

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

Department: “Enterprise Economy and Management”

Specialty: 6B04102 Management

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 6B04102 “Management” 14 respondents took part in the questionnaire.

- 4th year – 14 students (66,7%).

Form of training

- Budget – 7 students (50%);
- Paid – 7 students (50%).

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 _____

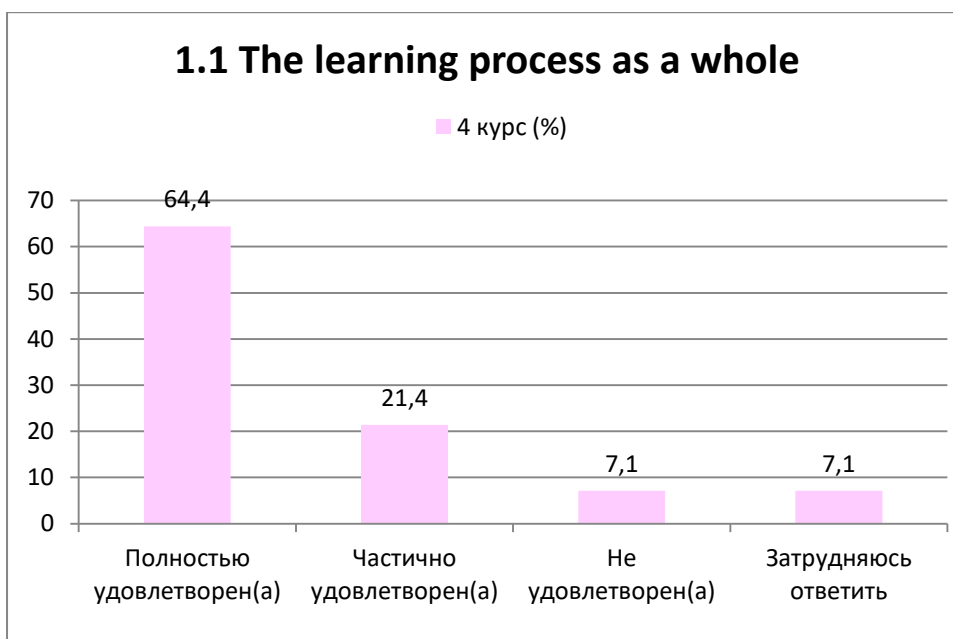
If you answered “**not satisfied**” to the previous question, make recommendations to improve the services provided _____

1.1 The learning process as a whole

Answer options	4th year (%)
Completely satisfied	64,4
Partially satisfied	21,4
Not satisfied	7,1

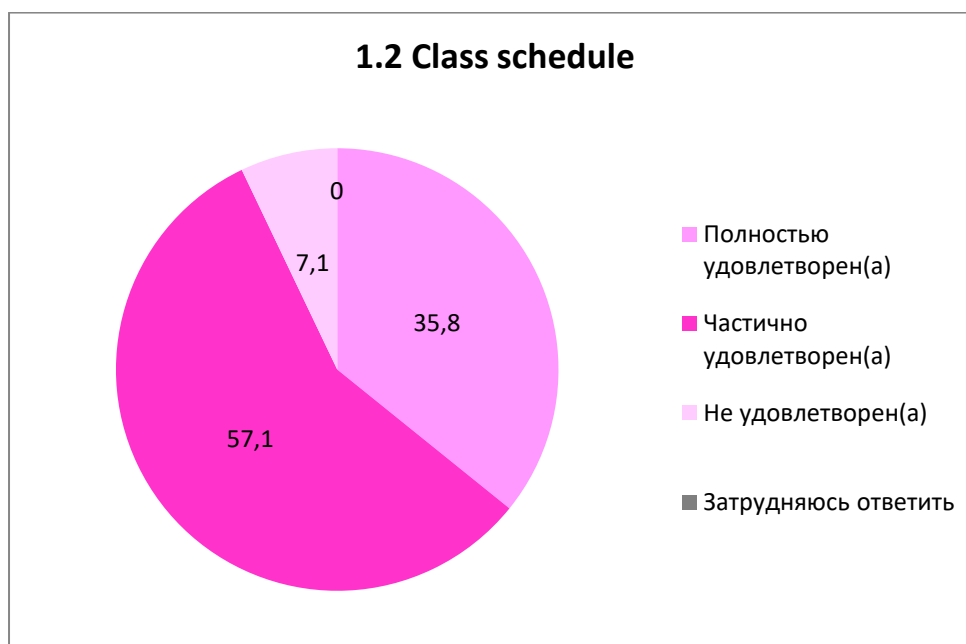
Difficult to answer

7,1



1.2 Class schedule

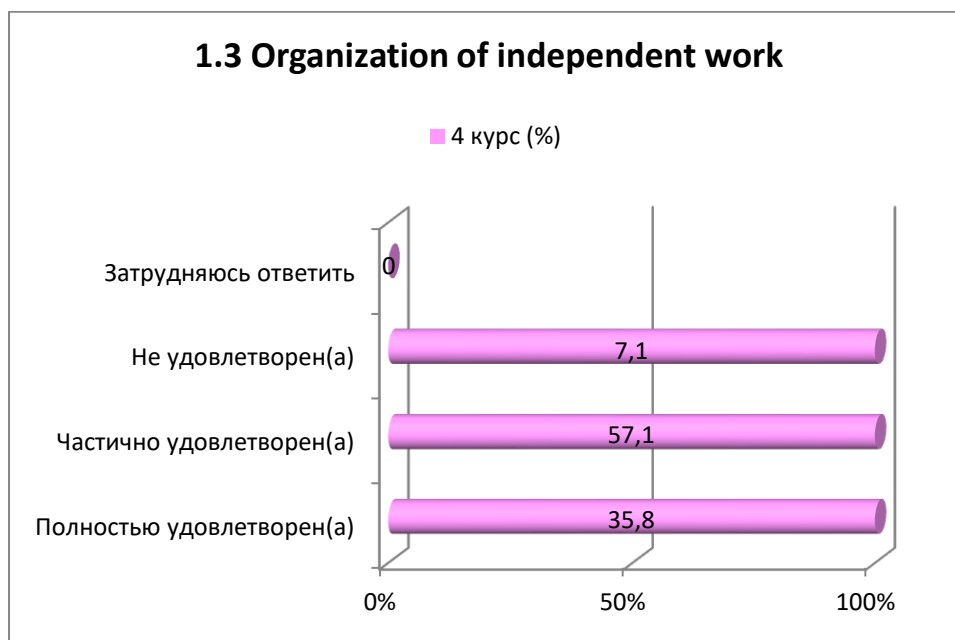
Answer options	4th year (%)
Completely satisfied	35,8
Partially satisfied	57,1
Not satisfied	7,1
Difficult to answer	-



1.3 Organization of independent work

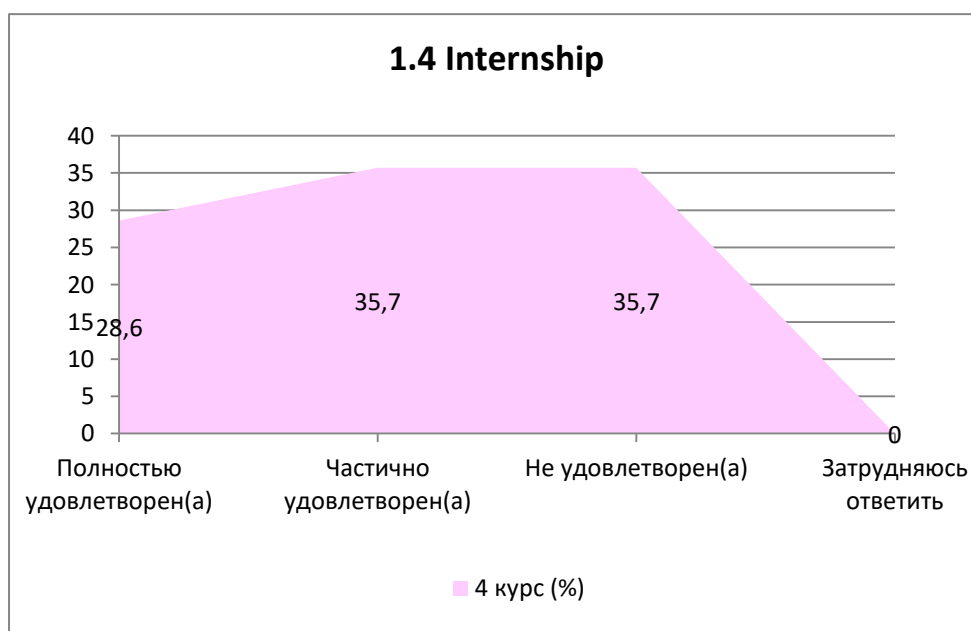
Answer options	4th year (%)
Completely satisfied	35,8

Partially satisfied	57,1
Not satisfied	7,1
Difficult to answer	-



1.4 Internship

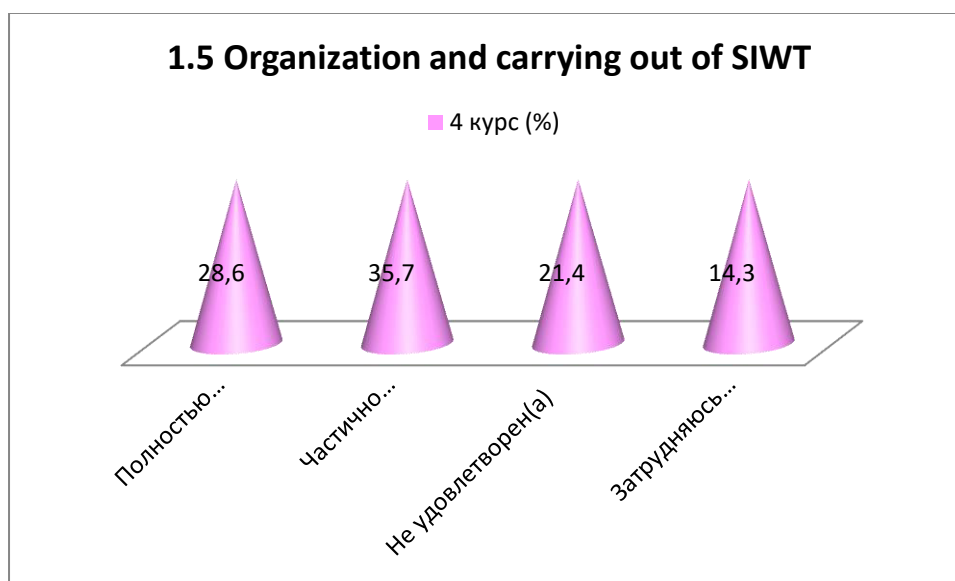
Answer options	4th year (%)
Completely satisfied	28,6
Partially satisfied	35,7
Not satisfied	35,7
Difficult to answer	-



1.5 Organization and carrying out of SIWT

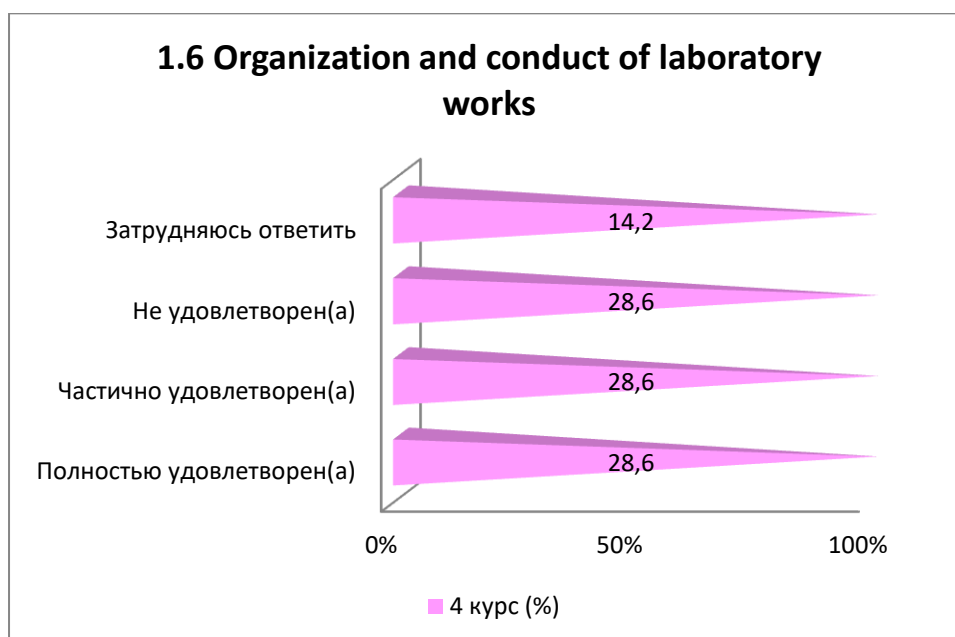
Answer options	4th year
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	(%)
Completely satisfied	28,6
Partially satisfied	35,7
Not satisfied	21,4
Difficult to answer	14,3



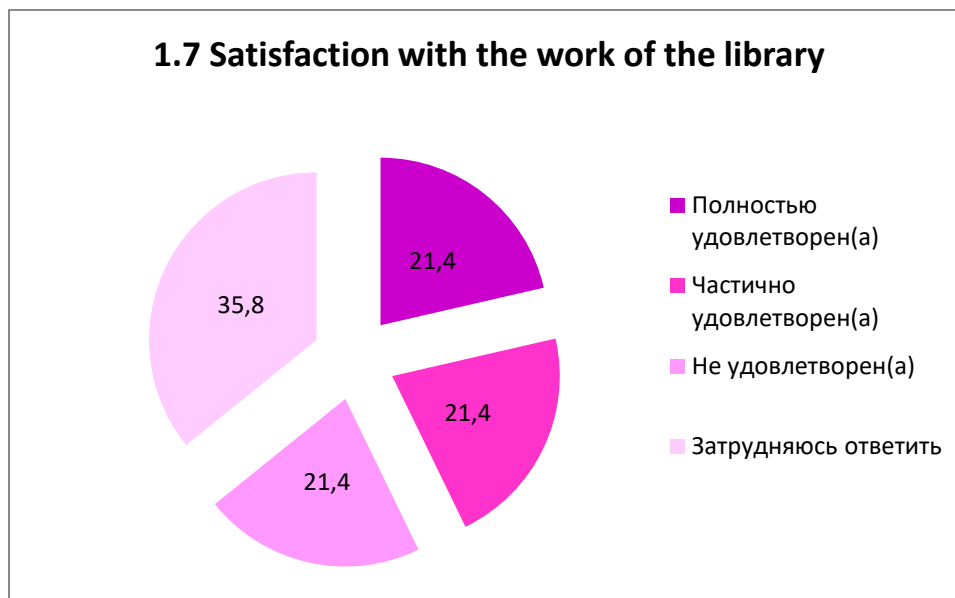
1.6 Organization and conduct of laboratory works

Answer options	4th year (%)
Completely satisfied	28,6
Partially satisfied	28,6
Not satisfied	28,6
Difficult to answer	14,2



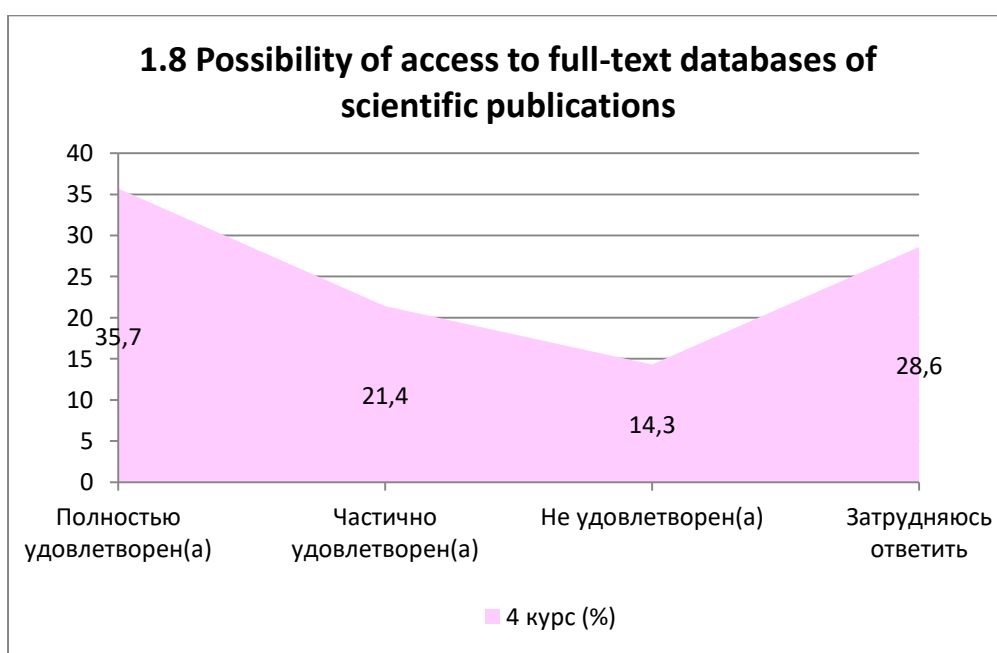
1.7 Satisfaction with the work of the library

Answer options	4th year (%)
Completely satisfied	21,4
Partially satisfied	21,4
Not satisfied	21,4
Difficult to answer	35,8



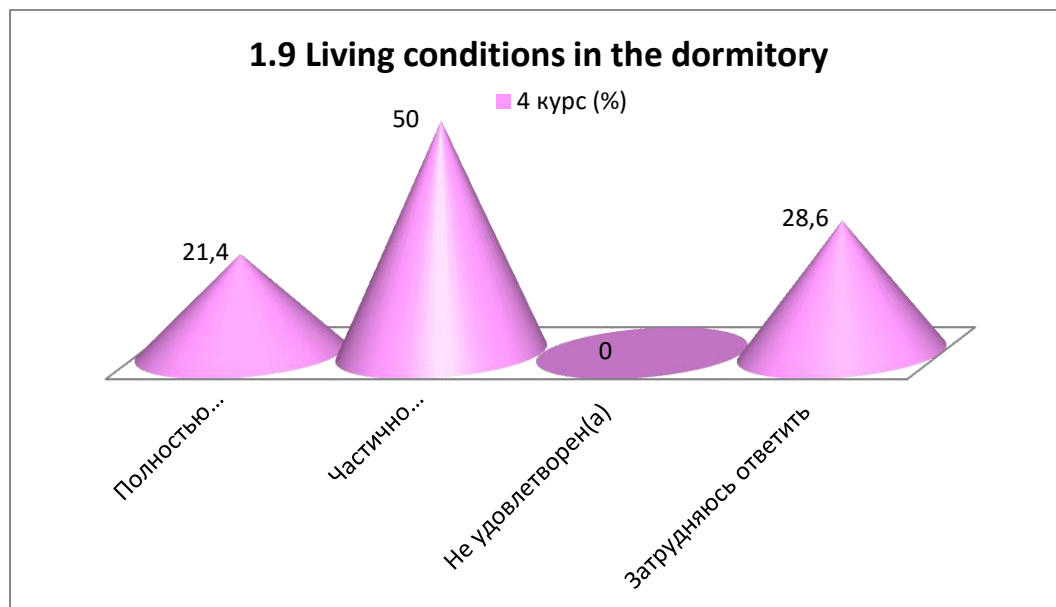
1.8 Possibility of access to full-text databases of scientific publications

Answer options	4th year (%)
Completely satisfied	35,7
Partially satisfied	21,4
Not satisfied	14,3
Difficult to answer	28,6



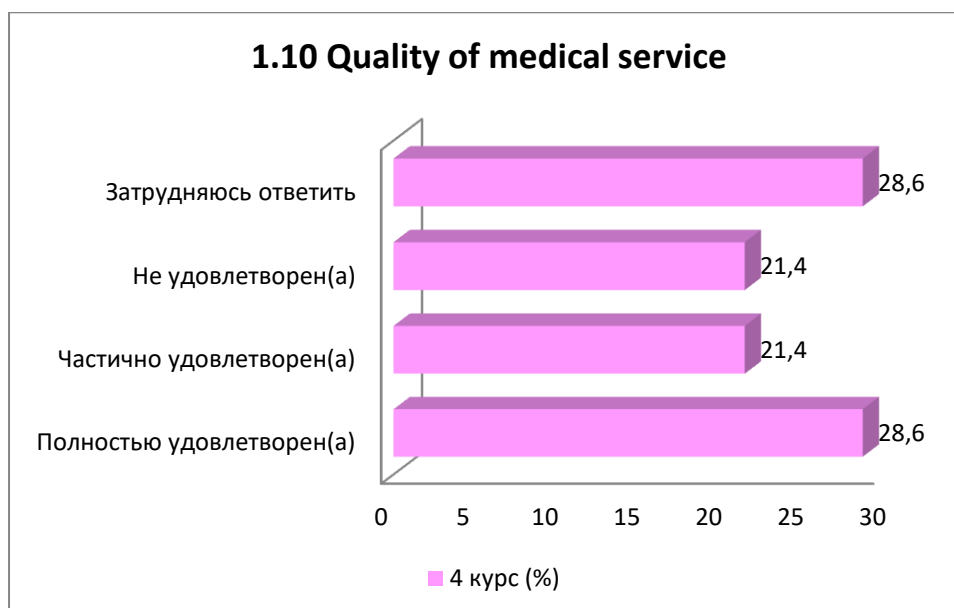
1.9 Living conditions in the dormitory

Answer options	4th year (%)
Completely satisfied	21,4
Partially satisfied	50
Not satisfied	-
Difficult to answer	28,6



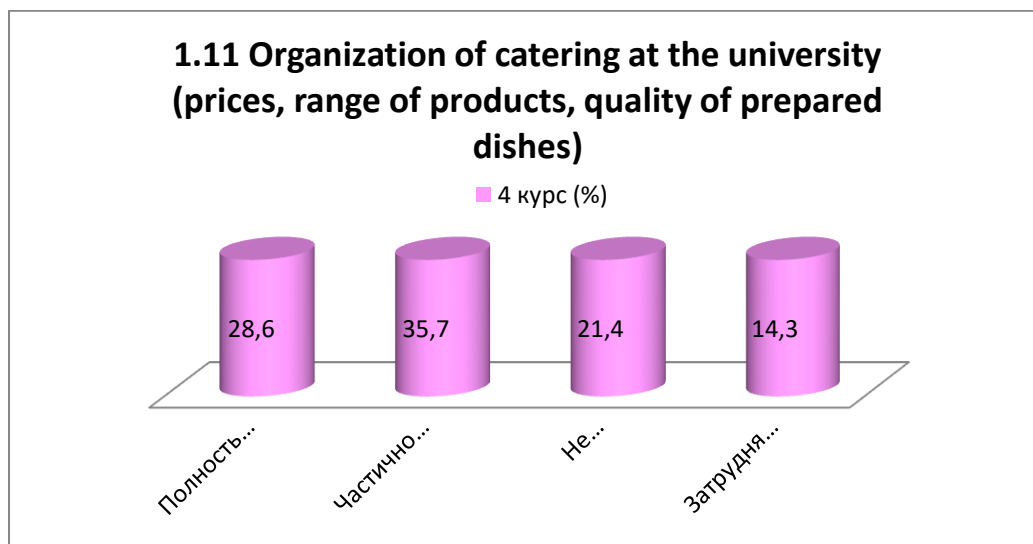
1.10 Quality of medical service

Answer options	4th year (%)
Completely satisfied	28,6
Partially satisfied	21,4
Not satisfied	21,4
Difficult to answer	28,6



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

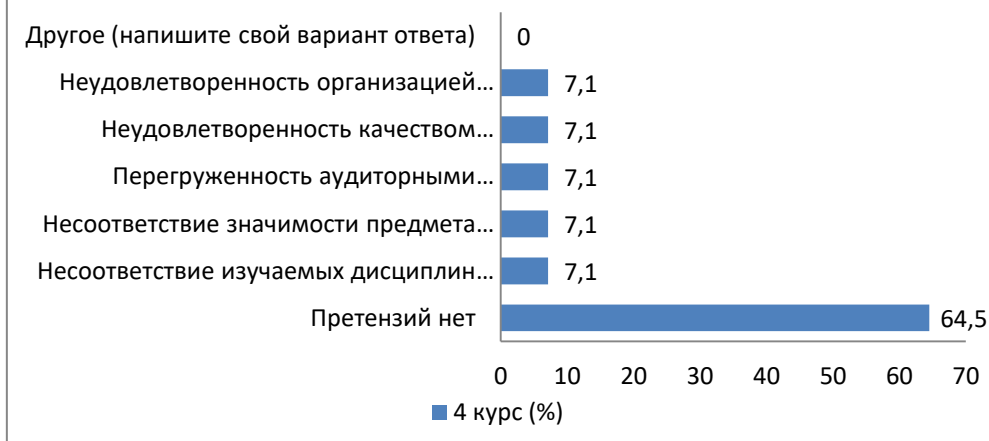
Answer options	4th year (%)
Completely satisfied	28,6
Partially satisfied	35,7
Not satisfied	21,4
Difficult to answer	14,3



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

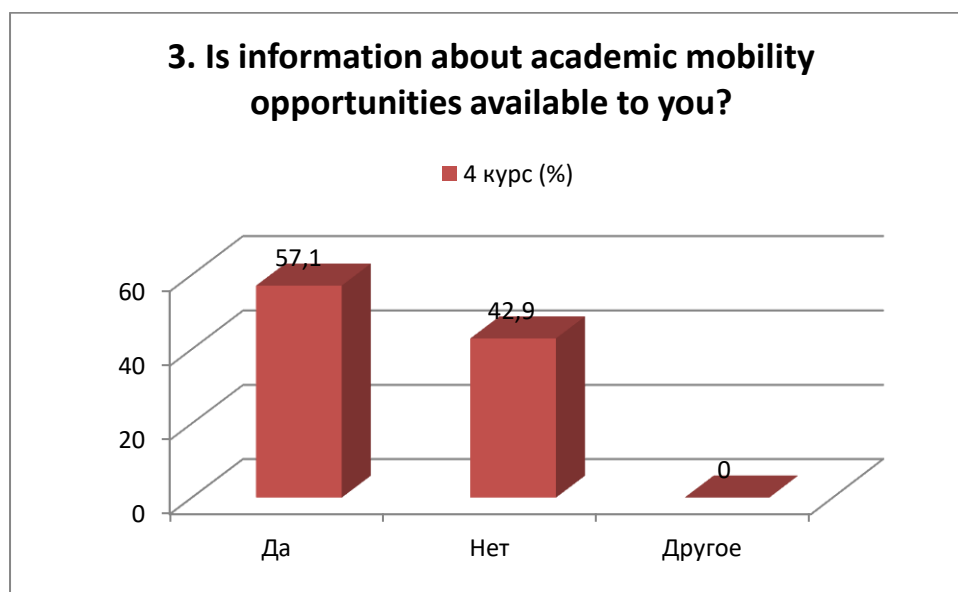
Answer options	4th year (%)
No complaints	64,5
Discrepancy between the disciplines studied and the specialty obtained	7,1
Inconsistency between the importance of the subject and the number of hours	7,1
Overload with classroom activities	7,1
Dissatisfaction with the quality of classes	7,1
Dissatisfaction with the organization of tests and exams	7,1
Other (write your answer)	-

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



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

Answer options	4th year (%)
Yes	57,1
No	42,9
Other	-



4. What do you think the relationship is:

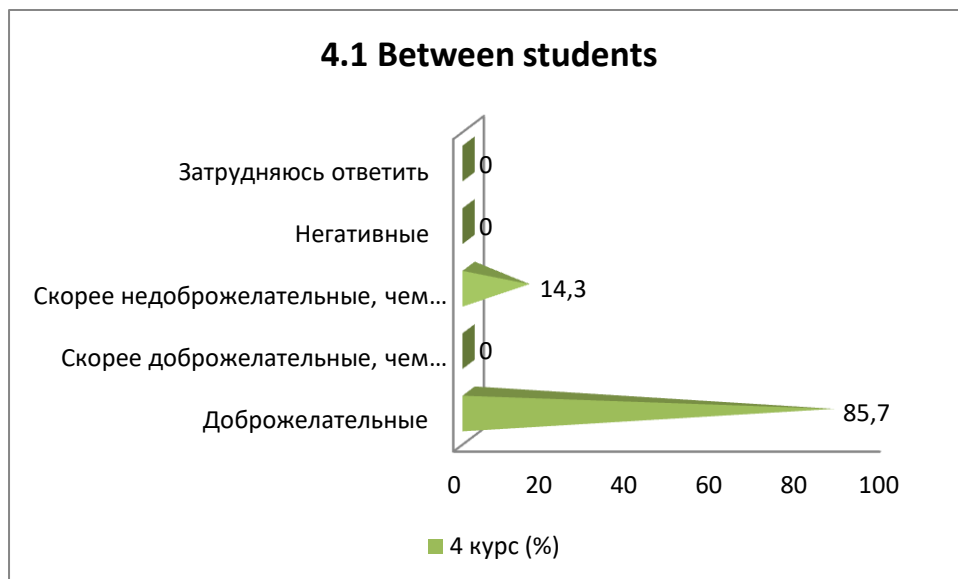
4.1 Between students
4.2 Between teachers and students (in the educational process)
4.3 Between student and supervisor
4.4 Between students and administration
4.5 Between students and employees of departments (library, student department, etc.).
4.6 Between students and security service

Other _____

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

4.1 Between students

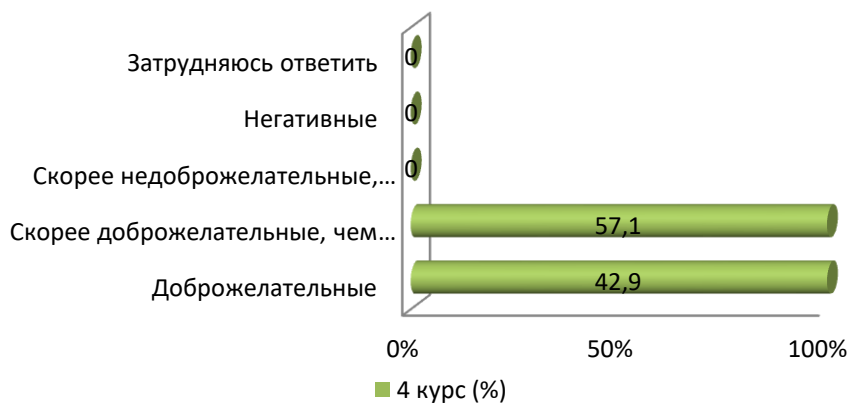
Answer options	4th year (%)
Benevolent	85,7
Rather benevolent than unfriendly	-
Rather unfriendly than benevolent	14,3
Negative	-
Difficult to answer	-



4.2 Between teachers and students (in the educational process)

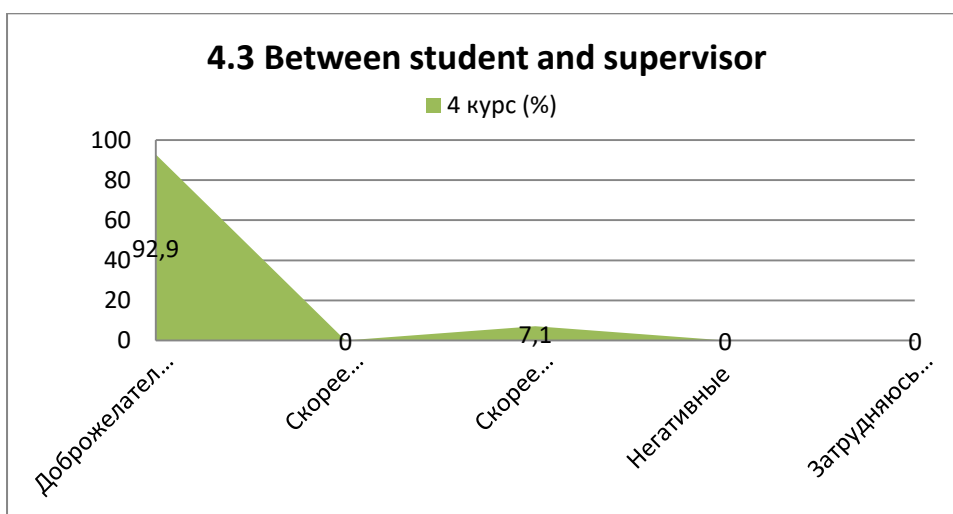
Answer options	4th year (%)
Benevolent	42,9
Rather benevolent than unfriendly	57,1
Rather unfriendly than benevolent	-
Negative	-
Difficult to answer	-

4.2 Between teachers and students (in the educational process)



4.3 Between student and supervisor

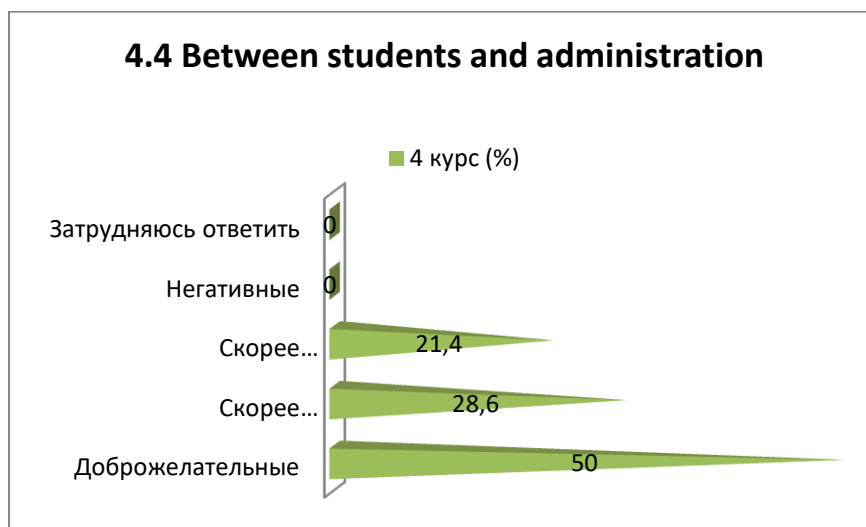
Answer options	4th year (%)
Benevolent	92,9
Rather benevolent than unfriendly	-
Rather unfriendly than benevolent	7,1
Negative	-
Difficult to answer	-



4.4 Between students and administration

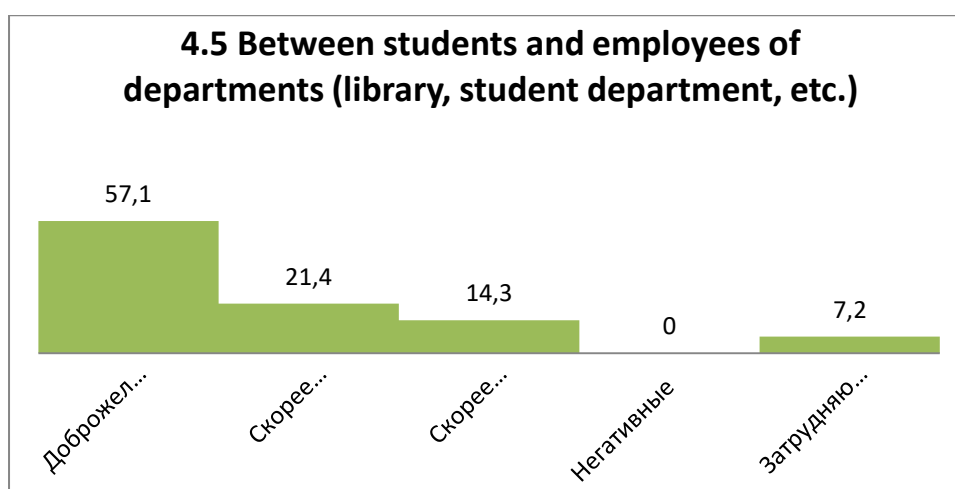
Answer options	4th year (%)
Benevolent	50
Rather benevolent than unfriendly	28,6
Rather unfriendly than benevolent	21,4
Negative	-
Difficult to answer	-

4.4 Between students and administration



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

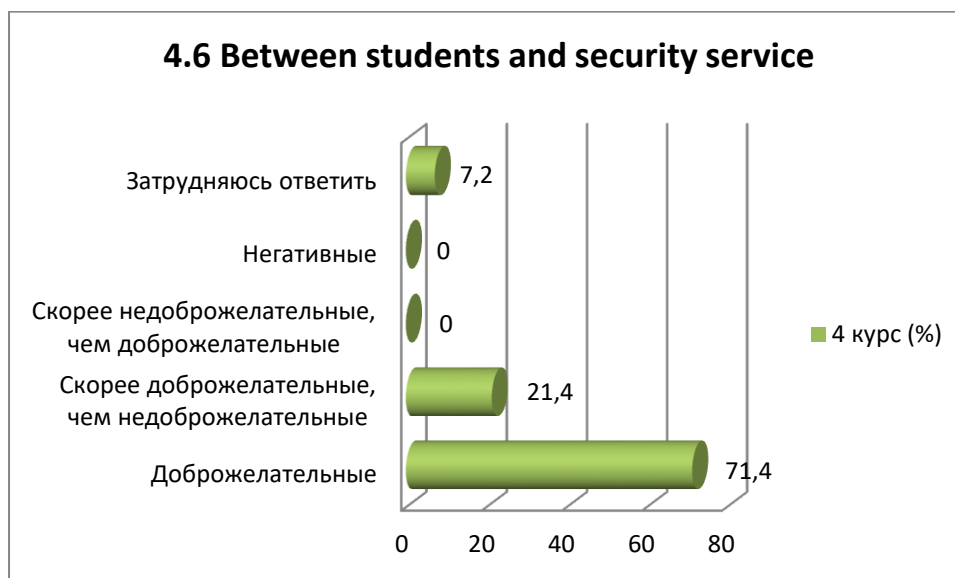
Answer options	4th year (%)
Benevolent	57,1
Rather benevolent than unfriendly	21,4
Rather unfriendly than benevolent	14,3
Negative	-
Difficult to answer	7,2



4.6 Between students and security service

Answer options	4th year (%)
Benevolent	71,4
Rather benevolent than unfriendly	21,4
Rather unfriendly than benevolent	-
Negative	-
Difficult to answer	7,2

4.6 Between students and security service

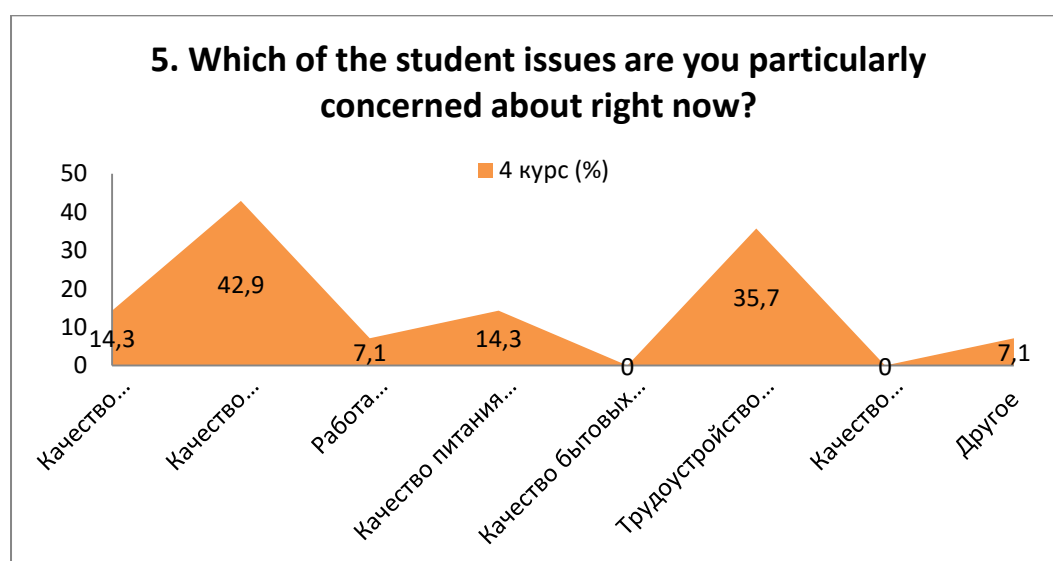


5. Which of the student issues are you particularly concerned about right now?

(choose no more than 3 answers)

Answer options	4th year (%)
Quality of the organization of the educational process	14,3
Quality of teaching (conducting classes, assessment of knowledge, etc.).	42,9
Work of administration (department, etc.)	7,1
Quality of food and prices in the student canteen	14,3
Quality of living conditions in the dormitory	-
Employment in the specialty	35,7
Quality of internship organizations	-
Other	7,1

* 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 *:

- Nothing.

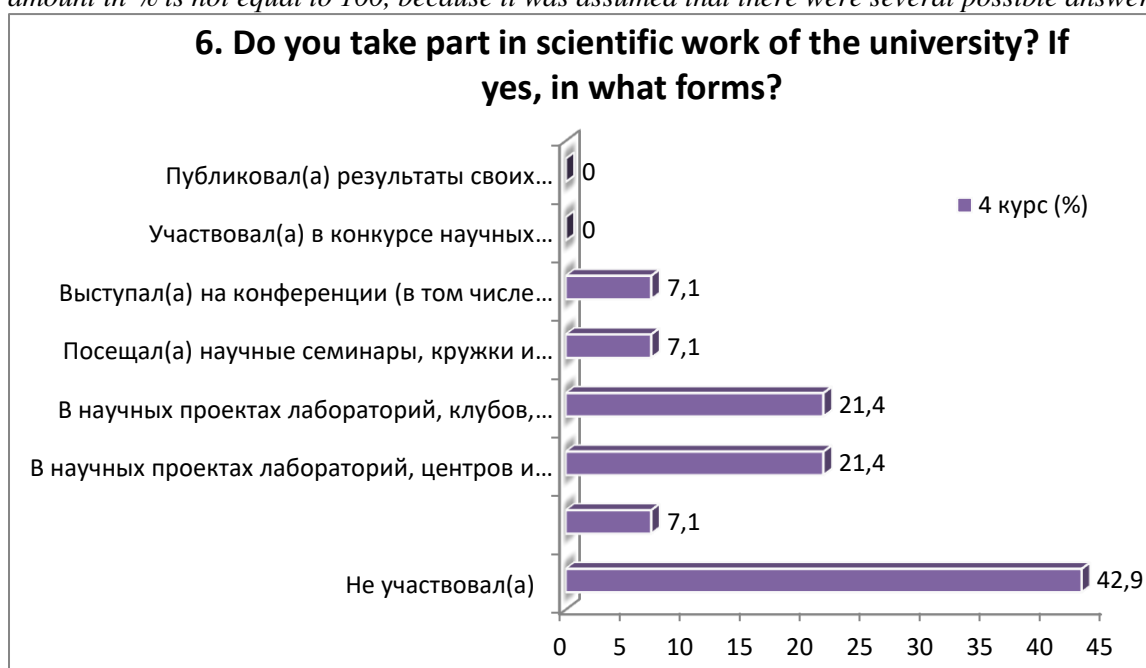
* Students' answers to the option “other” and “if you answered “not satisfied.....” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

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

(mark all appropriate answers)

Answer options	4th year (%)
Did not participate	42,9
Sometimes, when it is necessary on formal grounds	7,1
In scientific projects of laboratories, centers, etc. under a contract, grant, etc.	21,4
In scientific projects of laboratories, clubs, circles, etc. on a gratuitous basis.	21,4
Attended scientific seminars, clubs and other scientific events.	7,1
Speaker(s) at a conference (including student), scientific seminar)	7,1
Participated in the competition of scientific student works	-
Published(s) the results of his/her research (including in student collections)	-

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



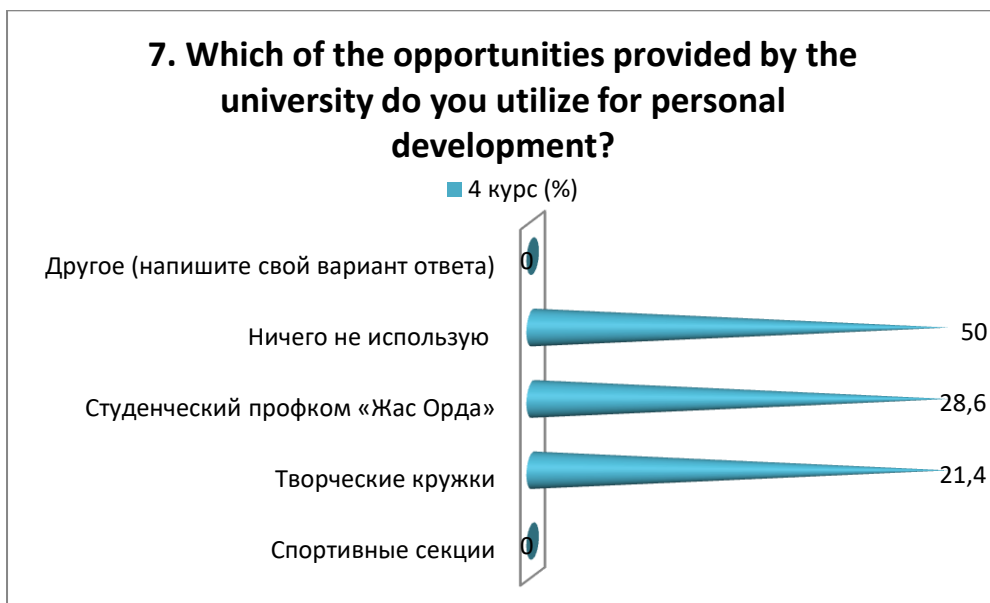
For the option “If you answered ‘Did not participate’ to the previous question, write why”, students indicated the following options*:

- not interested.

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

Answer options	4th year (%)
Sports sections	-
Creative clubs	21,4
Student Trade Union “Zhas Orda”	28,6
I don't use anything	50

* 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 ‘I don't use anything’ to the previous question, write down why”, students indicated the following options*:

- other priorities.

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

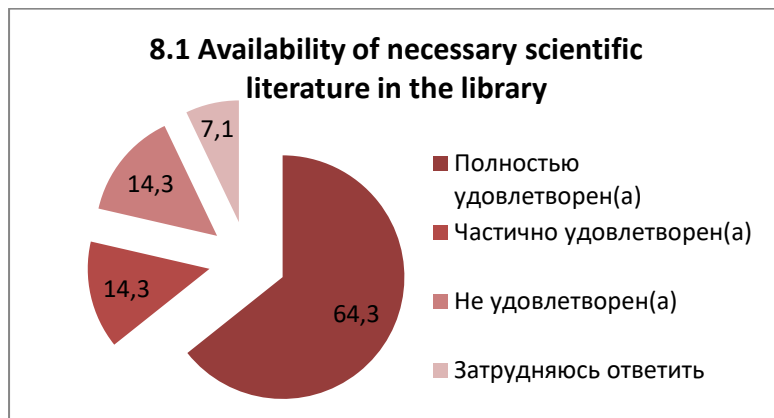
Other _____

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

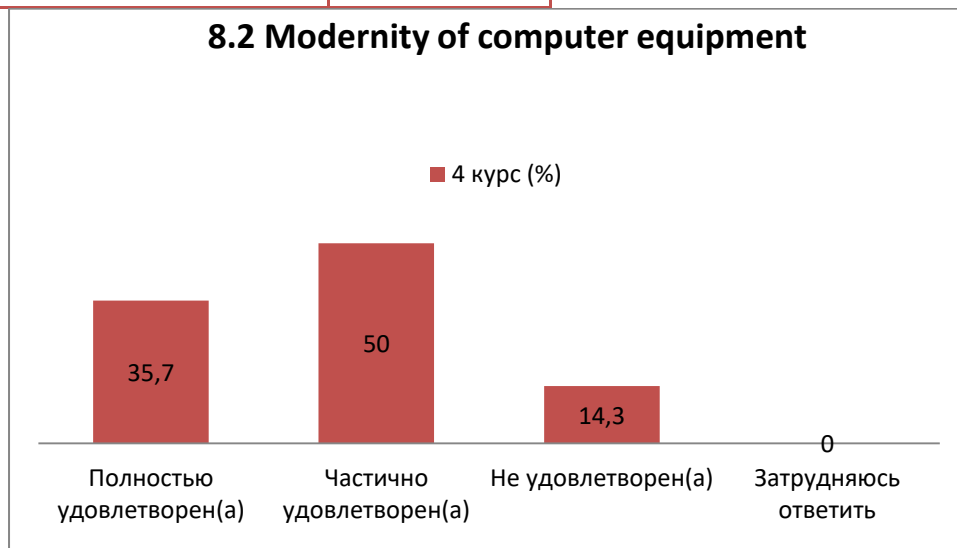
Answer options	4th year (%)
Completely satisfied	64,3
Partially satisfied	14,3
Not satisfied	14,3
Difficult to answer	7,1

* 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.



8.2 Modernity of computer equipment

Answer options	4th year (%)
Completely satisfied	35,7
Partially satisfied	50
Not satisfied	14,3
Difficult to answer	-



8.3 Internet channel width, speed

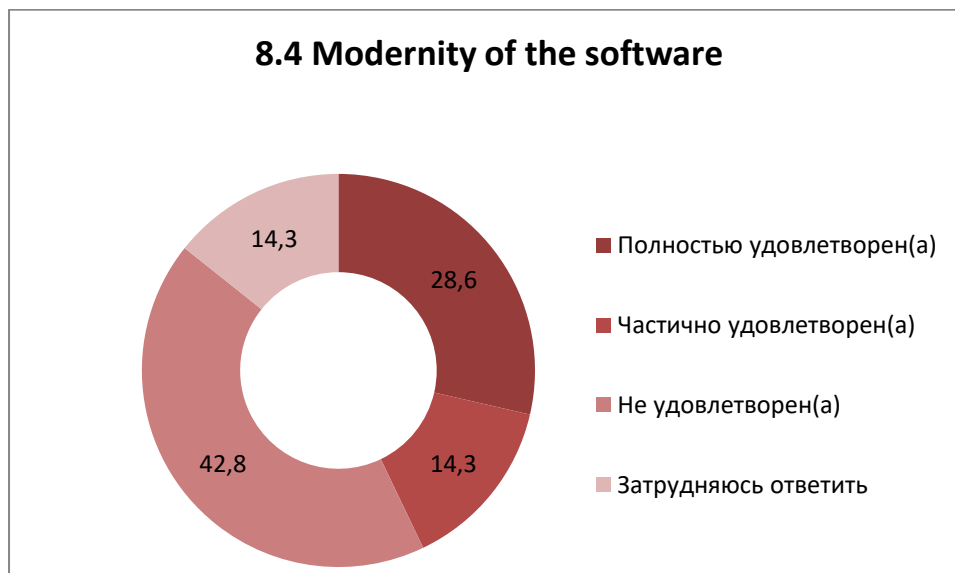
Answer options	4th year (%)
Completely satisfied	71,4
Partially satisfied	7,2
Not satisfied	21,4
Difficult to answer	-

8.3 Internet channel width, speed



8.4 Modernity of the software

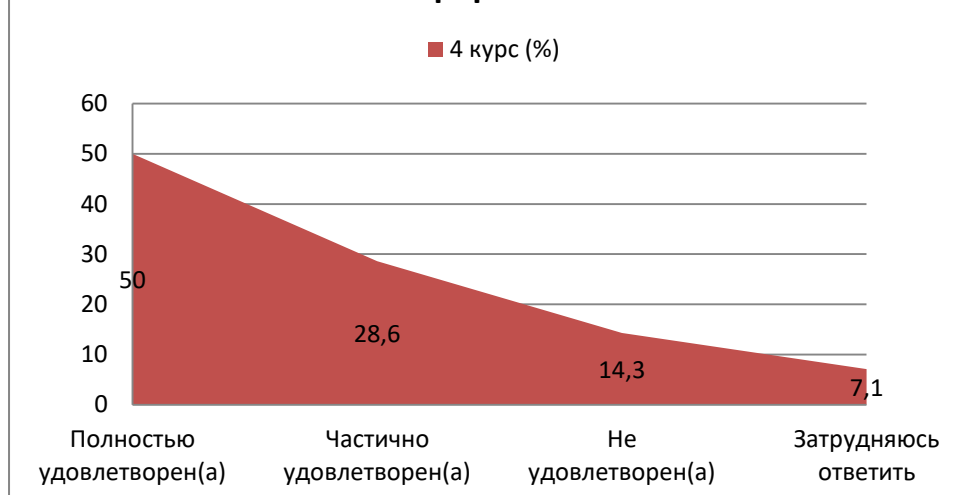
Answer options	4th year (%)
Completely satisfied	28,6
Partially satisfied	14,3
Not satisfied	42,8
Difficult to answer	14,3



8.5 Availability of educational and scientific equipment

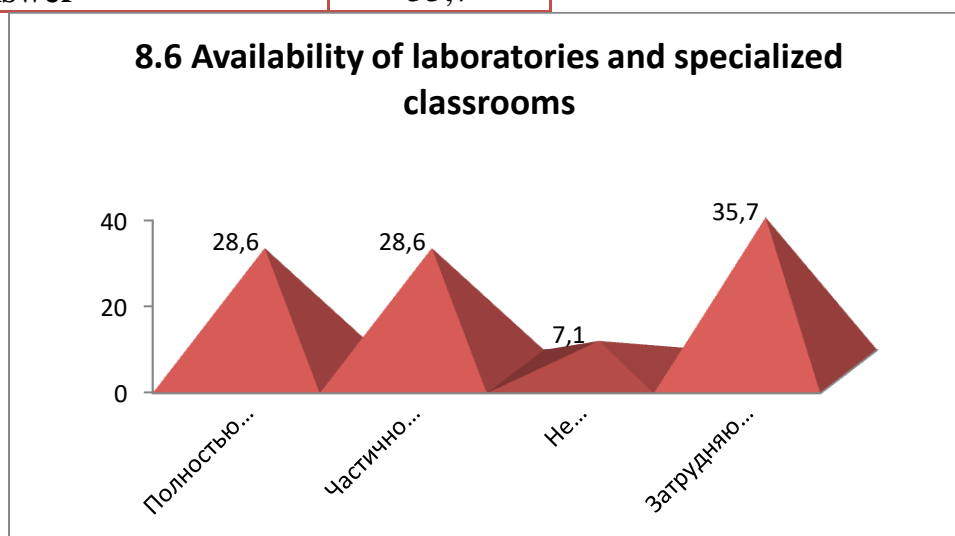
Answer options	4th year (%)
Completely satisfied	50
Partially satisfied	28,6
Not satisfied	14,3
Difficult to answer	7,1

8.5 Availability of educational and scientific equipment



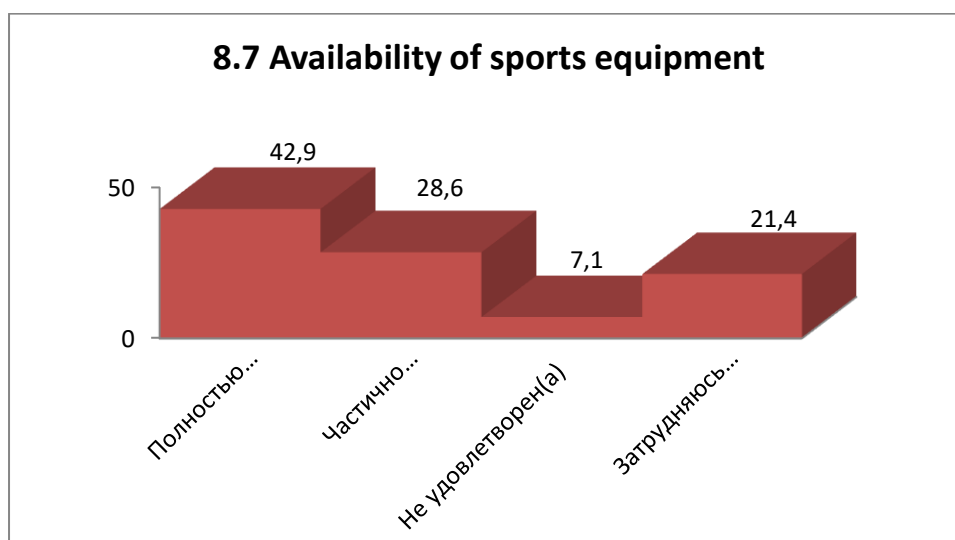
8.6 Availability of laboratories and specialized classrooms

Answer options	4th year (%)
Completely satisfied	28,6
Partially satisfied	28,6
Not satisfied	7,1
Difficult to answer	35,7



8.7 Availability of sports equipment

Answer options	4th year (%)
Completely satisfied	42,9
Partially satisfied	28,6
Not satisfied	7,1
Difficult to answer	21,4



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)

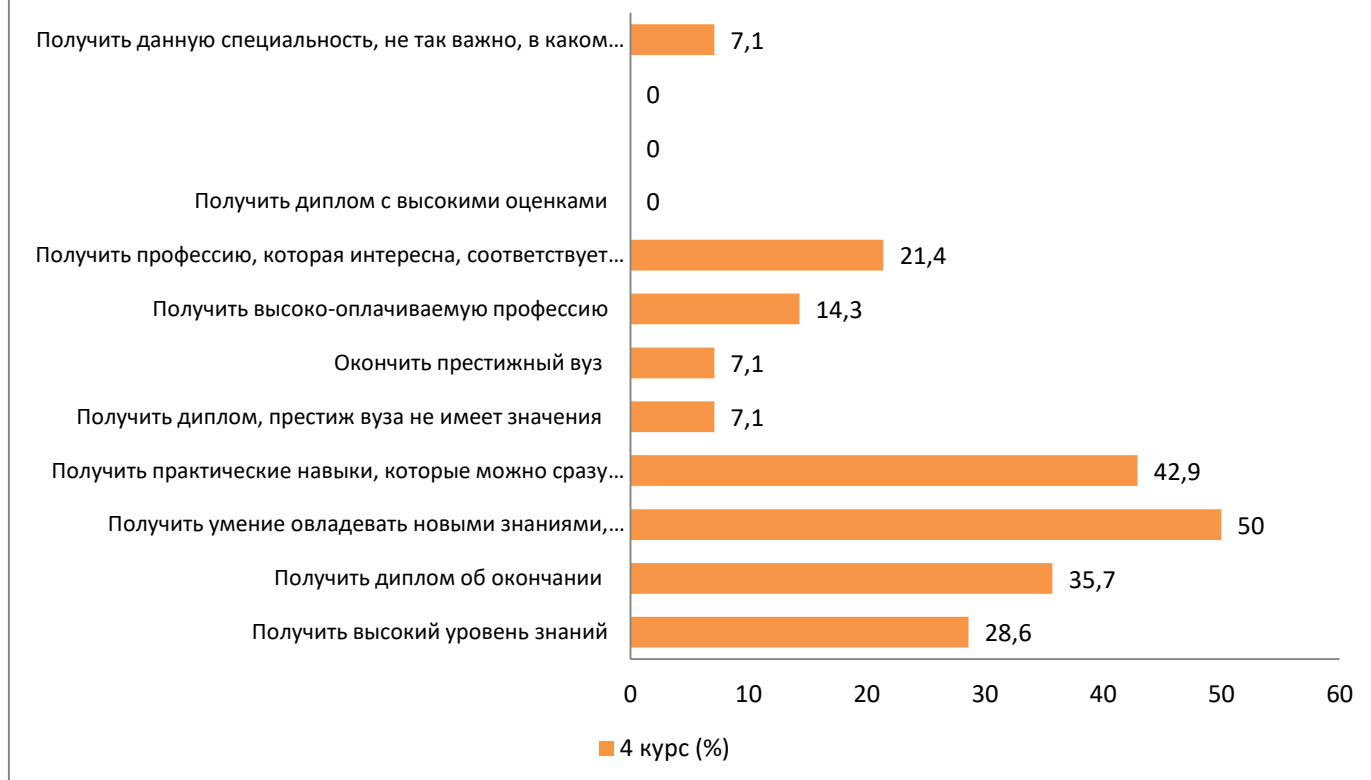
Answer options

4th year
(%)

Gain a high level of knowledge	28,6
Get a diploma of completion	35,7
Gain the ability to learn new knowledge that will help you adapt quickly in the workplace	50
Get practical skills that can be immediately used in the workplace	42,9
Get a diploma, the prestige of the university does not matter	7,1
Graduate from a prestigious university	7,1
Get a high-paying profession	14,3
To get a profession that is interesting, corresponds to abilities	21,4
Get a diploma with high grades	-
It is necessary to study only what is interesting or will be needed in further studies (work).	-
To graduate from this particular university, no matter what specialty	-
To get this specialty, it is not so important in which university.	7,1

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

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



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

The analysis of the results of filling out the questionnaire “Satisfaction of students of 2-5 year students with educational services” shows in general a positive attitude of students to the conditions for education, content, organization and quality of the educational process created at the University.

On the scale “satisfaction with the learning process in general” 87.4% of students have average values prevail, which indicates that these students are satisfied with the extent to which the educational process provides educational needs in accordance with their aptitudes, interests and opportunities. For convenience of analysis, let us consider the aspects according to the following levels of satisfaction.

A high level of student satisfaction was recorded for such aspects of training as

- timetable of classes (92.9%);

- organization of independent work (92.9%). In these cases, the majority of students report their full or partial satisfaction, based on which it can be argued that according to these criteria, the educational program at the university met the expectations of students.

The average level of student satisfaction is observed in almost all remaining aspects of education. For example, it concerns such parameters as, living conditions in the dormitory (71.4%), quality of internship (64.3%), organization and conduct of SIWT (64.3%), organization of meals at the university (64.3%), organization and conduct of laboratory work (57.2%), the ability to access full-text databases of scientific publications (57.1%), quality of medical care (50%).

Regarding the work of the library, 21.4% of students are not satisfied with it. The lack of explanation from the respondents makes it difficult to identify specific problems. In addition, 35.8% of the respondents found it difficult to give an answer. This may be due to uncertainty in their assessment of the library's performance.

57.1% of respondents have information about academic mobility. The average level of students' awareness of academic mobility (42.9% of students do not have information) indicates the need to improve the work of the university to raise students' awareness of academic mobility opportunities.

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

42.9% of students do not participate in scientific work of the university. One of the students explained the reason for non-participation in scientific activities by the lack of interest in scientific work.

The survey also revealed 50% of students who do not use the opportunities provided by the university for personal development, such as sports sections, creative circles and student trade union “Zhas Orda”. Only one student in the open-ended answers indicated the reason*: “other priorities”.

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 the ability to master new knowledge, which will help to quickly adapt to the workplace” - 50%. Next - “To get practical skills that can be immediately used in work” - 42.9%. In the third position - “To receive a diploma of graduation” - 35.7%.

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:

* 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.

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.