Report
on the results of the survey
"Satisfaction of 2-5 year students with educational services"
in 2023 – 2024 academic year
Department: Building materials and Technology
Specialty: 6B07305 Manufacturing of Building Materials, Products, and Structures

In October 2023, the Center of Quality Management and Accreditation conducted an annual survey on the satisfaction of 2-5 year students with the quality of services provided.

The survey purpose: To identify the degree of respondents' satisfaction with the quality of the educational services provided and the other areas of the University activities.

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

In specialty 6B07305 Manufacturing of Building Materials, Products, and Structures, 112 respondents took part in the survey:

- 2 year – 35 students (100%);
- 3 year – 34 students (100%);
- 4 year – 43 students (100%).

Mode of training
- Budget – 110 students (98.2%);
- Paid – 2 students (1.8%).

In the course of the survey there were obtained the following results.

Indicators:

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

1.1 The learning process in general
1.2 Class schedule
1.3 Organization of independent work
1.4 Practices
1.5 Organizing and conducting SIWT
1.6 Organizing and conducting laboratory work
1.7 Satisfaction with the library work
1.8 Possibility of access to full-text databases of scientific publications
1.9 Living conditions in the hostel
1.10 Quality of medical care
1.11 Catering at the University (prices, product range, quality of prepared dishes)

Other_____

If you answered the previous question "not satisfied", please give recommendations for improving the services provided. _____
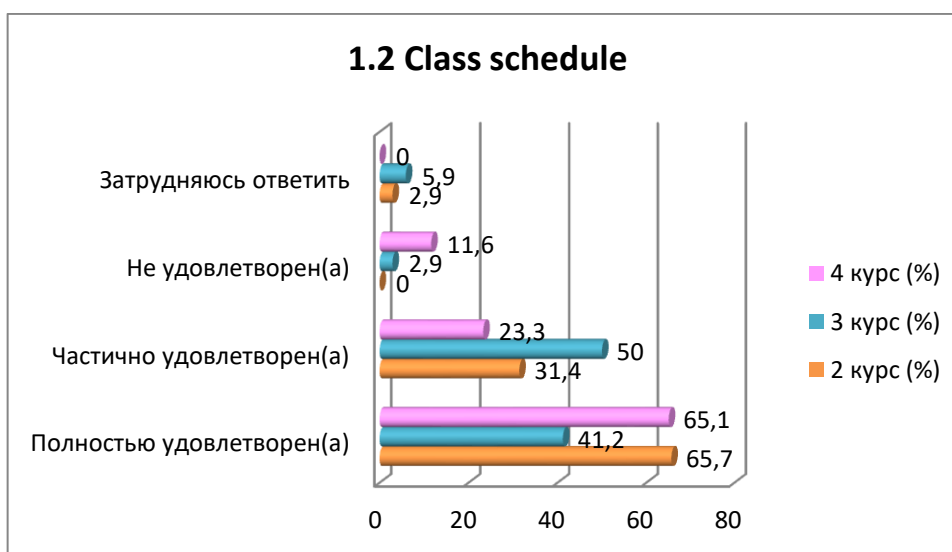
1.1 The learning process in general

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	57.1	55.9	72.1
Partially satisfied	37.1	35.3	23.3
Not satisfied	2.9	2.9	4.6
I find it difficult to answer	2.9	5.9	-
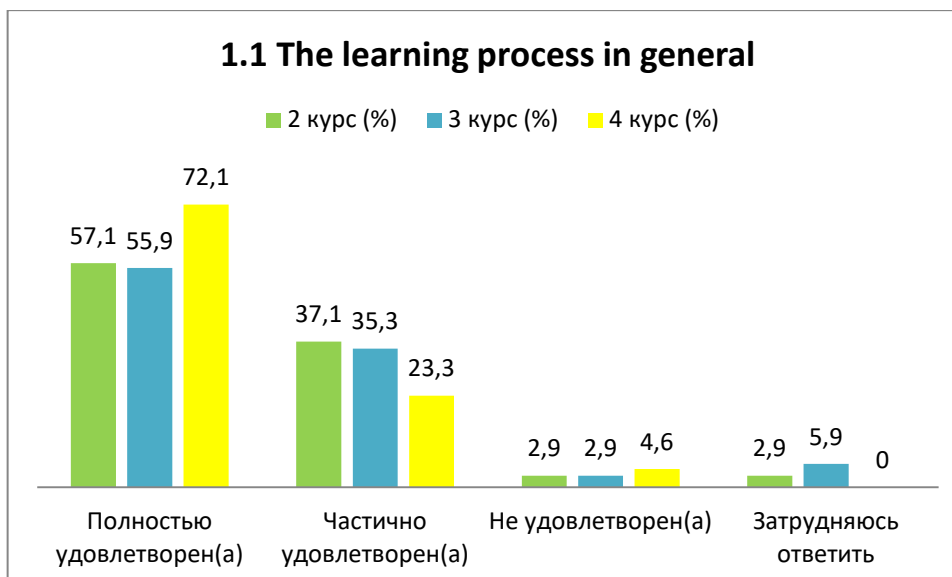
1.2 Class schedule

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	65.7	41.2	65.1
Partially satisfied	31.4	50	23.3
Not satisfied	-	2.9	11.6
I find it difficult to answer	2.9	5.9	-

1.3 Organization of independent work

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	62.8	50	79.1
Partially satisfied	28.6	38.2	18.6
Not satisfied	-	2.9	2.3
I find it difficult to answer	8.6	8.9	-
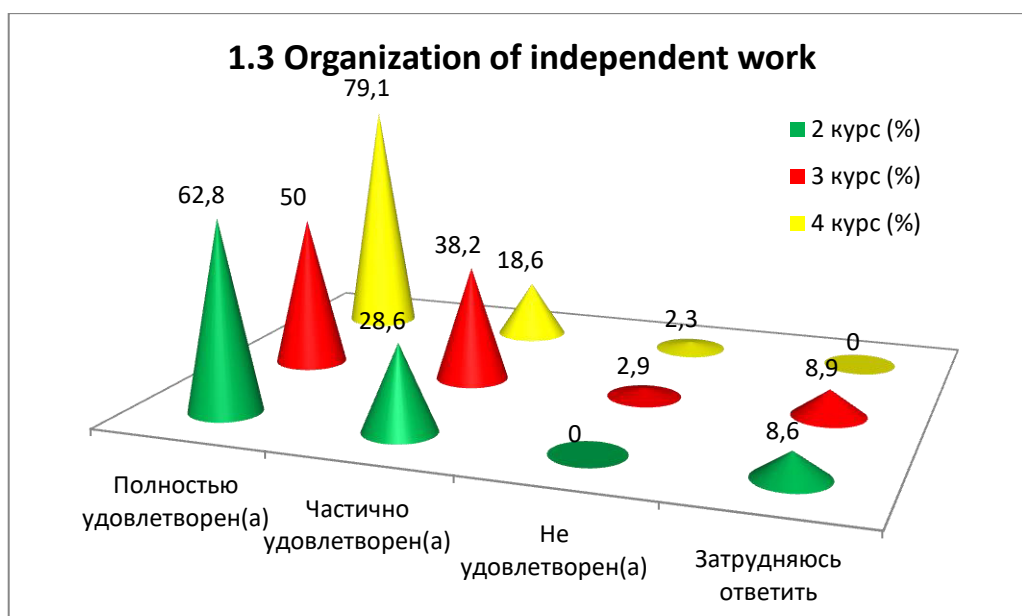
1.4 Practices

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	63	55.9	74.4
Partially satisfied	28.6	29.4	23.3
Not satisfied	8.6	8.8	2.3
I find it difficult to answer	5.8	5.9	-
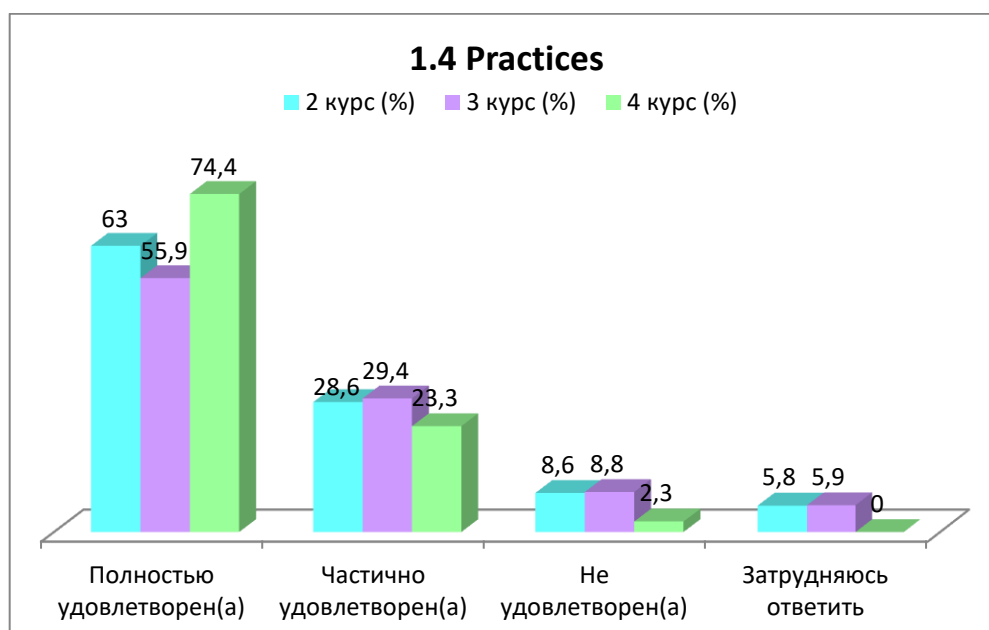
1.5 Organizing and conducting SIWT

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	68.6	50	81.4
Partially satisfied	20	35.3	18.6
Not satisfied	5.7	8.8	-
I find it difficult to answer	5.7	5.9	-
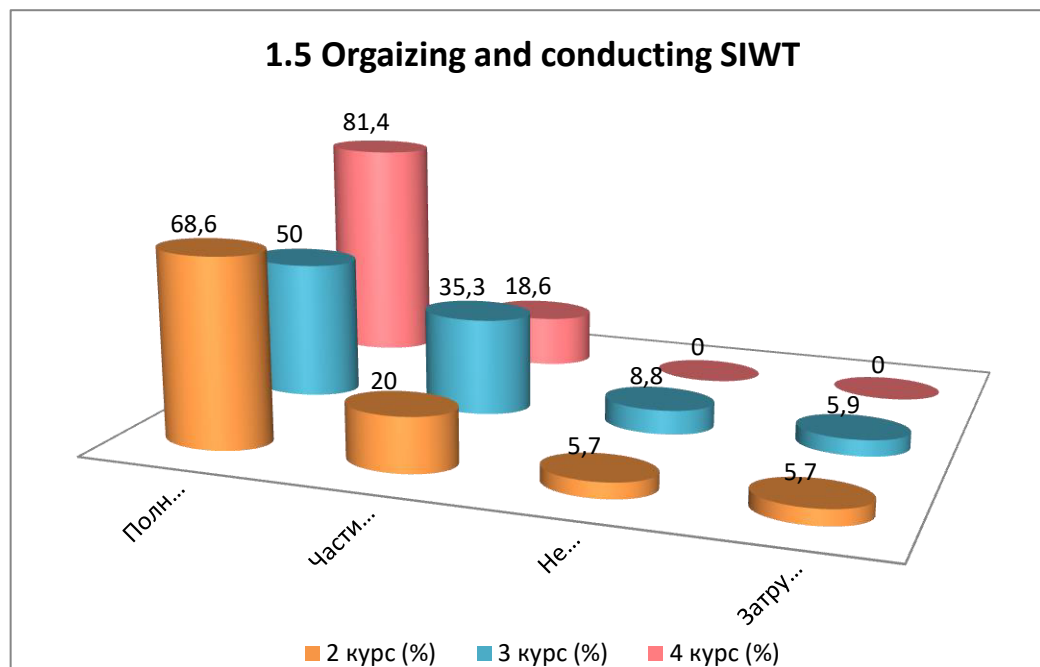
1.6 Organizing and conducting laboratory work

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	68.5	50	76.8
Partially satisfied	25.7	41.2	20.9
Not satisfied	2.9	5.9	2.3
I find it difficult to answer	2.9	2.9	-
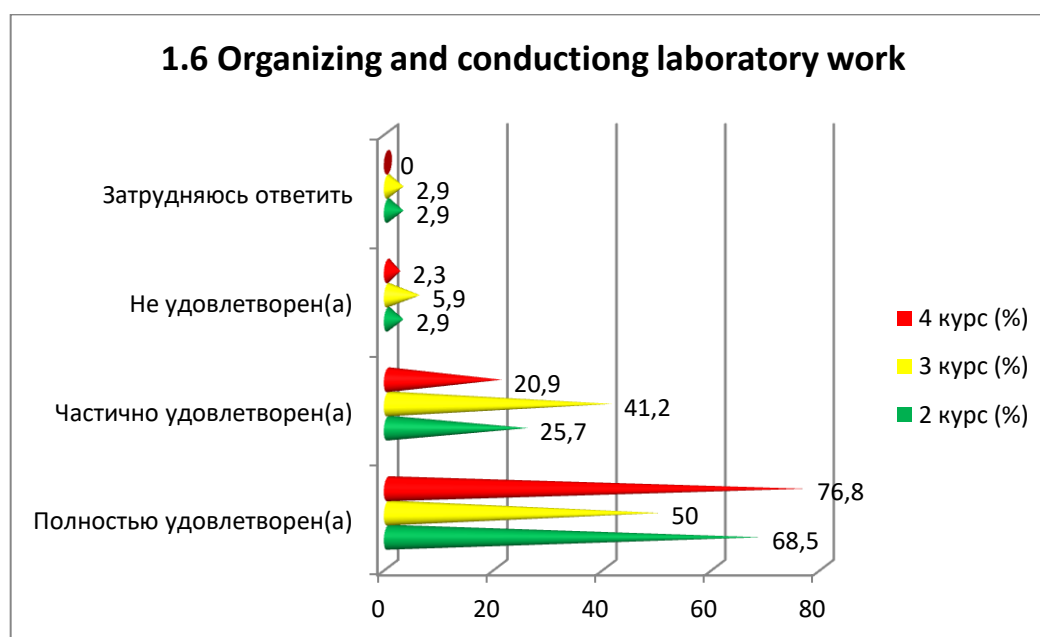
1.7 7 Satisfaction with the library work

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	74.3	55.9	81.4
Partially satisfied	20	38.3	16.3
Not satisfied	-	2.9	-
I find it difficult to answer	5.7	2.9	2.3

1.7 Satisfaction with the library work

■ 4 курс (%) ■ 3 курс (%) ■ 2 курс (%)

- 81,4 / 55,9 / 74,3 — Полностью удовлетворен(а)
- 16,3 / 38,3 / 20 — Частично удовлетворен(а)
- 0 / 2,9 / 0 — Не удовлетворен(а)
- 2,3 / 2,9 / 5,7 — Затрудняюсь ответить
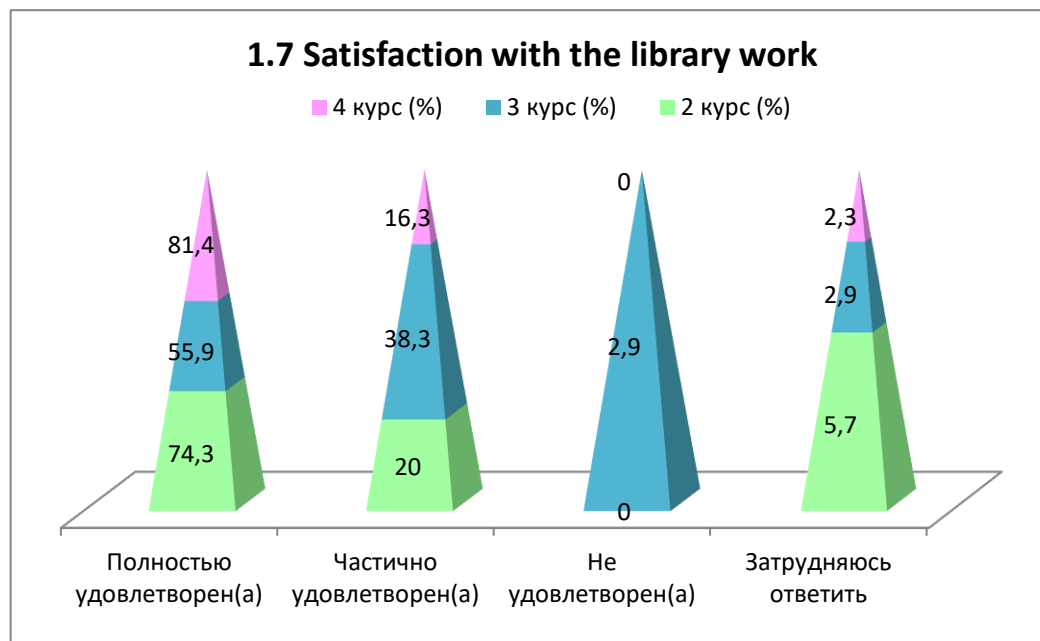
## 1.8 Possibility of access to full-text databases of scientific publications

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	68.6	55.9	74.5
Partially satisfied	25.7	35.3	20.9
Not satisfied	-	2.9	2.3
I find it difficult to answer	5.7	5.9	2.3

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

- Затрудняюсь ответить: 5,7 / 5,9 / 2,3
- Не удовлетворен(а): 0 / 2,9 / 2,3
- Частично удовлетворен(а): 25,7 / 35,3 / 20,9
- Полностью удовлетворен(а): 68,6 / 55,9 / 74,5

■ 2 курс (%) ■ 3 курс (%) ■ 4 курс (%)
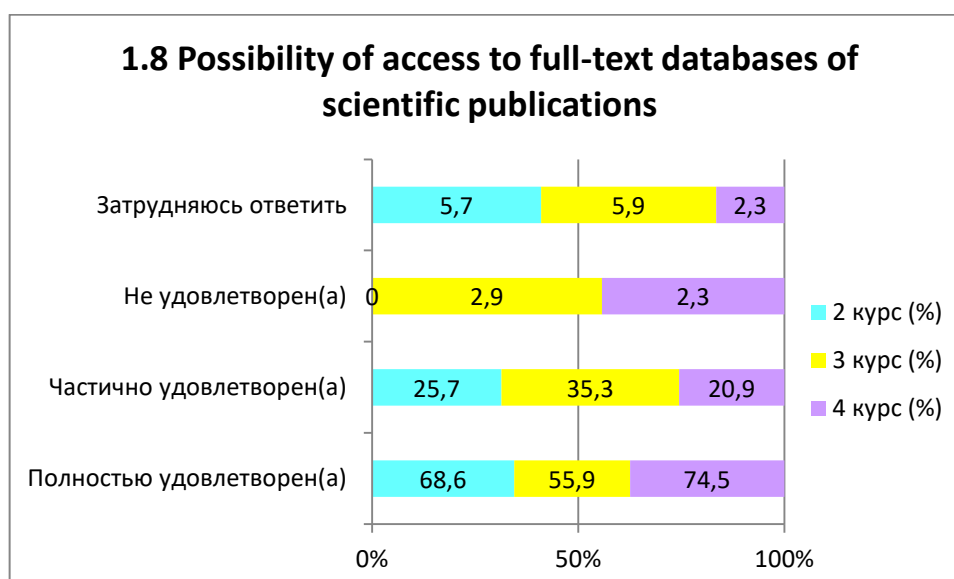
1.9 Living conditions in the hostel

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	60	52.9	79.1
Partially satisfied	25.7	35.3	16.3
Not satisfied	-	2.9	2.3
I find it difficult to answer	14.3	8.9	2.3
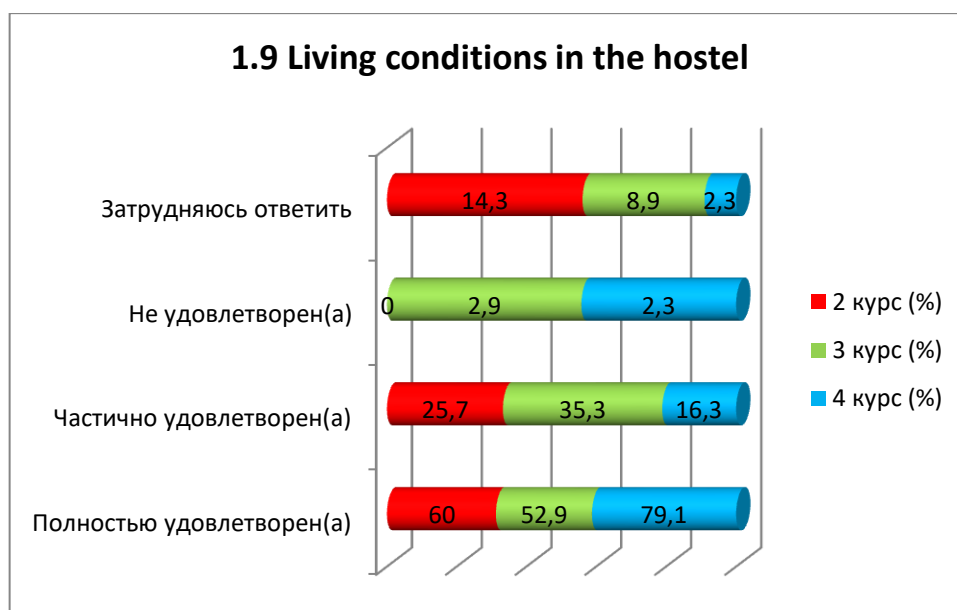
1.10 Quality of medical care

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	74.3	50	79.1
Partially satisfied	17.1	44.2	16.3
Not satisfied	-	2.9	4.6
I find it difficult to answer	8.6	2.9	-
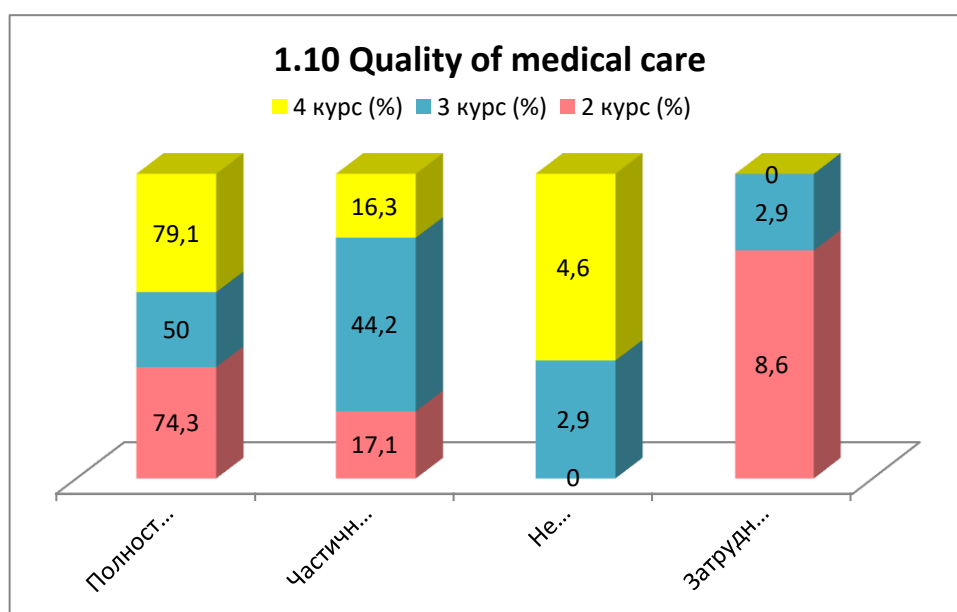
1.11 Catering at the University (prices, product range, quality of prepared dishes)

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	62.8	47.1	72.1
Partially satisfied	28.6	35.3	18.6
Not satisfied	5.7	14.7	7
I find it difficult to answer	2.9	2.9	2.3
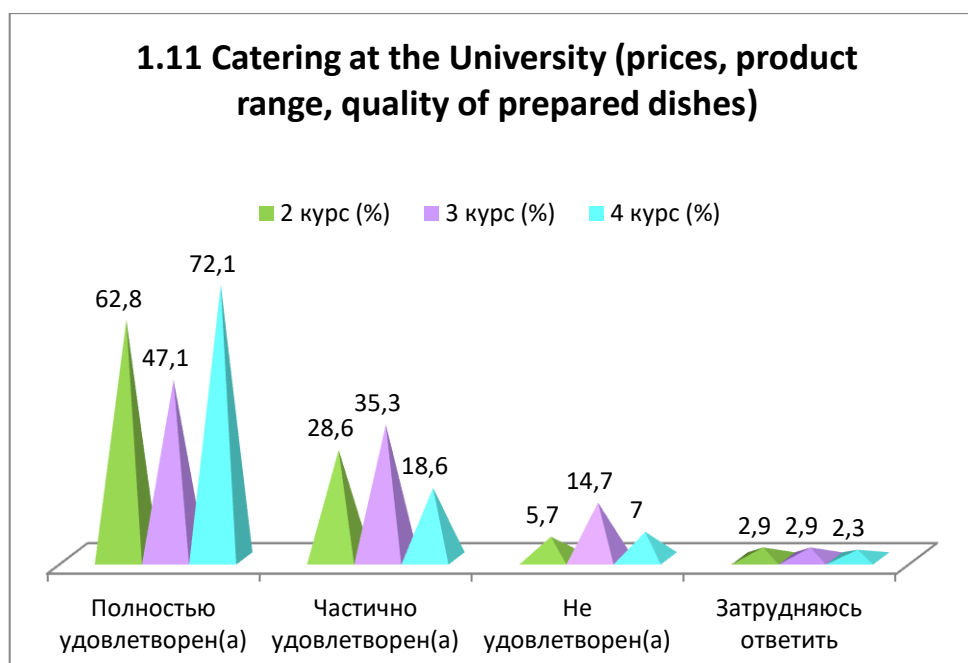
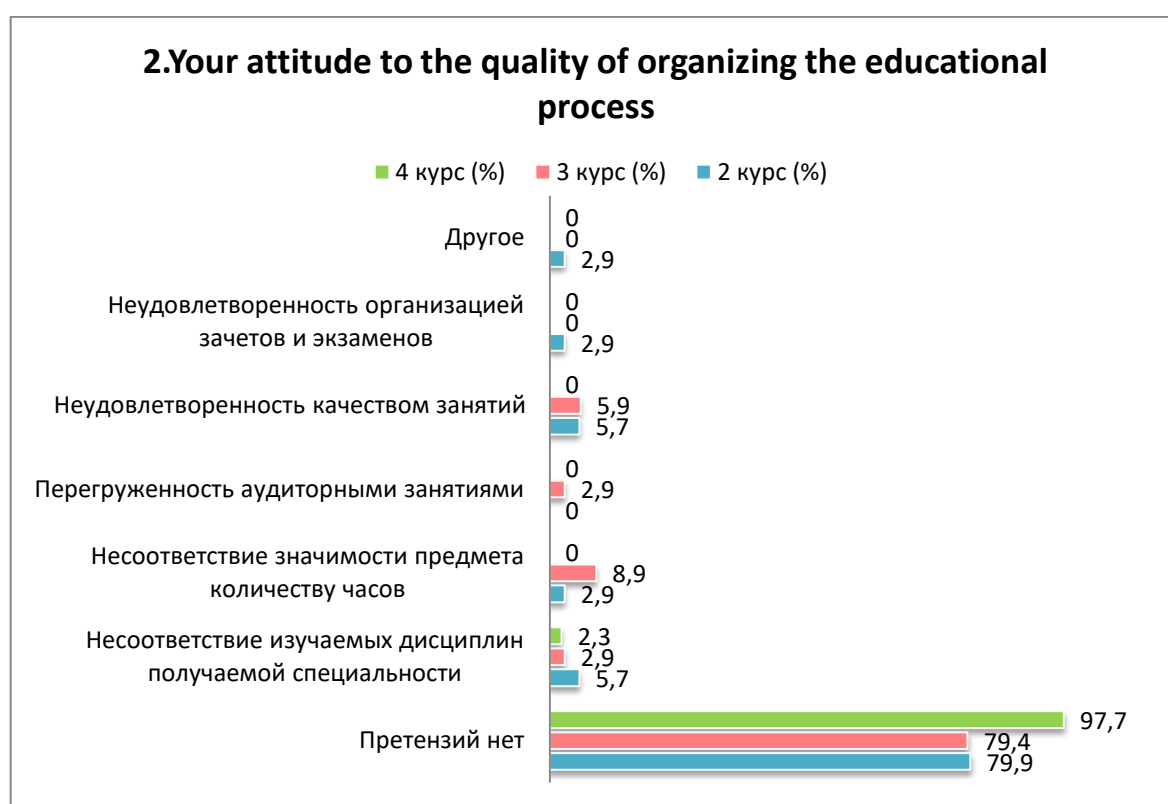For the option "Other", students indicated the following answers*:
- The classroom is good
- No
- Satisfied
- Old teachers scold students
- Yes

For the option "If you answered "not satisfied" to the previous question, give recommendations for improving the services provided", students indicated the following options*:
- The food in the canteen is small but expensive
- I think that no one will read this anyway, and no one will act. But I would like to write to the Ministry about the unpalatable food in the canteen and the unacceptable prices. I want to mention that the security guards illegally check students' bags!
- The tasks themselves don't often relate to the essence of the subject. Sometimes they give a lot of points for one task. Sometimes they give absolutely nothing for one task, but there are a lot of tasks. Sometimes you have to operate concepts that were not studied in the framework of the years.
- Lack of materials and equipment in laboratories
- In the organization of food, raw products are often encountered
- Teachers should be kinder to students.

2. Your attitude to the quality of organizing the educational process

Answer options	2 year (%)	3 year (%)	4 year (%)
No complaints	79.9	79.4	97.7
Discrepancy between the disciplines studied and the specialty obtained	5.7	2.9	2.3
Inconsistency between the importance of the subject and the number of hours	2.9	8.9	-
Overload with classroom activities	-	2.9	-
Dissatisfaction with the quality of classes	5.7	5.9	-
Dissatisfaction with the organization of tests and exams	2.9	-	-
Other	2.9	-	-

For the option "Other", students indicated the following answers*:
- It depends.

For the option "If you answered "Not satisfied" to the previous question, provide recommendations for improvement", students indicated the following options*:
- Change the teachers who have already retired.
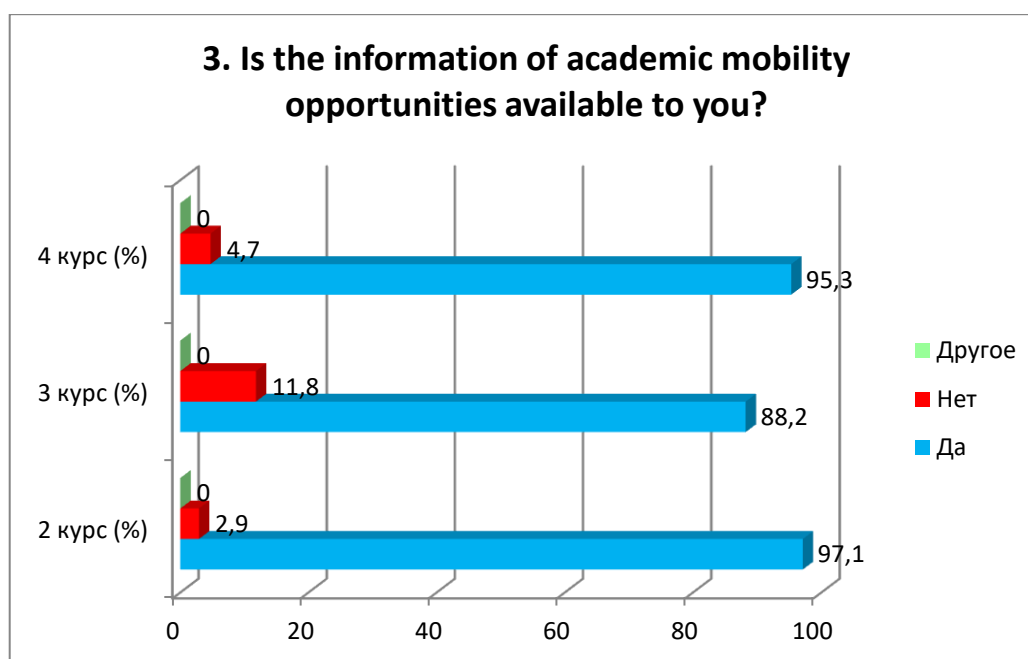- No.

3. Is the information of academic mobility opportunities available to you?

Варианты ответов	2 year (%)	3 year (%)	4 year (%)
Yes	97.1	88.2	95.3
No	2.9	11.8	4.7

Othere	-	-	-

3. Is the information of academic mobility opportunities available to you?

4 курс (%): 0 / 4,7 / 95,3
3 курс (%): 0 / 11,8 / 88,2
2 курс (%): 0 / 2,9 / 97,1

Legend: Другое, Нет, Да

For the option "If you answered "No" to the previous question, write why," the students indicated the following options□:

- No
- Many materials are in Russian, although we study in Kazakh.

4. What do you think the relationship is like
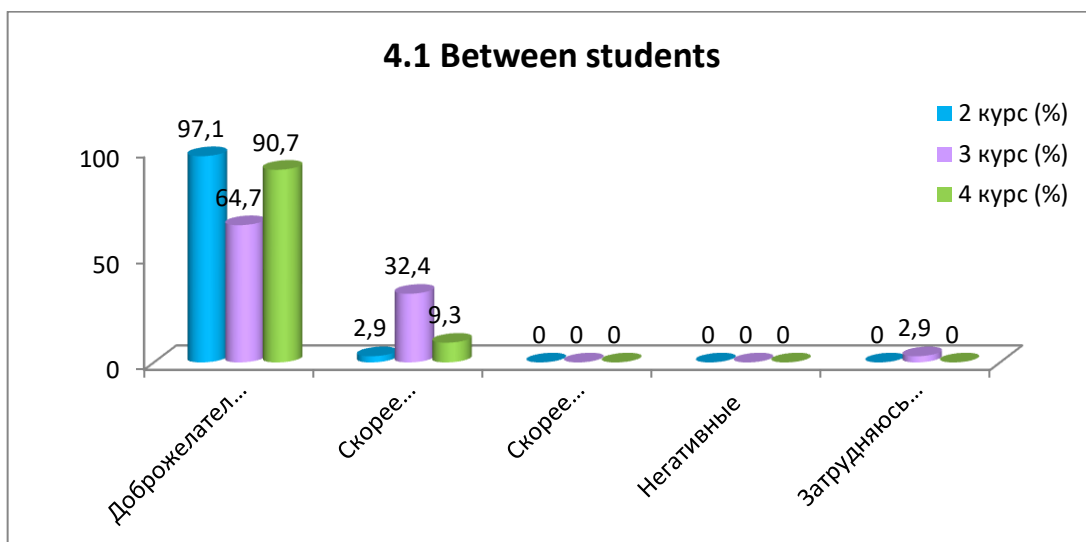
4.1 Between students
4.2 Between teachers and students (in the educational process)
4.3 Between a student and a supervisor
4.4 Between students and administration
4.5 Between students and employees of departments (library, student department, etc.)
4.6 Between students and security service

Other_____

If you answered the previous question "More unfriendly than friendly" and "Negative", give recommendations for improvement _____

4.1 Between students

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	97.1	64.7	90.7
More friendly than unfriendly	2.9	32.4	9.3
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	-	2.9	-

4.1 Between students

4.2 Between teachers and students (in the educational process)

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	60	55.9	83.7
More friendly than unfriendly	34.3	38.3	11.6
More unfriendly than friendly	5.7	2.9	4.7
Negative	-	-	-
I find it difficult to answer	-	2.9	-

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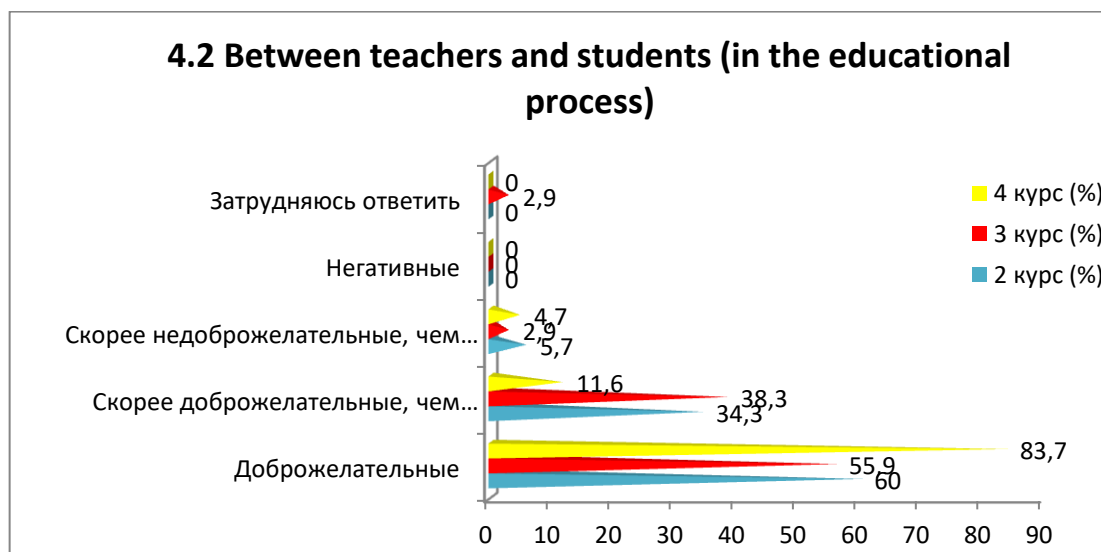
4.3 Between a student and a supervisor

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	97.1	70.6	88.4
More friendly than unfriendly	2.9	26.5	9.3
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	-	2.9	2.3

4.3 Between a student and a supervisor
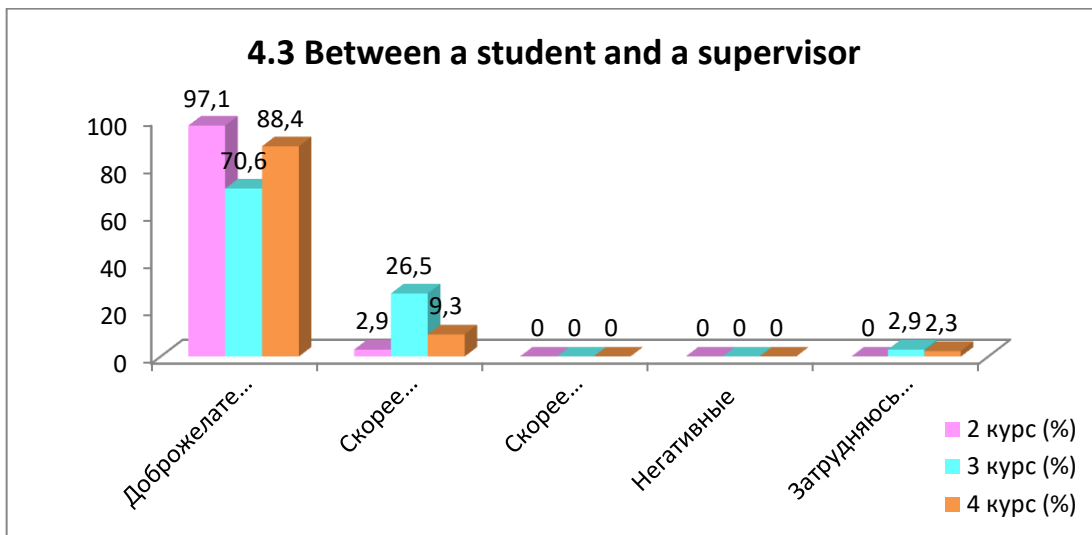
4.4 Between students and administration

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	82.8	52.9	88.4
More friendly than unfriendly	11.4	38.3	7
More unfriendly than friendly	2.9	5.9	-
Negative	-	-	2.3
I find it difficult to answer	2.9	2.9	2.3

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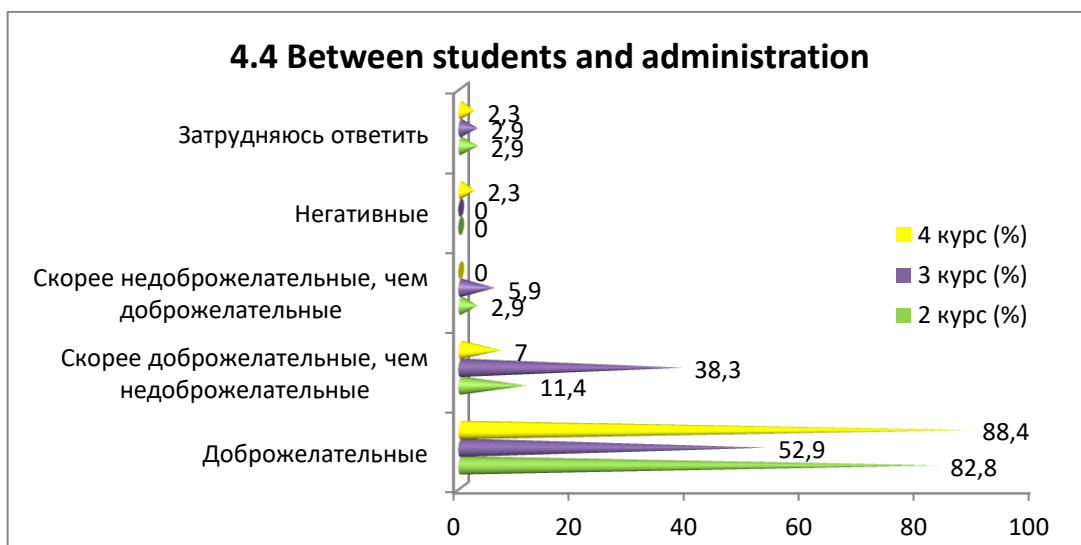
4.5 Between students and employees of departments (library, student department, etc.)

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	85.7	58.8	81.4
More friendly than unfriendly	8.5	29.4	11.6
More unfriendly than friendly	2.9	8.9	2.3
Negative	-	-	2.3
I find it difficult to answer	2.9	2.9	2.3

4.5 Between students and employees of department (library, student department, etc.)
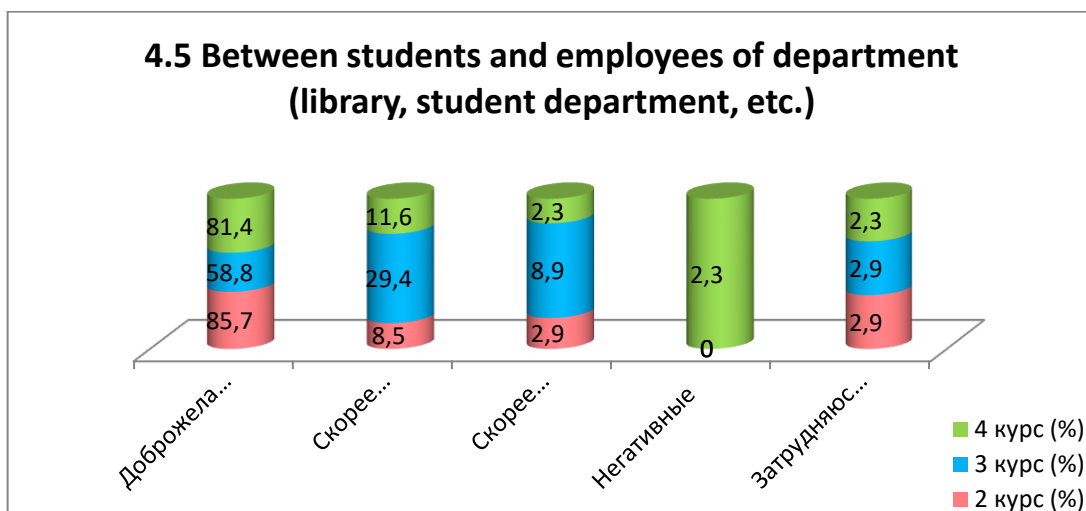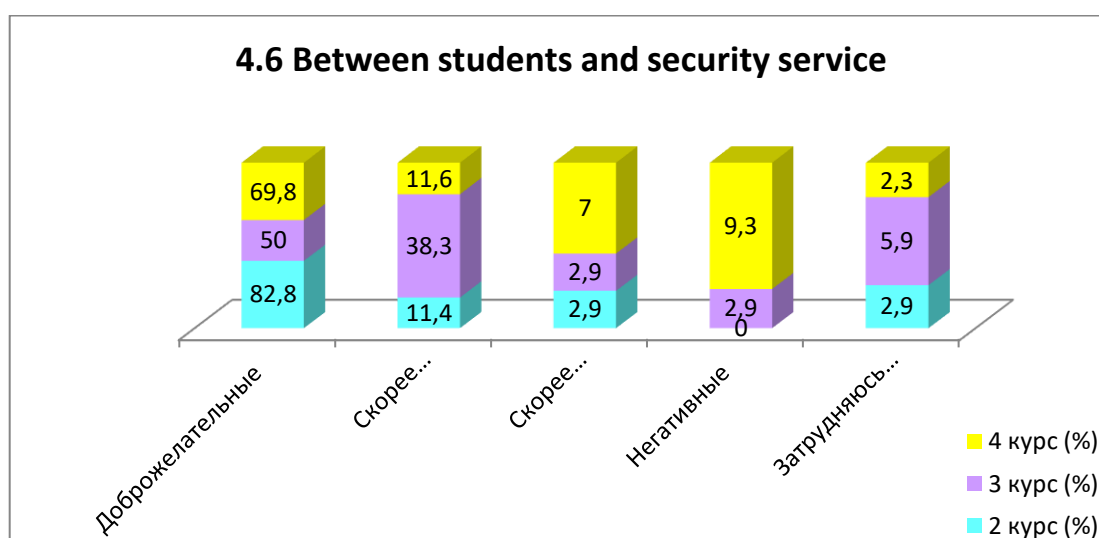
4.6 Between students and security service

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	82.8	50	69.8
More friendly than unfriendly	11.4	38.3	11.6
More unfriendly than friendly	2.9	2.9	7
Negative	-	2.9	9.3
I find it difficult to answer	2.9	5.9	2.3

4.6 Between students and security service

For the "Other" option, students indicated the following options*:
- No
- They seem to be guarding Ak Orda or the White House.

For the option "If you answered "Rather unfriendly than friendly" and "Negative" to the previous question, please provide recommendations for improvement," students indicated the following options*:
- I think that not all of course, but some teachers think very highly of themselves, but we are all people and equal before the Almighty.
- It is not always possible to find a common language with teachers, very often it is not possible to meet the criteria in someone else's head. With the security system, they very often detain you at the exit.
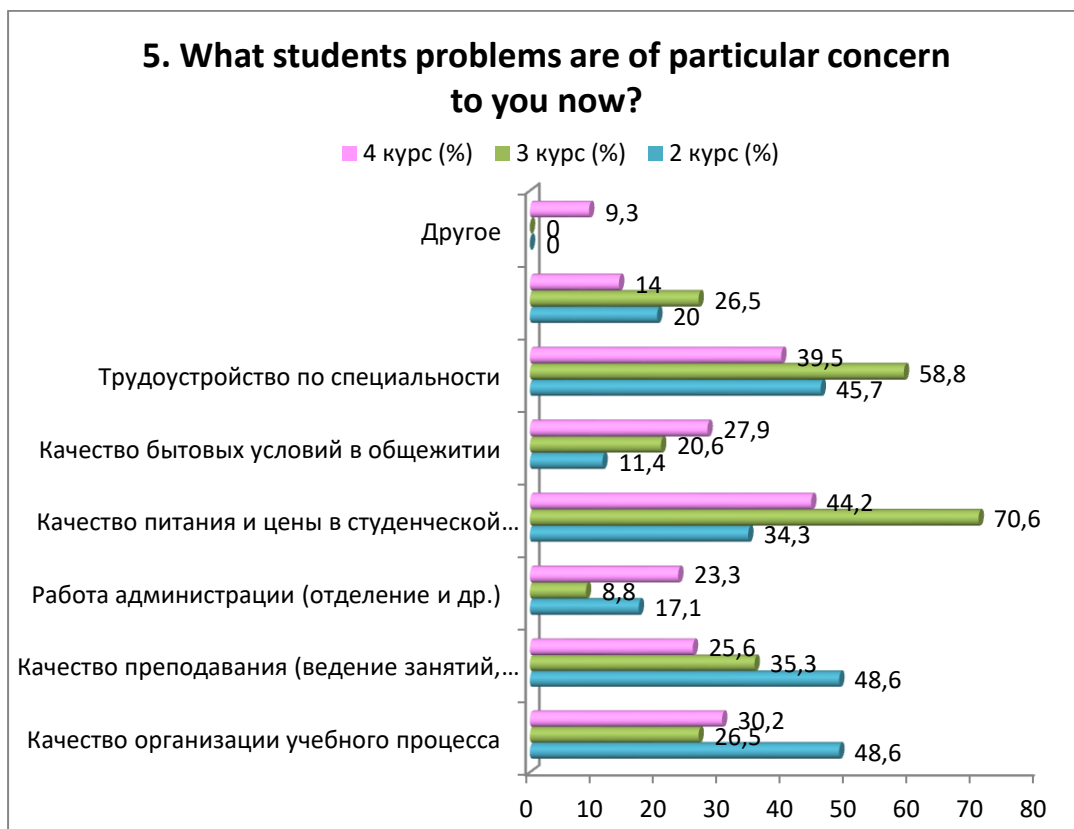
- At the entrance, they often react negatively to any little thing. They do not know how to talk like a human being, they immediately raise their voice, I think this is unprofessional in relation to students

- Security representatives speak rudely, sometimes as if they do not understand what they are being told. If you present your student ID card, or if you lose or forget your pass, you will be sent home (and there are people who do not live within the university boundaries).

5. Which student problems are of particular concern to you now? *(choose no more than 3 answer options)*

Answer options	2 year (%)	3 year (%)	4 year (%)
Quality of organizing the educational process	48.6	26.5	30.2
Quality of teaching (class conducting, assessment of knowledge, etc.)	48.6	35.3	25.6
Administration work (department, etc.)	17.1	8.8	23.3
Quality of food and prices in the student canteen	34.3	70.6	44.2
Quality of living conditions in the hostel	11.4	20.6	27.9
Employment by specialty	45.7	58.8	39.5
Quality of industrial practice organizations	20	26.5	14
Other	-	-	9.3

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

5. What students problems are of particular concern to you now?

■ 4 курс (%) ■ 3 курс (%) ■ 2 курс (%)

Другое: 9,3 / 0 / 0
14 / 26,5 / 20
Трудоустройство по специальности: 39,5 / 58,8 / 45,7
Качество бытовых условий в общежитии: 27,9 / 20,6 / 11,4
Качество питания и цены в студенческой…: 44,2 / 70,6 / 34,3
Работа администрации (отделение и др.): 23,3 / 8,8 / 17,1
Качество преподавания (ведение занятий,…: 25,6 / 35,3 / 48,6
Качество организации учебного процесса: 30,2 / 26,5 / 48,6

0 10 20 30 40 50 60 70 80

For the option Other students gave the following answers [*]:
- It doesn't matter.
- No complaints.

6. Do you take part in the scientific work of the University? If yes, in what forms
(check all that apply)

Answer options	2 year (%)	3 year (%)	4 year (%)
Do not participate	77.1	64.7	72.1
Sometimes, when it is necessary for formal reasons	17.1	17.6	18.6
In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.	-	11.8	4.6
In scientific projects of laboratories, clubs, circles, etc. free of charge	-	5.9	2.3
Attend scientific seminars, clubs and other scientific events	11.4	5.9	7
Speaker at a conference (including a student conference), scientific seminar)	-	11.8	4.6
Participated in the competition of scientific student works	2.9	2.9	4.6
Published the results of his research (including in student collections)	2.9	-	4.6

** The amount in % is not equal to 100, because multiple answer options were expected*
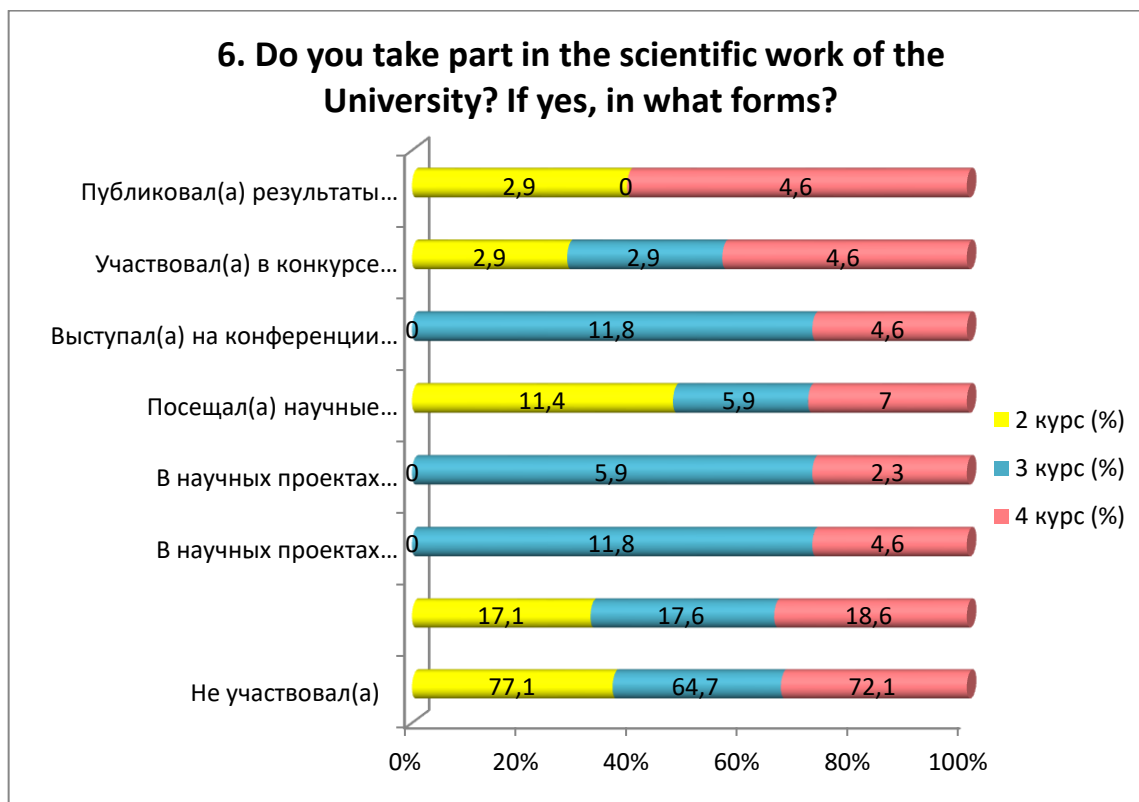
6. Do you take part in the scientific work of the University? If yes, in what forms?

For the option "If you answered "Did not participate" to the previous question, write why" the students indicated the following options☐:
- Not interested (4)
- I don't know
- No time
- Because I work
- Not interested
- No
- I don't even know what's going on
- I didn't want to
- Because of my heavy workload in subjects, I don't have time to participate in other projects
- There was no desire or offers

7. Which of the opportunities provided by the University do you use for personal development?

Answer options	2 year (%)	3 year (%)	4 year (%)
Sport sections	28.6	23.5	20.9
Creative clubs	5.7	8.8	2.3
Student trade union committee "Zhas Orda"	11.4	11.8	14
I don't use anything	54.3	55.9	62.8
Other	-	-	-
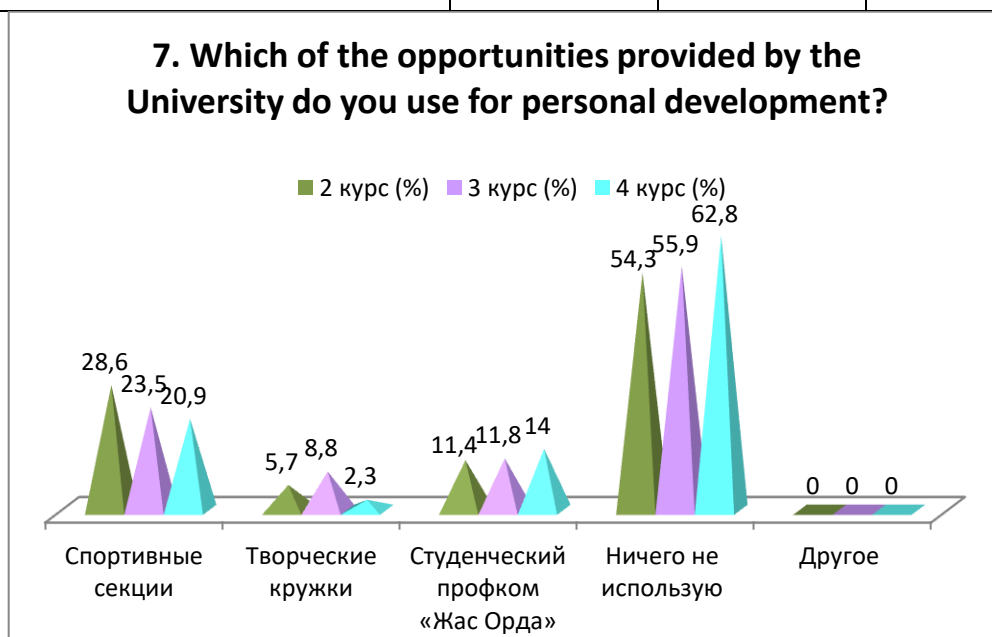
For the option "If you answered "I don't use anything" to the previous question, write why" the students indicated the following options☐:
- I study myself
- No desire
- No time
- I work
- Because I work
- No

- I work
- Because what interests me is not available in the university clubs. Whenever possible I only take part in the Akniet charity fund
- No time
- Not interested.

## 8. How satisfied are you with the material resources of our University?

8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet channel width, its speed
8.4 Software modernity
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 the previous question "not satisfied", give recommendations for improving the services provided _____

8.1 Availability of necessary scientific literature in the library

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	74.3	55.9	79.1
Partially satisfied	17.1	38.3	18.6
Not satisfied	5.7	2.9	2.3
I find it difficult to answer	2.9	2.9	-

8.1 Availability of necessary scientific literature in the library
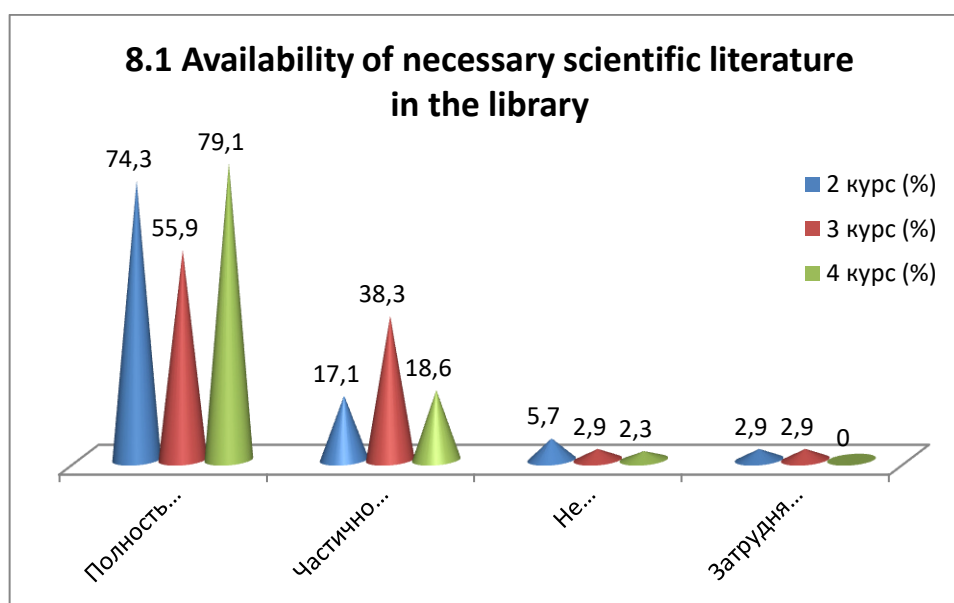
8.2 Modernity of computer equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	77.1	52.9	69.8
Partially satisfied	14.3	41.3	25.6
Not satisfied	5.7	2.9	4.6
I find it difficult to answer	2.9	2.9	-
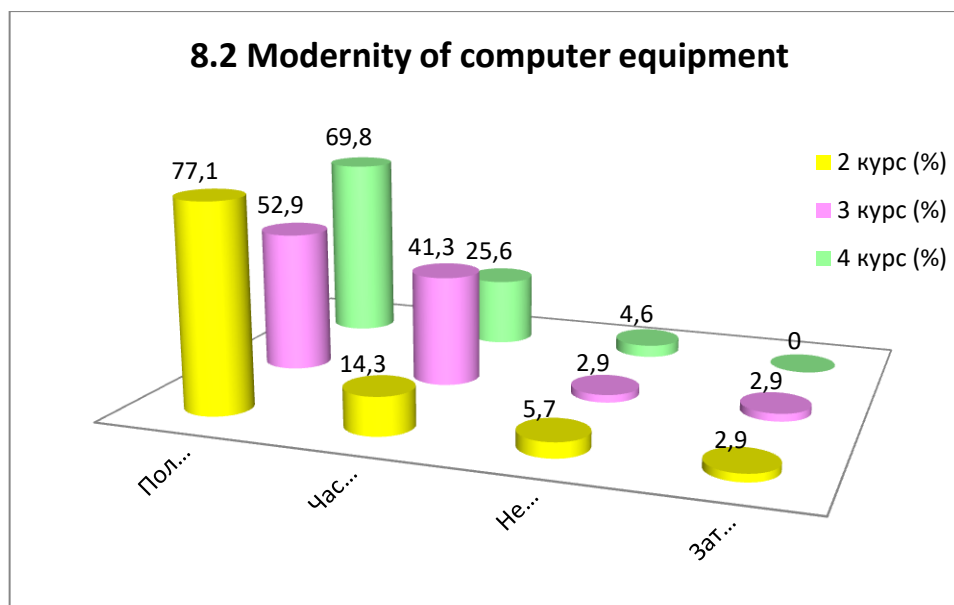
8.3 Internet channel width, its speed

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	48.6	44.2	65.1
Partially satisfied	34.3	38.2	11.6
Not satisfied	17.1	14.7	23.3
I find it difficult to answer	-	2.9	-
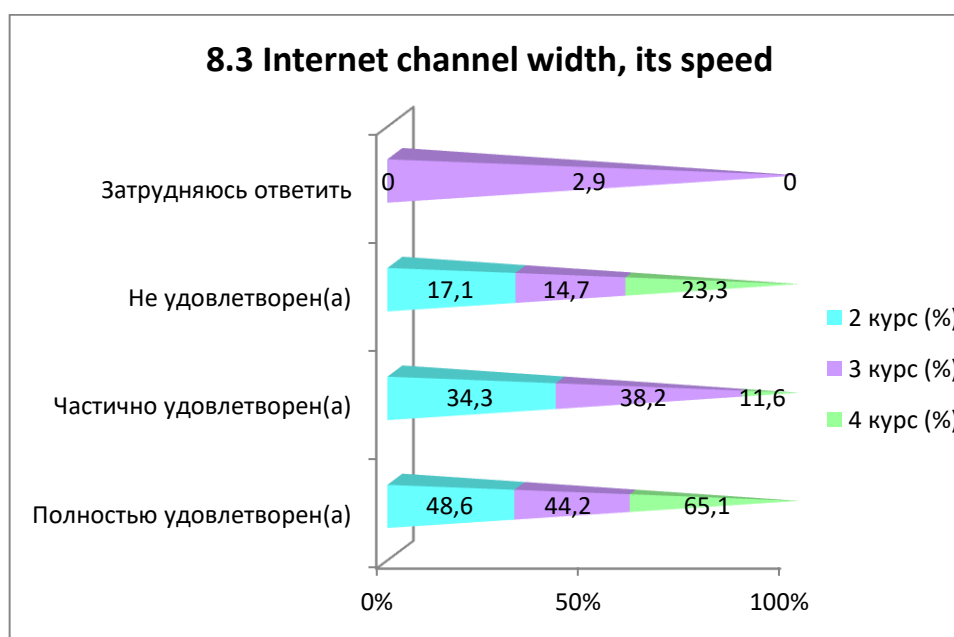
8.4 Software modernity

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	71.4	47.1	79.1
Partially satisfied	22.8	47.1	16.3
Not satisfied	2.9	2.9	4.6
I find it difficult to answer	2.9	2.9	-
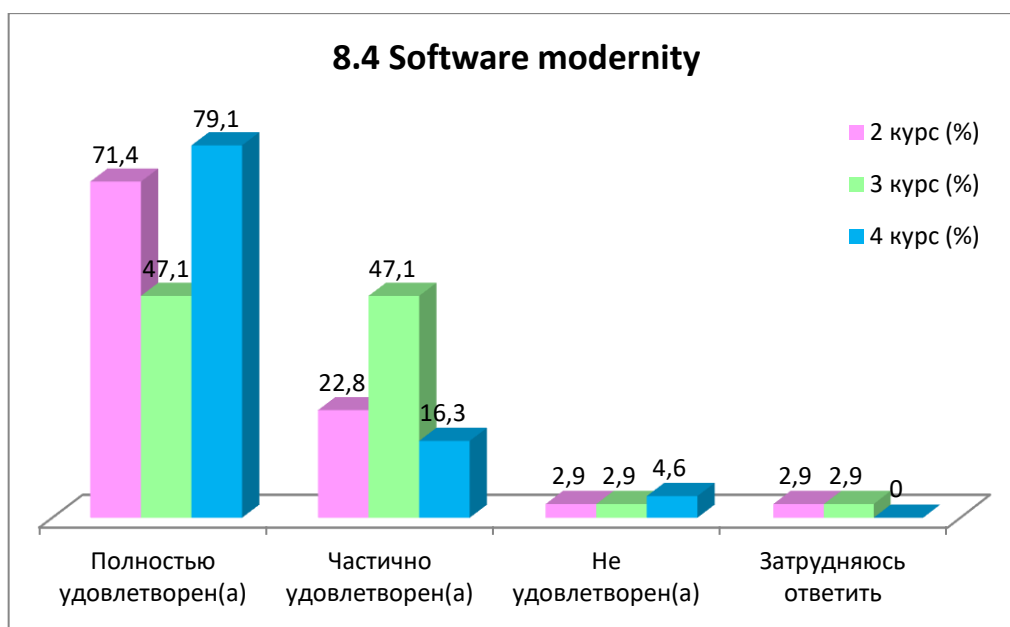
8.5 Availability of educational and scientific equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	71.5	50	76.8
Partially satisfied	17.1	41.2	11.6
Not satisfied	5.7	5.9	11.6
I find it difficult to answer	5.7	2.9	-
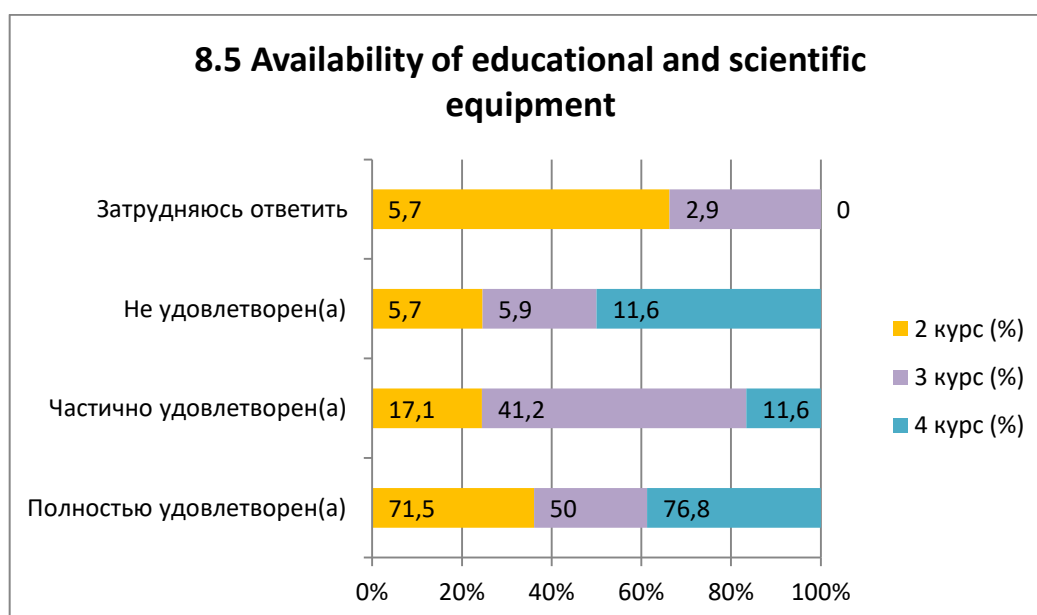
8.6 Availability of laboratories and specialized classrooms

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	82.8	50	76.8
Partially satisfied	11.4	38.2	16.3
Not satisfied	2.9	5.9	6.9
I find it difficult to answer	2.9	5.9	-
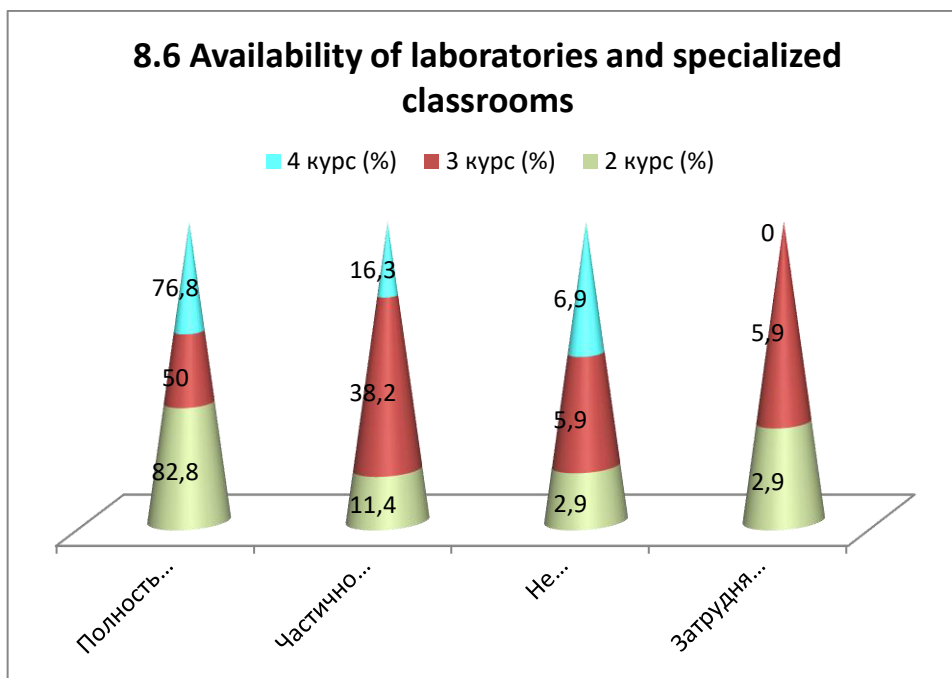
8.7 Availability of sports equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	82.9	50	76.8
Partially satisfied	17.1	44.2	16.3
Not satisfied	-	2.9	4.6
I find it difficult to answer	-	2.9	2.3
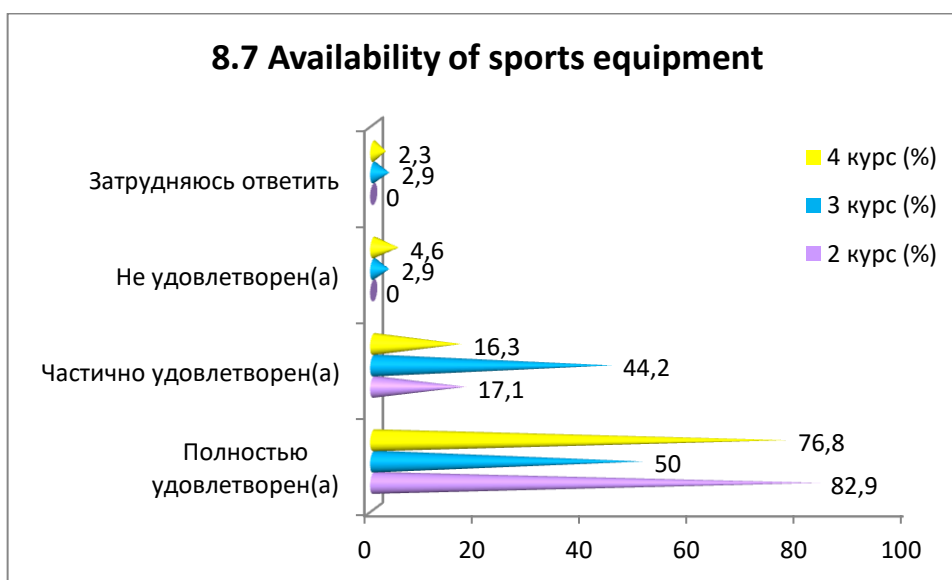
For the option "If you answered "Not satisfied" to the previous question, please provide recommendations for improvement", the students indicated the following options*:

- Low speed in the hostel
- All materials are in Russian, even the teachers also speak Russian, if you find Kazakh materials, you don't understand anything! Because they were translated by a translator.
- No
- The Internet is very weak
- We do not conduct laboratory work due to the lack of the necessary equipment and materials. Because of this, problems arise with the general presentation of the material provided.
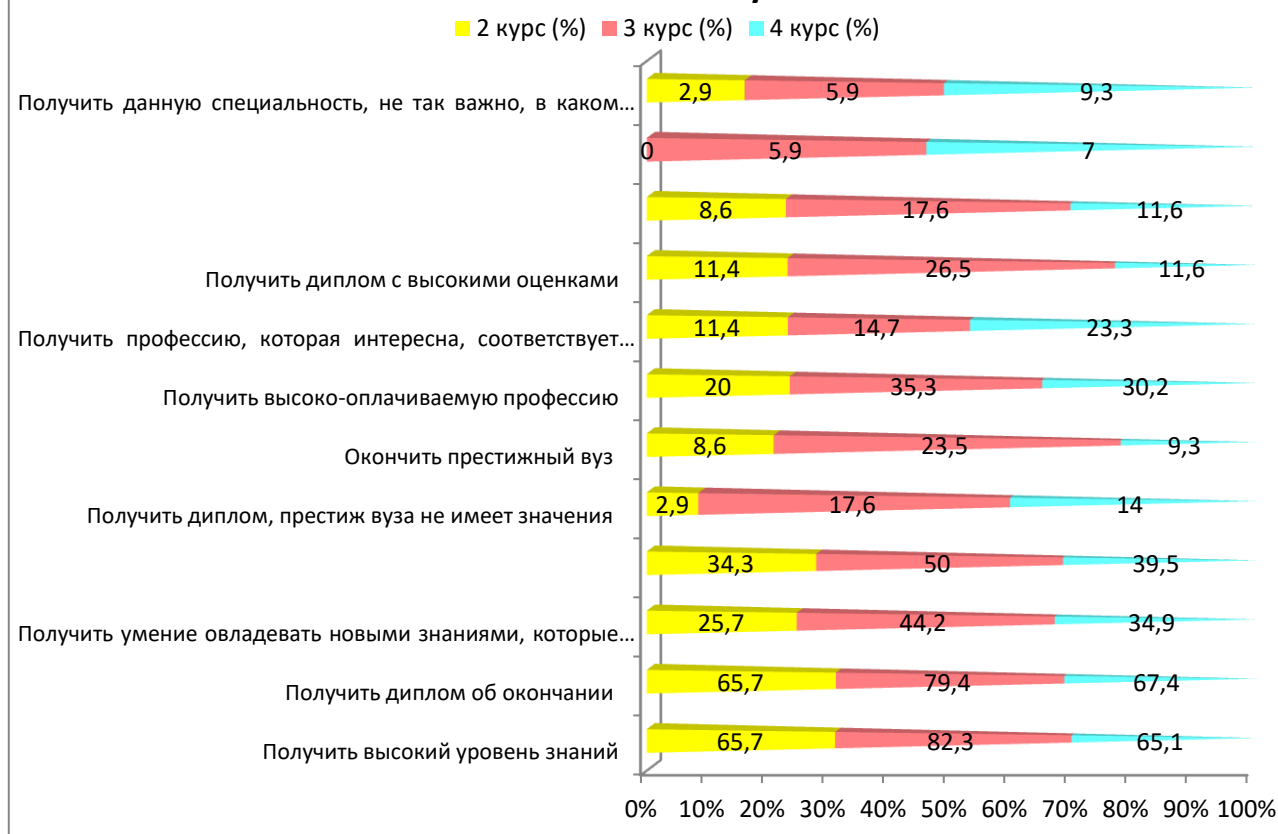
9. What is more important for you to get as a result of studying at the University?
(You can select one or more answer options)

Answer options	2 year (%)	3 year (%)	4 year (%)
Acquiring a high level of knowledge	65.7	82.3	65.1
Receiving a diploma of completion	65.7	79.4	67.4
Gaining the ability to acquire new knowledge that will help one to quickly adapt to the workplace	25.7	44.2	34.9
Gaining practical skills that one can immediately use at work	34.3	50	39.5
Receiving a diploma, the prestige of the university does not matter	2.9	17.6	14
Graduating from a prestigious university	8.6	23.5	9.3
Acquiring a highly paid profession	20	35.3	30.2
Acquiring a profession that is interesting and matches one's abilities	11.4	14.7	23.3
Receiving a diploma with high grades	11.4	26.5	11.6
One should learn only what is interesting or will be needed in further study (work)	8.6	17.6	11.6
It's not so important in what specialty to graduate from this particular university	-	5.9	7
Getting this specialty is not so important in which university.	2.9	5.9	9.3

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

■ 2 курс (%) ■ 3 курс (%) ■ 4 курс (%)

	2 курс (%)	3 курс (%)	4 курс (%)
Получить данную специальность, не так важно, в каком…	2,9	5,9	9,3
	0	5,9	7
	8,6	17,6	11,6
Получить диплом с высокими оценками	11,4	26,5	11,6
Получить профессию, которая интересна, соответствует…	11,4	14,7	23,3
Получить высоко-оплачиваемую профессию	20	35,3	30,2
Окончить престижный вуз	8,6	23,5	9,3
Получить диплом, престиж вуза не имеет значения	2,9	17,6	14
	34,3	50	39,5
Получить умение овладевать новыми знаниями, которые…	25,7	44,2	34,9
Получить диплом об окончании	65,7	79,4	67,4
Получить высокий уровень знаний	65,7	82,3	65,1

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Please write your suggestions, wishes, as well as what questions in your opinion need to 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 the other areas of the University activities. *(Students' answers are presented in the original. The author's spelling and punctuation have been preserved):*

- I don't know
- No
- I don't know
- None
- Everything is all right.

Based on the survey results, the following conclusions can be made.

The quality of educational services at the University depends on a whole range of factors. The educational process plays a special role in it. Correct and effective organization of the educational process is the key to successful and high-quality training of specialists. The results of the survey "Satisfaction of 2-5 year old students with educational services" indicate a high degree of satisfaction of respondents with the educational process at the University. 93.6% of respondents are satisfied with the educational process. For ease of analysis, let us consider in more detail the criteria by which respondents assessed their satisfaction with educational services.

Students rated the following criteria as "excellent quality", according to which the educational program at the University meets the expectations of students:

- satisfaction with the work of the library (95.4%);
- quality of medical care (93.7%);

- possibility of access to full-text databases of scientific publications (93.6%);
- organization of independent work (92.5%);
- class schedule (92.2%);
- quality of practical training (91.5%);
- organizing and conducting independent work (91.3%)
- living conditions in the hostel (89.8%),
- organization of catering at the University (88.2%),
- organizing and conducting laboratory work (85.8%).

Such satisfaction indicators indicate that the University successfully fulfills its main task: providing high-quality education to students. However, despite these positive results, there is always room for improvement and further development. Students' suggestions for improving the curriculum and enhancing the quality of services provided are as follows: reduce prices in the canteen, ensure that lecture materials correspond to the subject content, distribute grades for assignments evenly, improve the quality of food products, improve equipment in laboratories, etc.

A survey of students on availability of the information of academic mobility at the University reveals that 93.5% of respondents have information of the possibilities of academic mobility. This indicates successful implementation of the outgoing and incoming academic mobility program aimed at improving the quality of higher education, the effectiveness of scientific research and the establishment of integration links.

The relationships "between students", "between teachers and students (in the educational process)", "between a student and a supervisor", "between students and administration", "between students and department staff (library, student department, etc.)", "between students and security service" are mainly assessed by respondents as "friendly" and "rather friendly than unfriendly", which indicates a positive moral and psychological climate at the university.

However, it should be noted that a small number of respondents noted such answer options as "rather unfriendly than friendly" and "negative" in the relationships between students and the security service. To the option "If you answered "Rather unfriendly than friendly" and "Negative" to the previous question, please provide recommendations for improvement", students indicated the following answer options: "It is not always possible to find a common language with teachers, very often it is not possible to meet the criteria in someone else's head. With the security system, they very often detain you at the exit.", "At the entrance, they often react negatively to any little thing. They do not know how to talk like a human being, they immediately raise their voice, I think this is unprofessional in relation to students", "Security representatives speak rudely, sometimes as if they do not understand what they are being told. When presenting a student ID, in the event of loss or forgetting a pass, they turn you home (and there are people who do not live within the University)", etc.

71.3% of students do not participate in the University scientific work. Students explain their lack of participation in scientific work by various factors, such as being overloaded with studies and work, lack of motivation, and lack of interest in scientific work.

The survey also revealed that 57.8% of students do not use the opportunities provided by the University for personal development, such as sports sections, creative clubs, and the student trade union "Zhas Orda". The reasons are limited time or lack of desire to use these opportunities.

The University material resources fully satisfy the needs of most of the students surveyed. However, students left comments, where the main suggestions are related to

improving the Internet speed and improving the quality of educational and scientific equipment for laboratory work.

To the question "Which of the student problems are of a special concern to you now?" students put "the quality of food and prices in the student canteen" in first place - 49.7%; then "employment in the specialty" - 48%. In third place there is "quality of teaching (conducting classes, assessing knowledge, etc.)" – 36.5%.

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

Recommendations:

The head of the department needs to familiarize the staff and students with the results of the survey and to discuss them during supervisory hours; if necessary, to develop an action plan to improve the quality of educational services.

Students can request the survey results by email from the Center of Quality Management and Accreditation cqma_kstu@mail.ru.