Report
based on the questionnaire results
«Satisfaction of 2nd-5th year students with educational services»
2023 – 2024 academic year
Department: «Technological equipment, mechanical engineering and standardization»
Speciality:6B07104 Mechanical engineering

In October 2023, the quality management and accreditation center conducted an annual questionnaire on the satisfaction of 2nd-5th year students with the quality of services provided.

Purpose of the survey: To determine 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 generalized form with a guarantee of confidentiality of the students' personal opinions.

In specialty 6B07104 «Mechanical engineering» 75 respondents took part in the questionnaire.

- 2nd year – 21 students (53.8%);
- 3rd year – 24 students (70.6%);
- 4th year – 30 students (73.2%).

Form of study
- Budget – 67 students (89.3%);
- Fee-paying – 8 students (10.7%).

The following data were obtained during the questionnaire:

Indicators:

1. Are you satisfied? quality of services provided?

1.1 The learning process as a whole
1.2 Schedule of classes
1.3 Organization of independent work
1.4 Internship
1.5 Organization and implementation of the SIWT
1.6 Organization and implementation of laboratory work
1.7 Satisfaction with the library's 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 Organization of catering at the university (prices, range of products, quality of prepared dishes)

Other_____

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

1.1 The learning process as a whole

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	57.1	54.2	73.3
Partially satisfied	28.6	37.5	16.7
Not satisfied	9.5	8.3	10
I find it difficult to answer	4.8	-	-

1.2 Schedule of classes

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	42.9	41.7	53.3
Partially satisfied	42.9	41.7	33.3
Not satisfied	9.5	16.6	13.4
I find it difficult to answer	4.7	-	-
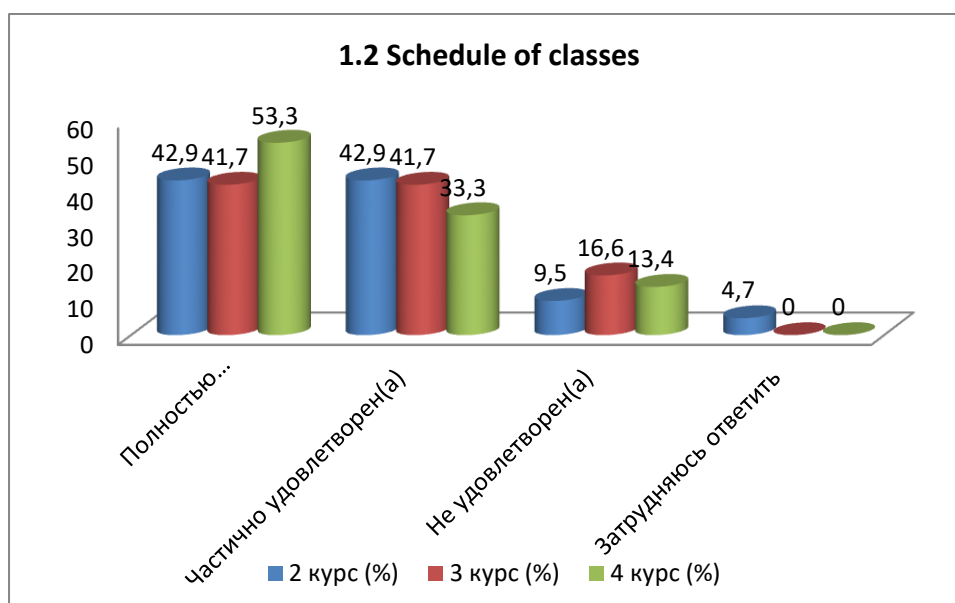
1.3 Organization of independent work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	47.6	45.8	53.3
Partially satisfied	33.3	37.5	30
Not satisfied	14.3	16.7	16.7
I find it difficult to answer	4.8	-	-
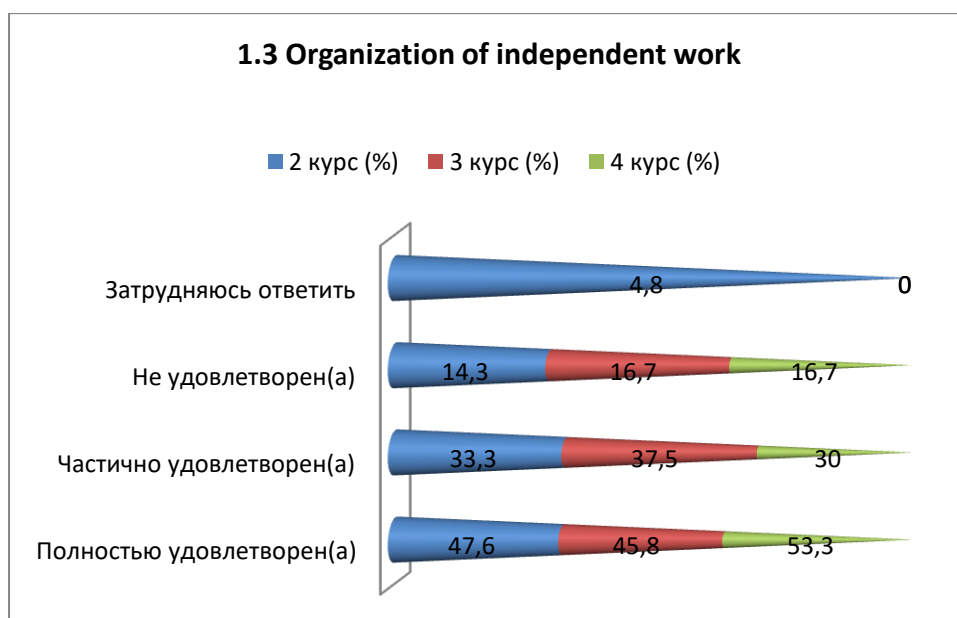
1.4 Internship

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	38.1	41.7	50
Partially satisfied	38.1	33.3	26.7
Not satisfied	14.3	20.8	20
I find it difficult to answer	9.5	4.2	3.3
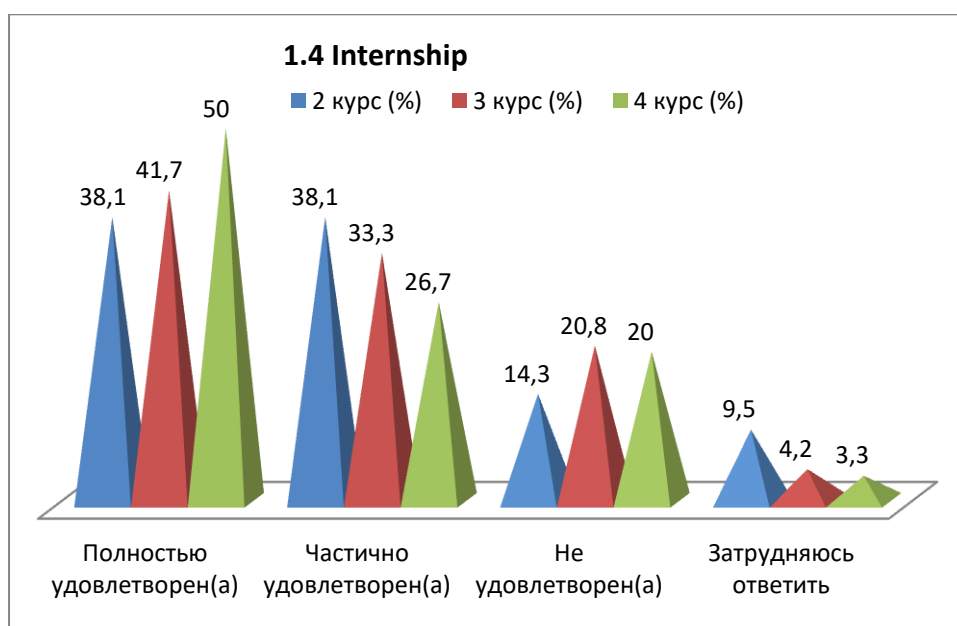
1.5 Organization and implementation of the SIWT

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	33.3	50	60
Partially satisfied	38.1	37.5	13.4
Not satisfied	23.8	12.5	23.3
I find it difficult to answer	4.8	-	3.3
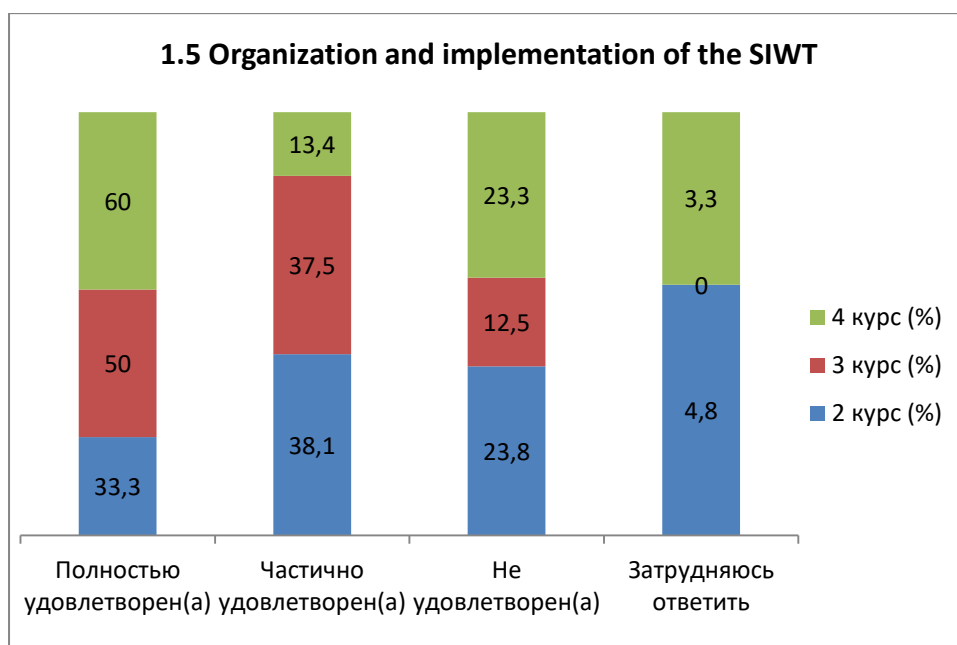
1.6 Organization and implementation laboratory work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	61.9	37.5	50
Partially satisfied	14.3	45.8	26.7
Not satisfied	19	12.5	20
I find it difficult to answer	4.8	4.2	3.3
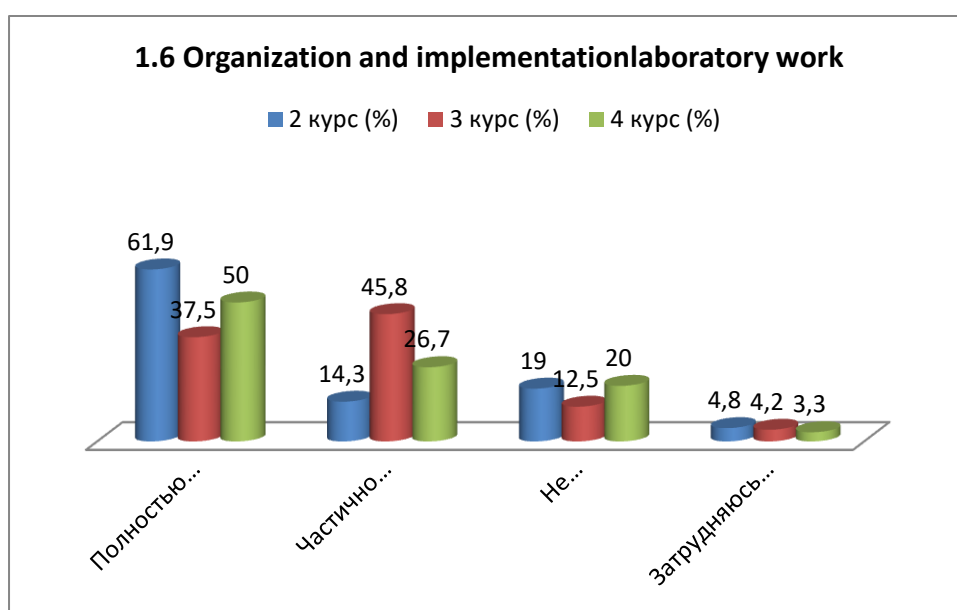
1.7 Satisfaction with the library's work

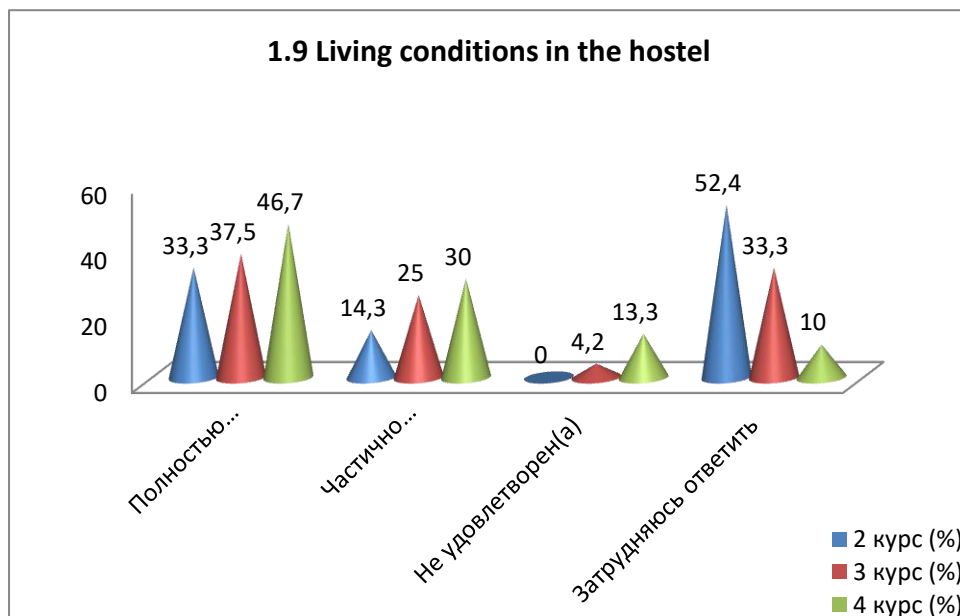| Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	52.4	62.5	46.7
Partially satisfied	28.6	29.2	23.3
Not satisfied	9.5	8.3	30
I find it difficult to answer	9.5	-	-
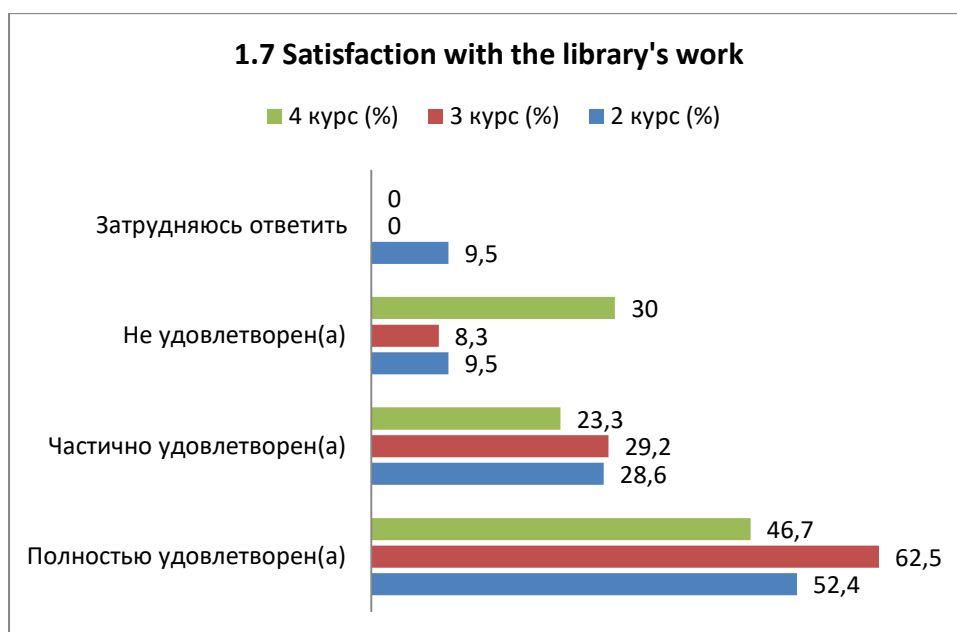
1.8 Possibility of access to full-text databases of scientific publications

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	52.4	45.8	46.7
Partially satisfied	19	33.3	23.3
Not satisfied	9.6	20.9	23.3
I find it difficult to answer	19	-	6.7
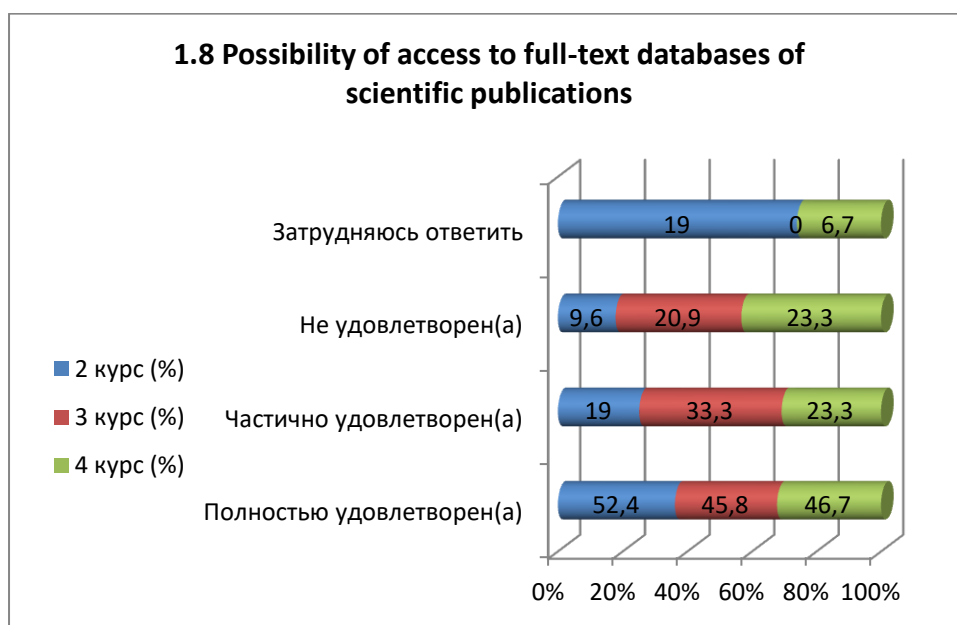
1.9 Living conditions in the hostel

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	33.3	37.5	46.7
Partially satisfied	14.3	25	30
Not satisfied	-	4.2	13.3
I find it difficult to answer	52.4	33.3	10

1.10 Quality of medical care

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	52.4	41.7	43.3
Partially satisfied	9.5	20.8	26.7
Not satisfied	-	8.3	23.3
I find it difficult to answer	38.1	29.2	6.7
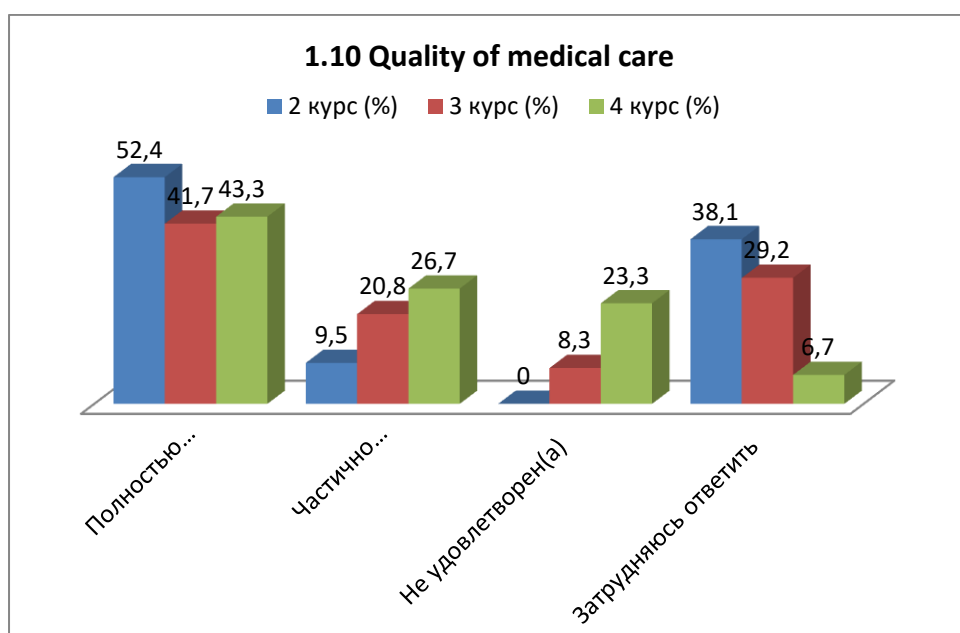
1.11 Organization of catering at the university (prices, range of products, quality of prepared dishes)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	33.3	33.3	40
Partially satisfied	28.6	33.3	20
Not satisfied	28.6	29.2	23.3
I find it difficult to answer	9.5	4.2	16.7
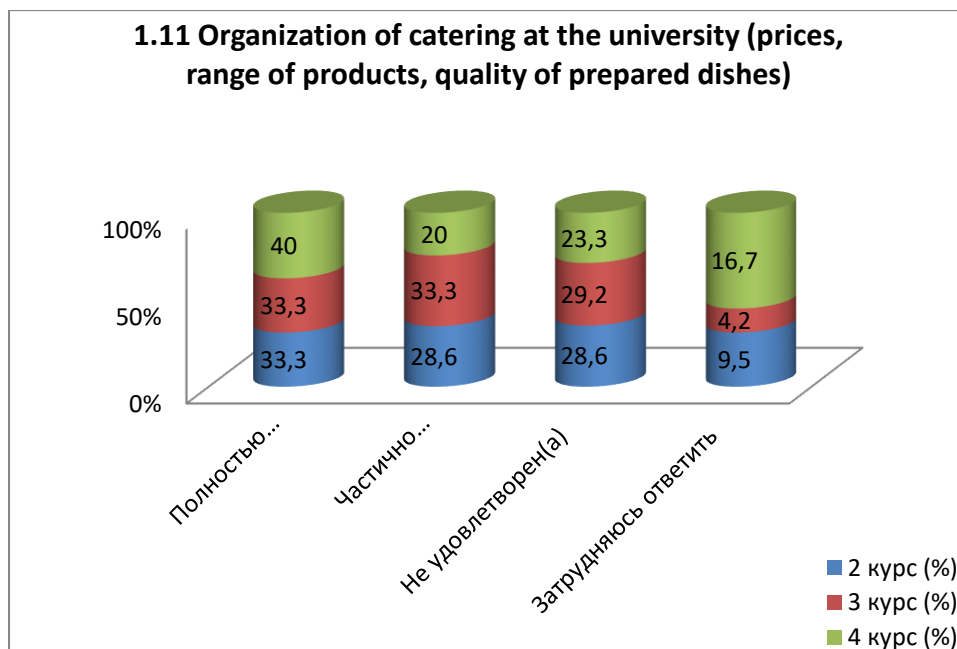
For the «Other» option, students indicated the following options:[*]

- Please provide hand sanitizer paper in all toilets!
- The sausages in the canteen are the cheapest (not tasty), the minced meat is also not tasty, and the prices are inflated for the entire range, you can't squeeze through for lunch, there are too many people, both in the canteen and in the nearby stores.
- Fine
- I agree with all points.
- Satisfied
- Everything is fine
- No.

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

- Make a hearty, well-cooked meal
- No recommendations
- Everything is fine.
- The SIWT should be conducted with a teacher, and not given an assignment to check. The food is not very good and the prices are also astronomical!
- And the quality of the dishes in the canteens leaves much to be desired.

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[*]The 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 ask you to improve your nutrition. I don't want to get gastritis from fried food after 4 years of study. Future workers of workshops and enterprises should not be shaking dystrophics
- Make free Wi-Fi and update the computers in the library
- the only thing you can influence...
- prices are lower
- Satisfied
- No.

2. What is your attitude towards the quality of the organization of the educational process?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
No complaints	47.6	62.5	46.7
Mismatch between the studied disciplines and the received specialty	28.6	4.2	3.3
Mismatch between the importance of the subject and the number of hours	14.3	25	13.3
Overload of classroom activities	4.8	4.2	13.3
Dissatisfaction with the quality of classes	4.8	4.2	16.7
Dissatisfaction with the organization of tests and exams	-	-	6.7
Other	-	-	-

2. What is your attitude towards the quality of the organization of the educational process?

For the option «**If you answered «to the previous question not satisfied», please provide recommendations for improvement**»students indicated the following options[*]:
- Why do I need philosophy, cultural studies, sociology?
- Remove unnecessary items

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[*]The 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.

- Remove unnecessary electives from the program, instead it would be better to study the necessary ones in more depth.
- Sociology, cultural studies, philosophy are not necessary subjects
- It's better to conduct classes
- No complaints.
- Yes.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	85.7	91.7	76.7
No	14.3	8.3	23.3
Other	-	-	-
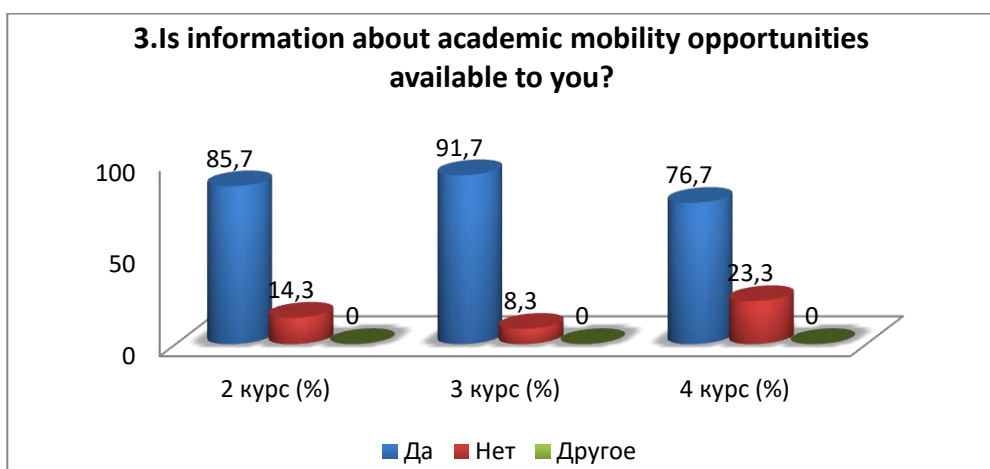
For the option «**If you answered «No» to the previous question, write why**» students indicated the following options[*]:
- not notified
- Yes.

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 the student and the supervisor |
| 4.4 Between students and administration |
| 4.5 Between students and department staff (library, student department, etc.) |
| 4.6 Between students and security service |

Other_____

If you answered «Rather unfriendly than friendly» and «Negative» to the previous question, please provide recommendations for improvement._____
### 4.1 Between students

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[*]The 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 (%)
Benevolent	66.6	79.1	93.3
More benevolent than malevolent	28.6	12.5	6.7
More malevolent than benevolent	-	4.2	-
Negative	-	-	-
I find it difficult to answer	4.8	4.2	-
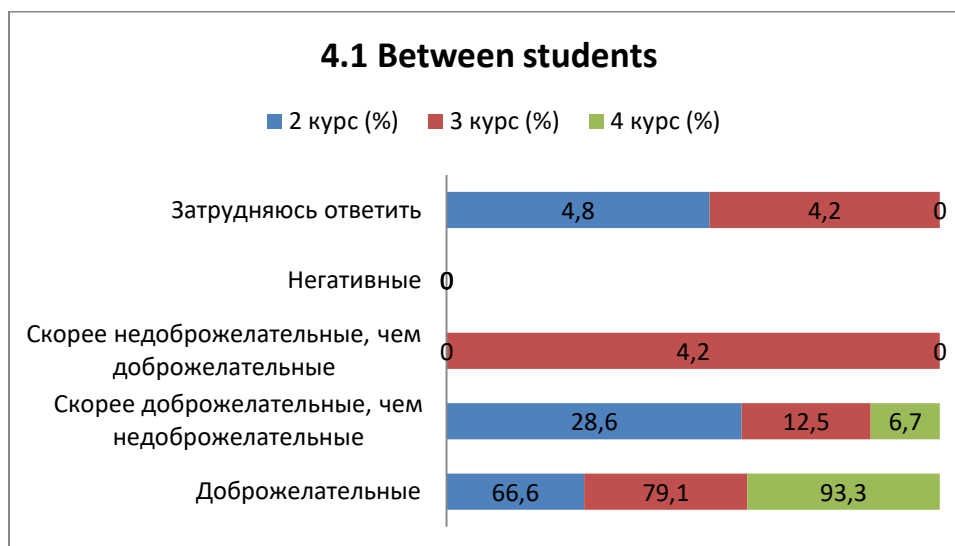
4.2 Between teachers and students (in the educational process)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	42.8	66.7	70
More benevolent than malevolent	47.6	33.3	30
More malevolent than benevolent	4.8	-	-
Negative	-	-	-
I find it difficult to answer	4.8	-	-
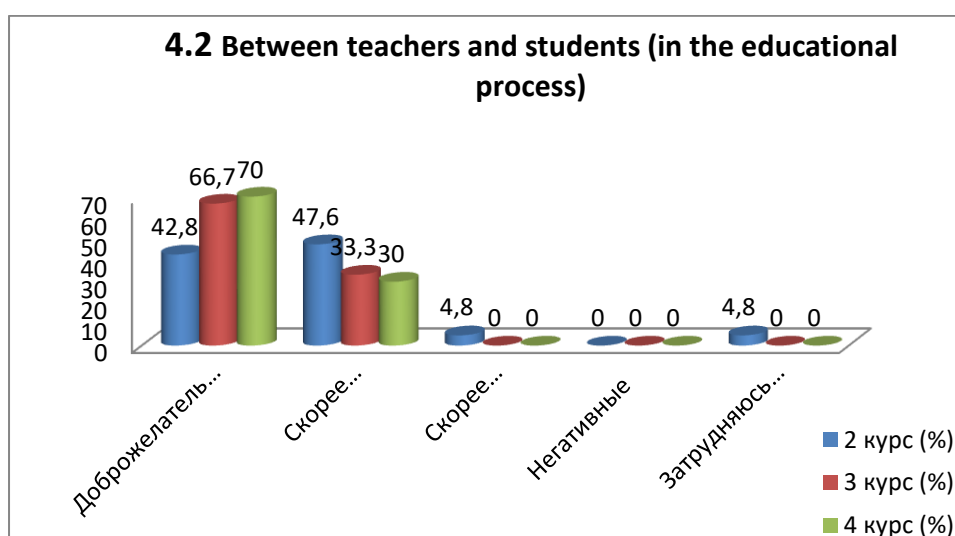
4.3 Between the student and the supervisor

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	57.1	87.5	83.3
More benevolent than malevolent	28.6	8.3	16.7

More malevolent than benevolent	4.8	4.2	-
Negative	-	-	-
I find it difficult to answer	9.5	-	-

4.3 Between the student and the supervisor

Затрудняюсь ответить: 0, 0, 9,5
Негативные: 0, 0, 0
Скорее…: 0, 4,2, 4,8
Скорее…: 16,7, 8,3, 28,6
Доброжелательные: 83,3, 87,5, 57,1

Legend: 4 курс (%), 3 курс (%), 2 курс (%)
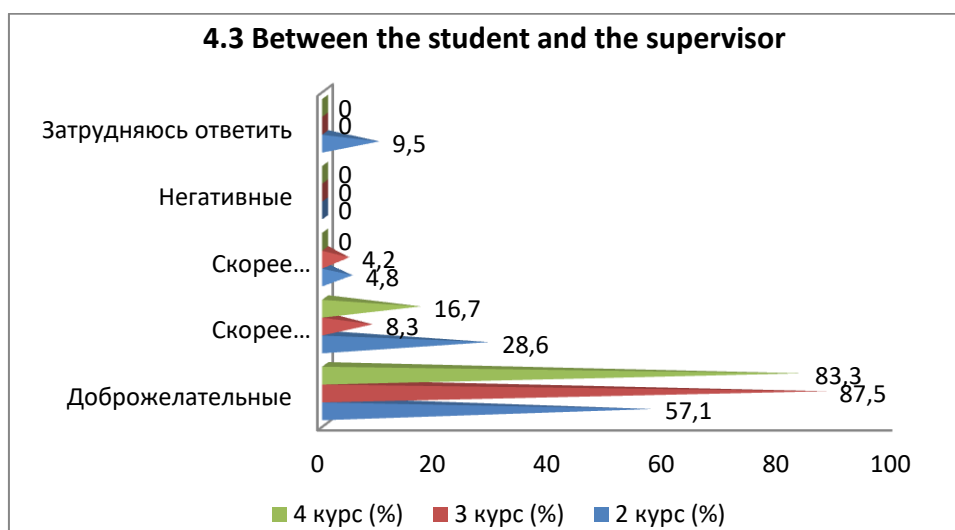
4.4 Between students and administration

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	52.4	58.3	70
More benevolent than malevolent	28.6	29.2	26.7
More malevolent than benevolent	19	8.3	3.3
Negative	-	-	-
I find it difficult to answer	-	4.2	-

4.4 Between students and administration

Доброжелательные: 52,4, 58,3, 70
Скорее…: 28,6, 29,2, 26,7
Скорее…: 19, 8,3, 3,3
Негативные: 0, 0, 0
Затрудняюсь ответить: 0, 4,2, 0

Legend: 2 курс (%), 3 курс (%), 4 курс (%)
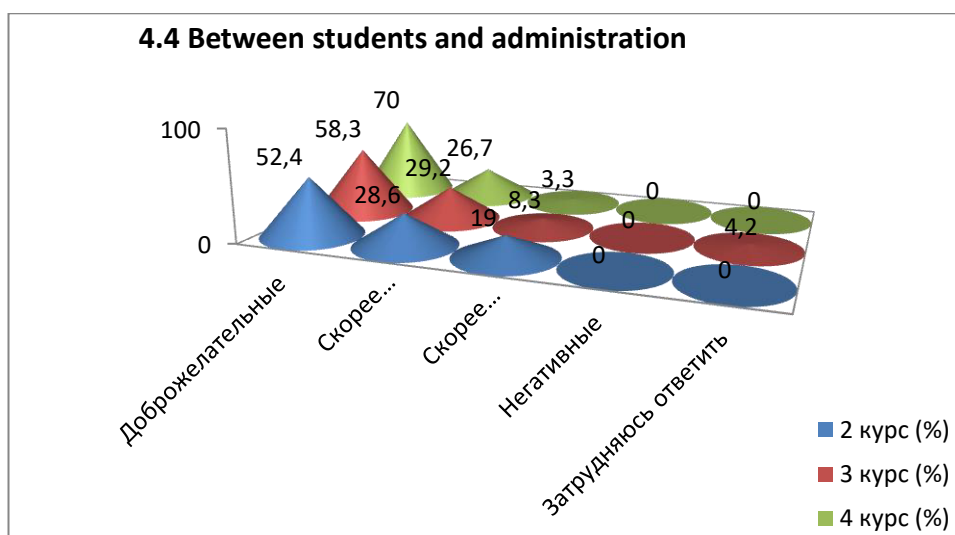
### 4.5 Between students and department staff (library, student department, etc.)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	57.2	62.5	76.7
More benevolent than malevolent	23.8	33.3	23.3
More malevolent than benevolent	14.3	4.2	-
Negative	-	-	-
I find it difficult to answer	4.7	-	-

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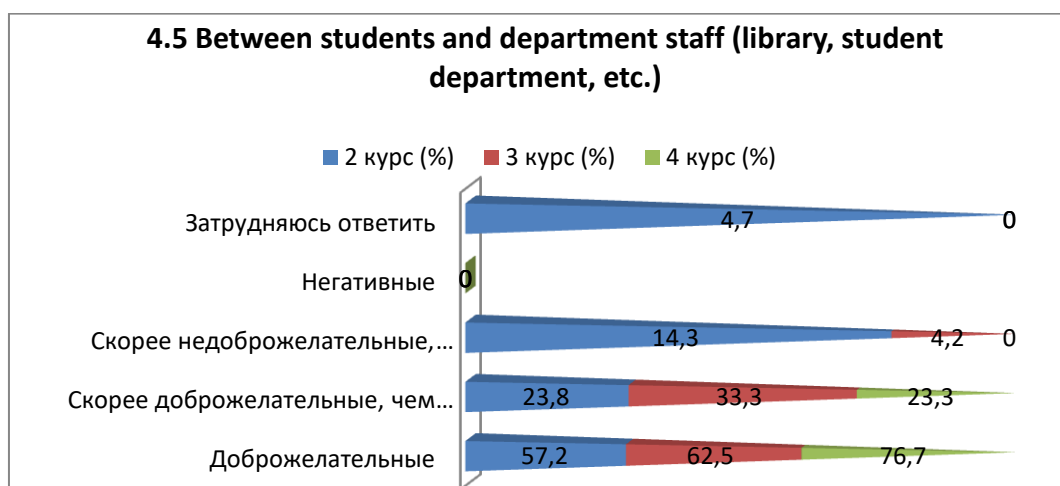
4.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	47.6	41.7	63.4
More benevolent than malevolent	28.6	16.6	20
More malevolent than benevolent	9.5	20.8	10
Negative	4.8	16.6	3.3
I find it difficult to answer	9.5	4.2	3.3
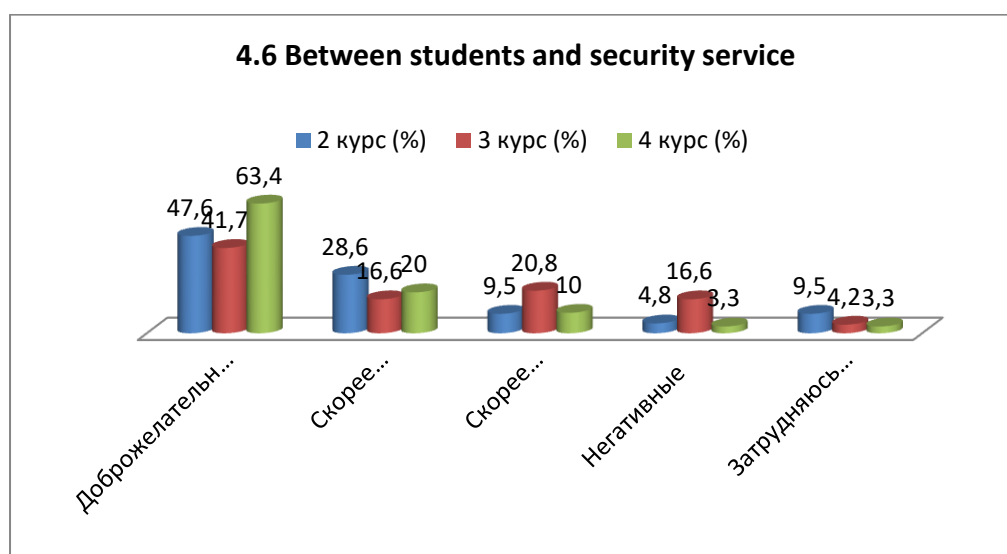
4.6 Between students and security service

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[*]:

- No recommendations

- Security should let you through with a student ID, and the curator should respond to students' questions more often.

- Students who bully their classmates should be expelled (after the 3rd warning)

- this is a low class of society

- the guards are rude

- Yes.

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[*]The 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.

5. Which student issues are of particular concern to you now?_(select no more than 3 answer options)_

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Quality of organization of the educational process	47.6	20.8	33.3
Quality of teaching (class delivery, assessment of knowledge, etc.)	47.6	37.5	26.7
Administration work (department, etc.)	9.5	-	23.3
Food quality and prices in the student canteen	23.8	29.2	40
Quality of living conditions in the hostel	9.5	4.2	20
Employment in the specialty	33.3	66.7	53.3
Quality of industrial practice organizations	23.8	45.8	30
Other	9.5	-	3.3

*The sum in % is not equal to 100, since several answer options were supposed to be selected
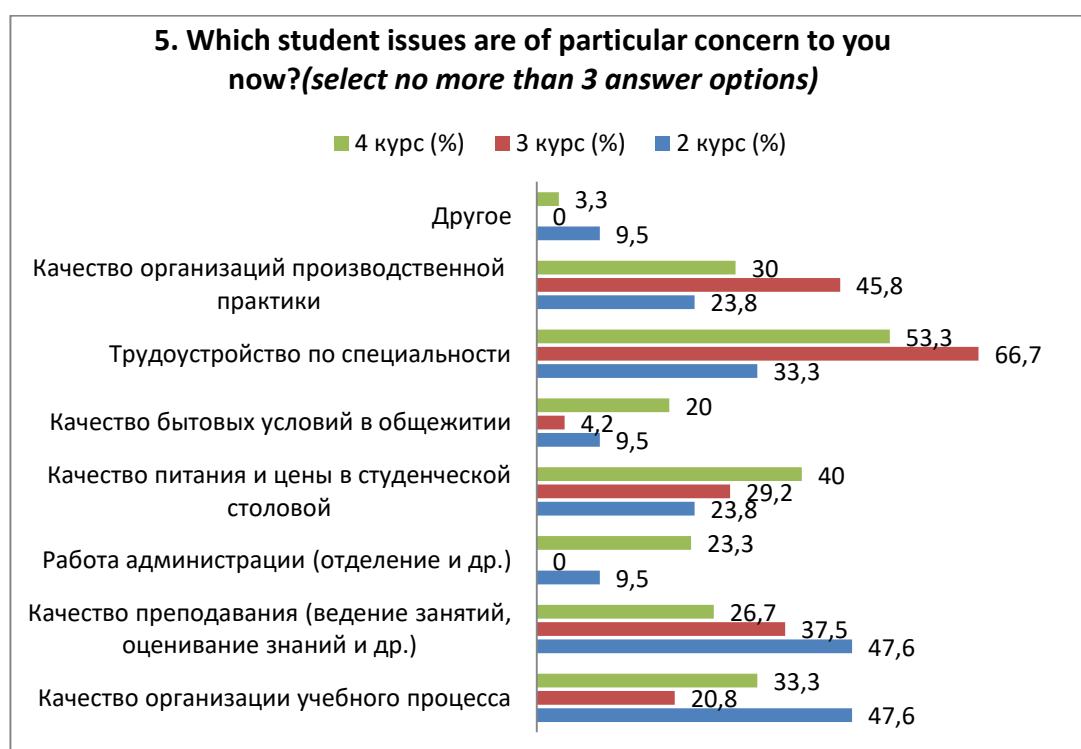
For the «Other» option, students indicated the following options:[*]:
- Everything is fine
- None of the above
- WI-FI doesn't work.

**6. Do you participate in the scientific work of the university? If yes, in what forms?**_(check all that apply)_

Answer options	2nd year (%)	3rd year (%)	4th year (%)

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[*]The 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.

Did not participate	57.2	70.8	33.3
Sometimes, when it is necessary for formal reasons	14.3	16.6	20
In scientific projects of laboratories, centers, etc. under a contract, within the framework of a grant, etc.	9.5	4.2	10
In scientific projects of laboratories, clubs, circles, etc. on a gratuitous basis	-	4.2	13.4
Attended scientific seminars, clubs and other scientific events	4.8	-	30
Presented at a conference (including a student conference), scientific seminar)	-	4.2	13.4
Participated in a competition of student scientific papers	9.5	-	10
Published the results of his/her research (including in student collections)	14.3	-	6.7

*The sum in % is not equal to 100, since several answer options were supposed to be selected
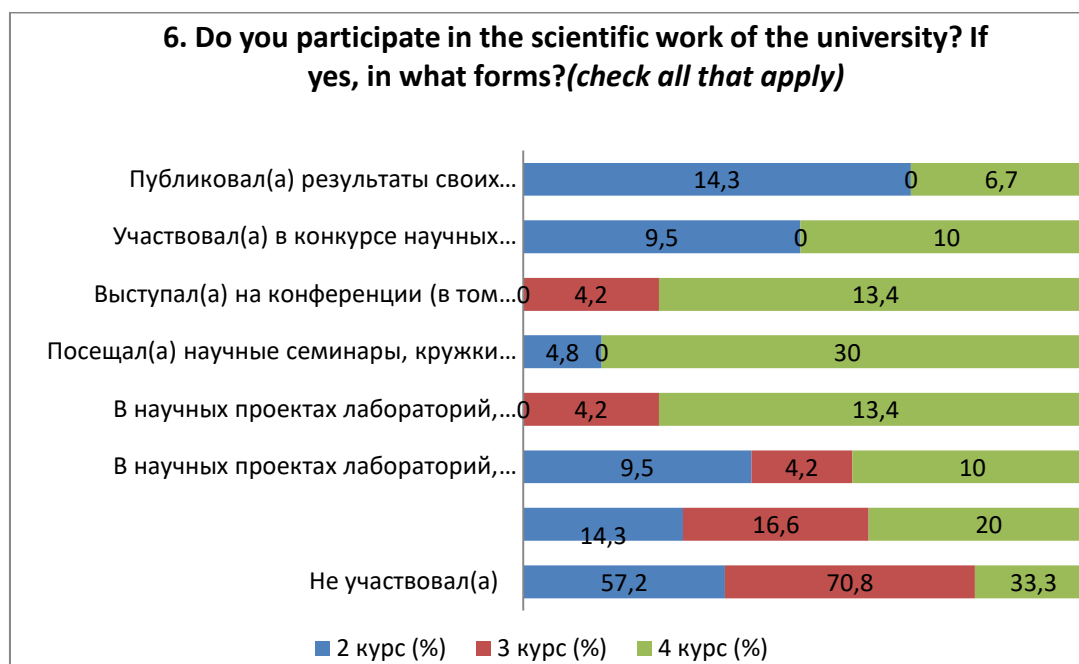
For the option «**If you answered «Did not participate» to the previous question, please write why»** students indicated the following options[*]:

- Not interested.
- No time.
- I don't see any prospects in this.
- Don't want
- No idea, I wasn't interested.
- There was no time.
- What time is it?
- I'm not interested, I'm more concerned about where to go to work without work experience...
- I don't even know about it

- no interest
- I didn't want to.
- No.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Sports sections	33.3	25	16.7
Creative circles	9.5	12.5	10
Student trade union «zhas orda»	4.8	8.3	23.3
I don't use anything	52.4	50	50
Other	-	4.2	-

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

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

Другое: 0 / 4,2 / 0

Ничего не использую: 50 / 50 / 52,4

Студенческий профком «Жас Орда»: 23,3 / 8,3 / 4,8

Творческие кружки: 10 / 12,5 / 9,5

Спортивные секции: 16,7 / 25 / 33,3

For the «Other» option, students indicated the following options*:
- Library, gym.

For the option «**If you answered «I don't use anything» to the previous question, please write why.»** Students indicated the following options*:
- Not interested.
- No time.
- There is no time for this because of unnecessary classes.
- Not needed for my purposes
- I study outside the university.
- No desire.
- I don't want to.
- No.

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

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

8.3Internet channel width, its speed	
8.4Modernity of software	
8.5Availability of educational and scientific equipment	
8.6Availability of laboratories and specialized classrooms	
8.7Availability of sports equipment	

Other_____

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

8.1Availability of necessary scientific literature in the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	85.7	70.8	80
Partially satisfied	14.3	29.2	16.7
Not satisfied	-	-	3.3
I find it difficult to answer	-	-	-
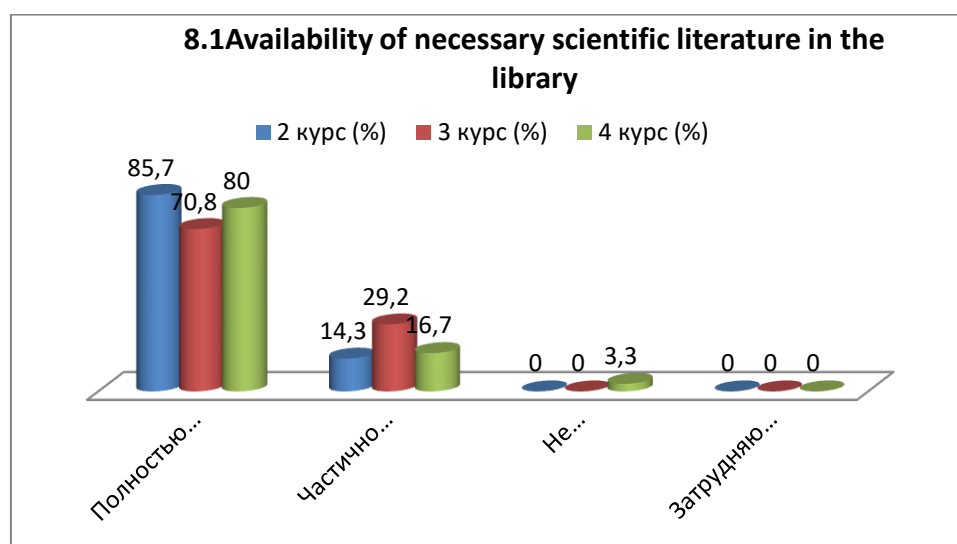
8.2 Modernity of computer equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	47.7	50	66.6
Partially satisfied	33.3	20.8	26.7
Not satisfied	19	29.2	6.7
I find it difficult to answer	-	-	-

8.2 Modernity of computer equipment
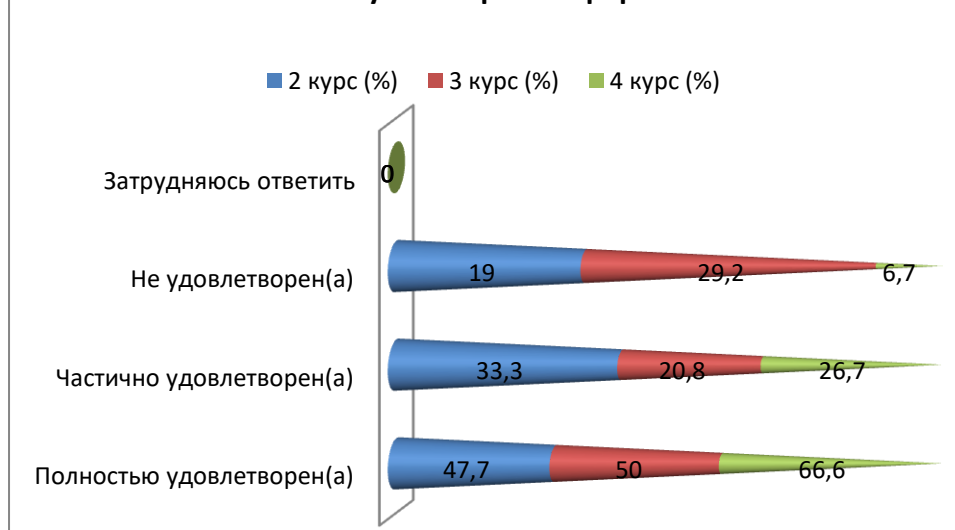
8.3 Internet channel width, its speed

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	38.1	29.2	56.7
Partially satisfied	38.1	29.2	23.3
Not satisfied	23.8	37.5	20
I find it difficult to answer	-	4.1	-

8.3 Internet channel width, its speed
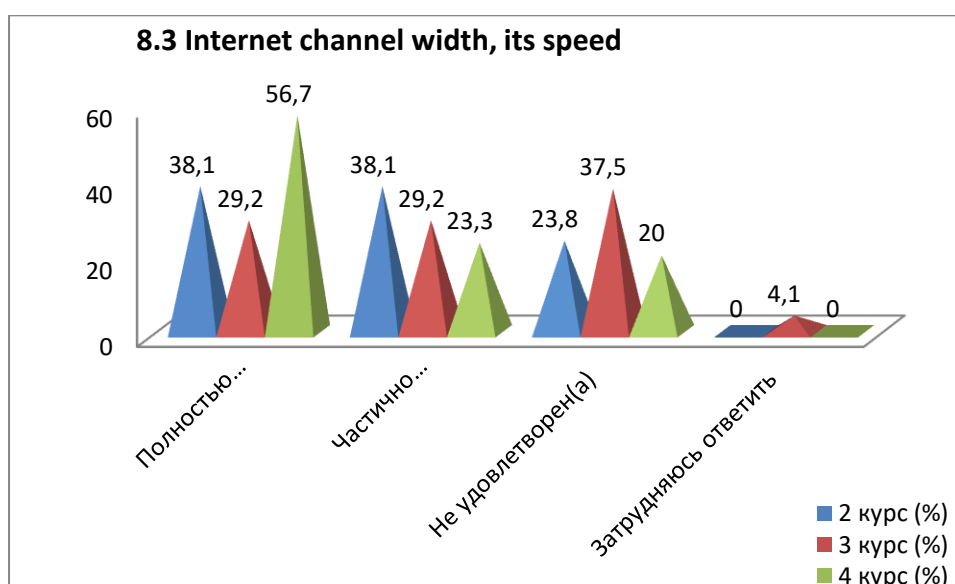
8.4 Modernity of software

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	38.1	37.5	46.6
Partially satisfied	33.3	37.5	36.7
Not satisfied	19	25	16.7
I find it difficult to answer	9.6	-	-

8.4 Modernity of software
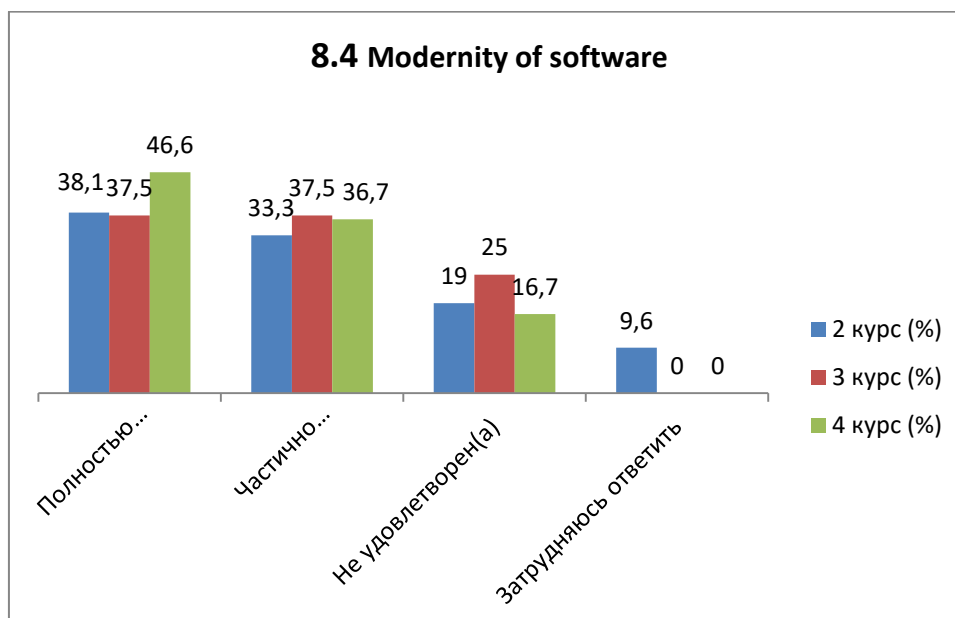
8.5 Availability of educational and scientific equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	57.1	50	60
Partially satisfied	33.3	33.3	23.3
Not satisfied	4.8	16.7	13.4
I find it difficult to answer	4.8	-	3.3

8.5 Availability of educational and scientific equipment
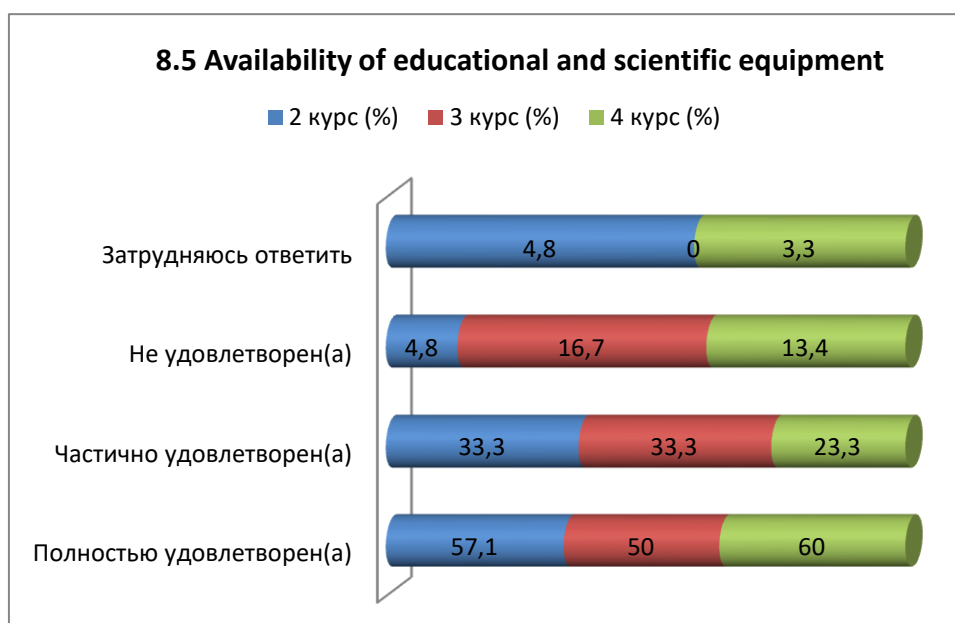
8.6 Availability of laboratories and specialized classrooms

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	47.7	54.2	60
Partially satisfied	23.8	29.2	26.6
Not satisfied	19	16.6	6.7
I find it difficult to answer	9.5	-	6.7

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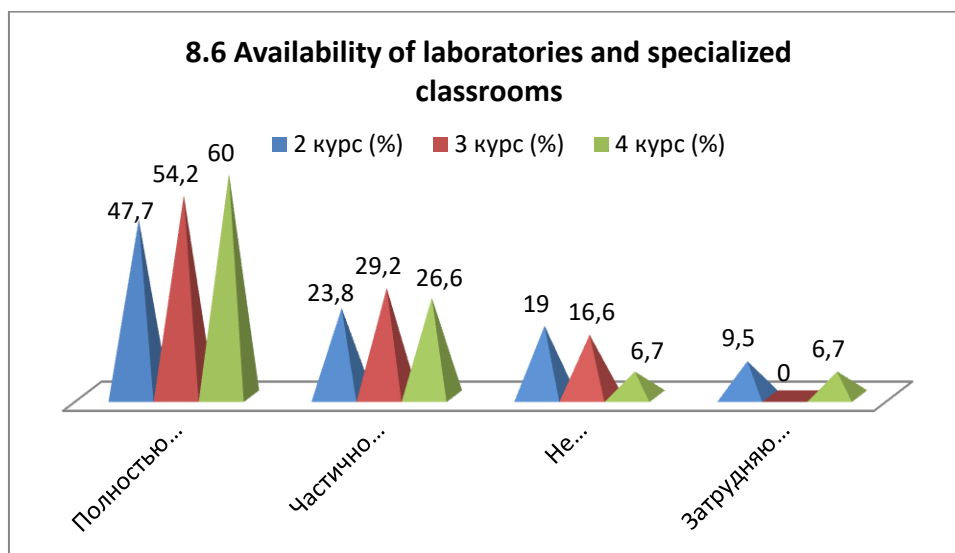
8.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66.6	41.8	73.3
Partially satisfied	28.6	33.3	10
Not satisfied	4.8	16.6	13.4
I find it difficult to answer	-	8.3	3.3

8.7 Availability of sports equipment
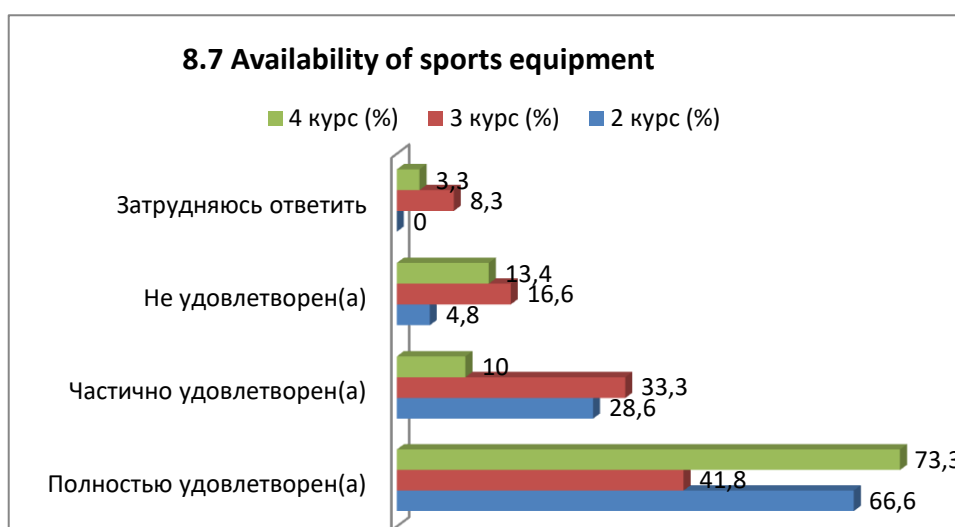
For the «Other» option, students indicated the following options:[*]:

- The canteens are terrible.

- Computers freeze a lot, and the Internet too, the sports equipment in the gym is still from the 90s.

- Yes.

For the option «**If you answered «Rather unfriendly than friendly» and «Negative» to the previous question, please provide recommendations for improvement.**»The students indicated the following options:

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[*]The 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 software status of some computers is outdated,
- Buy and expand the gym
- the internet is very weak and sometimes it doesn't even work
- Allocate a budget for new computers and laboratory equipment.

9. What is most 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 (%)
Obtain a high level of knowledge	47.6	62.5	46.7
Receive a diploma of completion	47.6	50	46.7
Gain the ability to master new knowledge that will help you quickly adapt to the workplace	33.3	37.5	46.7
Gain practical skills that you can immediately use in your work	42.9	45.8	40
Get a diploma, the prestige of the university does not matter	14.3	16.6	13.4
Graduate from a prestigious university	14.3	16.6	16.7
Get a high-paying profession	19	33.3	23.3
Get a profession that is interesting and matches your abilities	14.3	33.3	30
Get a diploma with high marks	4.6	8.3	13.4
You only need to learn what is interesting or will be needed in your future studies (work)	23.8	20.8	6.7
Graduate from this particular university, it doesn't matter what specialty	4.6	4.2	10
It doesn't really matter which university you go to to get this specialty.	14.3	4.2	6.7

*The sum in % is not equal to 100, since several answer options were supposed to be selected

Please write your suggestions, wishes, and 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's activities.*(The students' answers are presented in the original. The author's spelling and punctuation have been preserved):*
- How do you rate your mental state at the university, do you feel safe?
- There's enough of everything
- If you really want to improve something, then come to the university - visit the gyms, laboratories, check the availability of equipment, work on computers in different places, and in each of the above places conduct a survey yourself
- the condition of the toilets is not satisfactory
- Everything is fine
- Yes.

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

	2 курс (%)	3 курс (%)	4 курс (%)
Получить данную специальность, не так важно, в каком именно вузе.	14,3	4,2	6,7
Окончить именно этот вуз, не так важно, по какой специальности	4,6	4,2	10
Нужно учиться только тому, что интересно или потребуется в дальнейшей учебе (работе)	23,8	20,8	6,7
Получить диплом с высокими оценками	4,6	8,3	13,4
Получить профессию, которая интересна, соответствует способностям	14,3	33,3	30
Получить высоко-оплачиваемую профессию	19	33,3	23,3
Окончить престижный вуз	14,3	16,6	16,7
Получить диплом, престиж вуза не имеет значения	14,3	16,6	13,4
Получить практические навыки, которые можно сразу использовать в работе	42,9	45,8	40
Получить умение овладевать новыми знаниями, которые помогут быстро…	33,3	37,5	46,7
Получить диплом об окончании	47,6	50	46,7
Получить высокий уровень знаний	47,6	62,5	46,7

Based on the questionnaire results, the following conclusions can be drawn:

The quality of educational services at the university depends on a whole range of factors. A special place in it belongs to the educational process. Correct and effective organization of the educational process is the key to successful and high-quality training of specialists. The results of the questionnaire «Satisfaction of 2-5 year students with educational services» indicate a high degree of satisfaction among respondents learning process at the university. 89.1% of respondents are satisfied with the learning 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» (satisfaction rates above 80%), reporting complete or partial satisfaction:
-class schedule (85.3%);
-organization of independent work (82.5%);
-satisfaction with the library's work (80.9%).

The following criteria were rated as «good quality» (satisfaction rates below 80%): organization and implementation of laboratory work (78.7%), organization and implementation of independent professional work (77.5%), quality of practical training (76%), access to full-text databases of scientific publications (74%), quality of medical care (64.8%), organization of meals at the university (62.8%), and living conditions in the dormitory (62.3%).

Such satisfaction rates indicate that the university is successfully fulfilling its main task - providing quality education to students. However, despite these positive results, there is always room for improvement and further development. To improve the curriculum and improve the quality of services provided, students wrote their proposals[*]:
«Remove unnecessary electives from the program, instead study the necessary ones in more depth.», «Please provide hand sanitizer in all toilets!!!», «SIWT should be conducted with a teacher, not given an assignment to check», «Make free Wi-Fi and update the computers in the library», «Have better classes», «Lower prices», «Please improve the food», etc.

84.7% of respondents have information about academic mobility. Based on this, it can be understood that the university successfully implements the program of outgoing and incoming academic mobility, which contributes to improving the quality of higher education, increasing the effectiveness of scientific research, establishing internal and external integration links, and using global educational resources.

As can be seen from the presented results, the relationships between students, teachers and students (in the educational process), curators and students, administration and students, department staff (library, student department, etc.) and students, security service and students are assessed by respondents mainly as «friendly» and «more friendly than unfriendly», respectively, which fully corresponds to the high level of satisfaction and is a good indicator of the moral and psychological climate in the student environment.

53.8% of students do not participate in the university's 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.

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[*]The 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 survey also revealed that 50.8% 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's material resources fully satisfy the needs of most of the students surveyed. However, students still left comments where the main suggestions are related to updating software and improving the quality of computer equipment and Internet speed.

More than half of students (52.3%) believe that obtaining a high level of knowledge is the most important result of studying at a university. In second place in importance is obtaining a diploma of completion (48.1%). Third place is taken by obtaining practical skills that can be immediately used in work (42.9%).

Overall, the questionnaire results indicate the need to further improve the university's work to increase students' awareness of the possibilities of academic mobility, improve the quality of the educational process, and create conditions for the active involvement of students in scientific and extracurricular activities.

Recommendations:

The head of the department must familiarize the staff and students with the results of the questionnaire and discuss them during curatorial hours. If necessary, develop an action plan to improve the quality of educational services.

Students can request the results of the questionnaire by email from the quality management and accreditation center.cqma_kstu@mail.ru.