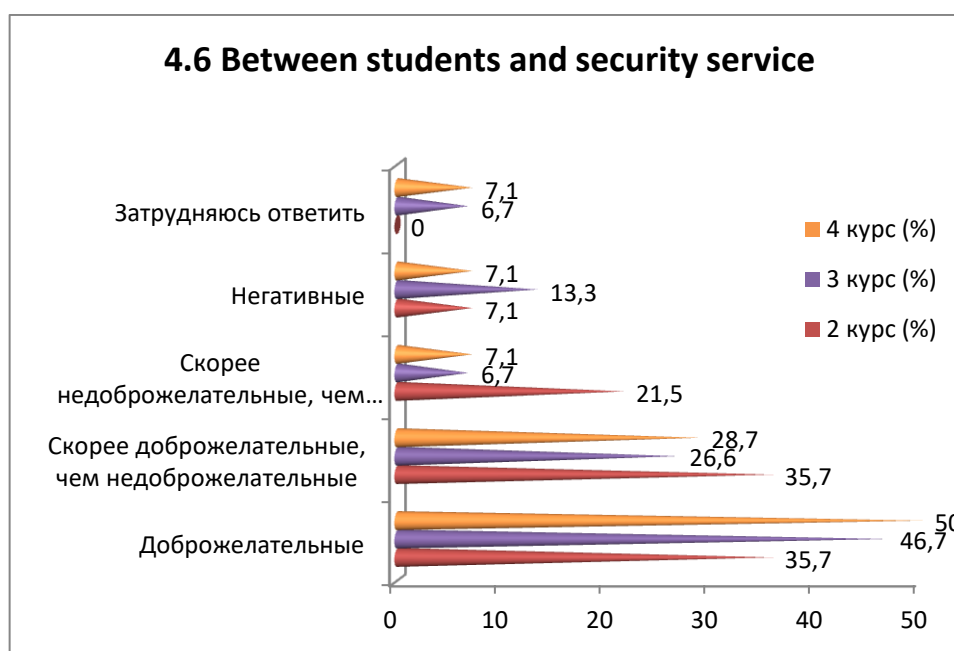
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	64,3	60	71,4
Rather benevolent than unfriendly	35,7	26,6	14,2
Rather unfriendly than benevolent	-	6,7	-

Negative	-	-	7,2
Difficult to answer	-	6,7	7,2



4.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	35,7	46,7	50
Rather benevolent than unfriendly	35,7	26,6	28,7
Rather unfriendly than benevolent	21,5	6,7	7,1
Negative	7,1	13,3	7,1
Difficult to answer	-	6,7	7,1



For the option “If you answered ‘Rather unfriendly than benevolent’ and ‘Negative’ to the previous question, give recommendations for improvement,” students indicated the following options*:

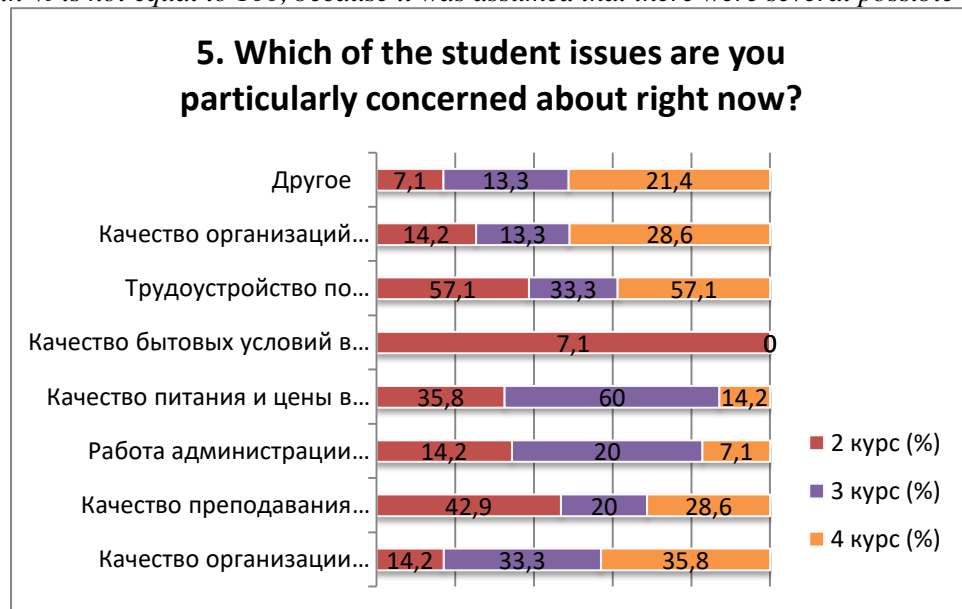
- The security service, in particular the men, should improve the level of politeness and literacy
- Security guards allow themselves a lot, they are rude and rude to students instead of calmly explaining.
- Refusal to answer.

5. Which of the student issues are you particularly concerned about right now?

(choose no more than 3 answers)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Quality of the organization of the educational process	14,2	33,3	35,8
Quality of teaching (conducting classes, assessment of knowledge, etc.).	42,9	20	28,6
Work of administration (department, etc.)	14,2	20	7,1
Quality of food and prices in the student canteen	35,8	60	14,2
Quality of living conditions in the dormitory	7,1	-	-
Employment in the specialty	57,1	33,3	57,1
Quality of internship organizations	14,2	13,3	28,6
Other	7,1	13,3	21,4

*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*:

- Sopramat
- The food portion in the dining room is small and the price is horribly expensive
- No.
- The roof leaks.

* 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.

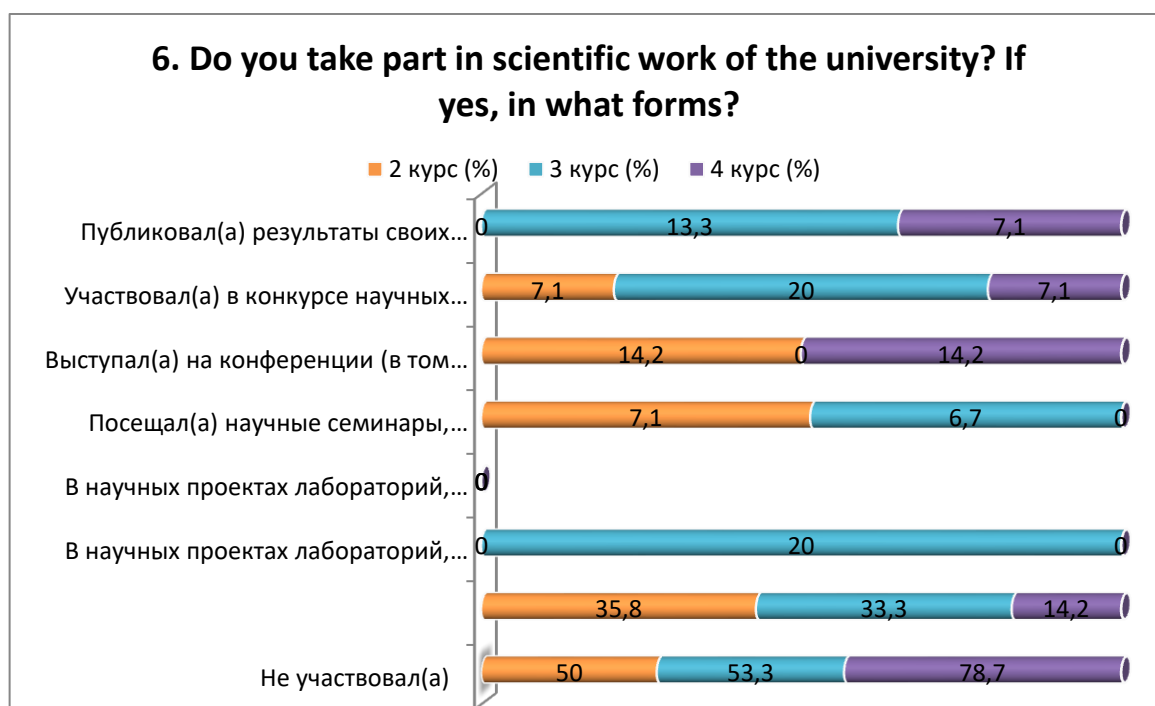
- Security
- Described above.

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

(mark all appropriate answers)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Did not participate	50	53,3	78,7
Sometimes, when it is necessary on formal grounds	35,8	33,3	14,2
In scientific projects of laboratories, centers, etc. under a contract, grant, etc.	-	20	-
In scientific projects of laboratories, clubs, circles, etc. on a gratuitous basis.	-	-	-
Attended scientific seminars, clubs and other scientific events.	7,1	6,7	-
Speaker(s) at a conference (including student), scientific seminar)	14,2	-	14,2
Participated in the competition of scientific student works	7,1	20	7,1
Published(s) the results of his/her research (including in student collections)	-	13,3	7,1

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



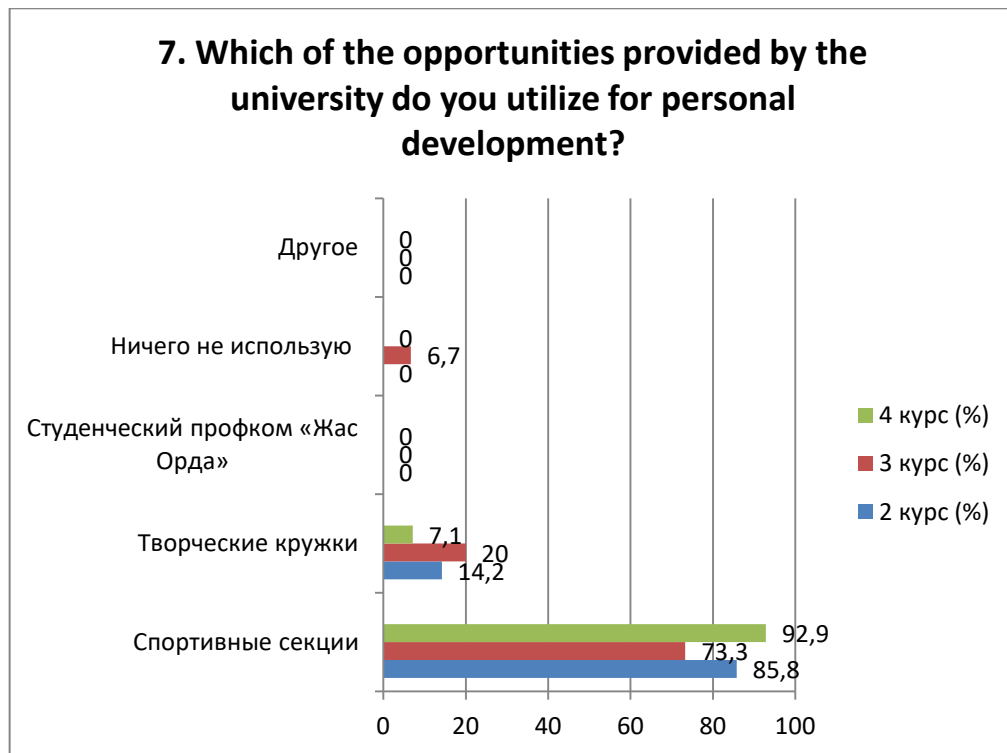
For the option “If you answered ‘Did not participate’ to the previous question, write why”, learners indicated the following options*:

- Not interested.

* 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.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Sports sections	85,8	73,3	92,9
Creative clubs	14,2	20	7,1
Student Trade Union “Zhas Orda”	-	-	-
I don't use anything	-	6,7	-
Other	-	-	-



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

- Don't know other interests
- Not interested
- Not interested (2)
- Don't want
- Not interested (2)
- Busy
- Membership in other organizations
- I don't know anything except zhas orda.

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

8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet channel width and speed
8.4 Modernity of software
8.5 Availability of educational and scientific equipment

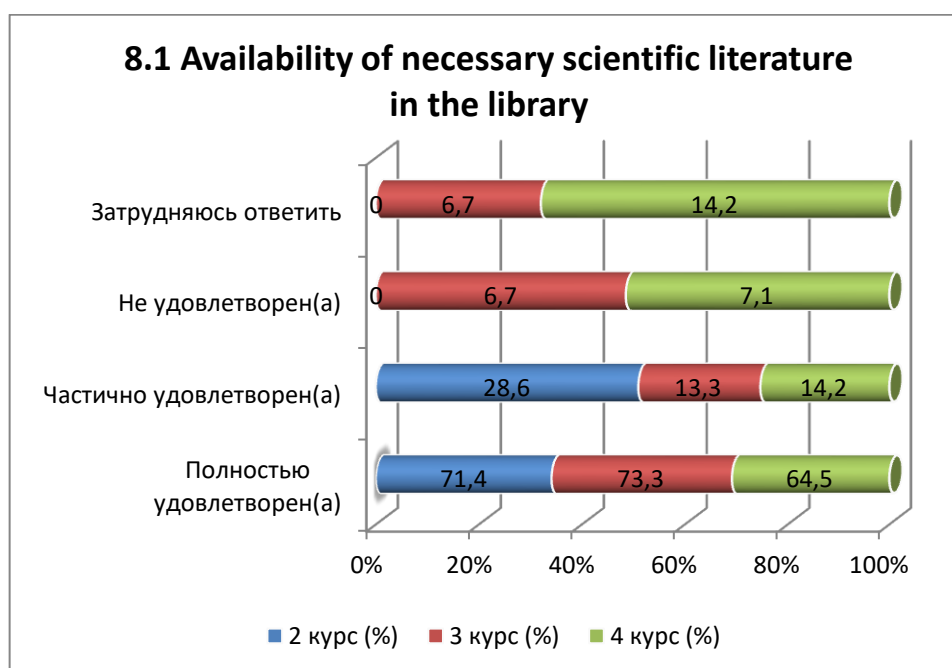
8.6 Availability of laboratories and specialized classrooms
8.7 Availability of sports equipment

Other _____

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

8.1 Availability of necessary scientific literature in the library

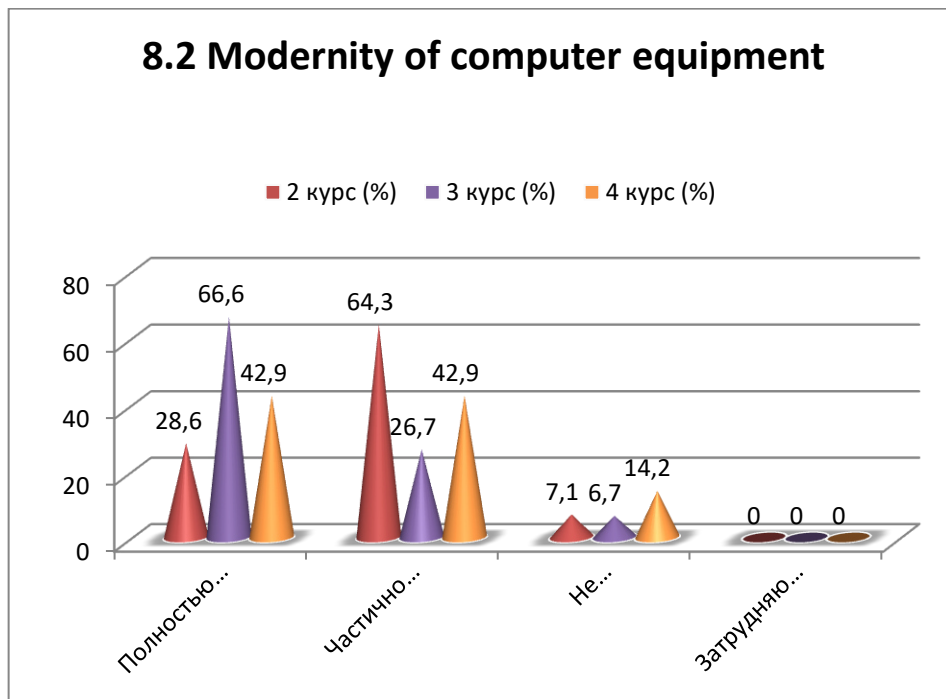
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	71,4	73,3	64,5
Partially satisfied	28,6	13,3	14,2
Not satisfied	-	6,7	7,1
Difficult to answer	-	6,7	14,2



8.2 Modernity of computer equipment

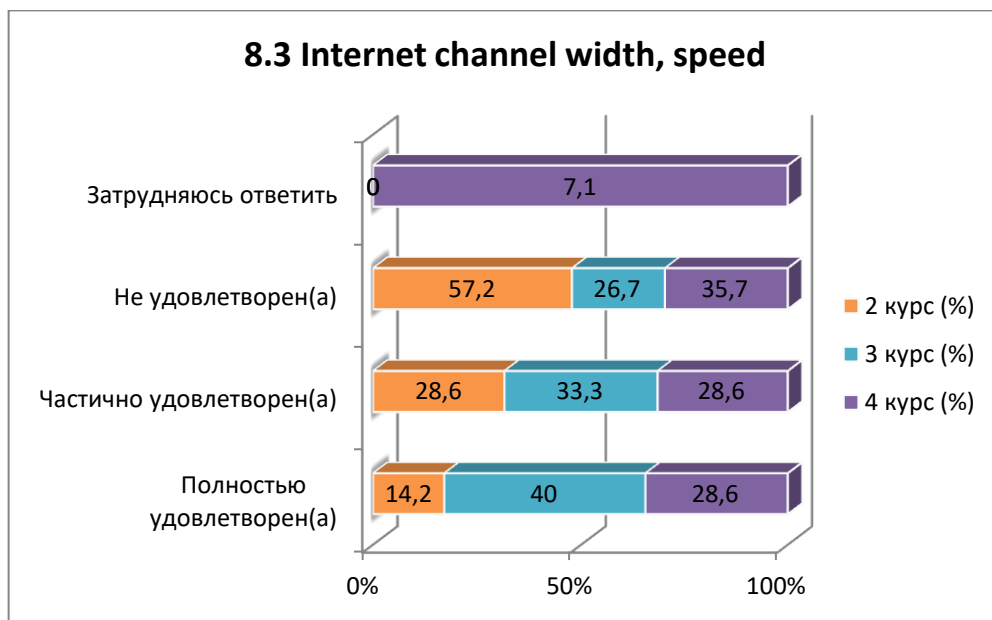
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	28,6	66,6	42,9
Partially satisfied	64,3	26,7	42,9
Not satisfied	7,1	6,7	14,2
Difficult to answer	-	-	-

8.2 Modernity of computer equipment



8.3 Internet channel width, speed

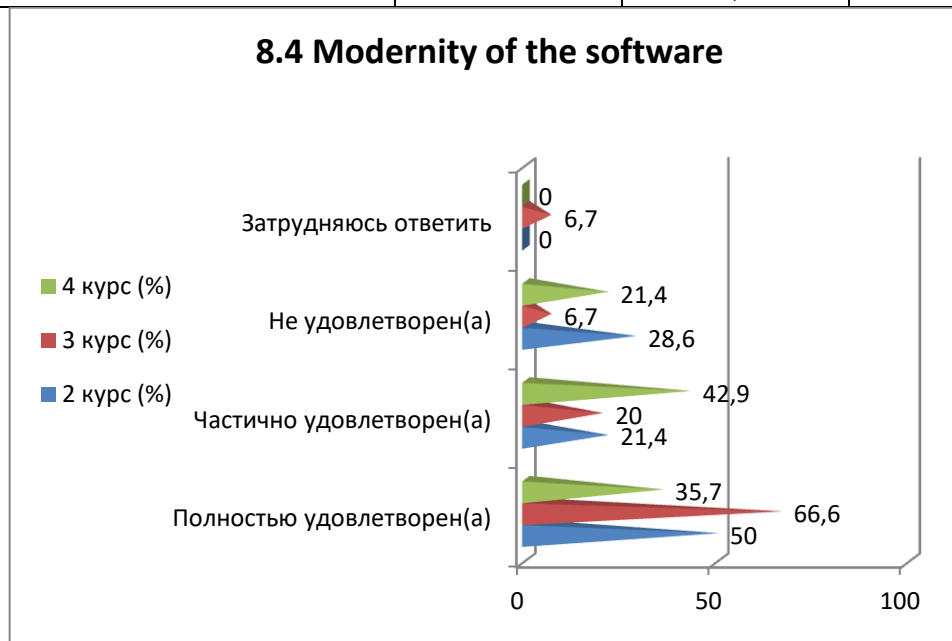
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	14,2	40	28,6
Partially satisfied	28,6	33,3	28,6
Not satisfied	57,2	26,7	35,7
Difficult to answer	-	-	7,1



8.4 Modernity of the software

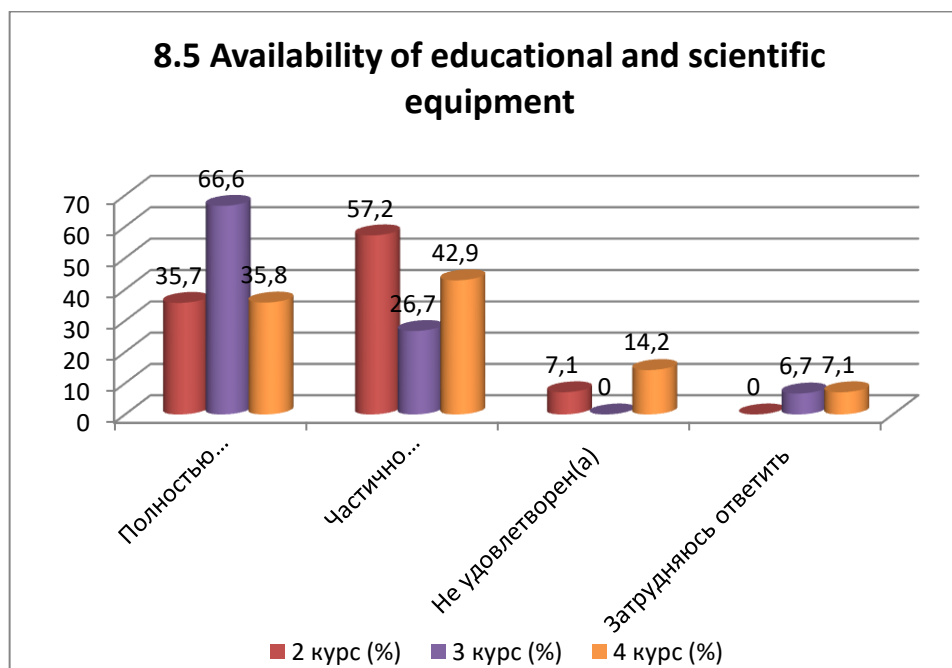
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	66,6	35,7
Partially satisfied	21,4	20	42,9

Not satisfied	28,6	6,7	21,4
Difficult to answer	-	6,7	-



8.5 Availability of educational and scientific equipment

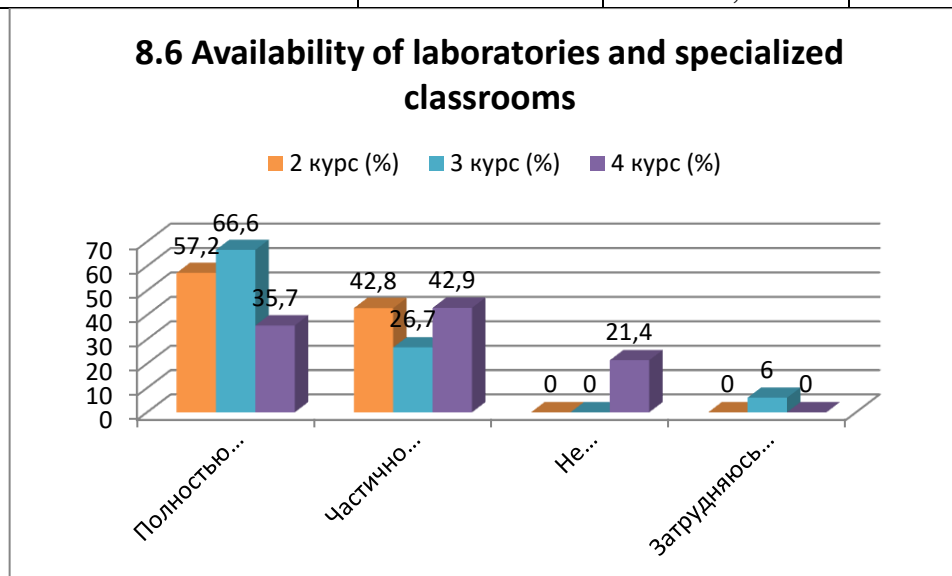
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	35,7	66,6	35,8
Partially satisfied	57,2	26,7	42,9
Not satisfied	7,1	-	14,2
Difficult to answer	-	6,7	7,1



8.6 Availability of laboratories and specialized classrooms

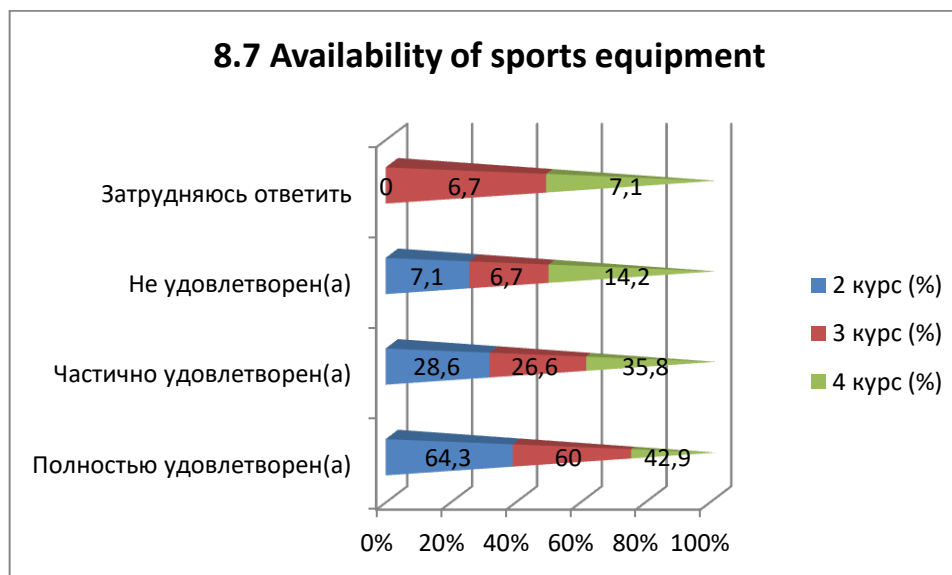
Answer options	2nd year (%)	3rd year (%)	4th year (%)
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Completely satisfied	57,2	66,6	35,7
Partially satisfied	42,8	26,7	42,9
Not satisfied	-	-	21,4
Difficult to answer	-	6,	-



8.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	64,3	60	42,9
Partially satisfied	28,6	26,6	35,8
Not satisfied	7,1	6,7	14,2
Difficult to answer	-	6,7	7,1



For the option “**Other**” the trainees indicated the following options* :
 - Our internet is slow, it could be improved.

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

For the option “If you answered ‘Rather unfriendly than benevolent’ and ‘Negative’ to the previous question, give recommendations for improvement,” students indicated the following options*:

- Internet is very weak and slow
- It is impossible to catch the Internet, it does not work at all. The quality of computer equipment is not very good
- There is no Internet at all
- Not modern
- Better internet.

9. What is more important for you to get as a result of studying at your university? (You can choose one or more answer options)

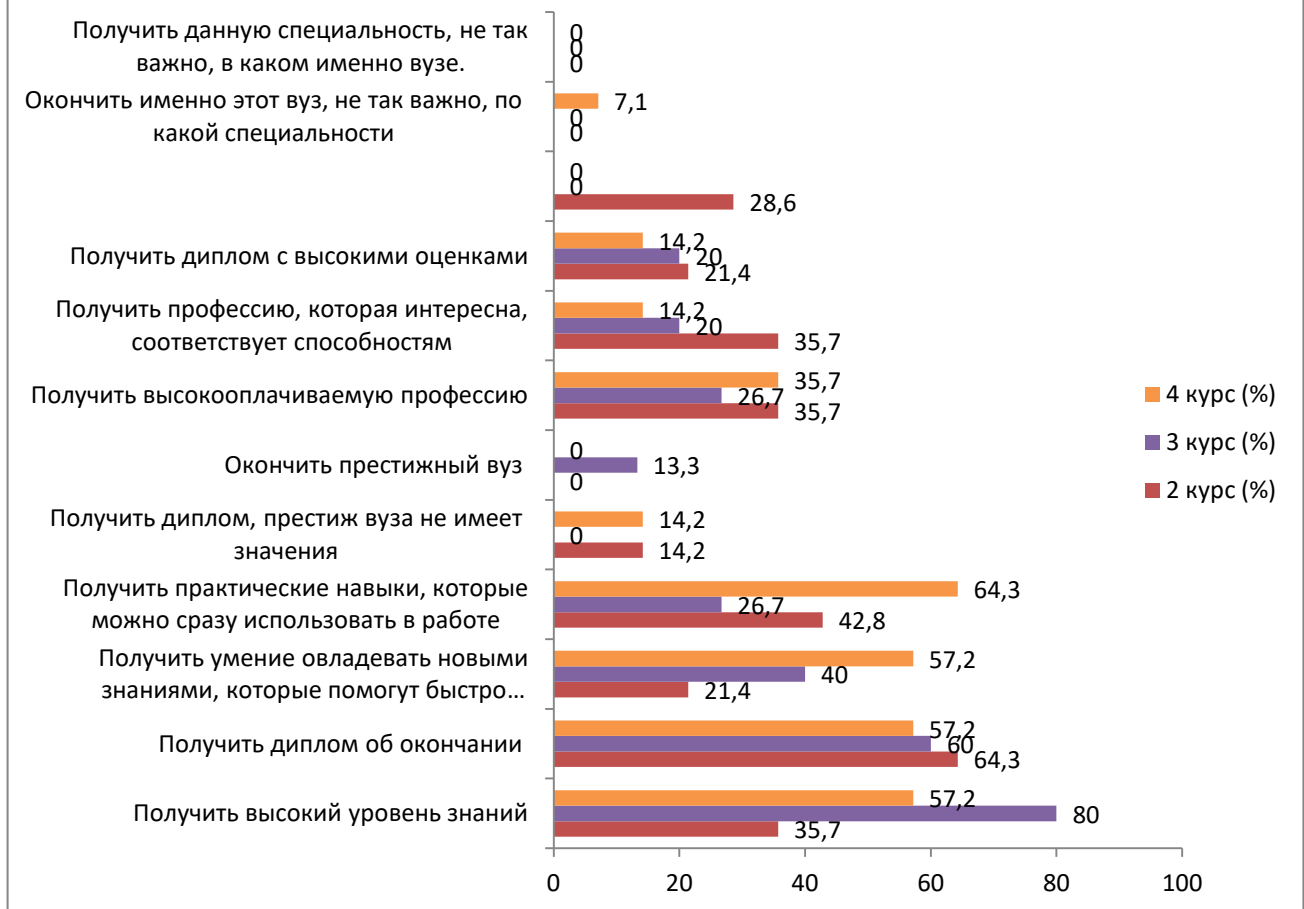
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Gain a high level of knowledge	35,7	80	57,2
Get a diploma of completion	64,3	60	57,2
Gain the ability to learn new knowledge that will help you adapt quickly in the workplace	21,4	40	57,2
Get practical skills that can be immediately used in the workplace	42,8	26,7	64,3
Get a diploma, the prestige of the university does not matter	14,2	-	14,2
Graduate from a prestigious university	-	13,3	-
Get a high-paying profession	35,7	26,7	35,7
To get a profession that is interesting, corresponds to abilities	35,7	20	14,2
Get a diploma with high grades	21,4	20	14,2
It is necessary to study only what is interesting or will be needed in further studies (work).	28,6	-	-
To graduate from this particular university, no matter what specialty	-	-	7,1
To get this specialty, it is not so important in which university.	-	-	-

* 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, improve the quality of services provided, improve the quality of distance learning and other areas of the university. (The students' answers are presented in the original. The spelling and punctuation of the author are preserved).

- I think there are enough questions
- Does no one use psychological pressure, does no one take bribes, because unfortunately there are a lot of such incompetents in our university.
- Nothing
- Educational work. Appearance of the university. Prestige in the eyes of students.

9. What is more important for you to get as a result of studying at your university?



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

The quality of educational services at the university depends on a whole set of factors. A special place in it belongs to the educational process. Proper and effective organization of the educational process is the key to successful and quality training of specialists. The results of the questionnaire “Satisfaction of 2nd-5th year students with educational services” indicate a high degree of satisfaction of respondents with the learning process at the university. 95.2% of respondents are satisfied with the **educational process**. For the convenience of analysis let us consider in more detail by what criteria the respondents evaluated their satisfaction with educational services.

Students rated the following criteria as “excellent quality” (satisfaction rates above 80%), reporting their full or partial satisfaction:

- organization and conduct of laboratory work (95.5%);
- organization and conduct of SIWT (95.4%);
- class schedule (93%)
- organization of independent work (91,3%);
- quality of internship (90.7%);
- possibility of access to full-text databases of scientific publications (86.2%);
- satisfaction with the work of the library (83.9%).

Students evaluated the following criteria as “good quality” (satisfaction rates below 80%): living conditions in the dormitory (69.7%), organization of meals (69.7%), quality of medical care (67.8%).

For the question “**Is information about the opportunities of academic mobility available to you?**” the answer option yes was chosen by 92.9% of respondents. Based on this, it can be understood that the university successfully implements the program of outgoing and incoming academic mobility, which contributes to improving the quality of higher education, increasing the effectiveness of research, establishing internal and external integration ties, using global educational resources.

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 unfriendly” respectively, which fully corresponds to a high level of satisfaction, is a good indicator of the moral and psychological climate in the student environment.

For the remaining indicators, the answers of students were distributed as follows:

- **Between students and administration**, 3rd year students (6.7%) and 4th year students (7.1%) found it difficult to answer and also students chose the answer option “Negative” with 7.1%.

- **Between students and employees of departments** (library, student department, etc.), 3rd year students (6.7%) chose the answer option “Rather unfriendly than benevolent”, as well as “I find it difficult to answer” - 6.7%. 4 year students indicated negative attitudes (7.2%). Some (7.2%) are in the zone of uncertainty.

- **Between students and security service**, 2nd year (21.5%), 3rd year (6.7%) and 4th year (7.1%) students chose the answer option “Rather unfriendly than friendly”, and also 2nd year (7.1%), 3rd year (13.3%) and 4th year (7.1%) students indicated “Negative” relationship on this indicator.

60.7% of students do not participate in the scientific work of the university. The reason for non-participation is the lack of interest in scientific work.

The survey also revealed 84% of students who do not use the opportunities provided by the university for personal development, such as sports sections, creative clubs and

student trade union “Zhas Orda”. The reasons are limited time or lack of desire to use these opportunities.

The material base of the university quite satisfies the needs of the majority of surveyed students. But still students left comments, where the main suggestions are related to improving the speed of the Internet and the quality of computers.

On the question “**What is more important for you to get as a result of studying at your university?**” the first place is given to “To get a graduation diploma” - 60.5%. Next is “To get a high level of knowledge” - 57.6%. The third position is “To get practical skills that can be immediately used in work” - 44.6%.

In general, the results of the survey indicate the need for further improvement of the university to improve the quality of the organization of the educational process, as well as to create conditions for the active involvement of students in scientific and extracurricular activities.

Recommendations:

The head of the department should familiarize the staff and students with the results of the questionnaire and discuss at supervisory hours. If necessary, develop an action plan to improve the quality of educational services.

Students may request survey results by emailing the Center of Quality Management and Accreditation cqma_kstu@mail.ru.