

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

Department: “Nanotechnology and Metallurgy”

Specialty: 6B07103 Materials science and technology of new materials

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.

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

On specialty 6B07103 “Materials science and technology of new materials” 38 respondents took part in the questionnaire.

- 2nd year – 5 students (62,5%);
- 3rd year – 15 students (75%);
- 4th year – 18 students (100%).

Form of training

- Budget – 37 students (97,4%);
- Paid – 1 students (2,6%).

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

Indicators:

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

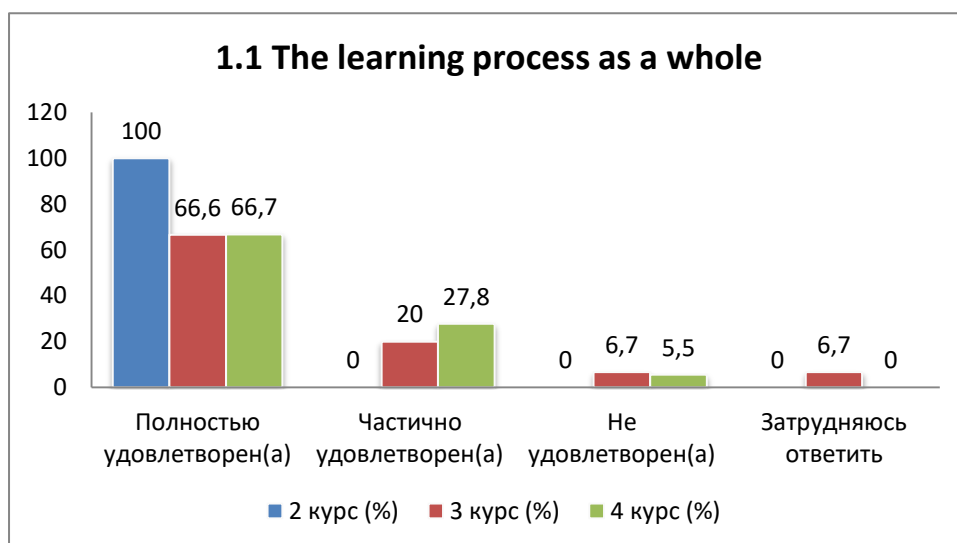
1.1 The learning process as a whole
1.2 Class schedule
1.3 Organization of independent work
1.4 Internship
1.5 Organization and carrying out of SIWT
1.6 Organization and conduct of laboratory works
1.7 Satisfaction with the work of the library
1.8 Possibility of access to full-text databases of scientific 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 _____

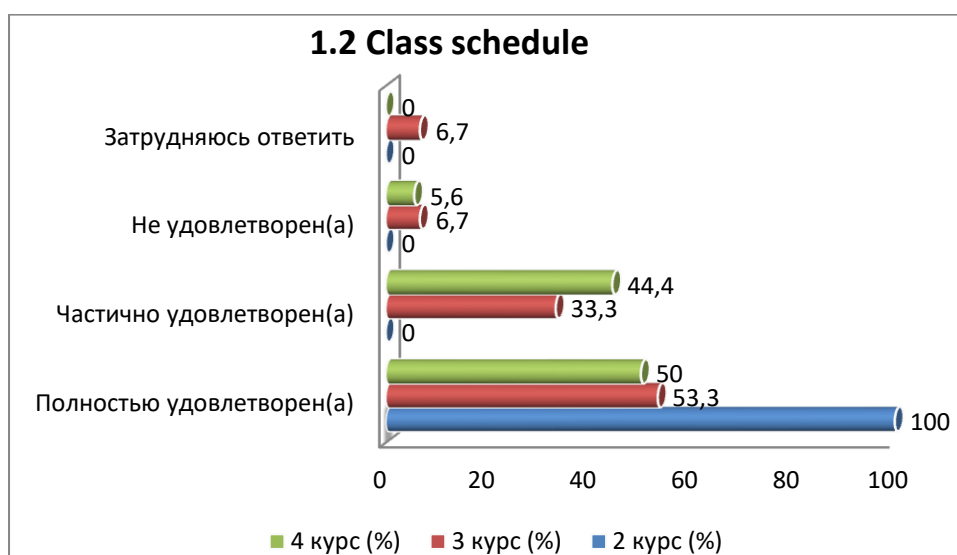
1.1 The learning process as a whole

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	100	66,6	66,7
Partially satisfied	-	20	27,8
Not satisfied	-	6,7	5,5
Difficult to answer	-	6,7	-



1.2 Class schedule

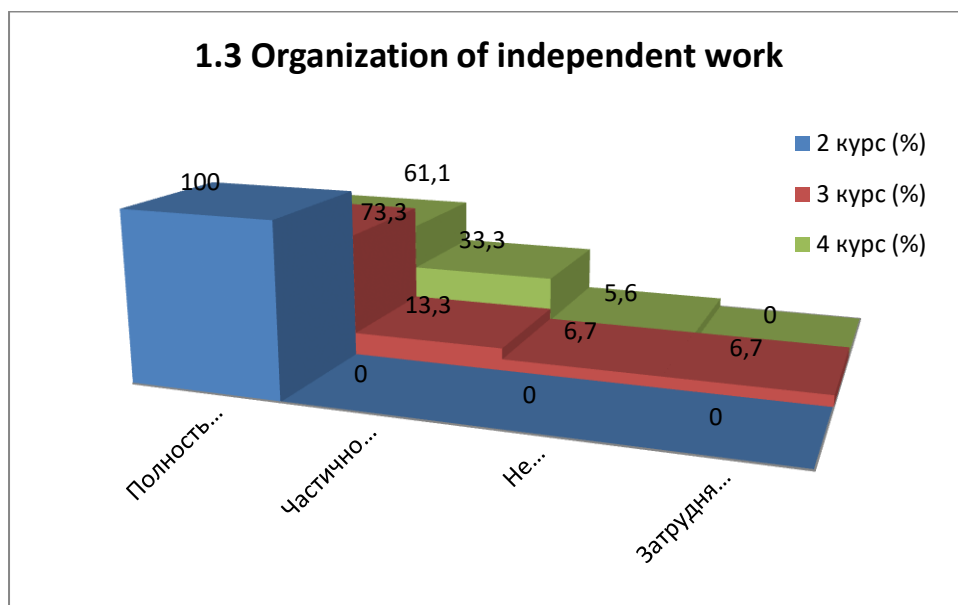
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	100	53,3	50
Partially satisfied	-	33,3	44,4
Not satisfied	-	6,7	5,6
Difficult to answer	-	6,7	-



1.3 Organization of independent work

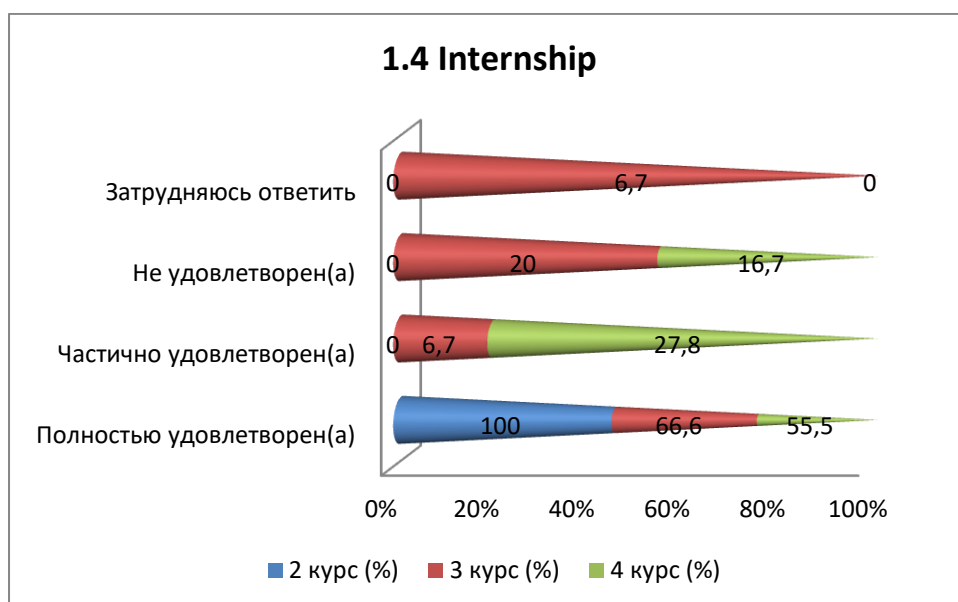
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	100	73,3	61,1
Partially satisfied	-	13,3	33,3

Not satisfied	-	6,7	5,6
Difficult to answer	-	6,7	-



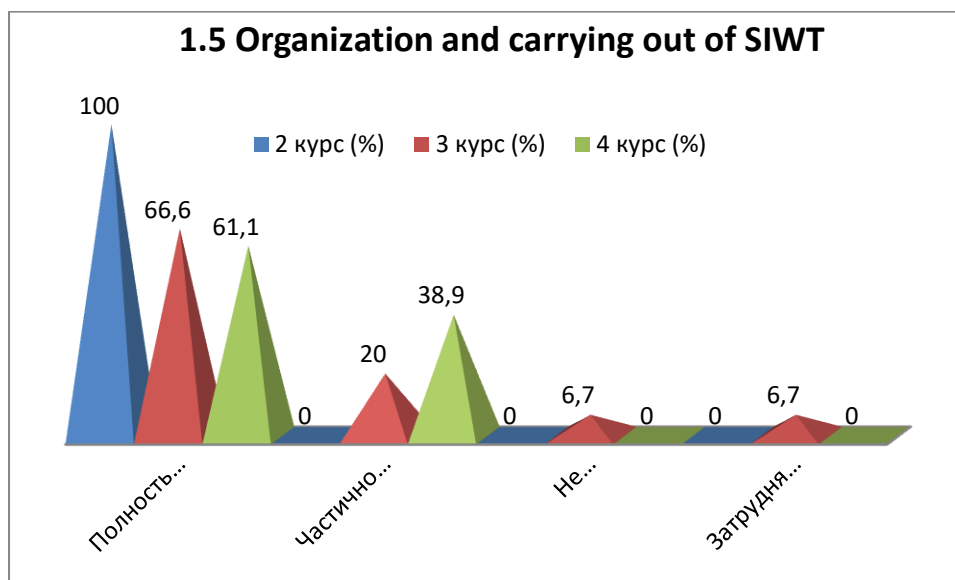
1.4 Internship

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	100	66,6	55,5
Partially satisfied	-	6,7	27,8
Not satisfied	-	20	16,7
Difficult to answer	-	6,7	-



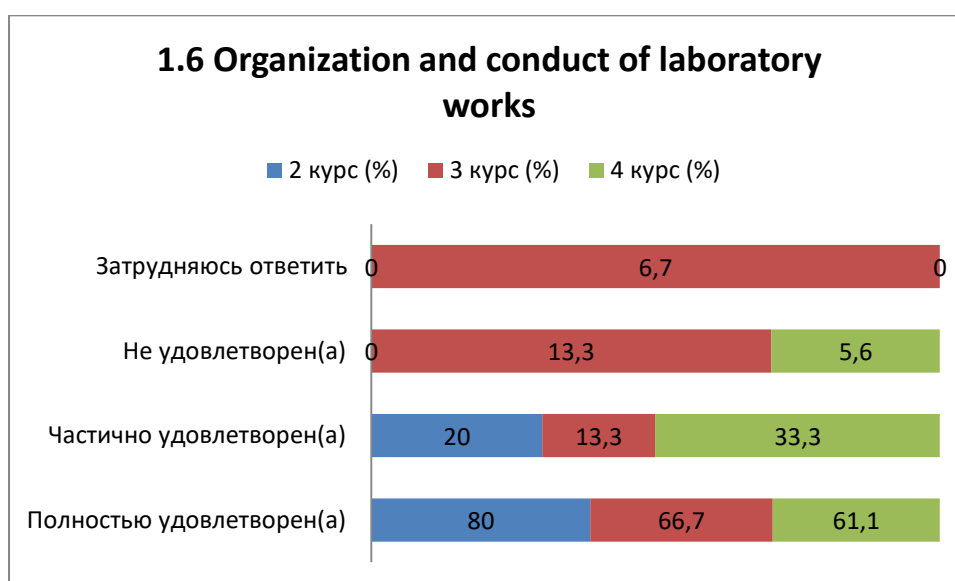
1.5 Organization and carrying out of SIWT

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	100	66,6	61,1
Partially satisfied	-	20	38,9
Not satisfied	-	6,7	-
Difficult to answer	-	6,7	-



1.6 Organization and conduct of laboratory works

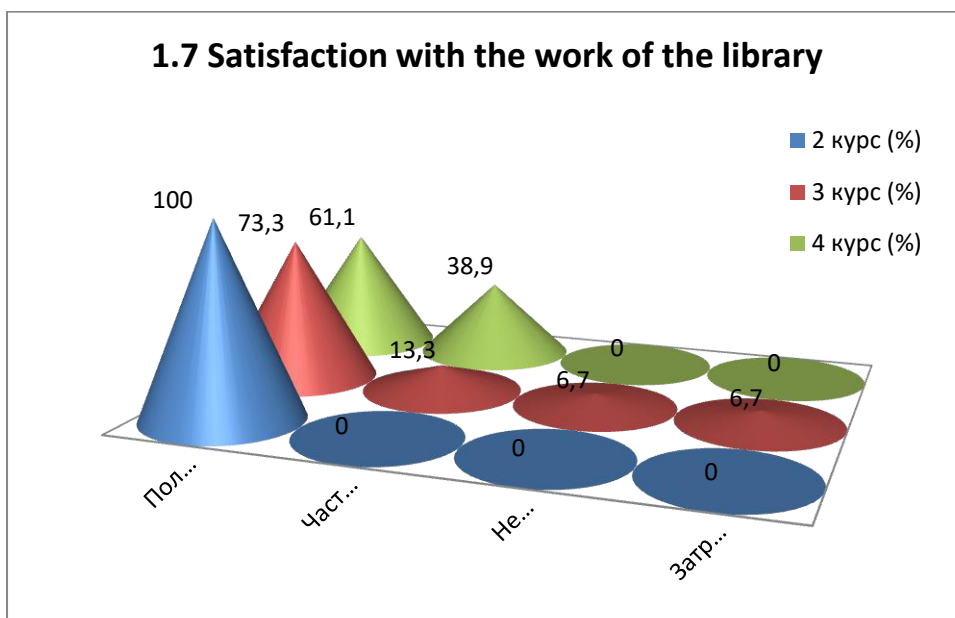
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	80	66,7	61,1
Partially satisfied	20	13,3	33,3
Not satisfied	-	13,3	5,6
Difficult to answer	-	6,7	-



1.7 Satisfaction with the work of the library

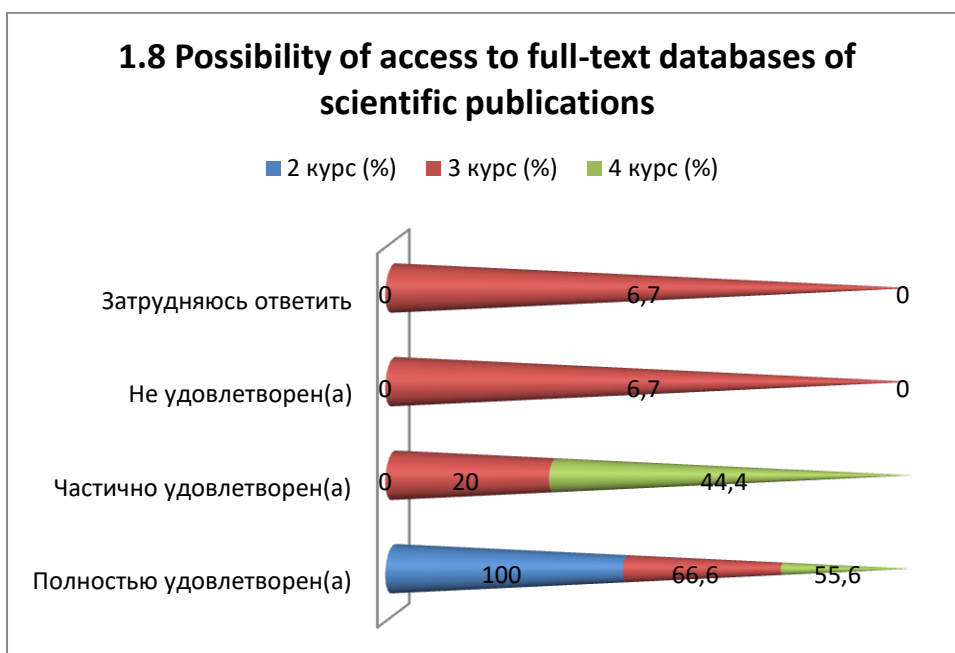
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	100	73,3	61,1
Partially satisfied	-	13,3	38,9
Not satisfied	-	6,7	-
Difficult to answer	-	6,7	-

1.7 Satisfaction with the work of the library



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

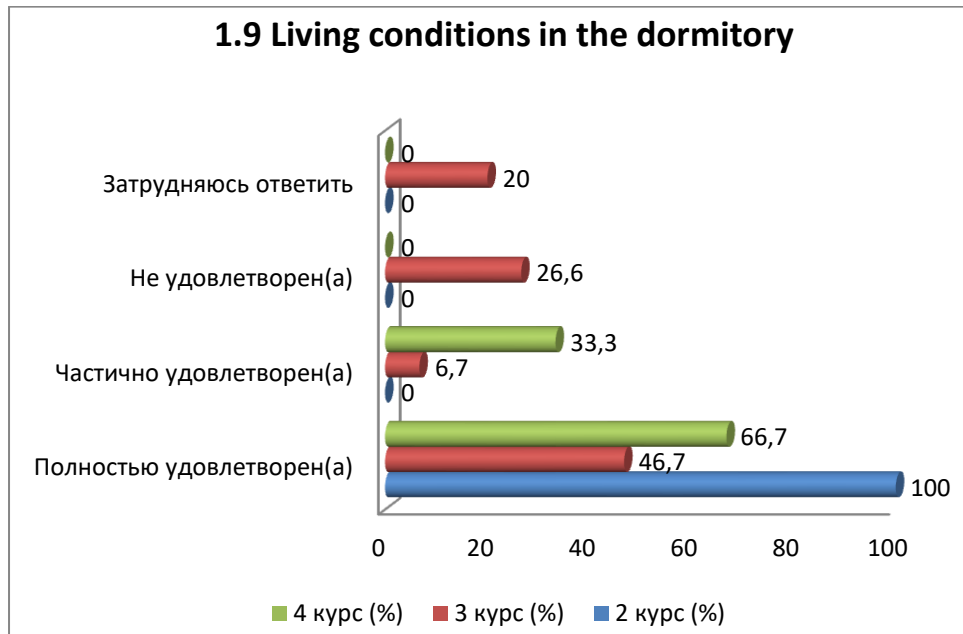
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	100	66,6	55,6
Partially satisfied	-	20	44,4
Not satisfied	-	6,7	-
Difficult to answer	-	6,7	-



1.9 Living conditions in the dormitory

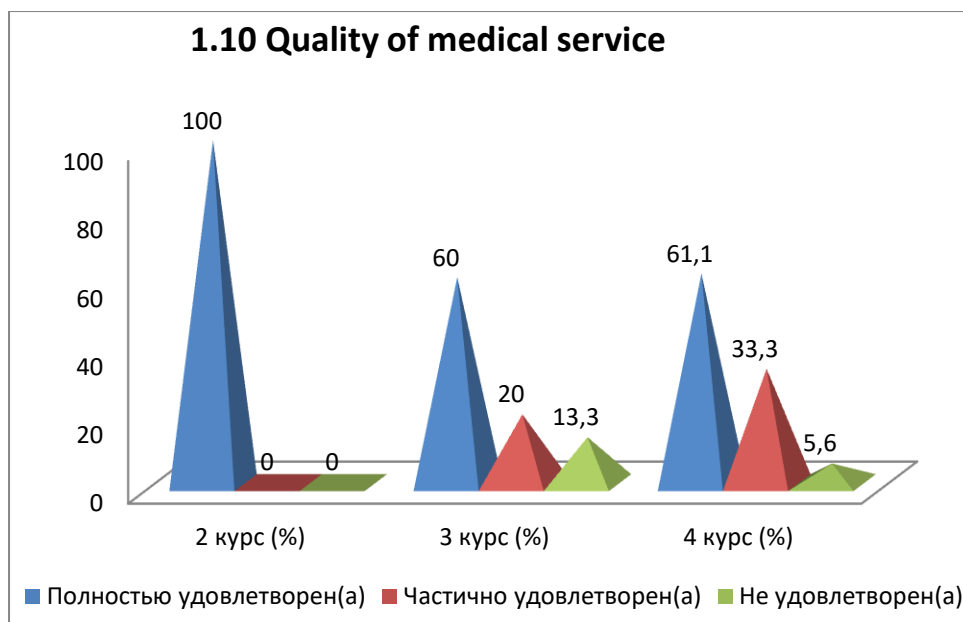
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	100	46,7	66,7
Partially satisfied	-	6,7	33,3
Not satisfied	-	26,6	-
Difficult to answer	-	20	-

1.9 Living conditions in the dormitory



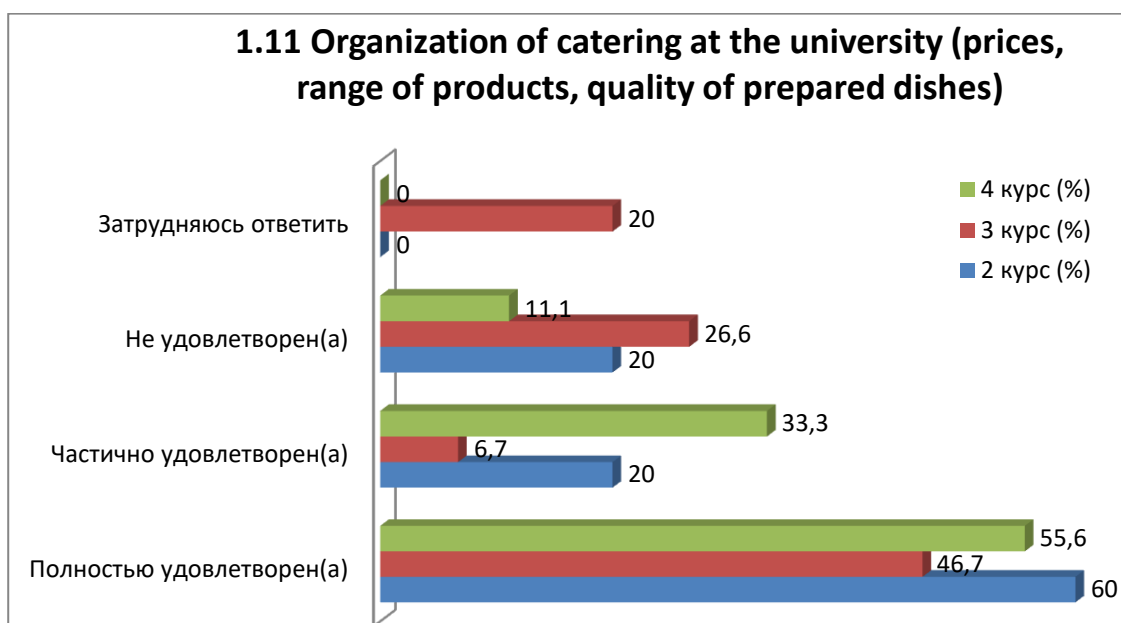
1.10 Quality of medical service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	100	60	61,1
Partially satisfied	-	20	33,3
Not satisfied	-	13,3	5,6
Difficult to answer	-	6,7	-



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	60	46,7	55,6
Partially satisfied	20	6,7	33,3
Not satisfied	20	26,6	11,1
Difficult to answer	-	20	-



For the option “**Other**” the students indicated the following options* :
 - I'm satisfied.

For the option “**If you answered ‘not satisfied’ to the previous question, give recommendations to improve the services provided**”, the students indicated the following options* :

- I wish there was more practice
- Good.

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

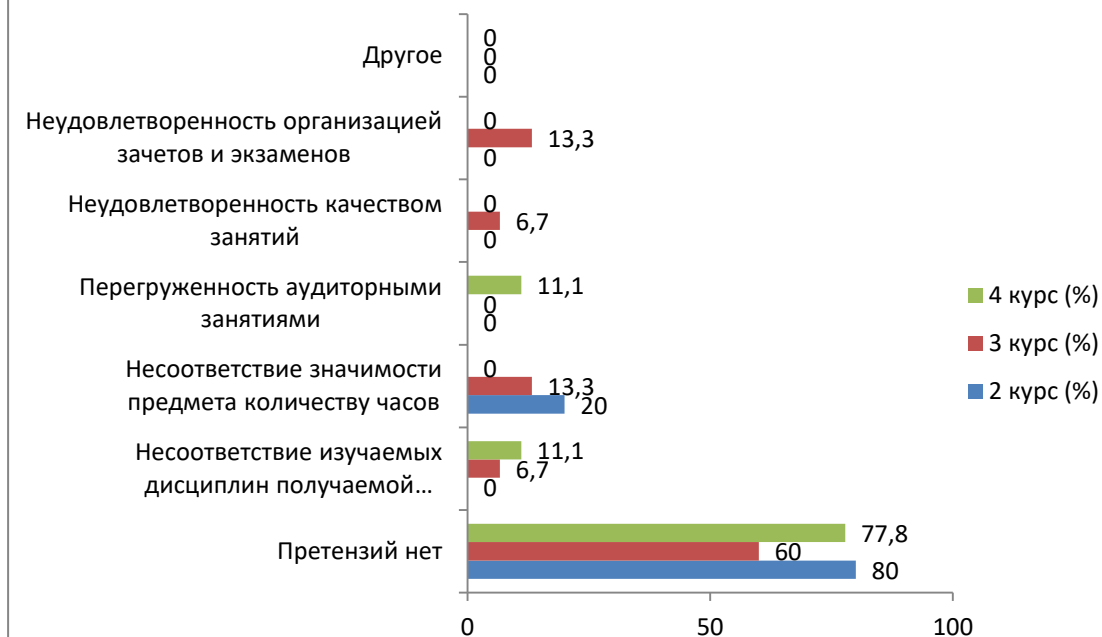
Answer options	2nd year (%)	3rd year (%)	4th year (%)
No complaints	80	60	77,8
Discrepancy between the disciplines studied and the specialty obtained	-	6,7	11,1
Inconsistency between the importance of the subject and the number of hours	20	13,3	-
Overload with classroom activities	-	-	11,1
Dissatisfaction with the quality of classes	-	6,7	-
Dissatisfaction with the organization of tests and exams	-	13,3	-
Other	-	-	-

For the option “**If you answered ‘not satisfied’ to the previous question, give recommendations to improve the services provided**”, the students indicated the following options* :

- ok.

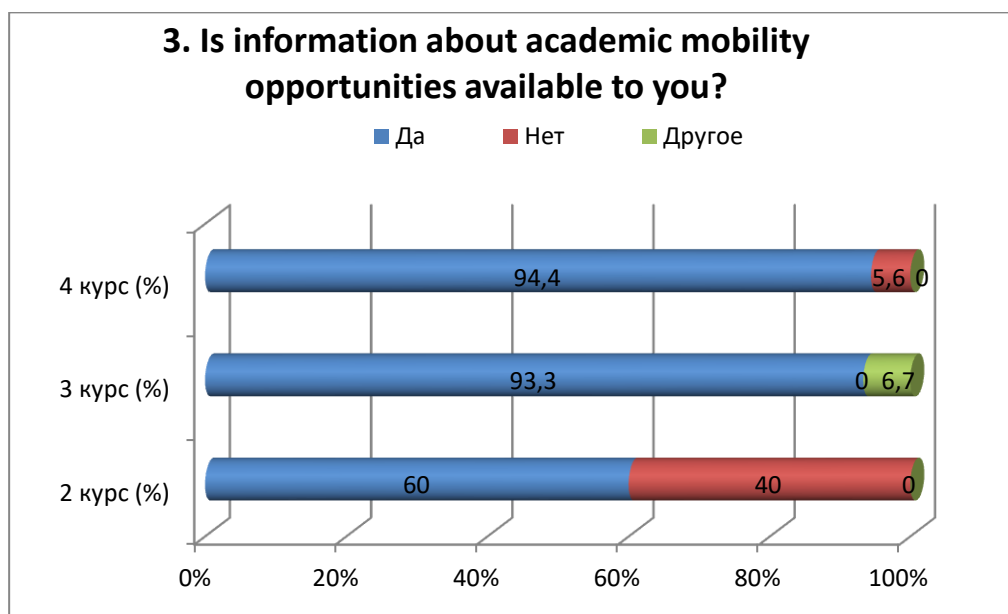
* Students' answers to the option “other” and “if you answered “not satisfied.....” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

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



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	60	93,3	94,4
No	40	-	5,6
Other	-	6,7	-



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.).

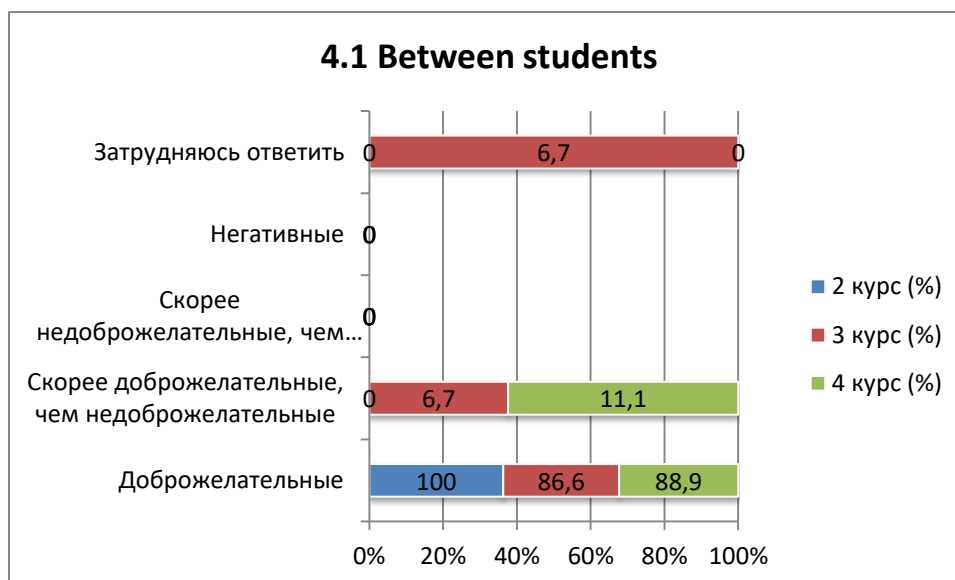
4.6 Between students and security service

Other _____

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

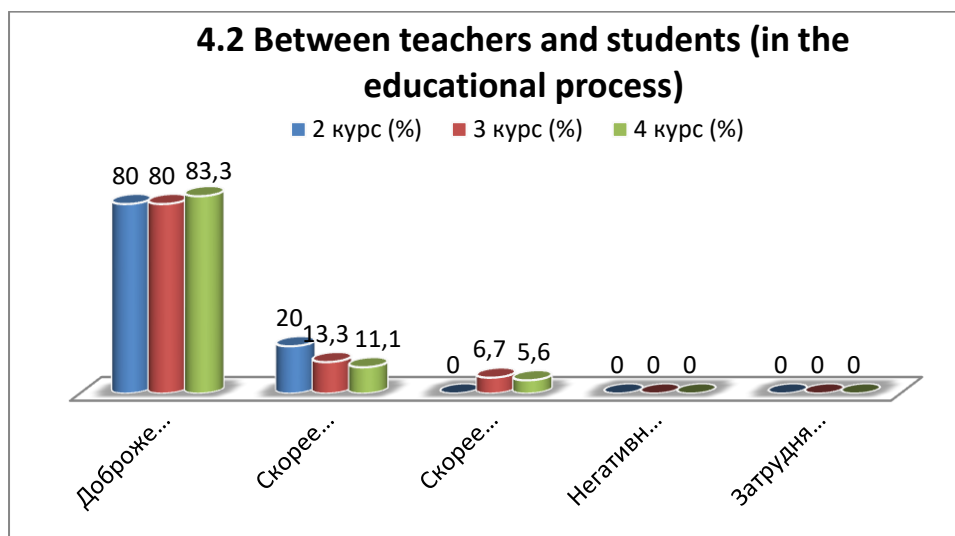
4.1 Between students

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	100	86,6	88,9
Rather benevolent than unfriendly	-	6,7	11,1
Rather unfriendly than benevolent	-	-	-
Negative	-	-	-
Difficult to answer	-	6,7	-



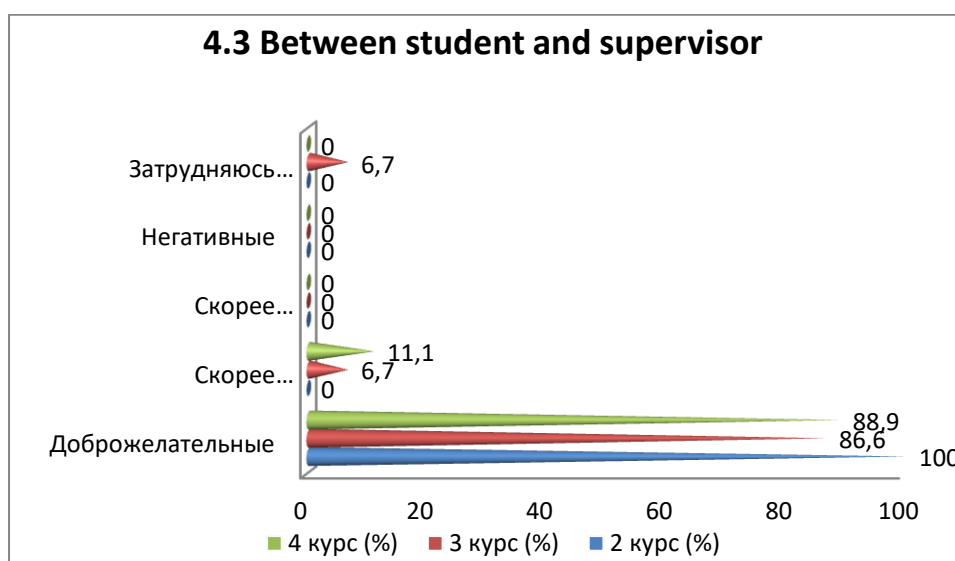
4.2 Between teachers and students (in the educational process)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	80	80	83,3
Rather benevolent than unfriendly	20	13,3	11,1
Rather unfriendly than benevolent	-	6,7	5,6
Negative	-	-	-
Difficult to answer	-	-	-



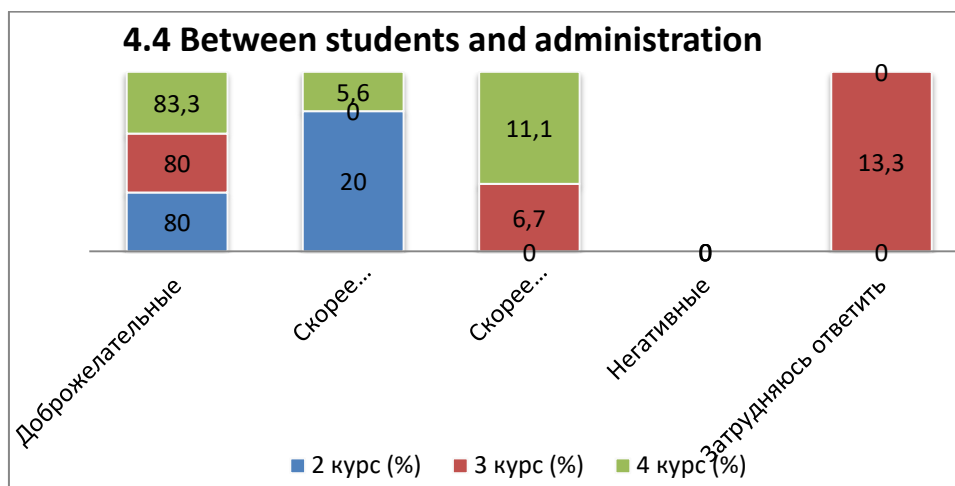
4.3 Between student and supervisor

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	100	86,6	88,9
Rather benevolent than unfriendly	-	6,7	11,1
Rather unfriendly than benevolent	-	-	-
Negative	-	-	-
Difficult to answer	-	6,7	-



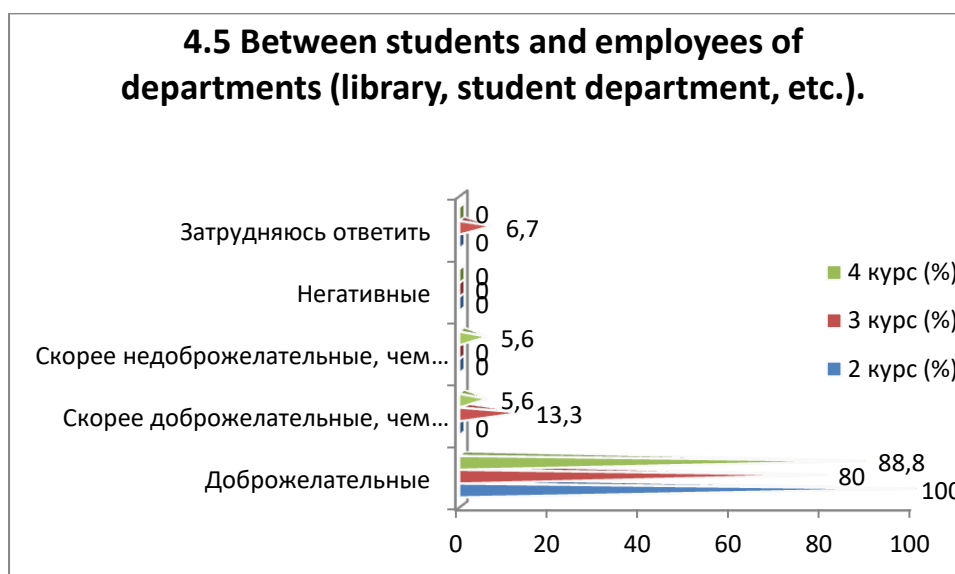
4.4 Between students and administration

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	80	80	83,3
Rather benevolent than unfriendly	20	-	5,6
Rather unfriendly than benevolent	-	6,7	11,1
Negative	-	-	-
Difficult to answer	-	13,3	-



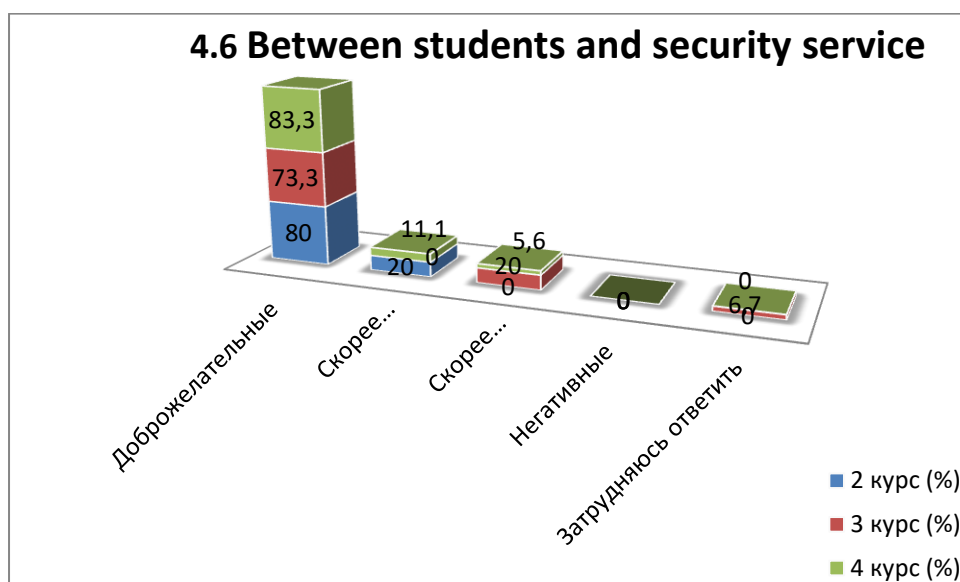
4.5 Between students and employees of departments (library, student department, etc.)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	100	80	88,8
Rather benevolent than unfriendly	-	13,3	5,6
Rather unfriendly than benevolent	-	-	5,6
Negative	-	-	-
Difficult to answer	-	6,7	-



4.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	80	73,3	83,3
Rather benevolent than unfriendly	20	-	11,1
Rather unfriendly than benevolent	-	20	5,6
Negative	-	-	-
Difficult to answer	-	6,7	-



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* :

- Ok.

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	-	53,3	22,2
Quality of teaching (conducting classes, assessment of knowledge, etc.).	20	33,3	22,2
Work of administration (department, etc.)	-	6,7	22,2
Quality of food and prices in the student canteen	20	26,6	38,9
Quality of living conditions in the dormitory	-	20	5,6
Employment in the specialty	100	60	33,3
Quality of internship organizations	-	33,3	22,2
Other	-	6,7	5,6

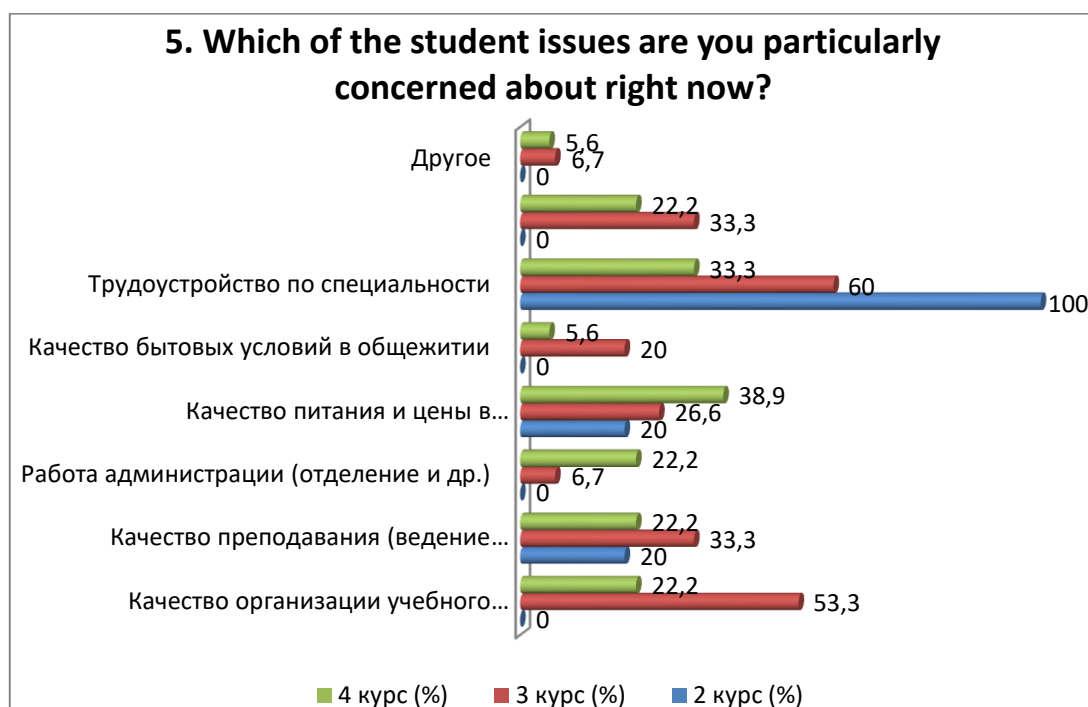
* The amount in % is not equal to 100, because it was assumed that there were several possible answers

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

- Nothing

- I don't care about anything.

* 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)

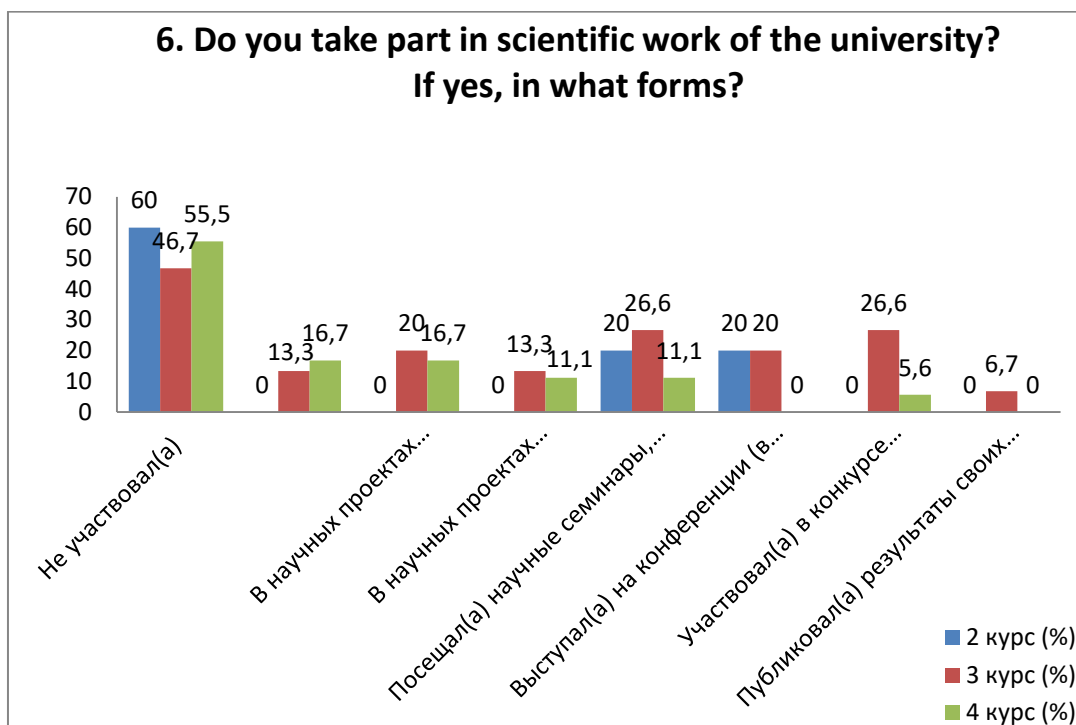
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Did not participate	60	46,7	55,5
Sometimes, when it is necessary on formal grounds	-	13,3	16,7
In scientific projects of laboratories, centers, etc. under a contract, grant, etc.	-	20	16,7
In scientific projects of laboratories, clubs, circles, etc. on a gratuitous basis.	-	13,3	11,1
Attended scientific seminars, clubs and other scientific events.	20	26,6	11,1
Speaker(s) at a conference (including student), scientific seminar)	20	20	-
Participated in the competition of scientific student works	-	26,6	5,6
Published(s) the results of his/her research (including in student collections)	-	6,7	-

** 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*:

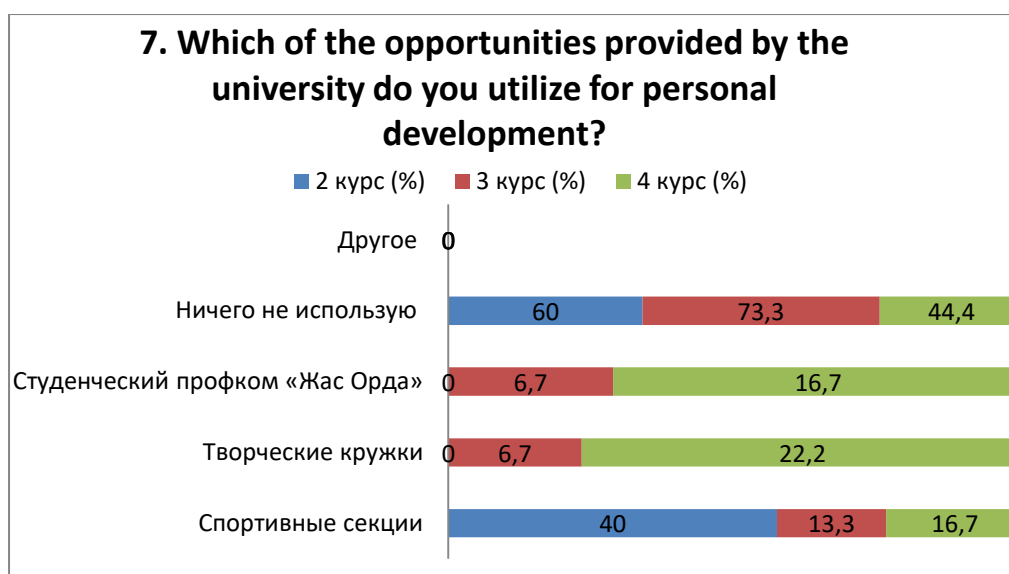
- Didn't know
- Didn't want to.
- Okay.
- Just.

* 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	40	13,3	16,7
Creative clubs	-	6,7	22,2
Student Trade Union “Zhas Orda”	-	6,7	16,7
I don't use anything	60	73,3	44,4
Other	-	-	-



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

- Didn't know about it

* 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.

- Not interested.
- I don't think it's useful
- Okay.
- No reason.
- Just like that.

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

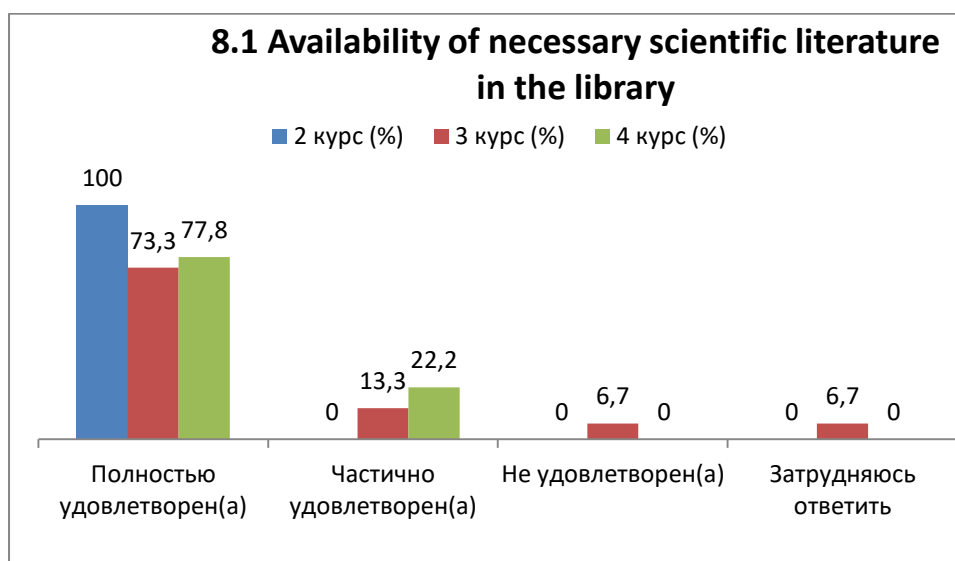
8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet channel width and speed
8.4 Modernity of software
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability of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

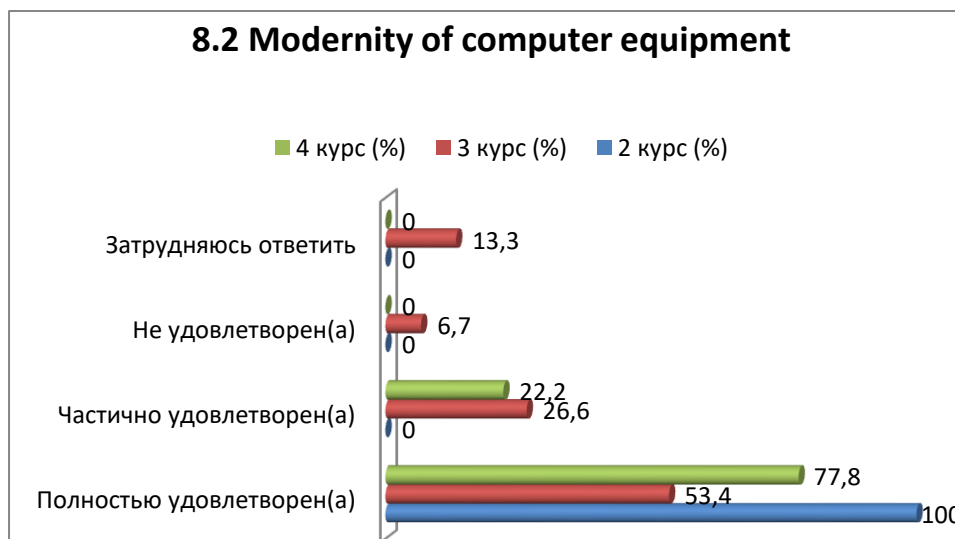
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	100	73,3	77,8
Partially satisfied	-	13,3	22,2
Not satisfied	-	6,7	-
Difficult to answer	-	6,7	-



8.2 Modernity of computer equipment

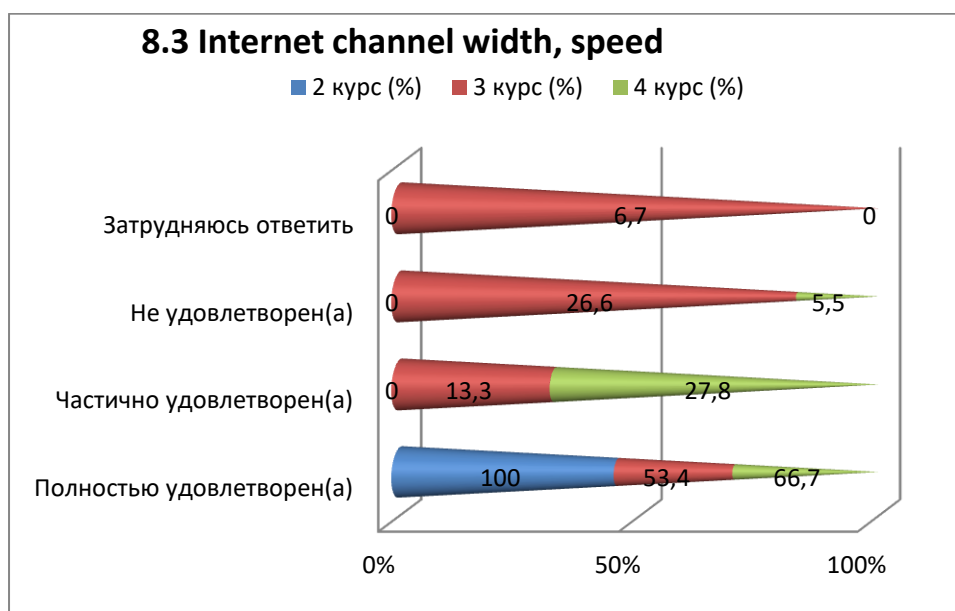
Answer options	2nd year (%)	3rd year (%)	4th year (%)
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Completely satisfied	100	53,4	77,8
Partially satisfied	-	26,6	22,2
Not satisfied	-	6,7	-
Difficult to answer	-	13,3	-



8.3 Internet channel width, speed

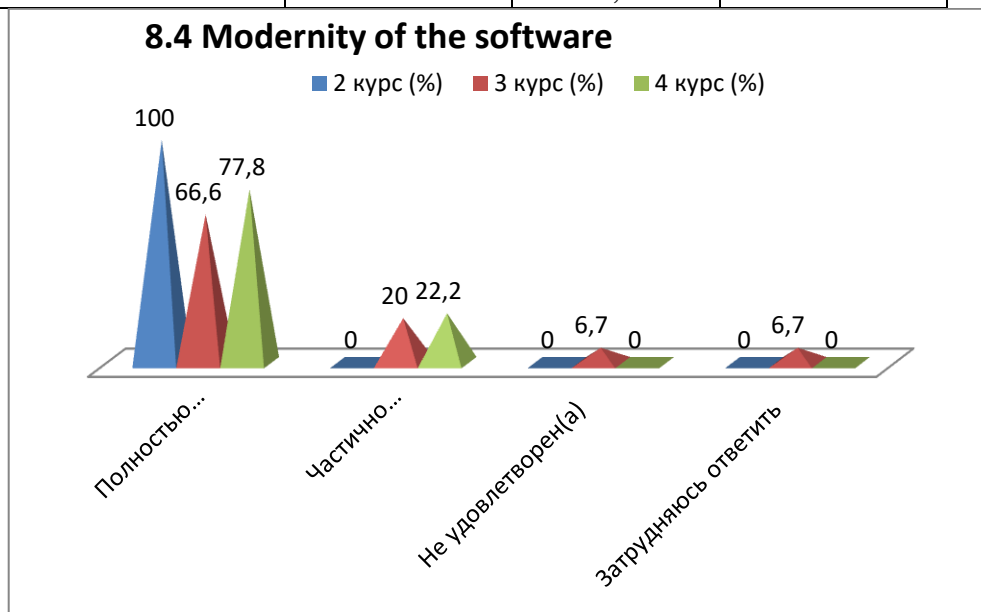
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	100	53,4	66,7
Partially satisfied	-	13,3	27,8
Not satisfied	-	26,6	5,5
Difficult to answer	-	6,7	-



8.4 Modernity of the software

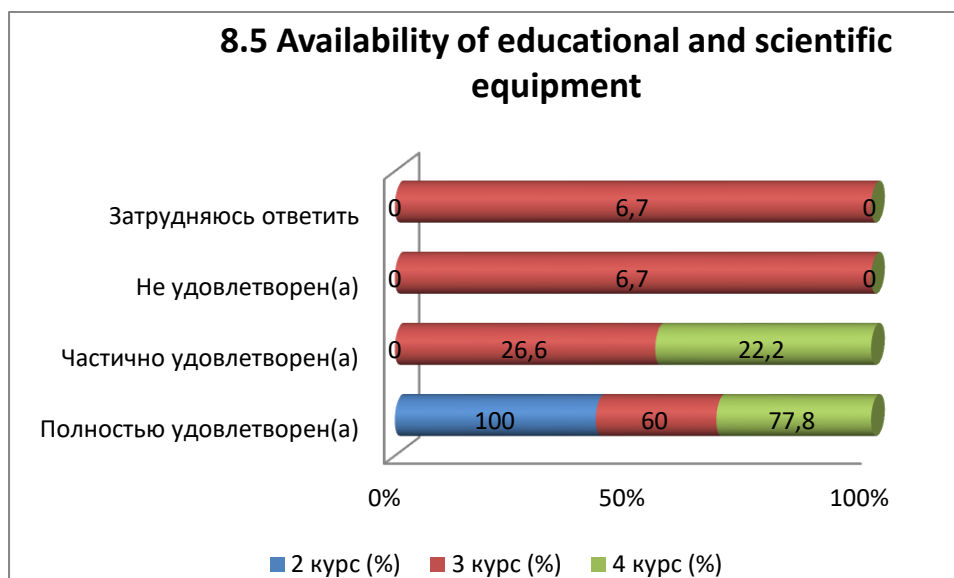
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	100	66,6	77,8

Partially satisfied	-	20	22,2
Not satisfied	-	6,7	-
Difficult to answer	-	6,7	-



8.5 Availability of educational and scientific equipment

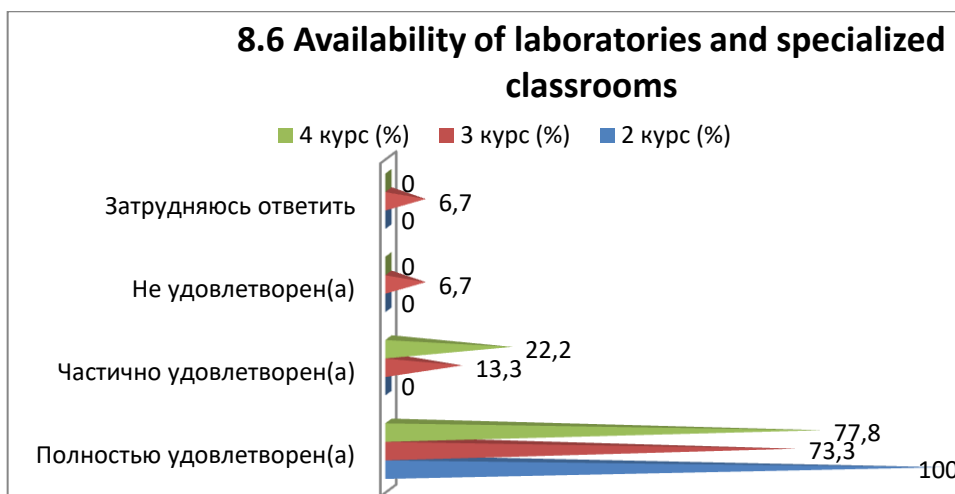
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	100	60	77,8
Partially satisfied	-	26,6	22,2
Not satisfied	-	6,7	-
Difficult to answer	-	6,7	-



8.6 Availability of laboratories and specialized classrooms

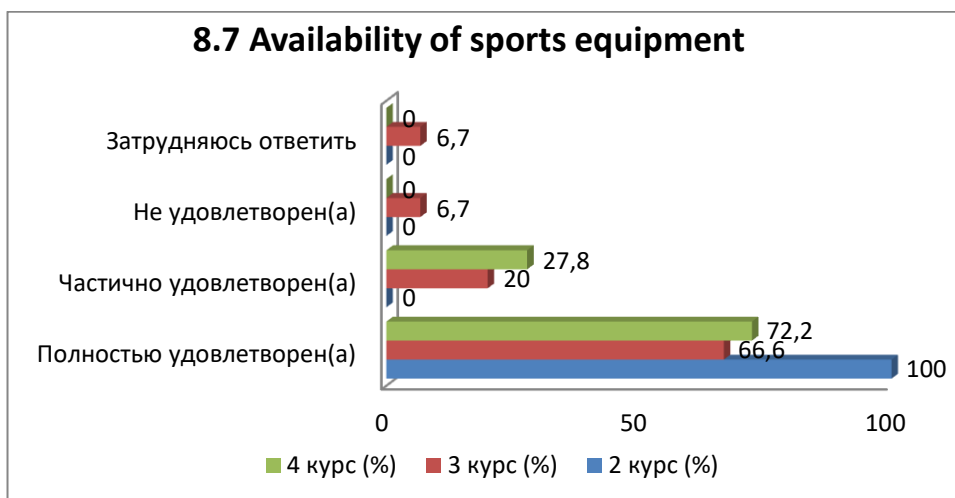
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	100	73,3	77,8
Partially satisfied	-	13,3	22,2

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



8.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	100	66,6	72,2
Partially satisfied	-	20	27,8
Not satisfied	-	6,7	-
Difficult to answer	-	6,7	-



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

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*:
 - Everything's old.

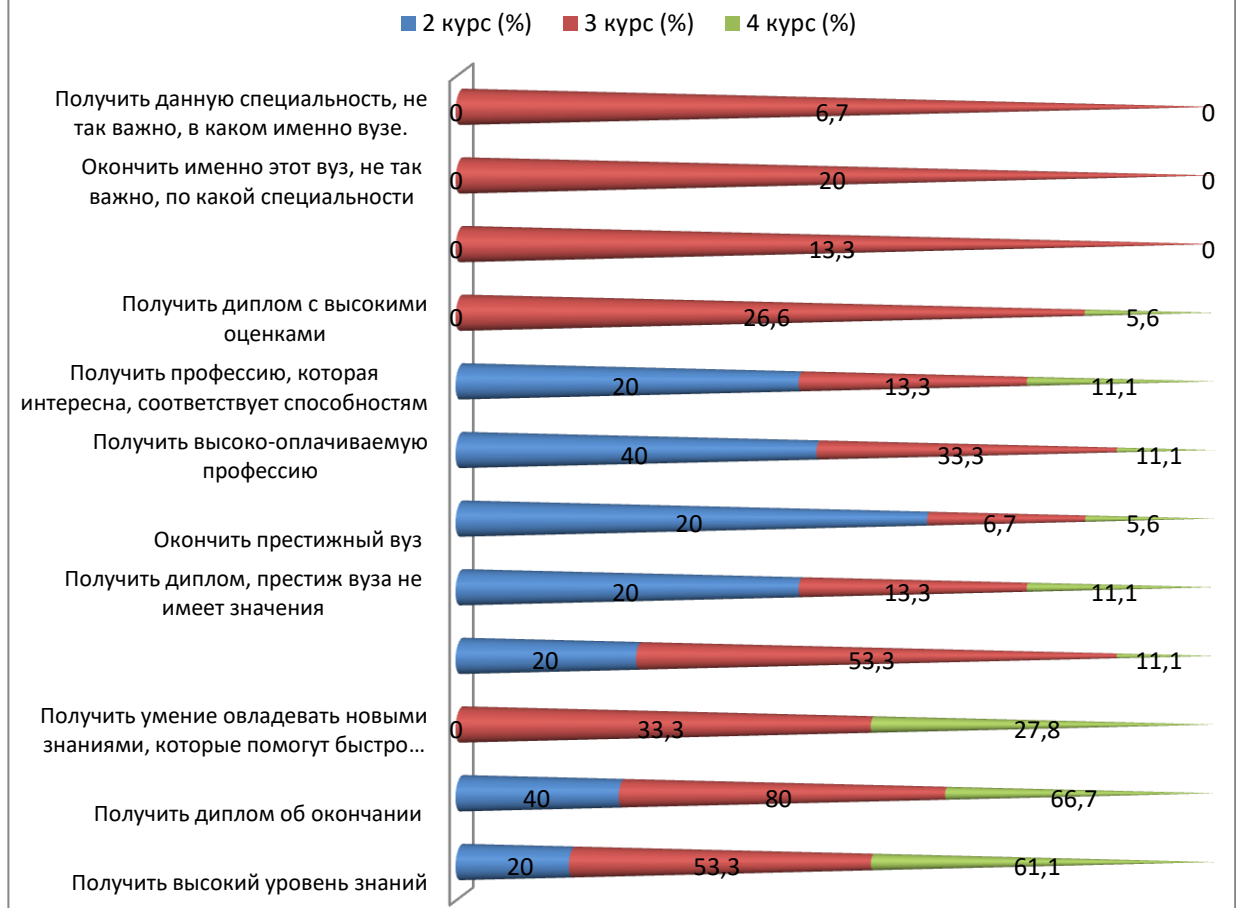
* Students' answers to the option “other” and “if you answered “not satisfied.....” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

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	20	53,3	61,1
Get a diploma of completion	40	80	66,7
Gain the ability to learn new knowledge that will help you adapt quickly in the workplace	-	33,3	27,8
Get practical skills that can be immediately used in the workplace	20	53,3	11,1
Get a diploma, the prestige of the university does not matter	20	13,3	11,1
Graduate from a prestigious university	20	6,7	5,6
Get a high-paying profession	40	33,3	11,1
To get a profession that is interesting, corresponds to abilities	20	13,3	11,1
Get a diploma with high grades	-	26,6	5,6
It is necessary to study only what is interesting or will be needed in further studies (work).	-	13,3	-
To graduate from this particular university, no matter what specialty	-	20	-
To get this specialty, it is not so important in which university.	-	6,7	-

** 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?



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):

- Ok.

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. The correct and effective organization of the educational process is the key to successful and quality training of specialists. The results of the questionnaire “Satisfaction of students of 2-5 years of study with educational services” indicate a high degree of satisfaction of respondents with the learning process at the university. 93.7% of respondents are satisfied with the learning process. 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

- possibility of access to full-text databases of scientific publications (95.6%);
- organization and conduct of SIWT (95.5%);
- satisfaction with the work of the library (95.5%);
- class schedule (93.7%);
- organization of independent work (93,6%);
- organization and conduct of laboratory work (91.5%);
- quality of medical service (91.4%).

In these cases, the bulk 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 other aspects of education. For example, it concerns such parameters as, quality of internship (85.5%), living conditions in the dormitory (84.4%), organization of meals at the university (74.1%).

To the question “Is information about academic mobility opportunities available to you?” 82.6% chose the answer option yes. 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 efficiency of scientific research, establishing internal and external integration links, using global educational resources.

Psychological climate is an important characteristic of the comfort of the educational environment, which is considered as the immediate environment of a person, as well as the conditions under which he interacts with this environment. The relations “between students”, “between teachers and students (in the learning process)”, “between students 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.

54.1% of students do not participate in scientific work of the university. Students explain the reasons for non-participation in scientific activities by various factors, such as lack of motivation and lack of interest in scientific work.

The survey also revealed 59.2% 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”. 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 updating software and improving the quality of computer equipment.

In general, the results of the survey indicate the need for further improvement of the university's work to raise students' awareness of academic mobility opportunities, improve the quality of the organization of the educational process, as well as creating conditions for the active involvement of students in academic 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.