

Report
based on questionnaire results
«Satisfaction of 2-5 year students with educational services»
2022

Department: «Nanotechnology and metallurgy»

Specialty: 6B07103 Materials science and technology of new materials

The center for quality management and accreditation, in October 2022, conducted an annual questionnaire on the satisfaction of 2-5 year students with the quality of services provided.

Purpose of the survey: Identification of the degree of satisfaction of respondents with the quality of educational services provided and other areas of the university's activities.

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

In specialty 6B07103 «Materials science and technology of new materials» 38 respondents took part in the survey.

- 2nd year – 15 students (79%);
- 3rd year – 11 students (61%);
- 4th year – 12 students (67%).

During the questionnaire process, the following data was obtained:

Indicators:

1. Does it satisfy you? quality of services provided?

1.1 The learning process in general
1.2 Class schedule
1.3 Organization of independent work
1.4 Internship
1.5 Organization and conduct of the SIWT
1.6 Organization and conduct of laboratory work
1.7 Satisfaction with the library
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)

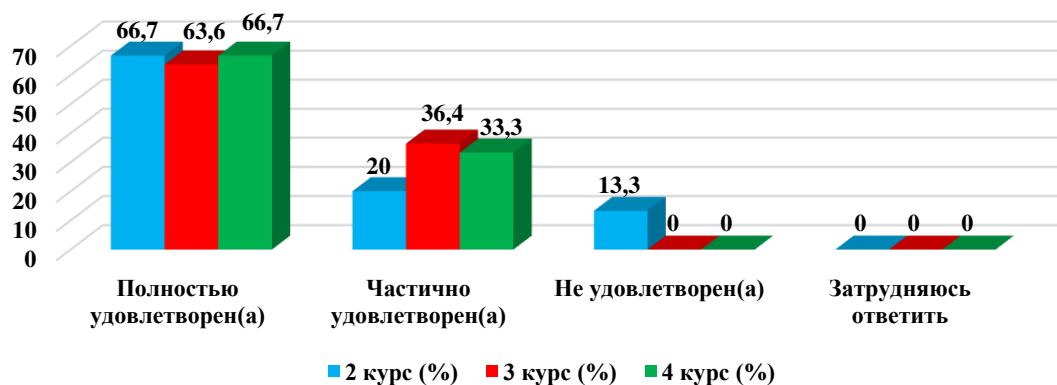
Other _____

If you answered «not satisfied» to the previous question, give recommendations for improvement provided services _____

1.1 The learning process in general

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66.7	63.6	66.7
Partially satisfied	20	36.4	33.3
Not satisfied)	13.3	-	-
I find it difficult to answer	-	-	-

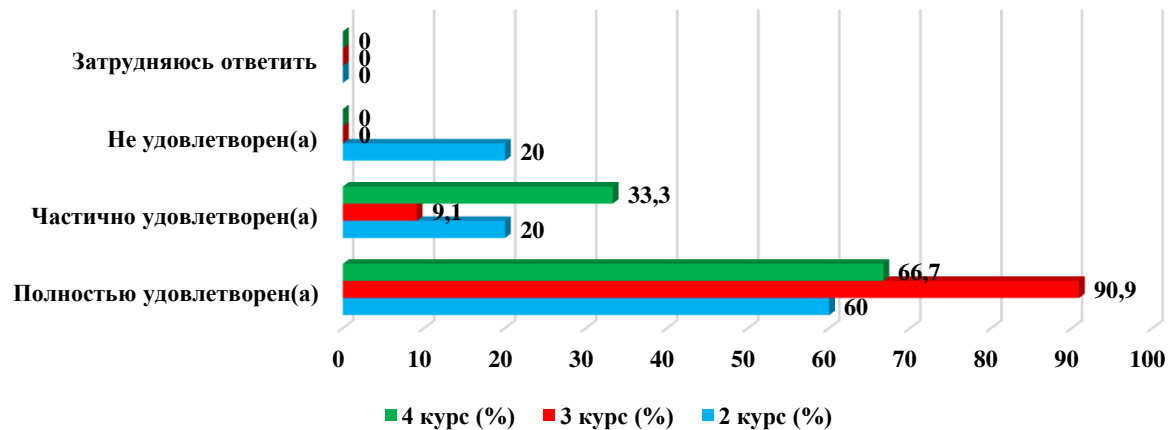
1.1 The learning process in general



1.2 Class schedule

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	60	90.9	66.7
Partially satisfied	20	9.1	33.3
Not satisfied)	20	-	-
I find it difficult to answer	-	-	-

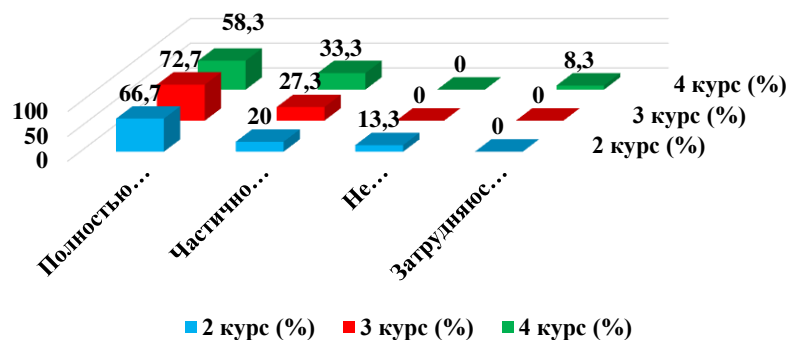
1.2 Class schedule



1.3 Organization of independent work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66.7	72.7	58.3
Partially satisfied	20	27.3	33.3
Not satisfied)	13.3	-	-
I find it difficult to answer	-	-	8.3

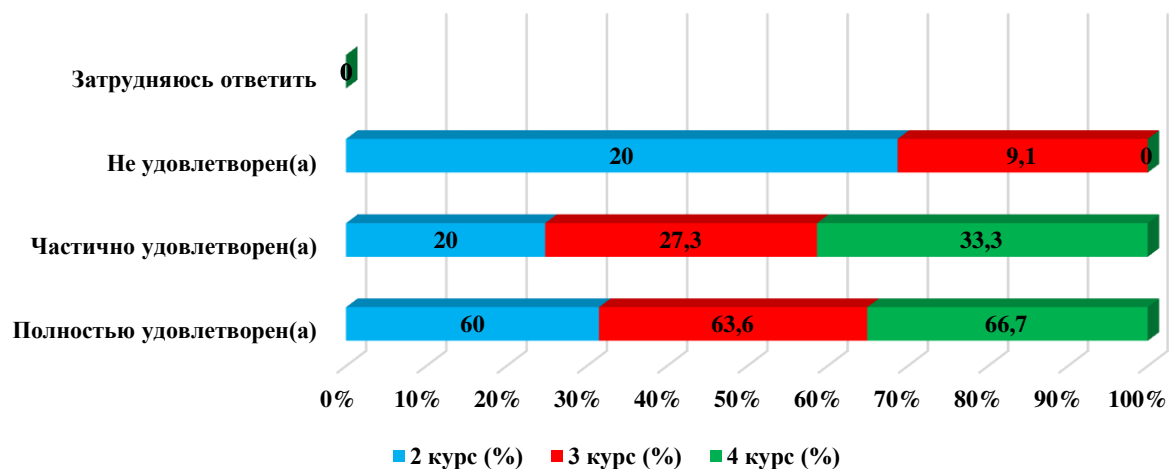
1.3 Organization of independent work



1.4 Internship

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	60	63.6	66.7
Partially satisfied	20	27.3	33.3
Not satisfied)	20	9.1	-
I find it difficult to answer	-	-	-

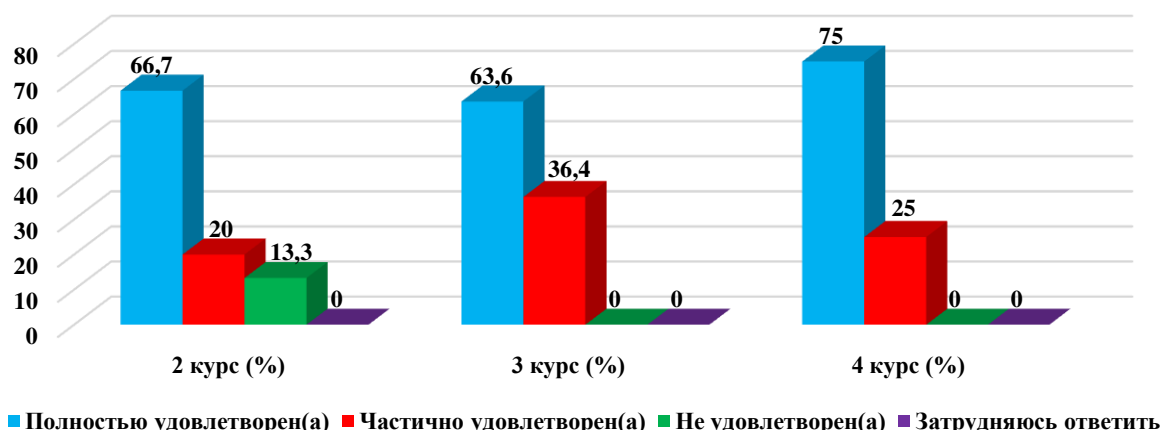
1.4 Internship



1.5 Organization and conduct of the SIWT

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66.7	63.6	75
Partially satisfied	20	36.4	25
Not satisfied)	13.3	-	-
I find it difficult to answer	-	-	-

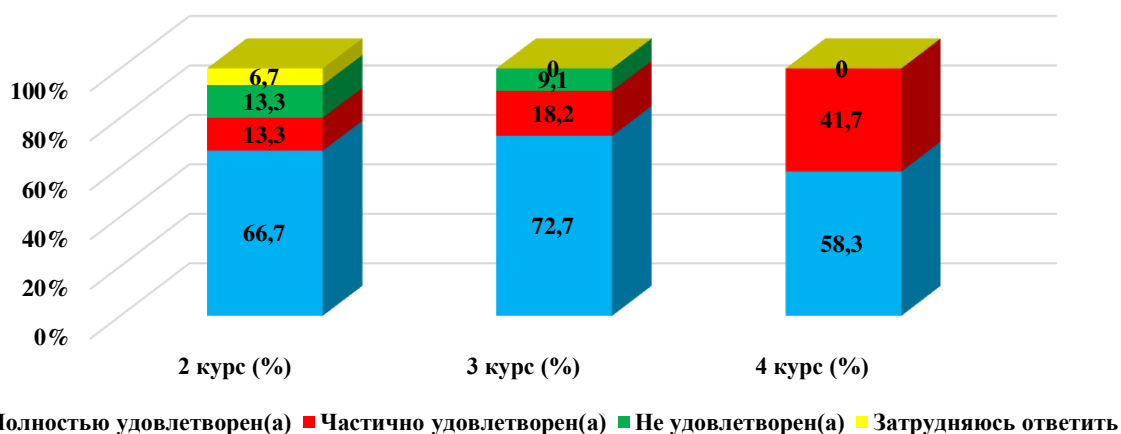
1.5 Organization and conduct of the SIWT



1.6 Organization and conduct laboratory work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66.7	72.7	58.3
Partially satisfied	13.3	18.2	41.7
Not satisfied)	13.3	9.1	-
I find it difficult to answer	6.7	-	-

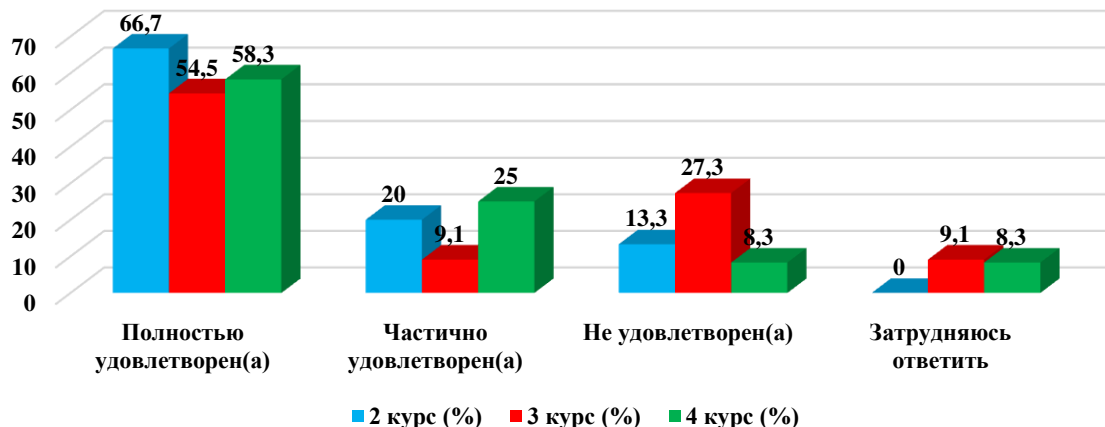
1.6 Organization and conduct laboratory work



1.7 Satisfaction with the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66.7	54.5	58.3
Partially satisfied	20	9.1	25
Not satisfied)	13.3	27.3	8.3
I find it difficult to answer	-	9.1	8.3

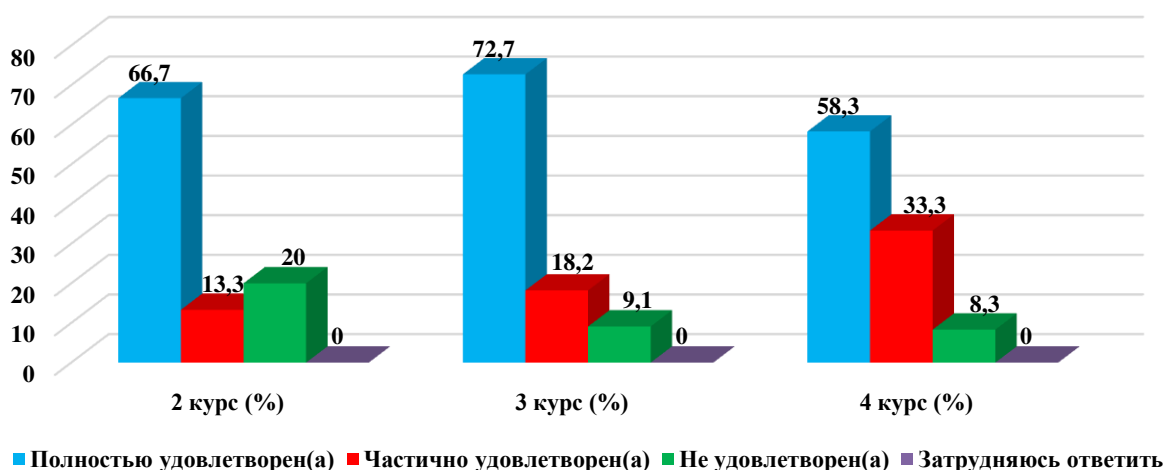
1.7 Satisfaction with the library



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66.7	72.7	58.3
Partially satisfied	13.3	18.2	33.3
Not satisfied)	20	9.1	8.3
I find it difficult to answer	-	-	-

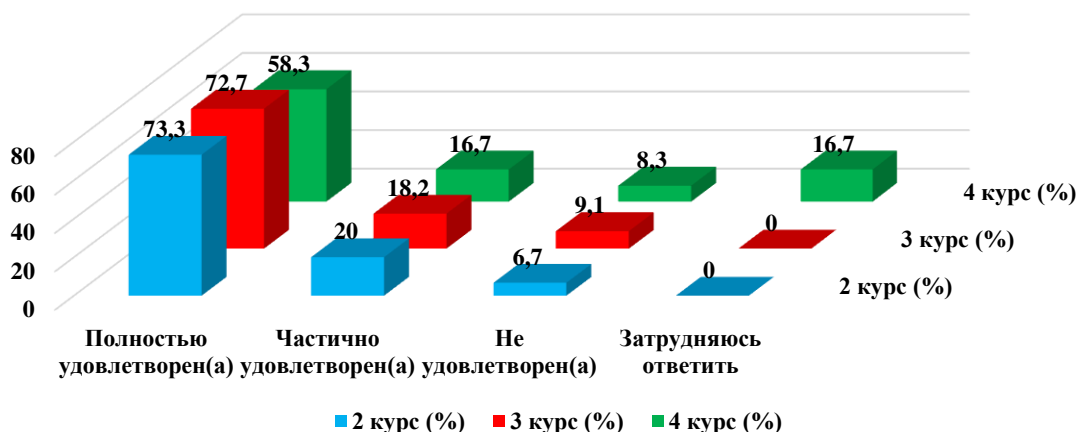
1.8 Possibility of access to full-text databases of scientific publications



1.9 Living conditions in the hostel

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	73.3	72.7	58.3
Partially satisfied	20	18.2	16.7
Not satisfied)	6.7	9.1	8.3
I find it difficult to answer	-	-	16.7

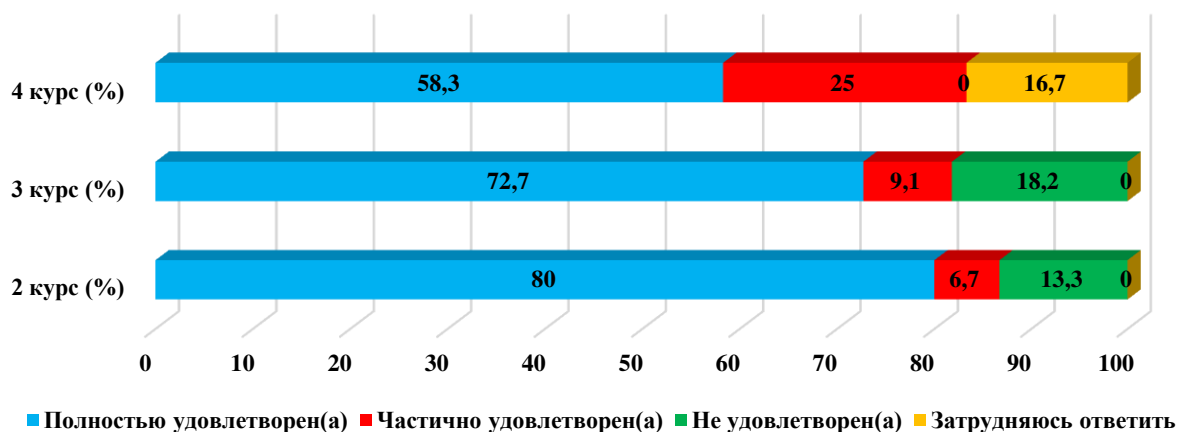
1.9 Living conditions in the hostel



1.10 Quality of medical care

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	80	72.7	58.3
Partially satisfied	6.7	9.1	25
Not satisfied)	13.3	18.2	-
I find it difficult to answer	-	-	16.7

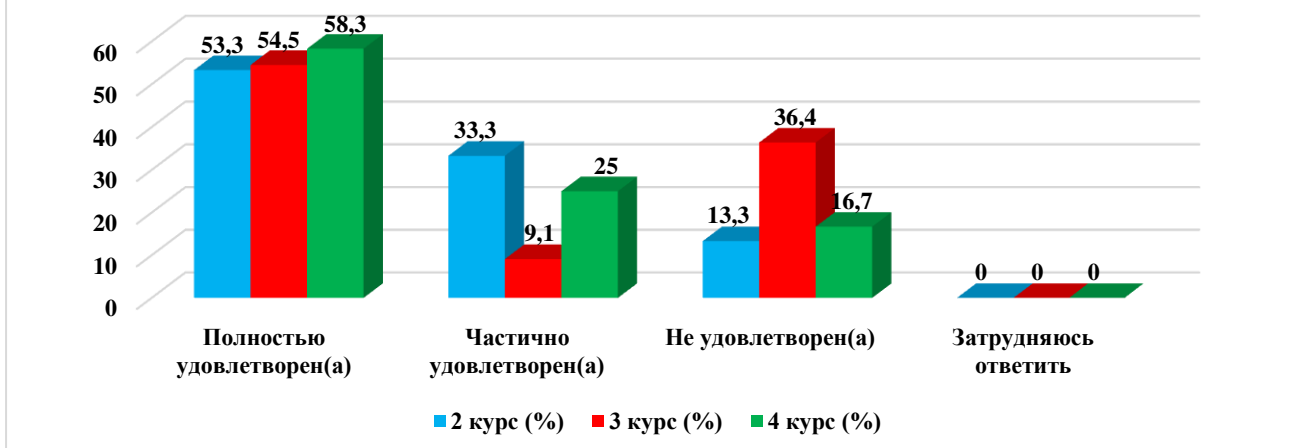
1.10 Quality of medical care



1.11 Catering at the university (prices, product range, quality of prepared dishes)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	53.3	54.5	58.3
Partially satisfied	33.3	9.1	25
Not satisfied)	13.3	36.4	16.7
I find it difficult to answer	-	-	-

1.11 Catering at the university (prices, product range, quality of prepared dishes)



Students indicated the following options for the «Other» option:*

- There is no room for Namaz.

For the option «If you answered «not satisfied» to the previous question, give recommendations for improvement provided services» students indicated the following options*:

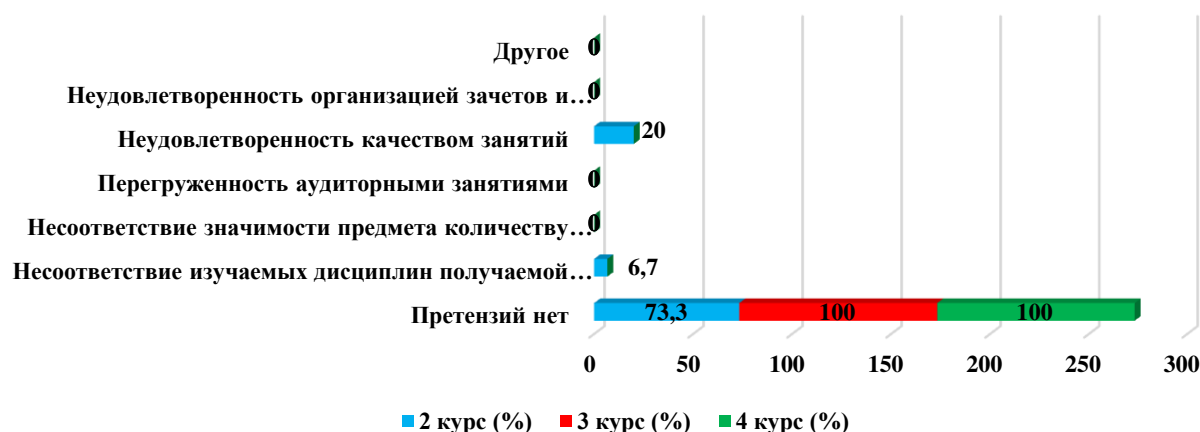
- Prices in the dining room are very expensive;

2. «What is your attitude to the quality of organization of the educational process?»

Answer options	2nd year (%)	3rd year (%)	4th year (%)
No complaints	73.3	100	100
Discrepancy between the disciplines studied and the specialty obtained	6.7	-	-
Inconsistency between the importance of the subject and the number of hours	-	-	-
Overload with classroom activities	-	-	-
Dissatisfaction with the quality of classes	20	-	-
Dissatisfaction with the organization of tests and exams	-	-	-
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.

2. «What is your attitude to the quality of organization of the educational process?»



For the option «If you answered the previous question «Not satisfied», give recommendations for improvement» students indicated the following options*:

- The price of the table is very expensive;
- corresponds.

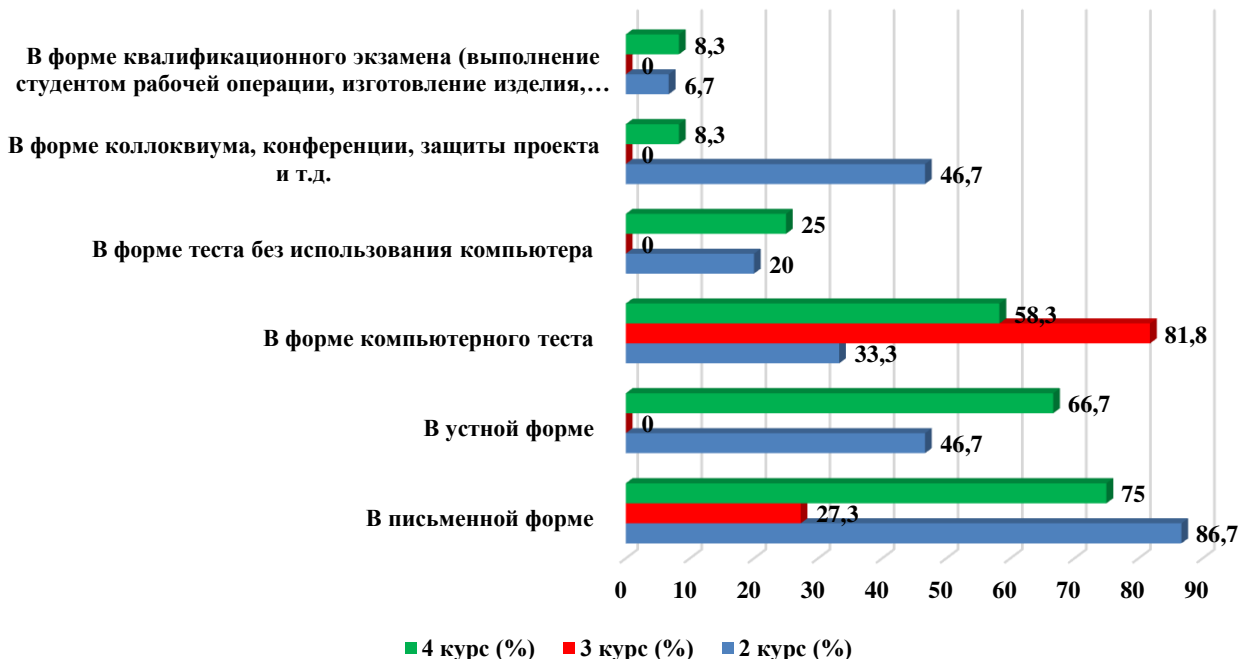
3. What forms of final testing or examination are used in this educational organization? (check all that apply)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
In writing	86.7	27.3	75
In oral form	46.7	-	66.7
In the form of a computer test	33.3	81.8	58.3
In the form of a test without using a computer	20	-	25
In the form of a colloquium, conference, project defense, etc.	46.7	-	8.3
In the form of a qualification exam (the student performs a work operation, manufactures a product, carries out labor activities, assessed by experts)	6.7	-	8.3

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

*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.

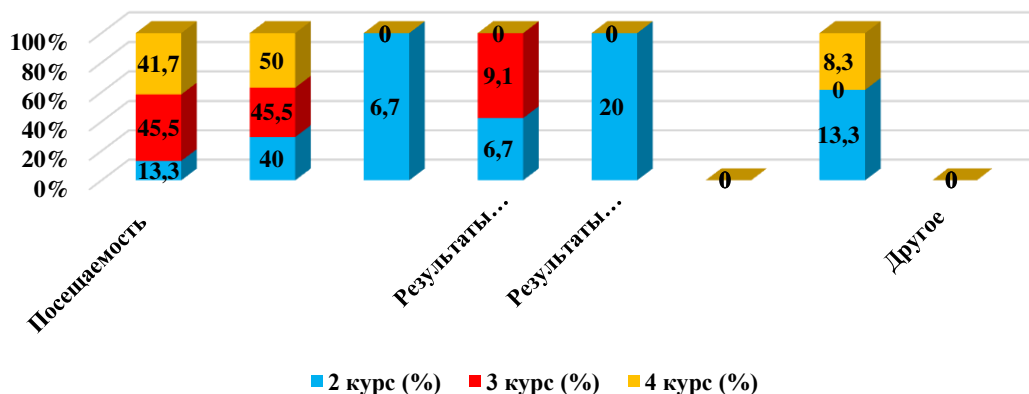
3. What forms of final testing or examination are used in this educational organization?



4. What indicators are usually taken into account by teachers when making the final grade?

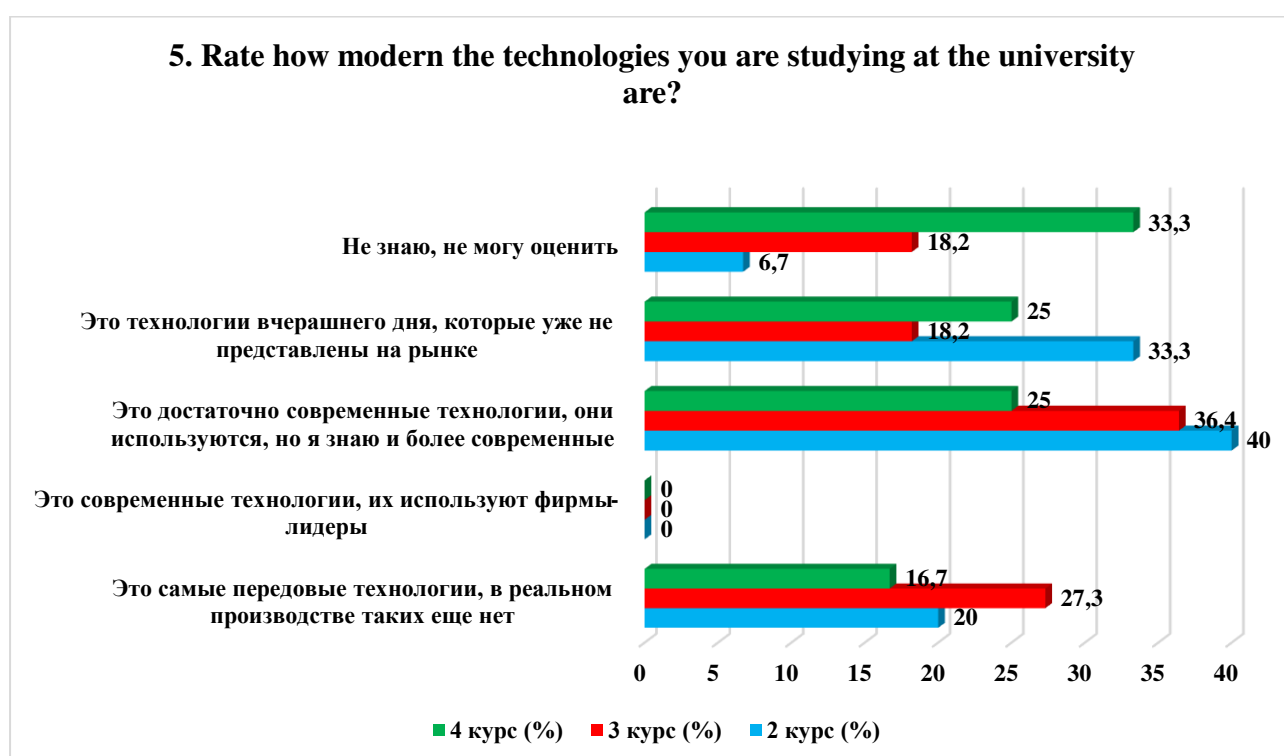
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Attendance	13.3	45.5	41.7
Activity in classes (seminars), answers to teacher questions, problem solving, etc.	40	45.5	50
Reports and speeches at classes (seminars)	6.7	-	-
Results of intermediate tests, tests, colloquiums, etc.	6.7	9.1	-
Results of practice, laboratory and other practical work	20	-	-
Score for an abstract, essay, etc.	-	-	-
Results of the final exam for the course	13.3	-	8.3
Other	-	-	-

4. What indicators are usually taken into account by teachers when making the final grade?



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 technologies; there are no such technologies in real production yet.	20	27.3	16.7
These are modern technologies, they are used by leading companies	-	-	-
These are quite modern technologies, they are used, but I know more modern ones	40	36.4	25
These are yesterday's technologies that are no longer on the market.	33.3	18.2	25
I don't know, I can't rate it	6.7	18.2	33.3



For the option «If you answered the previous question «I don't know, I can't rate it», give recommendations for improvement» students indicated the following options*:

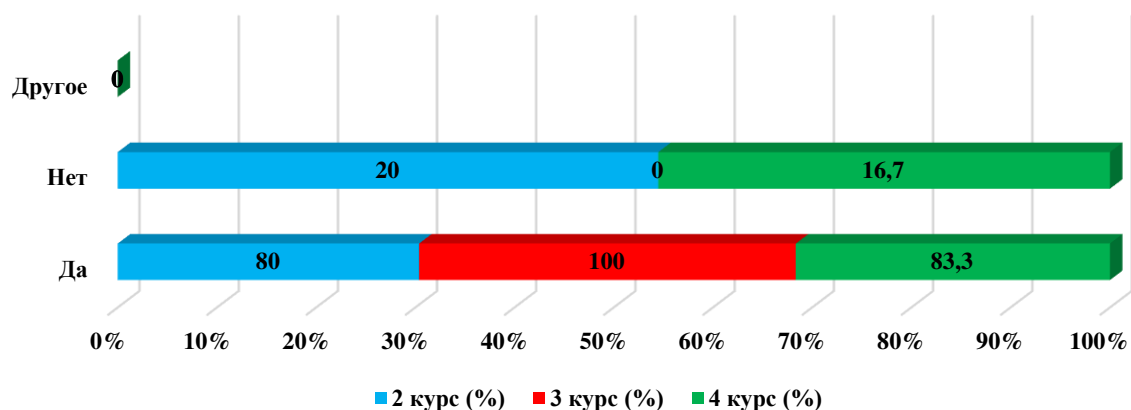
- Don't know.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	80	100	83.3
No	20	-	16.7
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.

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



7. What do you think the relationship is like:

7.1 Between students
7.2 Between teachers and students (in the educational process)
7.3 Between the student and the curator
7.4 Between students and administration
7.5 Between students and employees of departments (library, student department, etc.)
7.6 Between students and security service

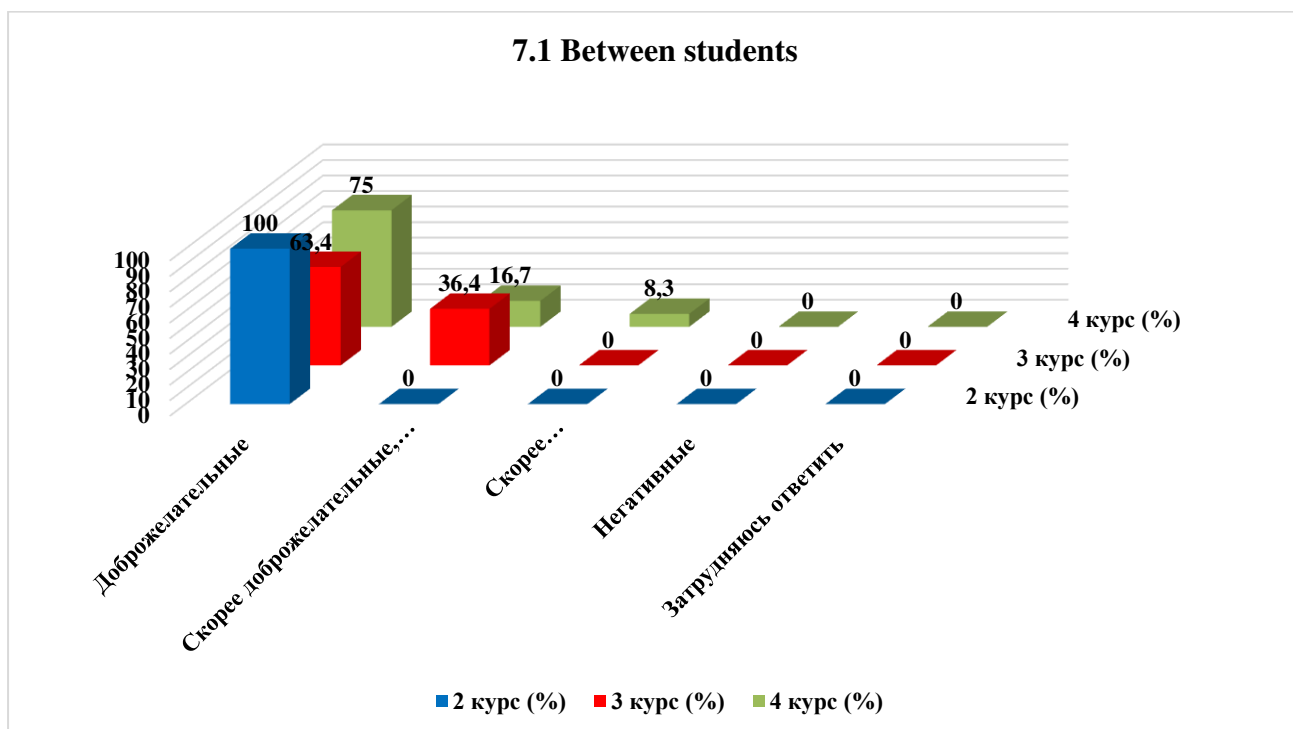
Other _____

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

7.1 Between students

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	100	63.4	75
More friendly than unfriendly	-	36.4	16.7
More unfriendly than benevolent	-	-	8.3
Negative	-	-	-
I find it difficult to answer	-	-	-

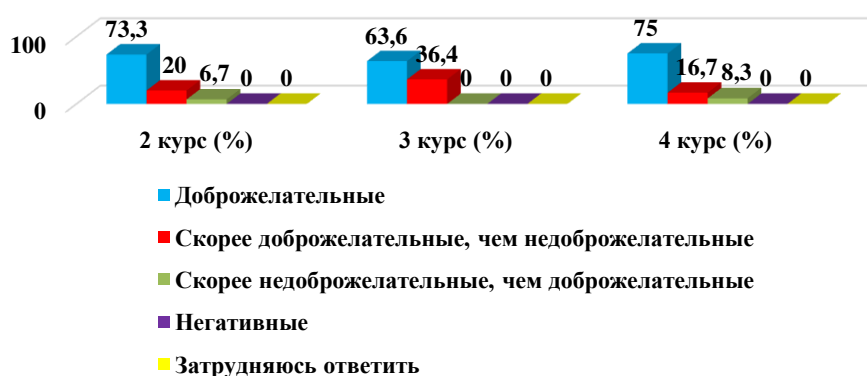
7.1 Between students



7.2 Between teachers and students (in the educational process)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	73.3	63.6	75
More friendly than unfriendly	20	36.4	16.7
More unfriendly than benevolent	6.7	-	8.3
Negative	-	-	-
I find it difficult to answer	-	-	-

7.2 Between teachers and students (in the educational process)



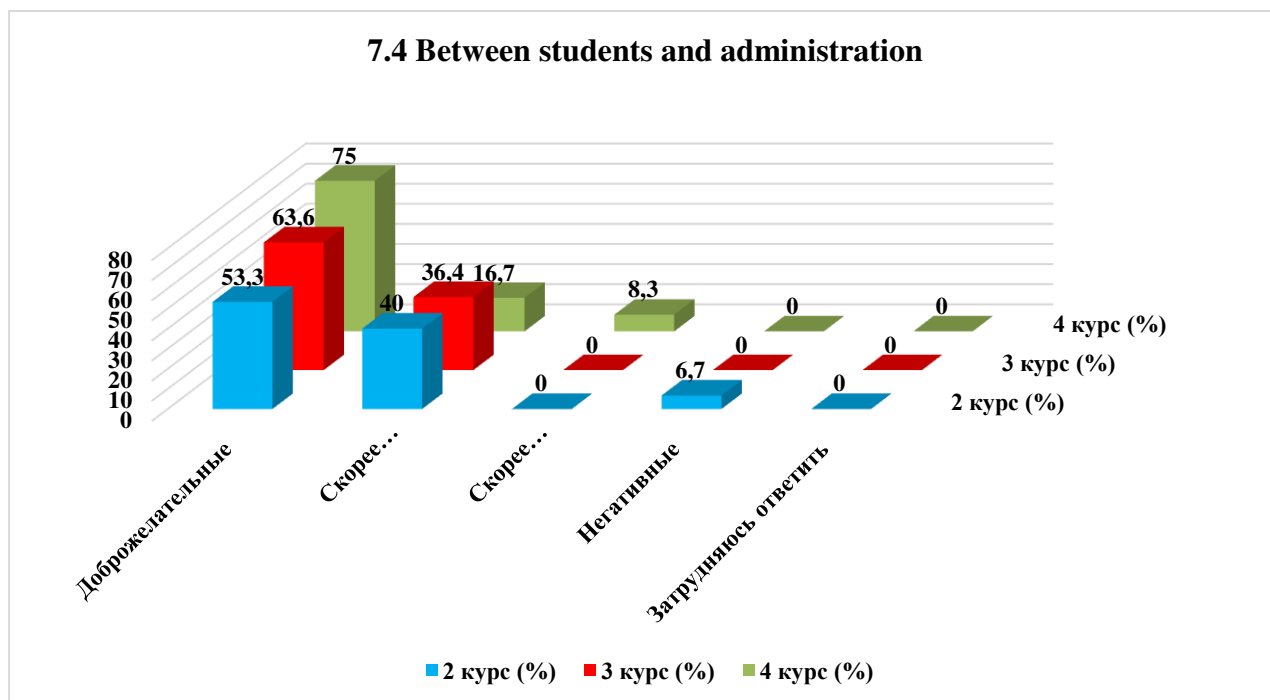
7.3 Between the student and the curator

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	93.3	63.6	58.3
More friendly than unfriendly	6.7	27.3	25
More unfriendly than benevolent	-	9.1	16.7
Negative	-	-	-

I find it difficult to answer	-	-	-
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7.4 Between students and administration

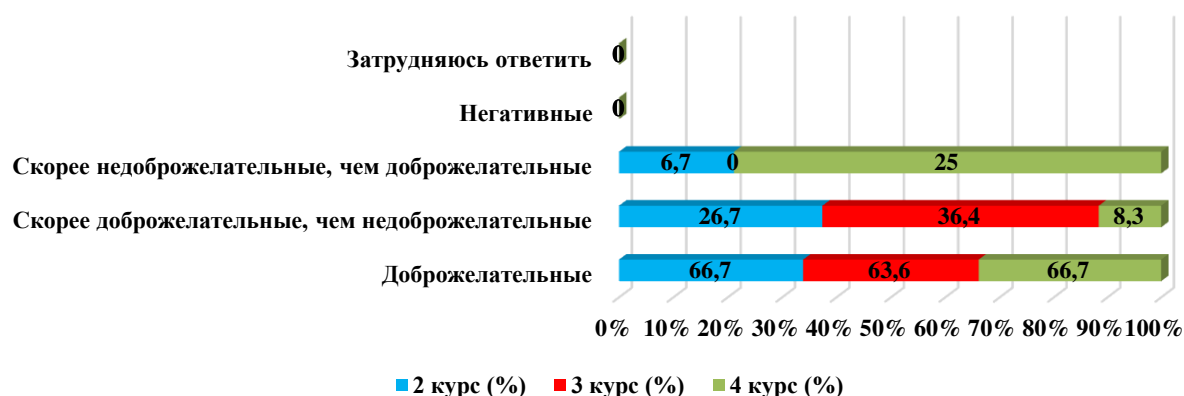
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	53.3	63.6	75
More friendly than unfriendly	40	36.4	16.7
More unfriendly than benevolent	-	-	8.3
Negative	6.7	-	-
I find it difficult to answer	-	-	-



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	66.7	63.6	66.7
More friendly than unfriendly	26.7	36.4	8.3
More unfriendly than benevolent	6.7	-	25
Negative	-	-	-
I find it difficult to answer	-	-	-

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



7.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	46.7	63.6	66.7
More friendly than unfriendly	20	36.4	16.7
More unfriendly than benevolent	13.3	-	16.7
Negative	-	-	-
I find it difficult to answer	20	-	-

7.6 Between students and security service



For the option «If you answered the previous question «More unfriendly than friendly» and «Negative», give recommendations for improvement»students indicated the following options* :

- the guards got fed up;

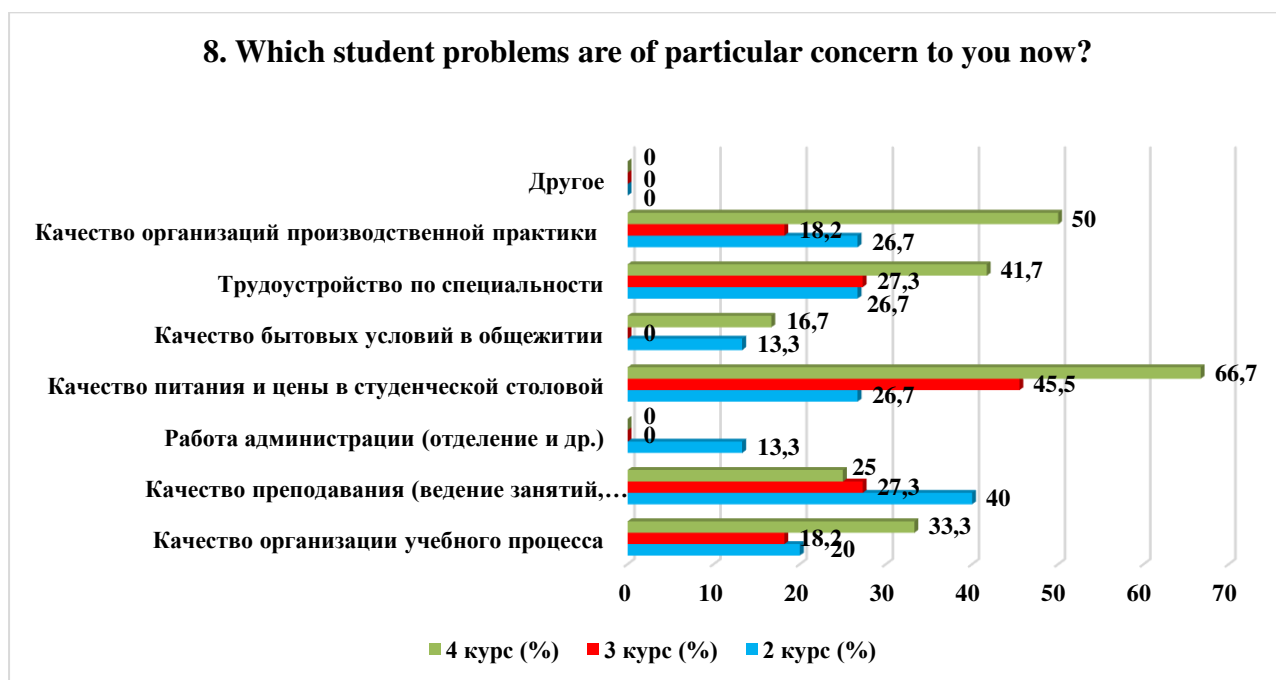
8. Which student problems are of particular concern to you now?

(choose no more than 3 answer options)

*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 (%)
Quality of organization of the educational process	20	18.2	33.3
Quality of teaching (class conducting, assessment of knowledge, etc.)	40	27.3	25
Administration work (department, etc.)	13.3	-	-
Quality of food and prices in the student canteen	26.7	45.5	66.7
Quality of living conditions in the hostel	13.3	-	16.7
Employment by specialty	26.7	27.3	41.7
Quality of industrial practice organizations	26.7	18.2	50
Other	-	-	-

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



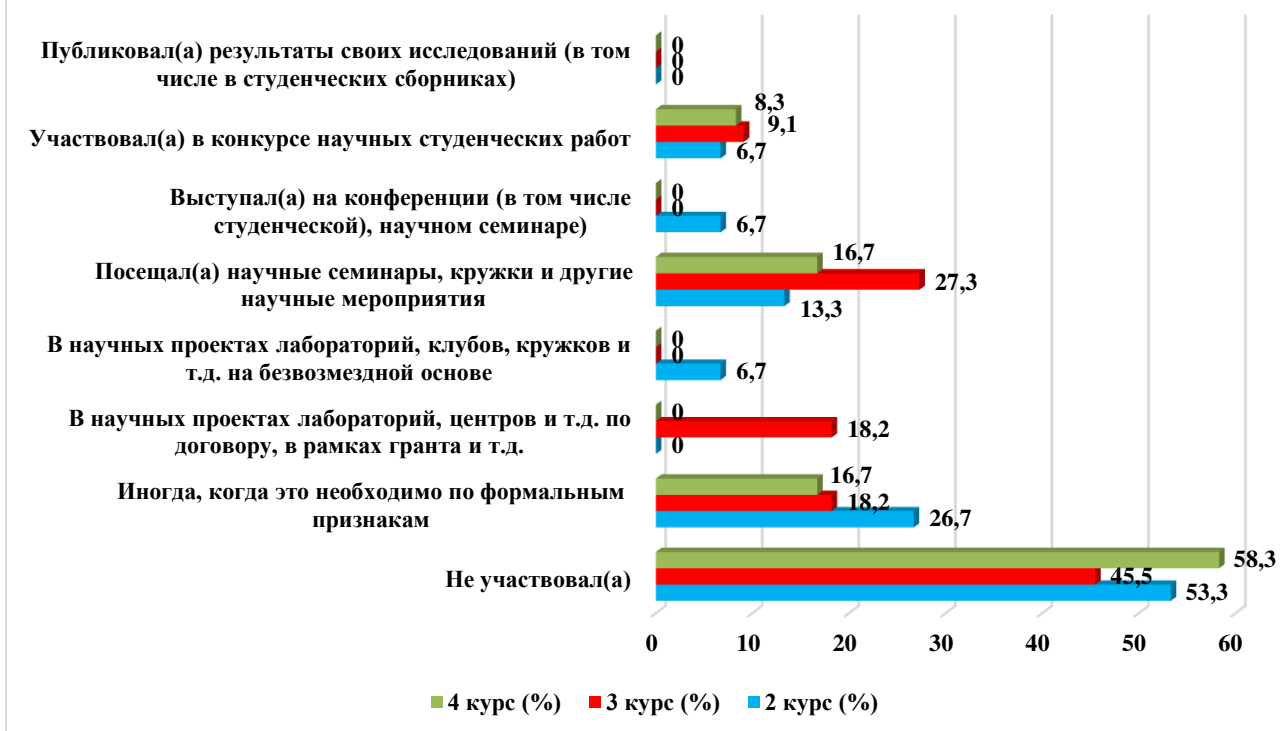
9. Do you take part in the scientific work of the university? if yes, in what forms?

(check all that apply)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Did not participate	53.3	45.5	58.3
Sometimes, when it is necessary for formal reasons	26.7	18.2	16.7
In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.	-	18.2	-
In scientific projects of laboratories, clubs, circles, etc. free of charge	6.7	-	-
Attended scientific seminars, clubs and other scientific events	13.3	27.3	16.7
Speaker at a conference (including a student conference), scientific seminar	6.7	-	-
Participated in a student scientific work competition	6.7	9.1	8.3
Published the results of his research (including in student collections)	-	-	-

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

9. 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» students indicated the following options*:

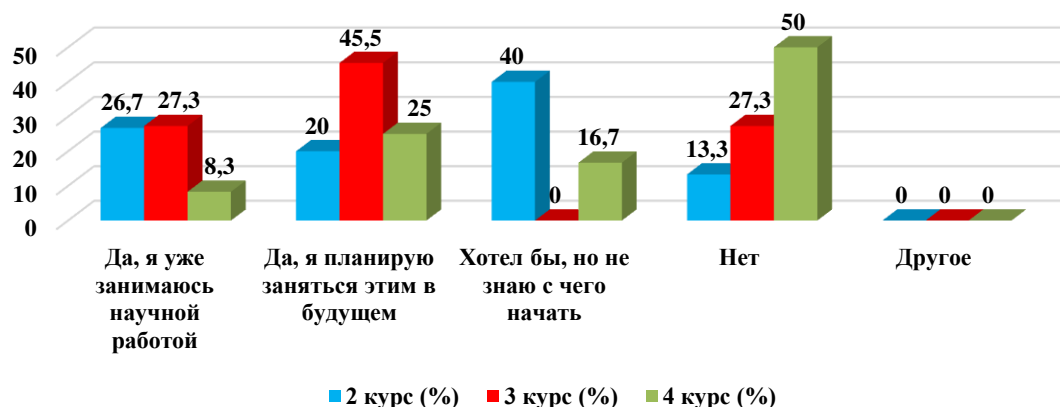
- there is no time for this.

10. Are you interested in scientific activities within your chosen field/specialty?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes, I'm already doing scientific work	26.7	27.3	8.3
Yes, I plan to do this in the future	20	45.5	25
I would like to, but I don't know where to start	40	-	16.7
No	13.3	27.3	50
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.

10. Are you interested in scientific activities within your chosen field/specialty?

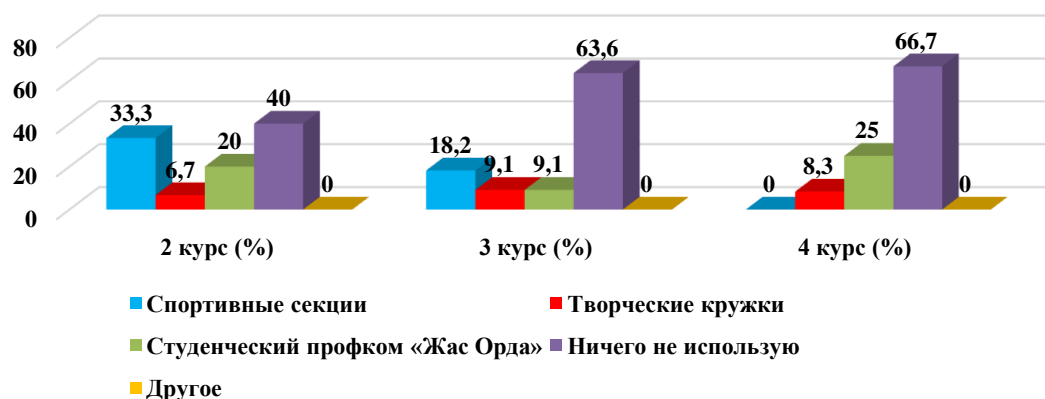


For the option «If you answered «I would like to, but I don't know where to start» or «No» to the previous question, write why» students indicated the following options*:
 - I don't know where to start.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Sport sections	33.3	18.2	-
Creative clubs	6.7	9.1	8.3
Student trade union committee "Zhas Orda"	20	9.1	25
I don't use anything	40	63.6	66.7
Other	-	-	-

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



*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 why» students indicated the following options*:

- not interested.

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

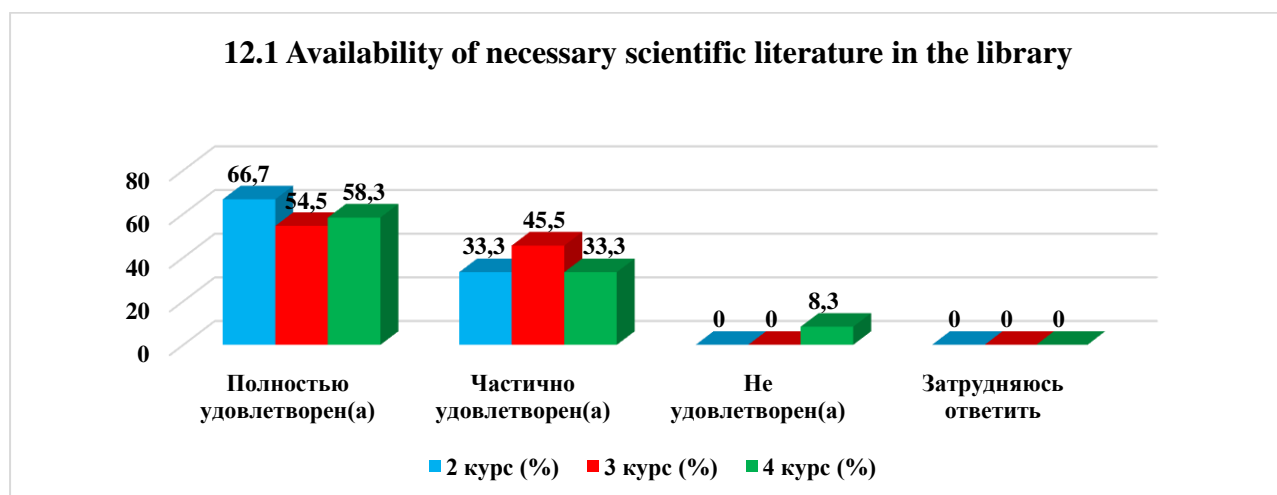
12.1 Availability of necessary scientific literature in the library
12.2 Modern computer equipment
12.3 Internet channel width, its speed
12.4 Modern software
12.5 Availability of educational and scientific equipment
12.6 Availability of laboratories and specialized classrooms
12.7 Availability of sports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

Other _____

If you answered «not satisfied» to the previous question, give recommendations for improvement provided services _____

12.1 Availability of necessary scientific literature in the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66.7	54.5	58.3
Partially satisfied	33.3	45.5	33.3
Not satisfied)	-	-	8.3
I find it difficult to answer	-	-	-

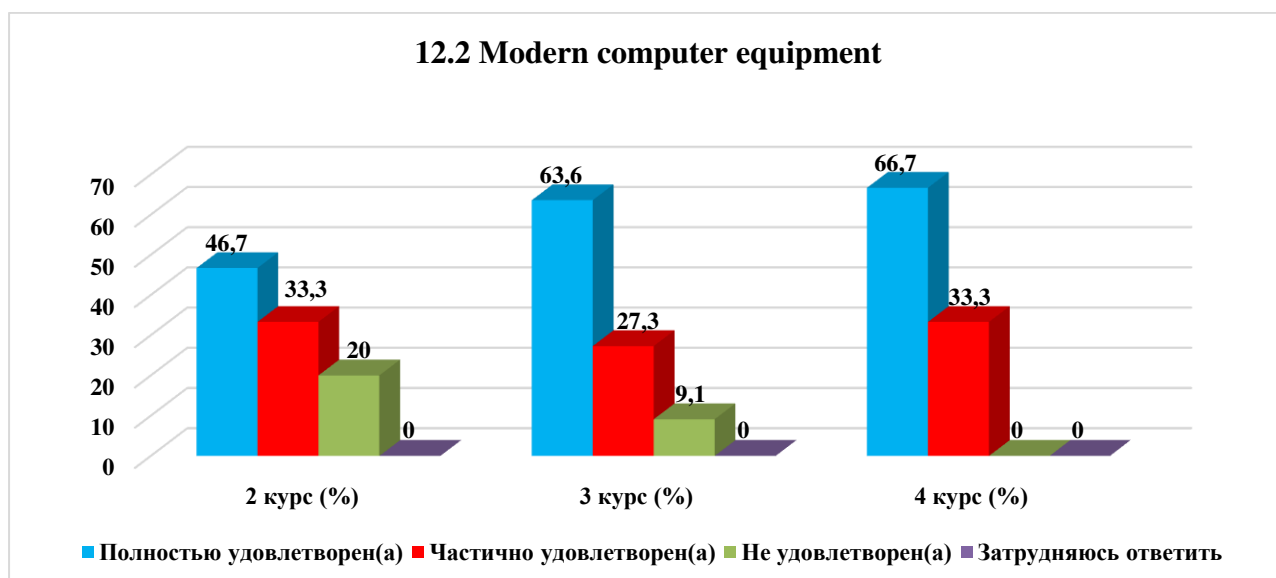


12.2 Modern computer equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	46.7	63.6	66.7
Partially satisfied	33.3	27.3	33.3
Not satisfied)	20	9.1	-

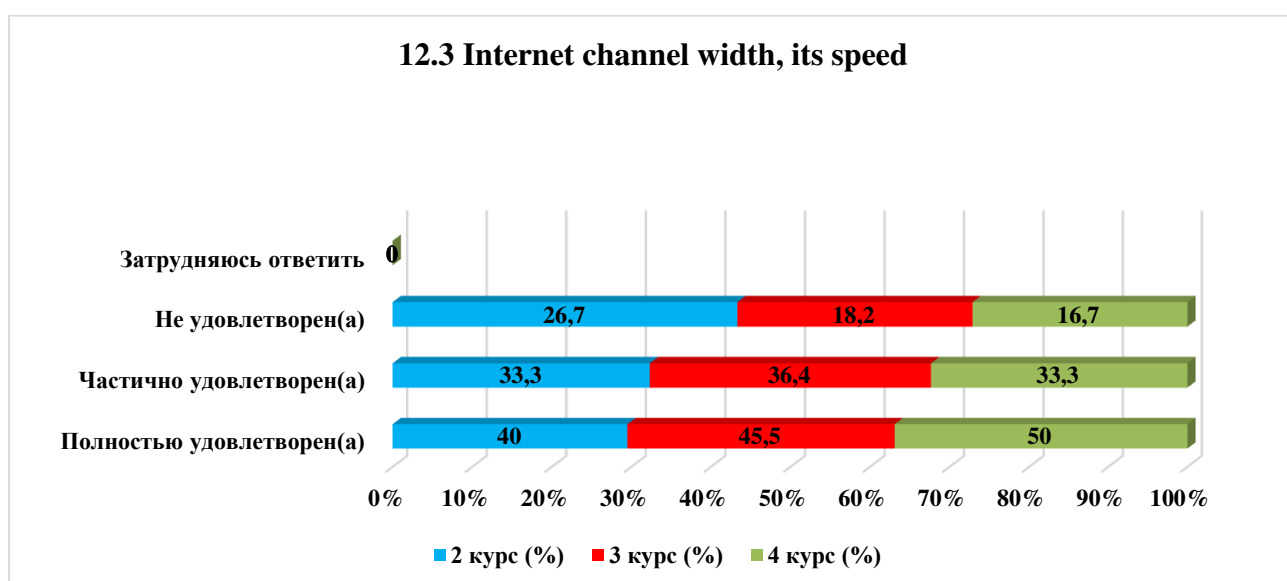
*Students' answers to the option "other" and "if you answered "not satisfied..." to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

I find it difficult to answer	-	-	-
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12.3 Internet channel width, its speed

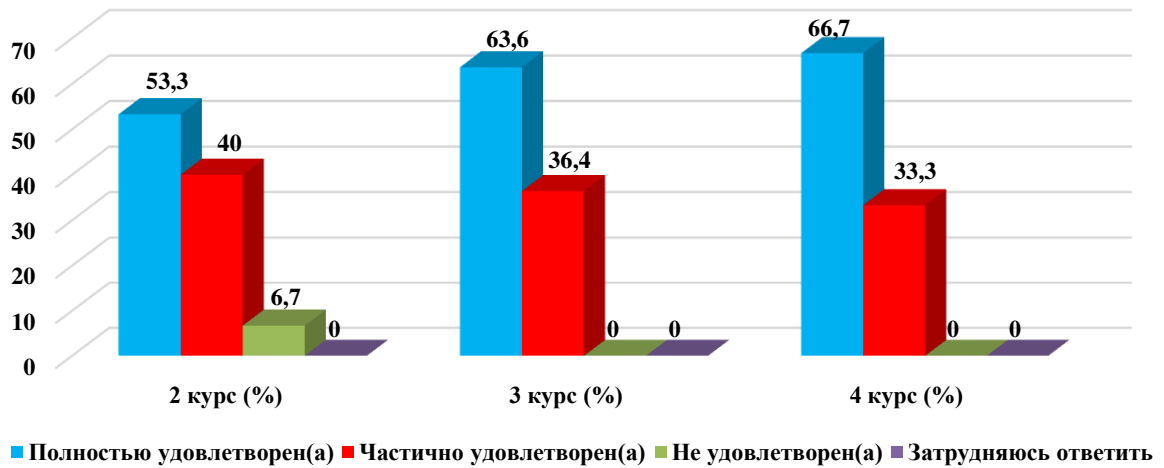
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	40	45.5	50
Partially satisfied	33.3	36.4	33.3
Not satisfied)	26.7	18.2	16.7
I find it difficult to answer	-	-	-



12.4 Modernity of the software

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	53.3	63.6	66.7
Partially satisfied	40	36.4	33.3
Not satisfied)	6.7	-	-
I find it difficult to answer	-	-	-

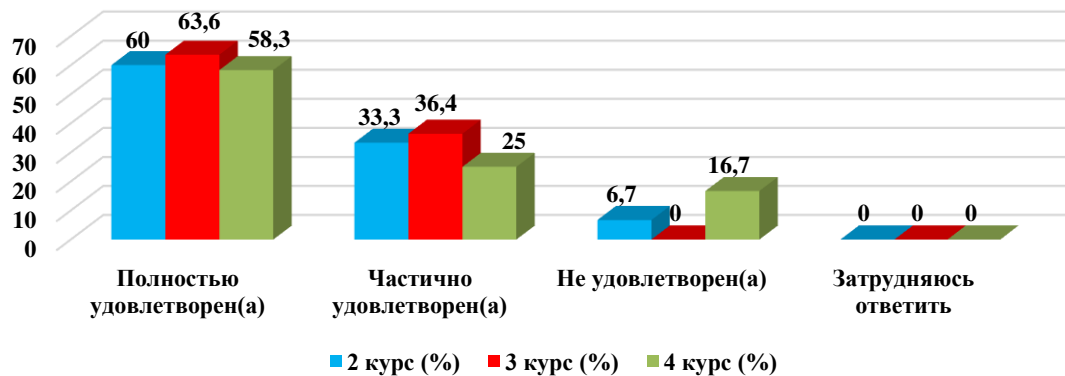
12.4 Modernity of the software



12.5 Availability of educational and scientific equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	60	63.6	58.3
Partially satisfied	33.3	36.4	25
Not satisfied)	6.7	-	16.7
I find it difficult to answer	-	-	-

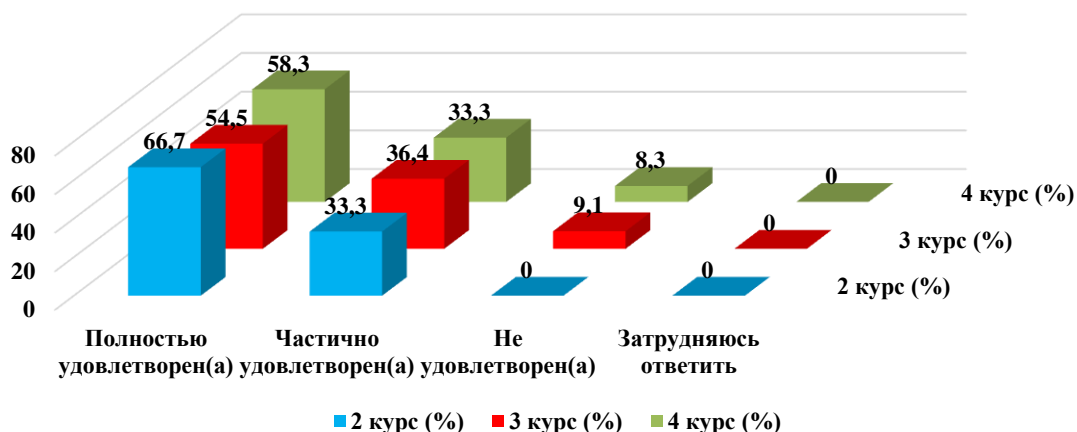
12.5 Availability of educational and scientific equipment



12.6 Availability of laboratories and specialized classrooms

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66.7	54.5	58.3
Partially satisfied	33.3	36.4	33.3
Not satisfied)	-	9.1	8.3
I find it difficult to answer	-	-	-

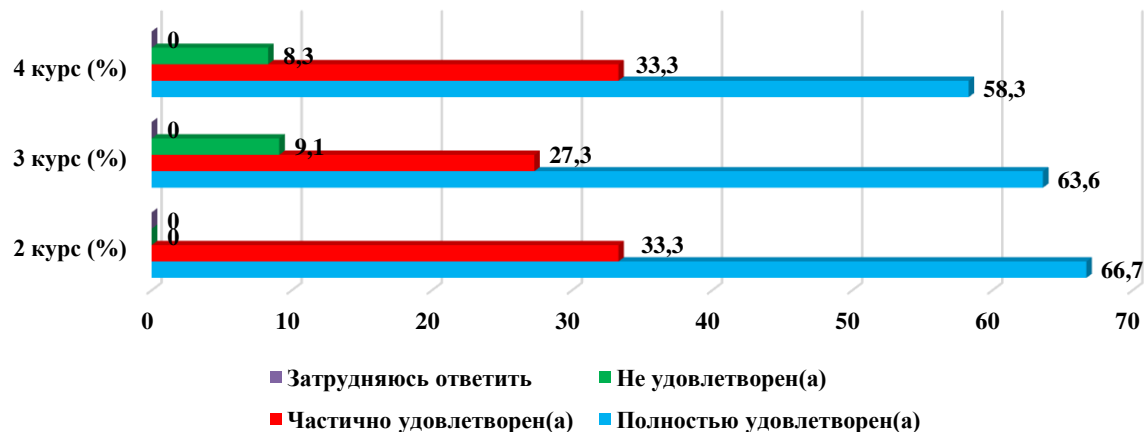
12.6 Availability of laboratories and specialized classrooms



12.7 Availability of sports equipment

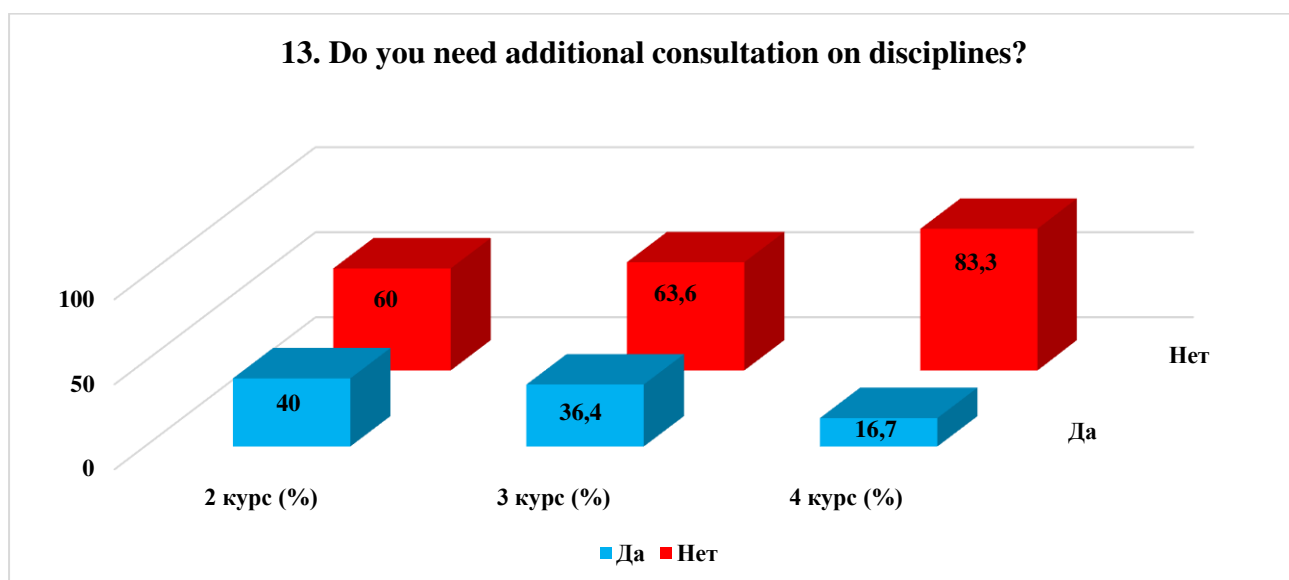
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66.7	63.6	58.3
Partially satisfied	33.3	27.3	33.3
Not satisfied)	-	9.1	8.3
I find it difficult to answer	-	-	-

12.7 Availability of sports equipment



13. Do you need additional consultation on disciplines?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	40	36.4	16.7
No	60	63.6	83.3



For the option «If you answered «Yes» to the previous question, then indicate the discipline on which you need additional advice.» students indicated the following options*:

- Physics;
- Culturology, Sociology, crystallography;
- Fundamentals of Economics, Philosophy;
- coursework;
- English language.

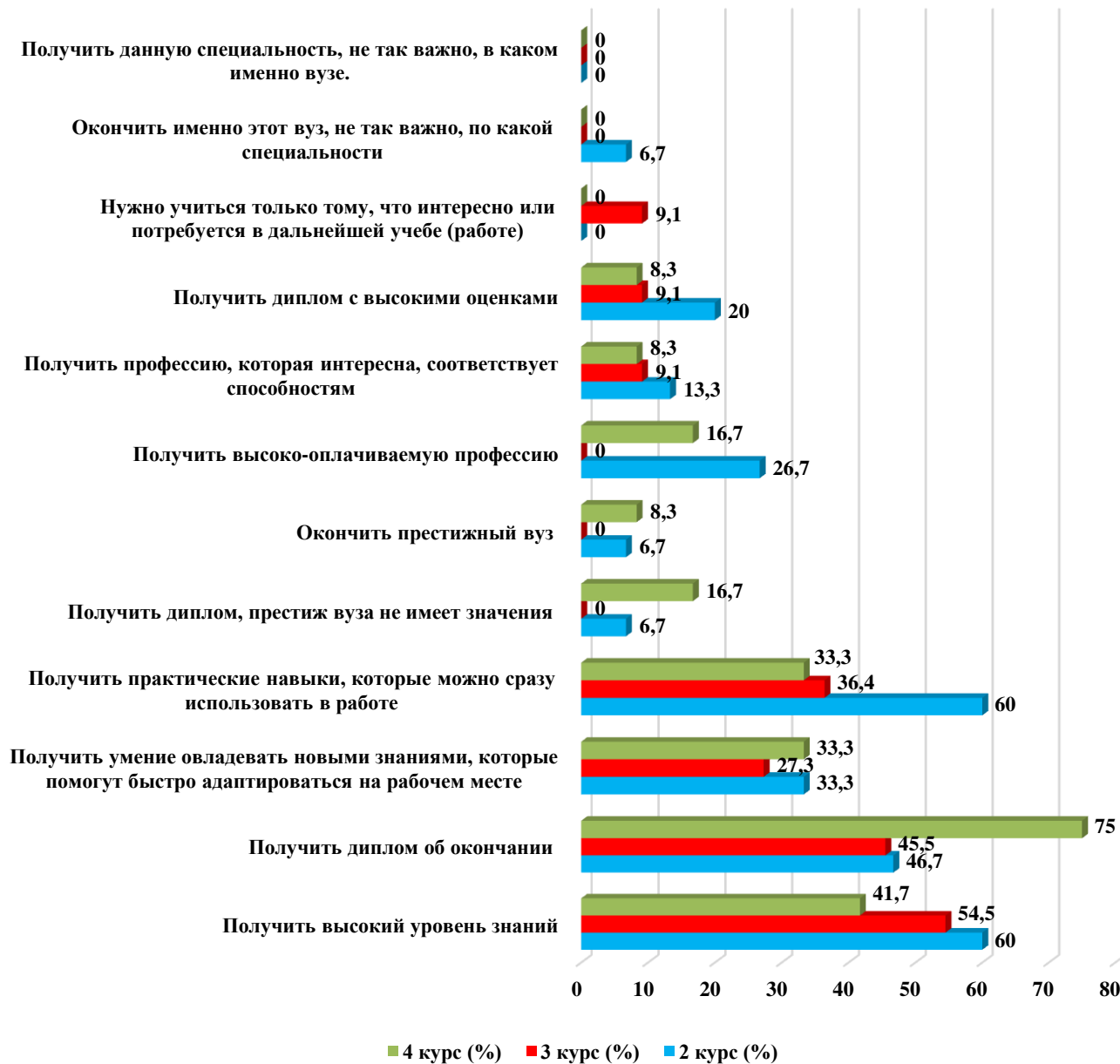
14. What is more important for you to get as a result of studying at your university?

(You can select one or more answer options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Get a high level of knowledge	60	54.5	41.7
Receive a diploma of completion	46.7	45.5	75
Gain the ability to acquire new knowledge that will help you quickly adapt in the workplace	33.3	27.3	33.3
Gain practical skills that you can immediately use at work	60	36.4	33.3
Get a diploma, the prestige of the university does not matter	6.7	-	16.7
Graduate from a prestigious university	6.7	-	8.3
Get a highly paid profession	26.7	-	16.7
Get a profession that is interesting and matches your abilities	13.3	9.1	8.3
Get a diploma with high grades	20	9.1	8.3
You need to learn only what is interesting or will be needed in further study (work)	-	9.1	-
It's not so important to graduate from this particular university, in what specialty	6.7	-	-
Getting this specialty is not so important in which	-	-	-

*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.

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



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, improve the quality of services provided, improve the quality of distance learning and other areas of the university's activities. (Students' answers are presented in the original. The author's spelling and punctuation have been preserved):

- Do you like your profession;
- Don't know;
- Learn new skills;
- Nothing to add;
- Do you work, and if so, how difficult is it to combine with studies?
- language classes;

- All is good;
- What can be added to the educational process?
- nothing needs to be added;
- Is the scholarship enough?
- None;
- no questions;
- Internet;
- New equipment, normal dining room.

Based on the results of the survey, the following conclusions can be drawn:

The majority of students report their complete satisfaction with the quality of the services provided, based on which it can be argued that according to these indicators, the quality of the services provided at the University met the expectations of students and, thus, fulfilled its task.

To the question «What is your attitude to the quality of the organization of the educational process? » the majority of students responded that there were no special complaints: 2nd year – 73.3%, 3rd year – 100%, 4th year – 100%. The data obtained indicate an improvement in the quality of organization of the educational process and educational services of the university.

Nevertheless, there is a small part among the respondents who noted such answer options as «Inconsistency between the disciplines studied and the specialty being acquired» (2nd year - 6.7%), «Dissatisfaction with the quality of classes» (2nd year - 20%).

To the question: «What indicators are usually taken into account by teachers when making the final grade?» 45.2% of students indicated the option «activity in classes (seminars), answers to teacher questions, problem solving, etc.», in second place - 33.5% «Attendance» and in third place - 7.2% «Results of the final exam for the course».

Relations «between students», «between teachers and students (in the educational process)», «between students and curators», «between students and administration», «between students and employees of departments (library, student department, etc.)», «between students and the security service» are being assessed by respondents, mainly as «friendly» and «with more benevolent than unfriendly» accordingly, which fully corresponds to the high level of satisfaction with the moral and psychological climate in the student environment.

However, it should be noted that a small proportion of respondents noted such answer options as **«rather unfriendly than benevolent» and «negative»** in a relationship **«Between students» «Between teachers and students (in the educational process)», «Between students and curators», «Between students and administration», «Between students and employees of departments (library, student department, etc.)», «Between students and security service».**

For the option **If you answered the previous question «More unfriendly than friendly» and «Negative», give recommendations for improvement»**The students indicated: «The guards are fed up.»

To the question «Which student problems are of particular concern to you now? » students put «Quality of food and prices in the student canteen» – 46.3%. Further – «Employment by specialty»- 31.9%. In third position – «Quality of industrial practice organizations» – 31.6%.

To the question «**Do you need additional consultation on disciplines?** » **31%** respondents responded that they needed additional consultation. Among the disciplines were listed: physics, cultural studies, sociology, crystallography, Fundamentals of Economics, Philosophy, coursework, English.

Recommendations:

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