

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

Department: «Nanotechnology and metallurgy»

Specialty: 6B07204 Metallurgy

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 6B07204 Metallurgy 130 respondents took part in the questionnaire.

- 2nd year – 24 students (88.9%);
- 3rd year – 48 students (82.8%);
- 4th year – 58 students (92.1%).

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)

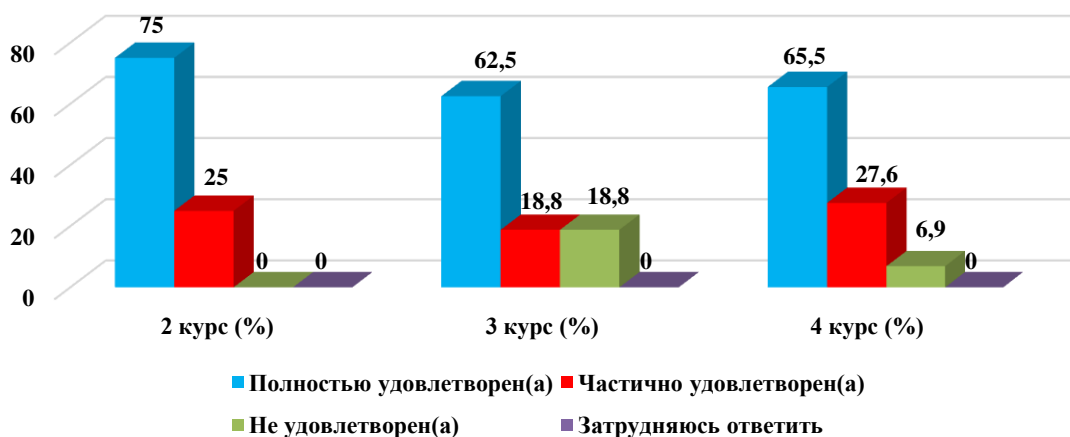
Other _____

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	75	62.5	65.5
Partially satisfied	25	18.8	27.6
Not satisfied)	-	18.8	6.9
I find it difficult to answer	-	-	-

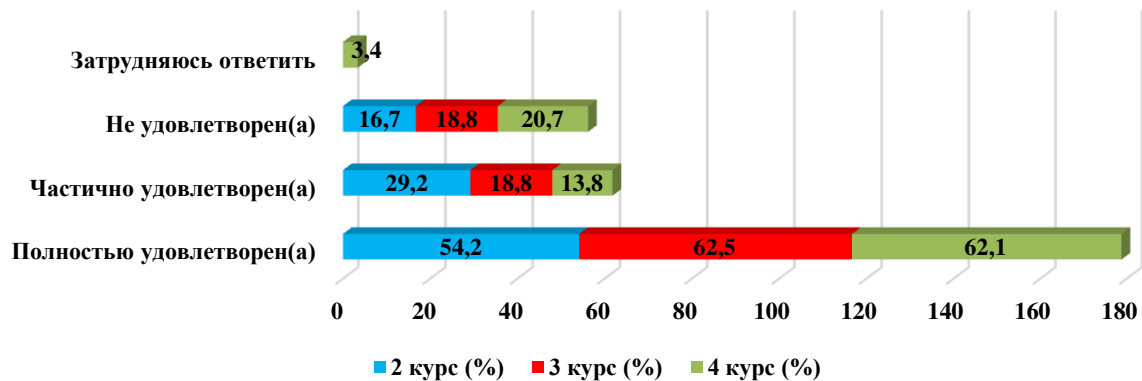
1.1 The learning process in general



1.2 Class schedule

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	54.2	62.5	62.1
Partially satisfied	29.2	18.8	13.8
Not satisfied)	16.7	18.8	20.7
I find it difficult to answer	-	-	3.4

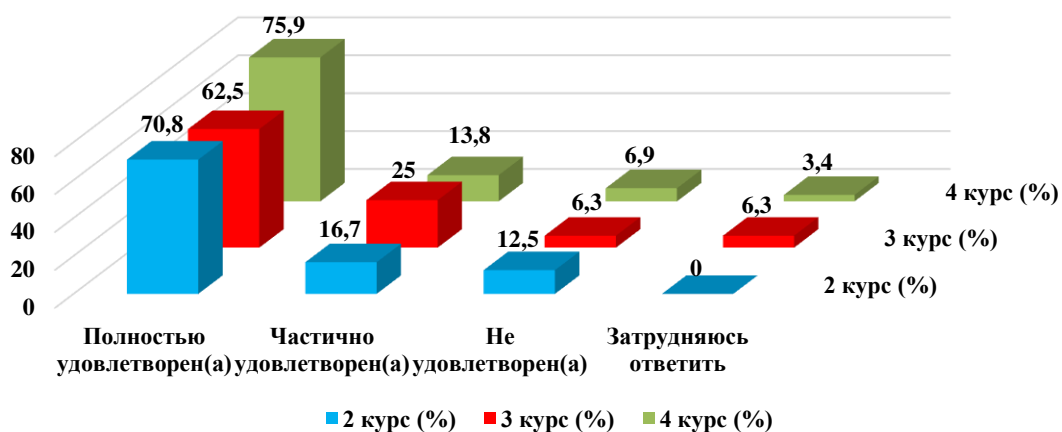
1.2 Class schedule



1.3 Organization of independent work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	70.8	62.5	75.9
Partially satisfied	16.7	25	13.8
Not satisfied)	12.5	6.3	6.9
I find it difficult to answer	-	6.3	3.4

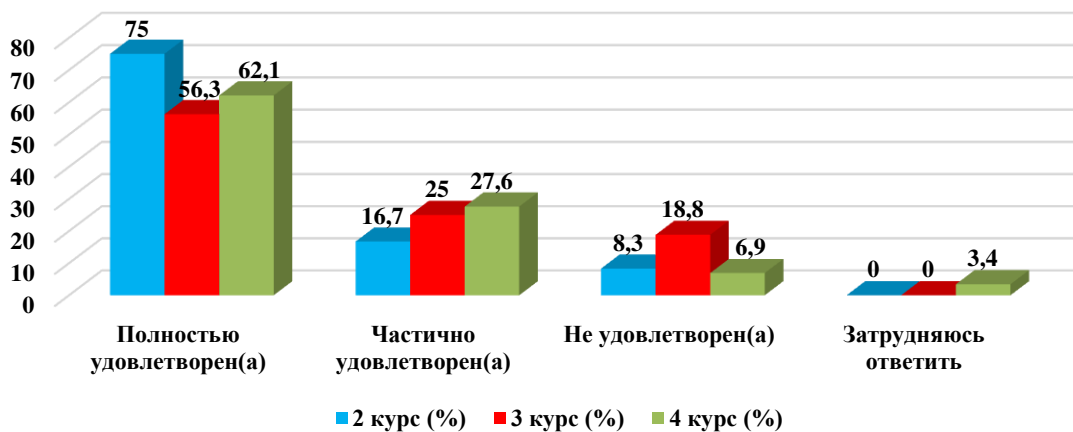
1.3 Organization of independent work



1.4 Internship

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	75	56.3	62.1
Partially satisfied	16.7	25	27.6
Not satisfied)	8.3	18.8	6.9
I find it difficult to answer	-	-	3.4

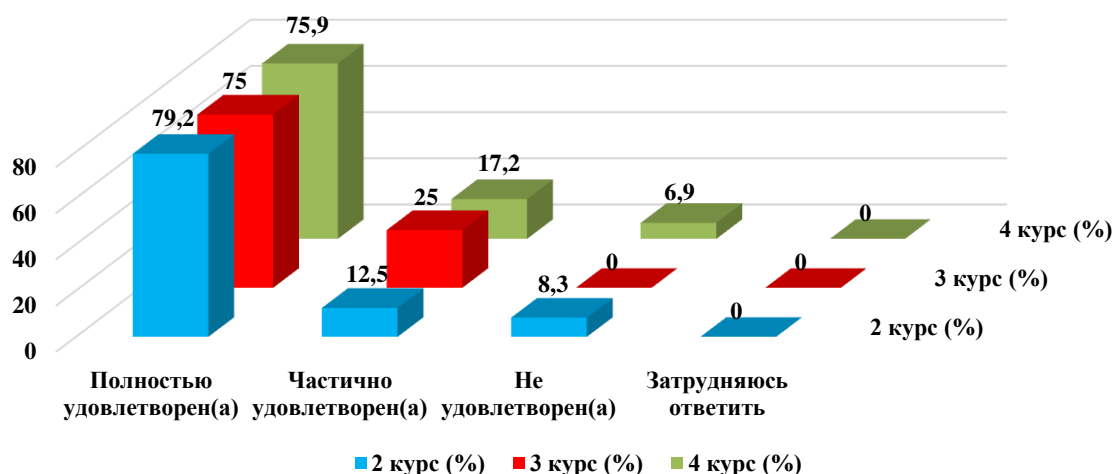
1.4 Internship



1.5 Organization and conduct of the SIWT

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	79.2	75	75.9
Partially satisfied	12.5	25	17.2
Not satisfied)	8.3	-	6.9
I find it difficult to answer	-	-	-

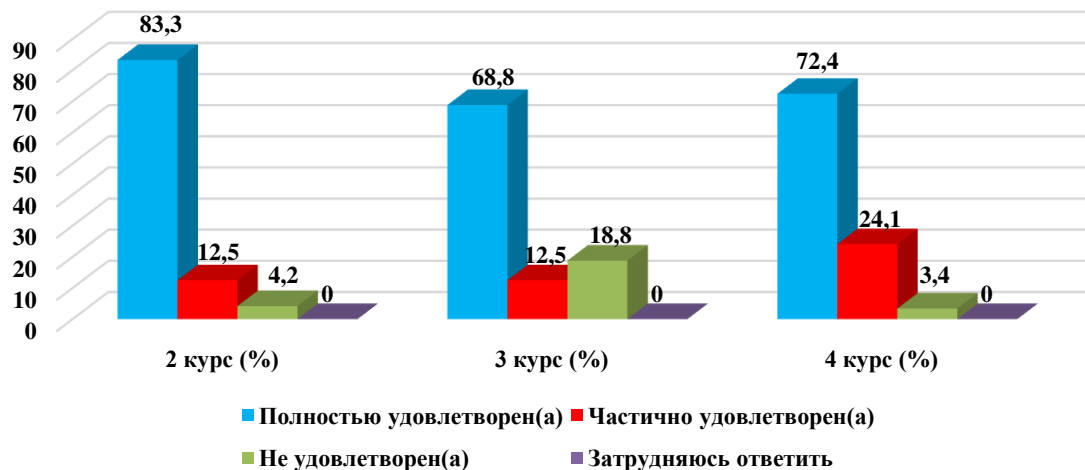
1.5 Organization and conduct of the SIWT



1.6 Organization and conduct laboratory work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	83.3	68.8	72.4
Partially satisfied	12.5	12.5	24.1
Not satisfied)	4.2	18.8	3.4
I find it difficult to answer	-	-	-

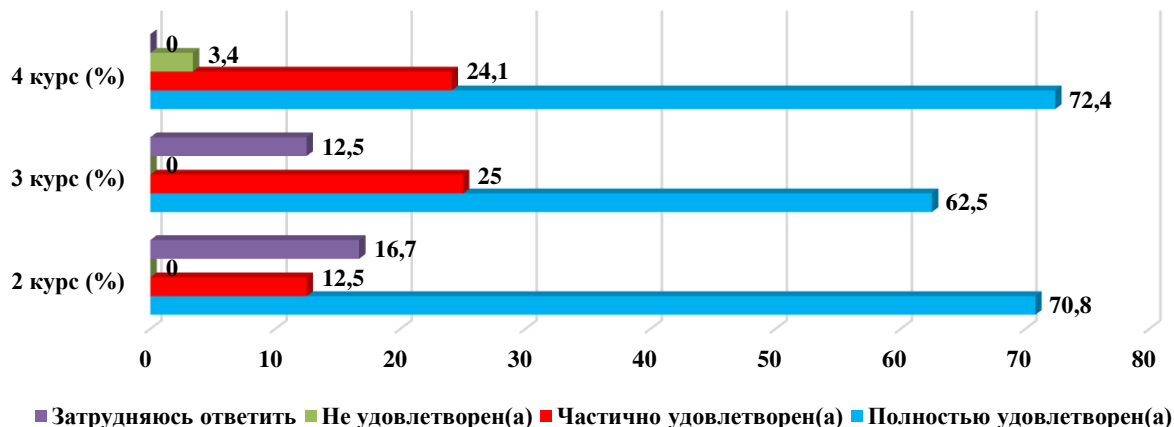
1.6 Organization and conduct laboratory work



1.7 Satisfaction with the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	70.8	62.5	72.4
Partially satisfied	12.5	25	24.1
Not satisfied)	-	-	3.4
I find it difficult to answer	16.7	12.5	-

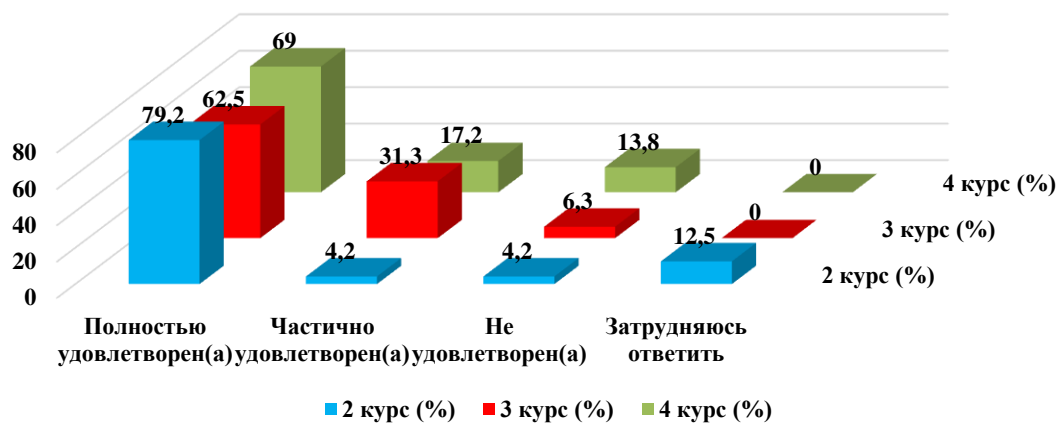
1.7 Satisfaction with the library



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	79.2	62.5	69
Partially satisfied	4.2	31.3	17.2
Not satisfied)	4.2	6.3	13.8
I find it difficult to answer	12.5	-	-

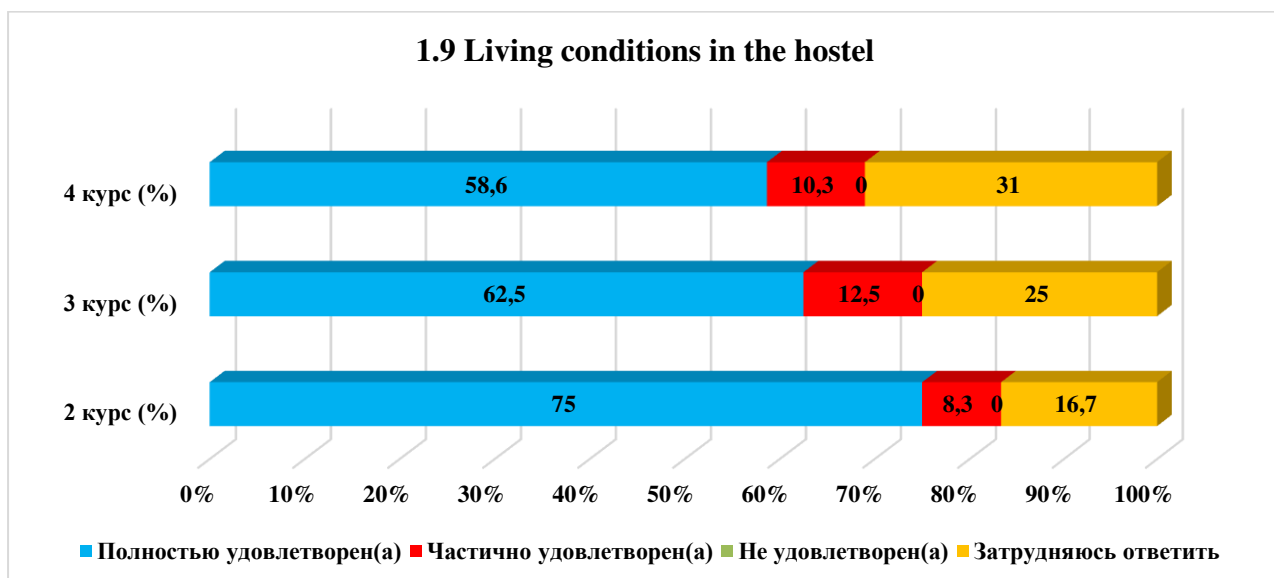
1.8 Possibility of access to full-text databases of scientific publications



1.9 Living conditions in the hostel

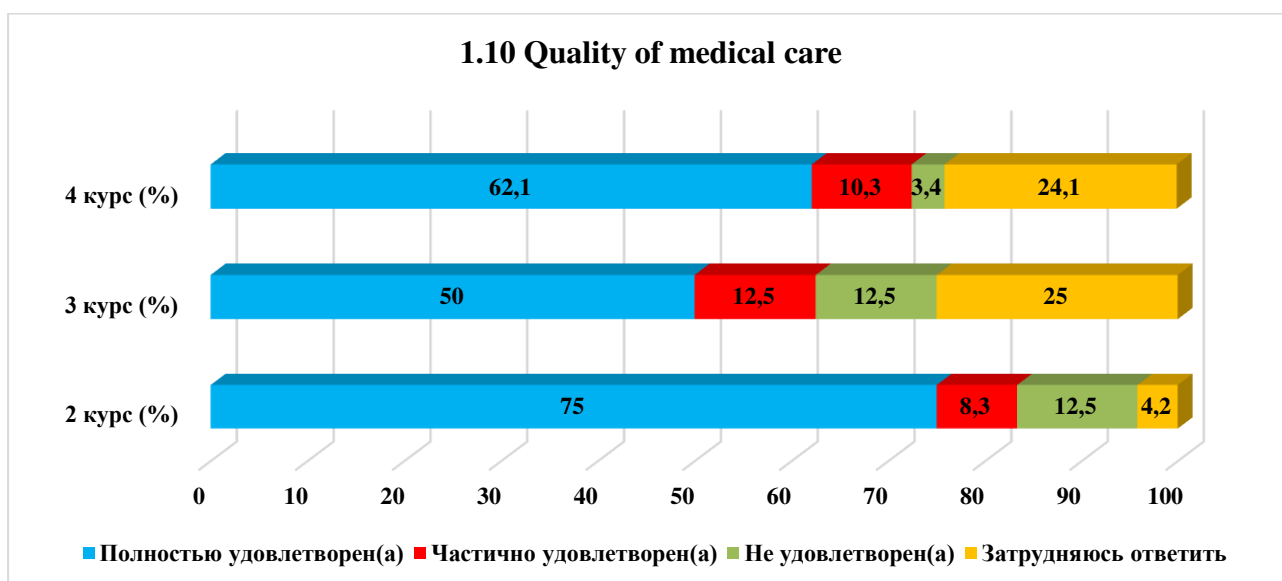
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	75	62.5	58.6
Partially satisfied	8.3	12.5	10.3
Not satisfied)	-	-	-
I find it difficult to answer	16.7	25	31

1.9 Living conditions in the hostel



1.10 Quality of medical care

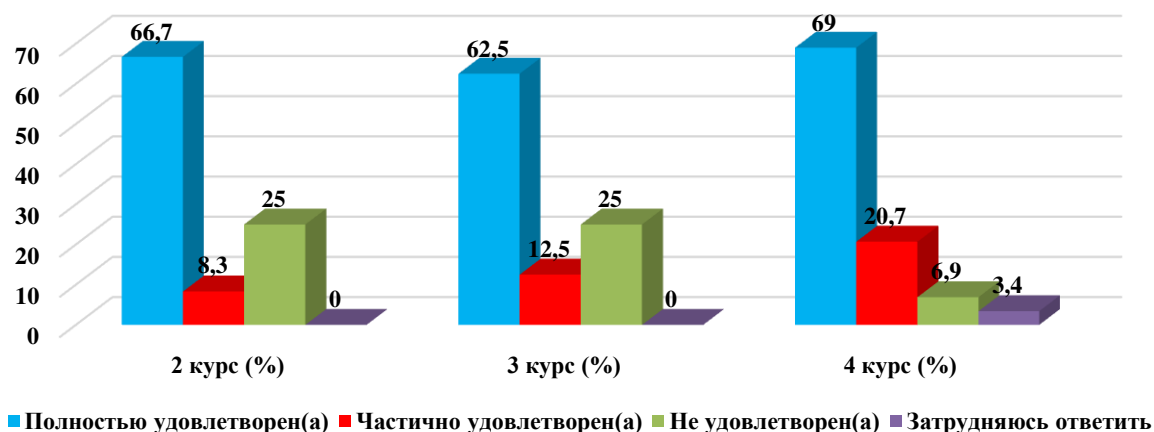
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	75	50	62.1
Partially satisfied	8.3	12.5	10.3
Not satisfied)	12.5	12.5	3.4
I find it difficult to answer	4.2	25	24.1



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66.7	62.5	69
Partially satisfied	8.3	12.5	20.7
Not satisfied)	25	25	6.9
I find it difficult to answer	-	-	3.4

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



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

- I find it difficult to answer;
- generally satisfied.

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

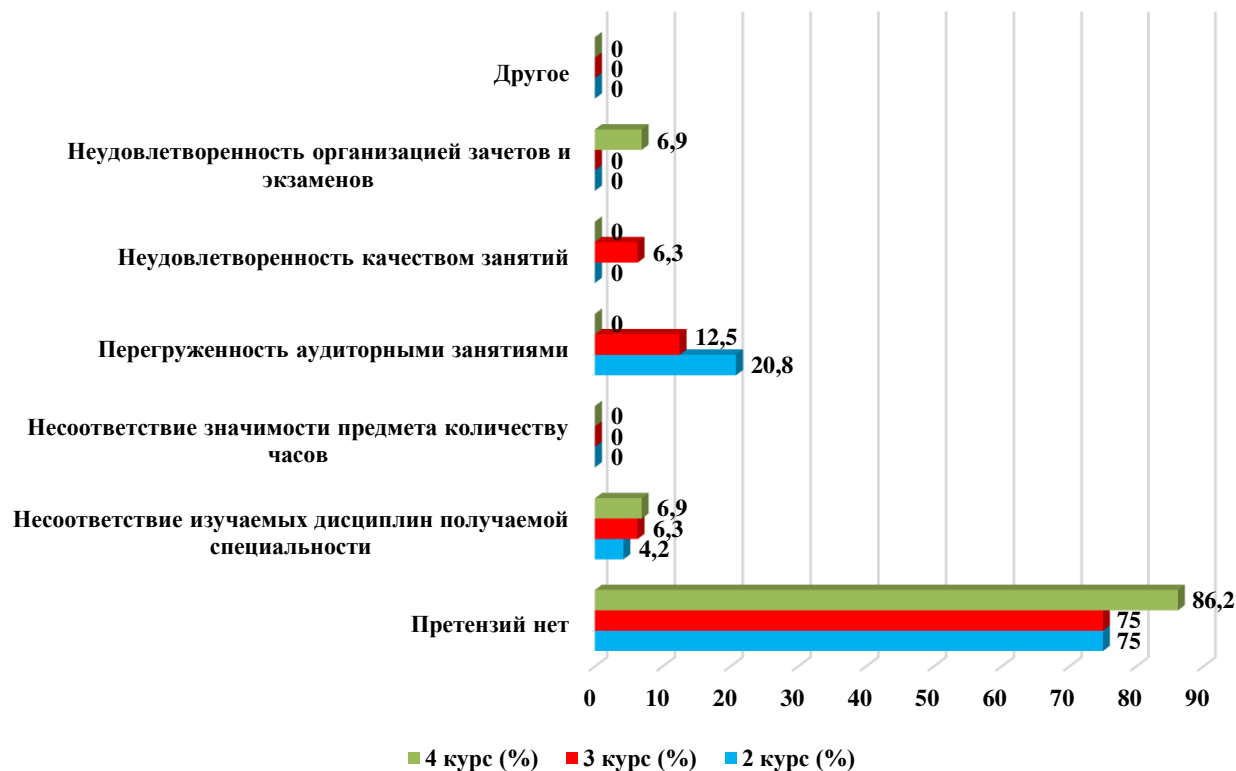
- food prices are very expensive;
- I find it difficult to answer;
- High prices;
- it would be possible to put places in the corridors where you can sit, thank you;
- The canteen is expensive, there are no normal drinks. Pinocchio is not tasty.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
No complaints	75	75	86.2
Discrepancy between the disciplines studied and the specialty obtained	4.2	6.3	6.9
Inconsistency between the importance of the subject and the number of hours	-	-	-
Overload with classroom activities	20.8	12.5	-
Dissatisfaction with the quality of classes	-	6.3	-
Dissatisfaction with the organization of tests and exams	-	-	6.9
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*:

- change the schedule, subtract unnecessary hours of «extra» disciplines.

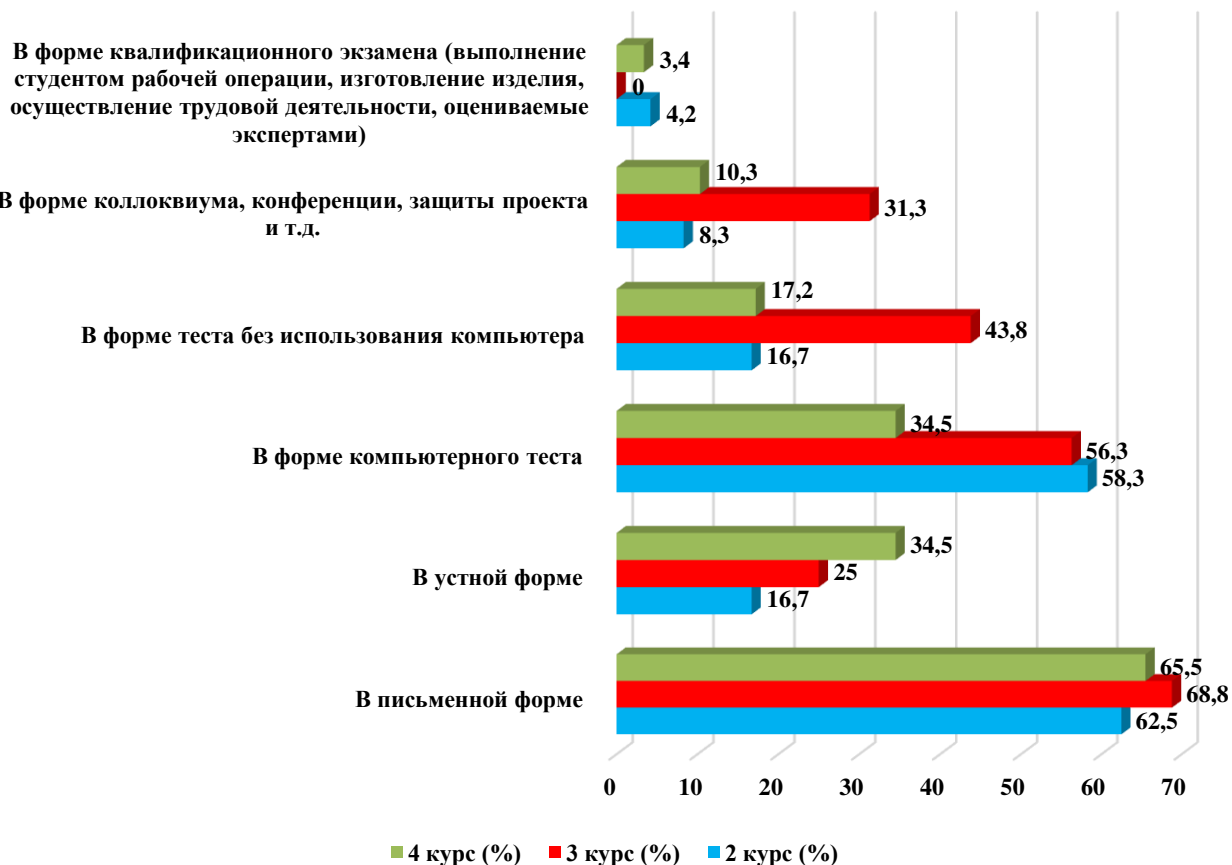
3. What forms of final testing or examination are used in this educational organization? (check all that apply)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
In writing	62.5	68.8	65.5
In oral form	16.7	25	34.5
In the form of a computer test	58.3	56.3	34.5
In the form of a test without using a computer	16.7	43.8	17.2
In the form of a colloquium, conference, project defense, etc.	8.3	31.3	10.3
In the form of a qualification exam (the student performs a work operation, manufactures a product, carries out labor activities, assessed by experts)	4.2	-	3.4

*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.

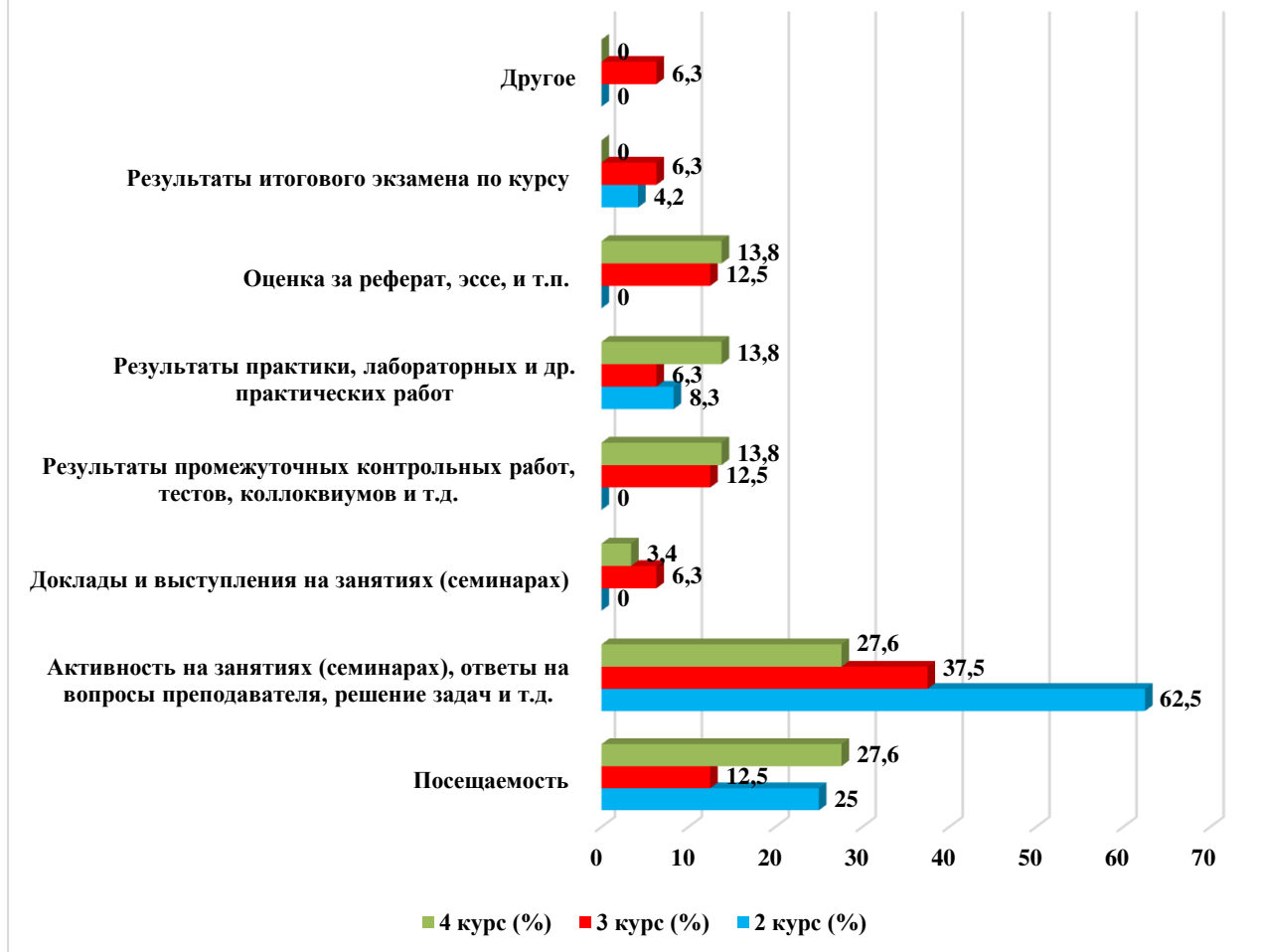
3. What forms of final testing or examination are used in this educational organization?



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Attendance	25	12.5	27.6
Activity in classes (seminars), answers to teacher questions, problem solving, etc.	62.5	37.5	27.6
Reports and speeches at classes (seminars)	-	6.3	3.4
Results of intermediate tests, tests, colloquiums, etc.	-	12.5	13.8
Results of practice, laboratory and other practical work	8.3	6.3	13.8
Score for an abstract, essay, etc.	-	12.5	13.8
Results of the final exam for the course	4.2	6.3	-
Other	-	6.3	-

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



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

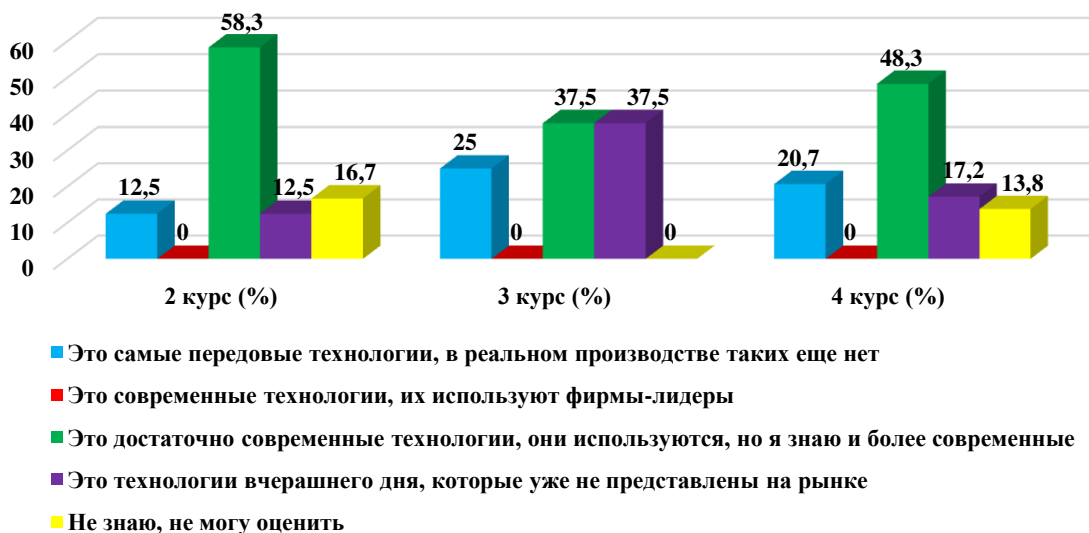
- all of the above;

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.	12.5	25	20.7
These are modern technologies, they are used by leading companies	-	-	-
These are quite modern technologies, they are used, but I know more modern ones	58.3	37.5	48.3
These are yesterday's technologies that are no longer on the market.	12.5	37.5	17.2
I don't know, I can't rate it	16.7	-	13.8

*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.

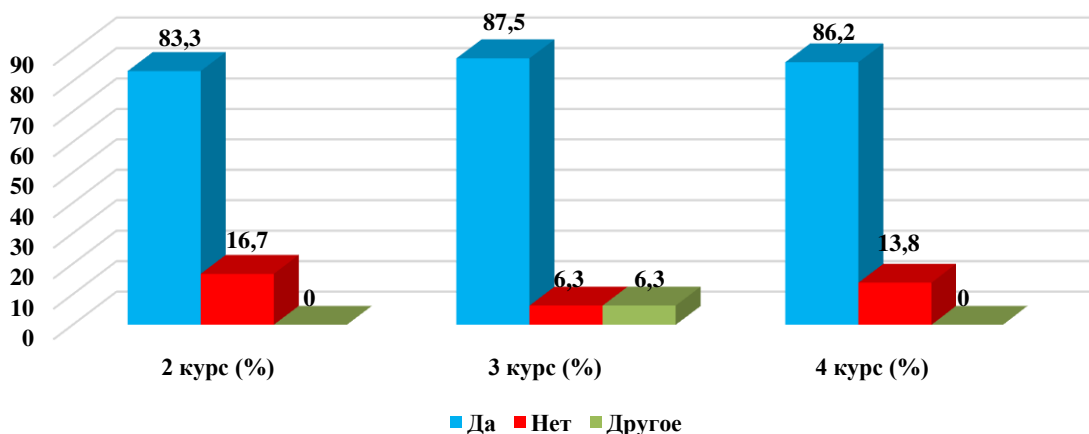
5. Rate how modern the technologies you are studying at the university are?



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	83.3	87.5	86.2
No	16.7	6.3	13.8
Other	-	6.3	-

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



Students indicated the following options for the «Other» option*:
 - partly yes.

For the option «If you answered «No» to the previous question, write why» students indicated the following 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.

- I find it difficult to answer;

7. What do you think the relationship is like:

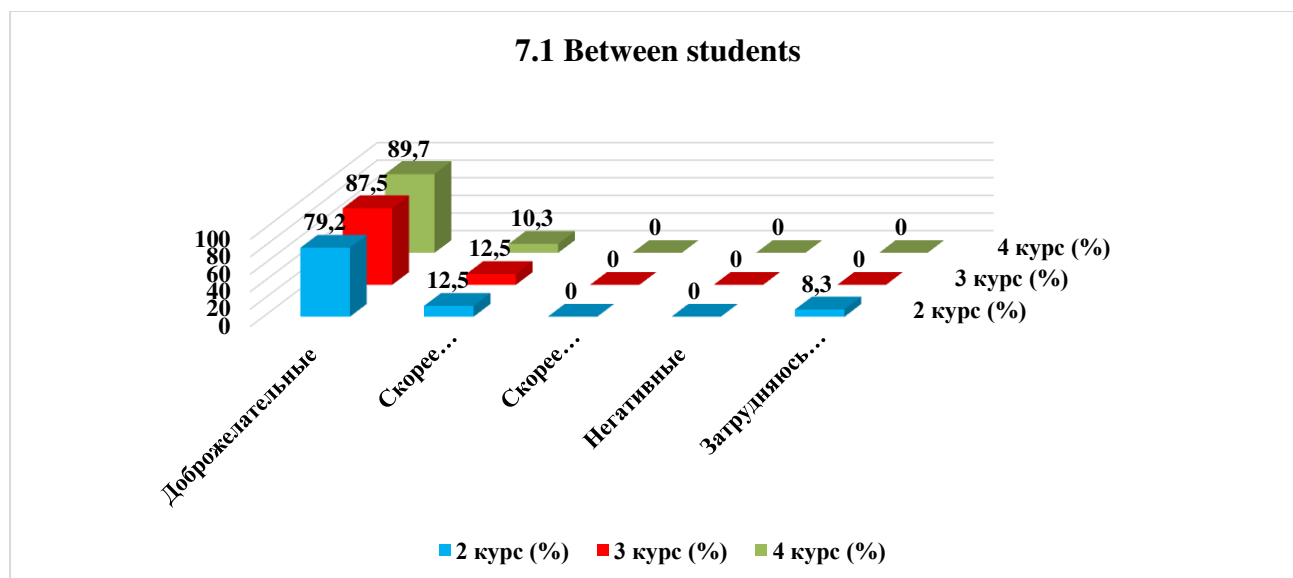
7.1 Between students
7.2 Between teachers and students (in the educational process)
7.3 Between the student and the curator
7.4 Between students and administration
7.5 Between students and employees of departments (library, student department, etc.)
7.6 Between students and security service

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	79.2	87.5	89.7
More friendly than unfriendly	12.5	12.5	10.3
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	8.3	-	-



7.2 Between teachers and students (in the educational process)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	66.7	68.8	86.2
More friendly than unfriendly	20.8	31.2	10.3
More unfriendly than friendly	12.5	-	-
Negative	-	-	3.4
I find it difficult to answer	-	-	-

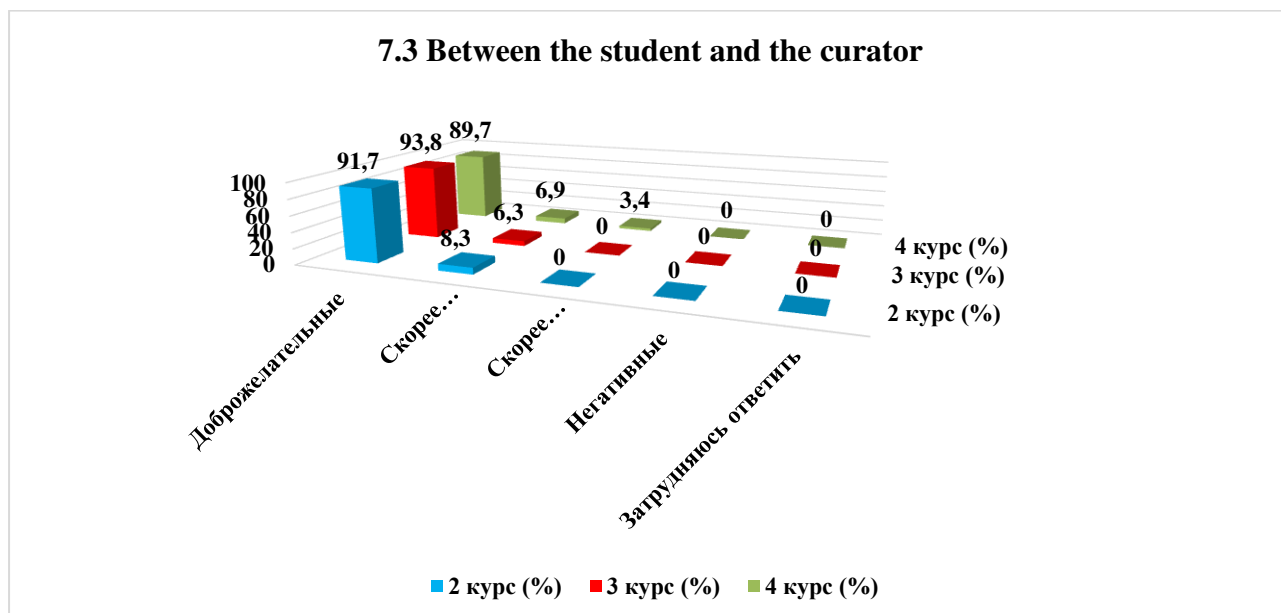
*Students' answers to the option "other" and "if you answered "not satisfied..." to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

7.2 Between teachers and students (in the educational process)



7.3 Between the student and the curator

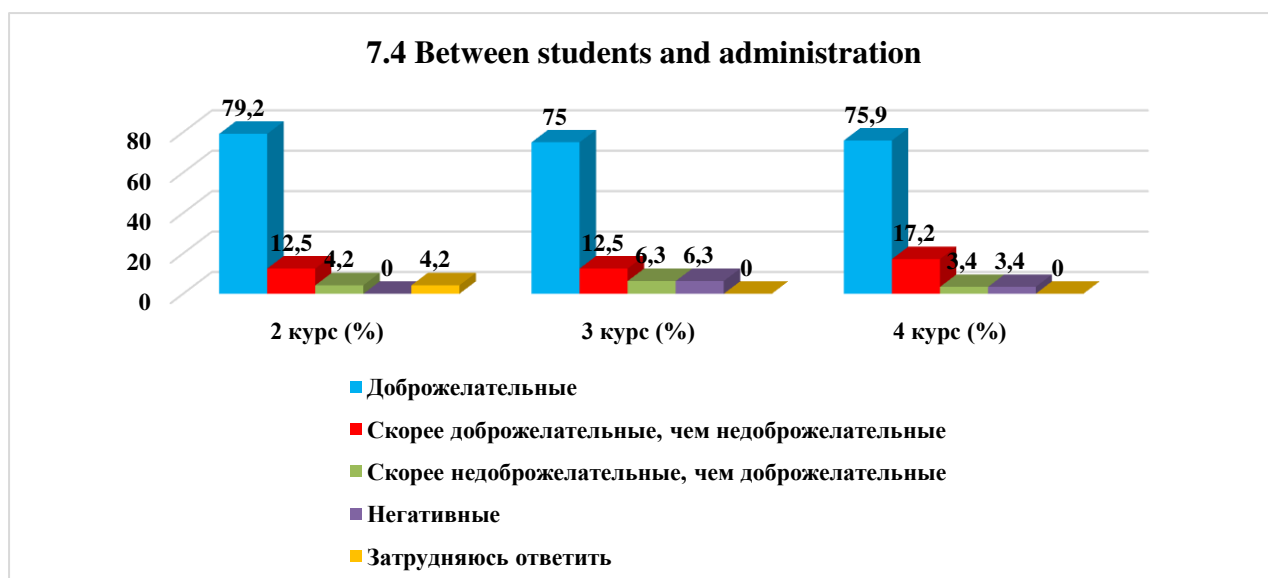
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	91.7	93.8	89.7
More friendly than unfriendly	8.3	6.3	6.9
More unfriendly than friendly	-	-	3.4
Negative	-	-	-
I find it difficult to answer	-	-	-



7.4 Between students and administration

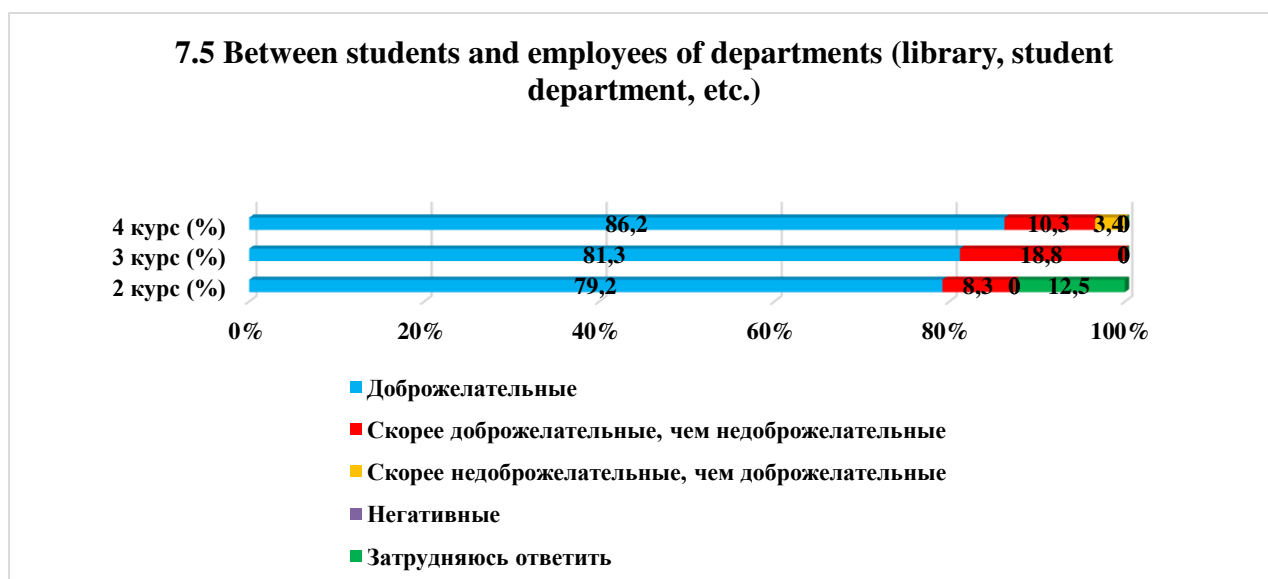
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	79.2	75	75.9
More friendly than unfriendly	12.5	12.5	17.2
More unfriendly than friendly	4.2	6.3	3.4
Negative	-	6.3	3.4

I find it difficult to answer	4.2	-	-
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7.5 Between students and employees of departments (library, student department, etc.)

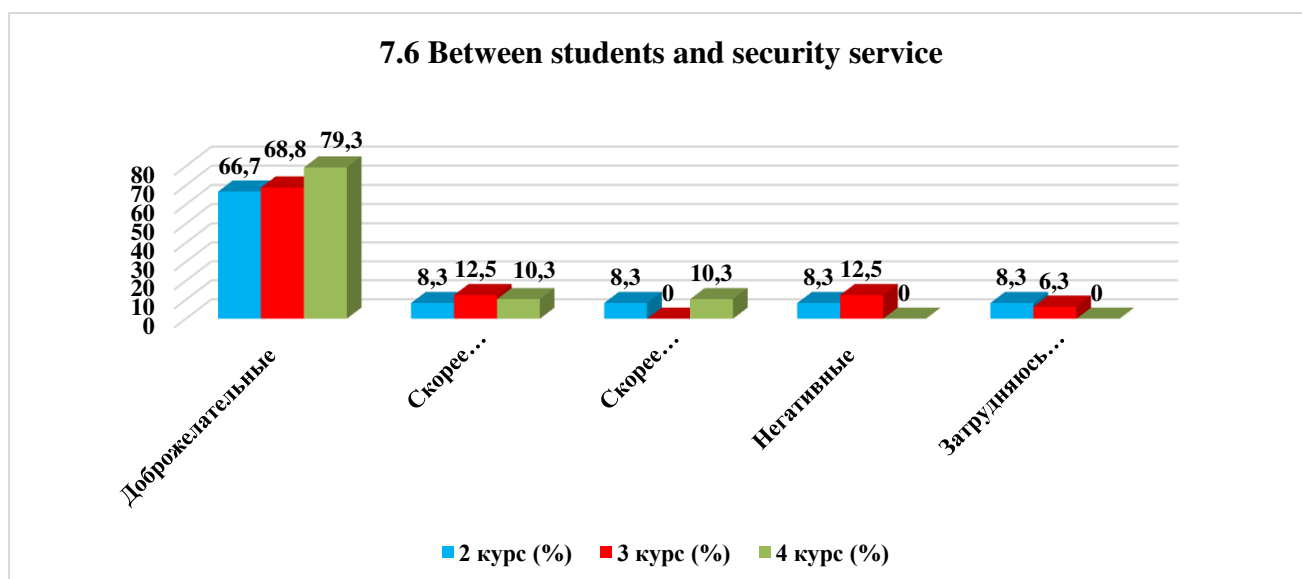
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	79.2	81.3	86.2
More friendly than unfriendly	8.3	18.8	10.3
More unfriendly than friendly	-	-	3.4
Negative	-	-	-
I find it difficult to answer	12.5	-	-



7.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	66.7	68.8	79.3
More friendly than unfriendly	8.3	12.5	10.3
More unfriendly than friendly	8.3	-	10.3

Negative	8.3	12.5	-
I find it difficult to answer	8.3	6.3	-



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

- For a detailed description, contact me on telegram @katana_sakura;
- Rude security guards;
- teach them to be calmer, no need to freak out right away.

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

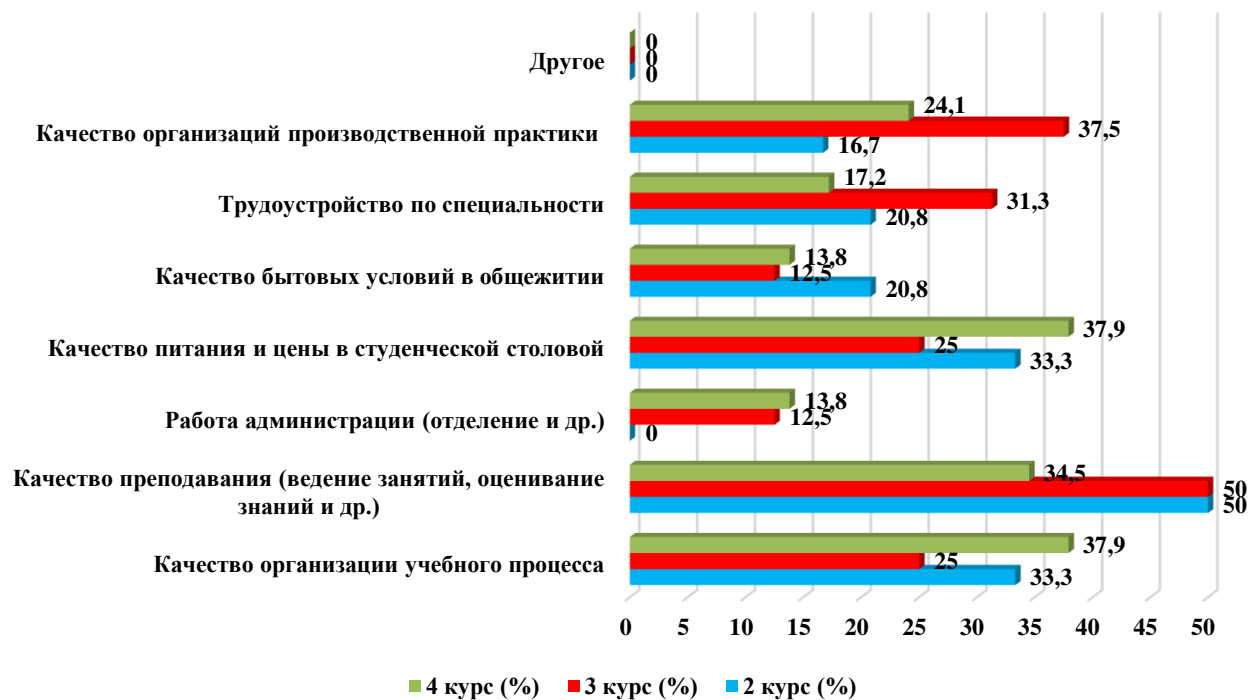
(choose no more than 3 answer options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Quality of organization of the educational process	33.3	25	37.9
Quality of teaching (class conducting, assessment of knowledge, etc.)	50	50	34.5
Administration work (department, etc.)	-	12.5	13.8
Quality of food and prices in the student canteen	33.3	25	37.9
Quality of living conditions in the hostel	20.8	12.5	13.8
Employment by specialty	20.8	31.3	17.2
Quality of industrial practice organizations	16.7	37.5	24.1
Other	-	-	-

**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.

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

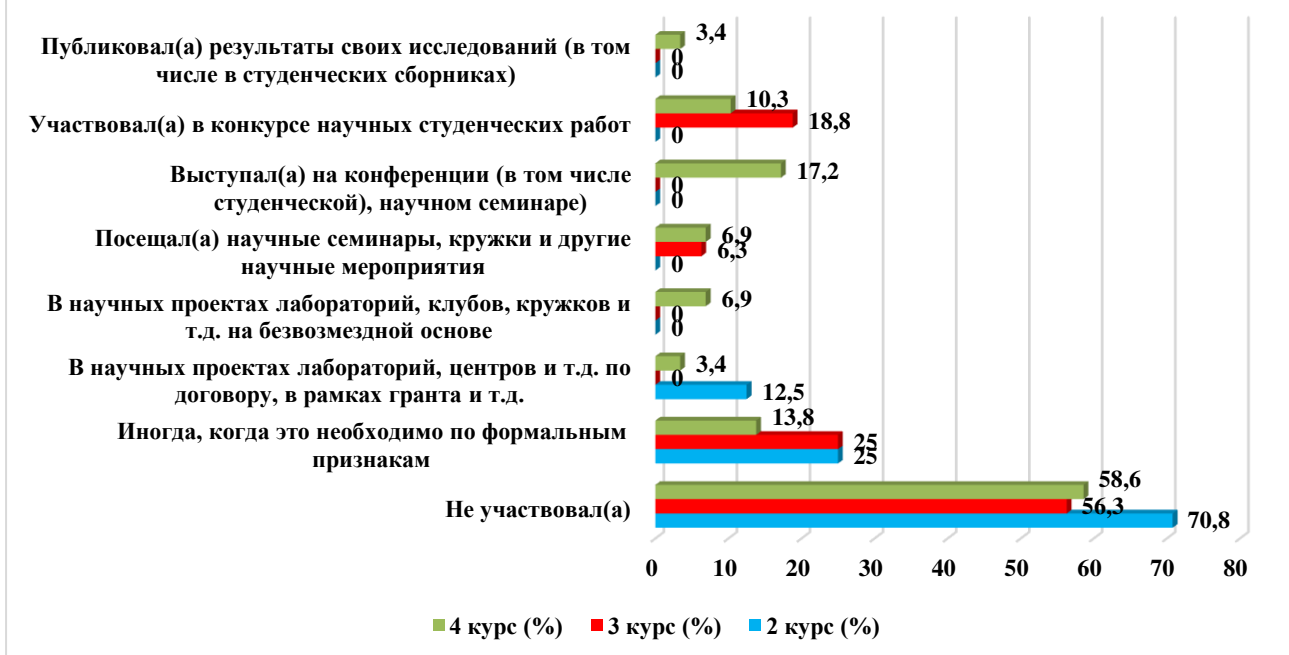


9. Do you take part in the scientific work of the university? if yes, in what forms? (check all that apply)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Did not participate	70.8	56.3	58.6
Sometimes, when it is necessary for formal reasons	25	25	13.8
In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.	12.5	-	3.4
In scientific projects of laboratories, clubs, circles, etc. free of charge	-	-	6.9
Attended scientific seminars, clubs and other scientific events	-	6.3	6.9
Speaker at a conference (including a student conference), scientific seminar	-	-	17.2
Participated in a student scientific work competition	-	18.8	10.3
Published the results of his research (including in student collections)	-	-	3.4

*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*:

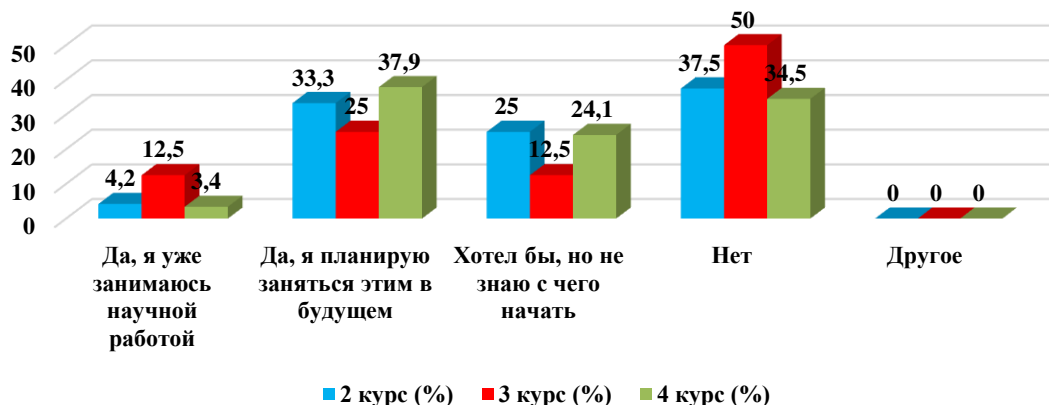
- Not interesting, I have my own interests;
- I don't think I'm needed there;
- I didn't want to participate;
- Don't want;
- Nobody predicted;
- not interested.

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	4.2	12.5	3.4
Yes, I plan to do this in the future	33.3	25	37.9
I would like to, but I don't know where to start	25	12.5	24.1
No	37.5	50	34.5
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?



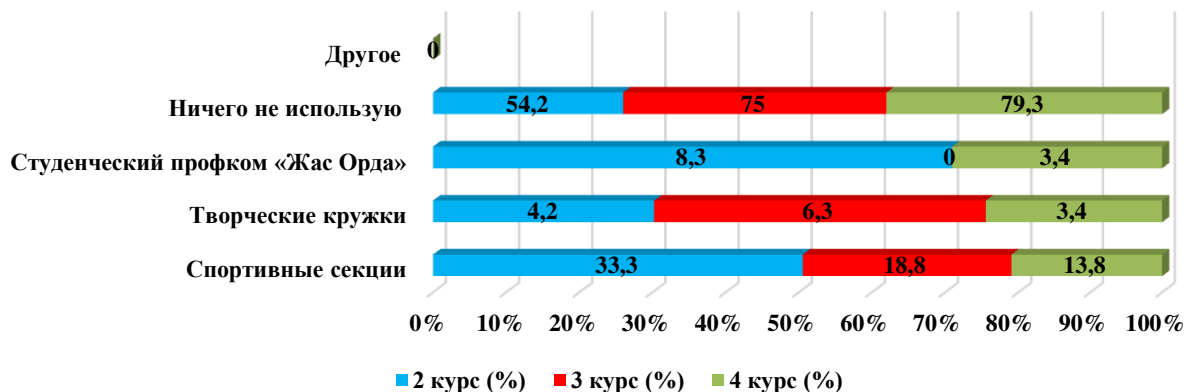
For the option «If you answered «I would like to, but I don't know where to start» or «No» to the previous question, write why» students indicated the following options*:

- I don't know, maybe I'll want to get a second education;
- Because they didn't give the grant;
- this is not mine.

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	18.8	13.8
Creative clubs	4.2	6.3	3.4
Student trade union committee "Zhas Orda"	8.3	-	3.4
I don't use anything	54.2	75	79.3
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*:

- I don't know what I'm drawn to, I don't find a common language well, I have a lot of other things to do;
- Do not have the time;
- Just do not know;
- Not interested;
- I live in another city from Uni, I don't have enough time and my own interests;
- Not interested;
- I am engaged in self-development outside the university.

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

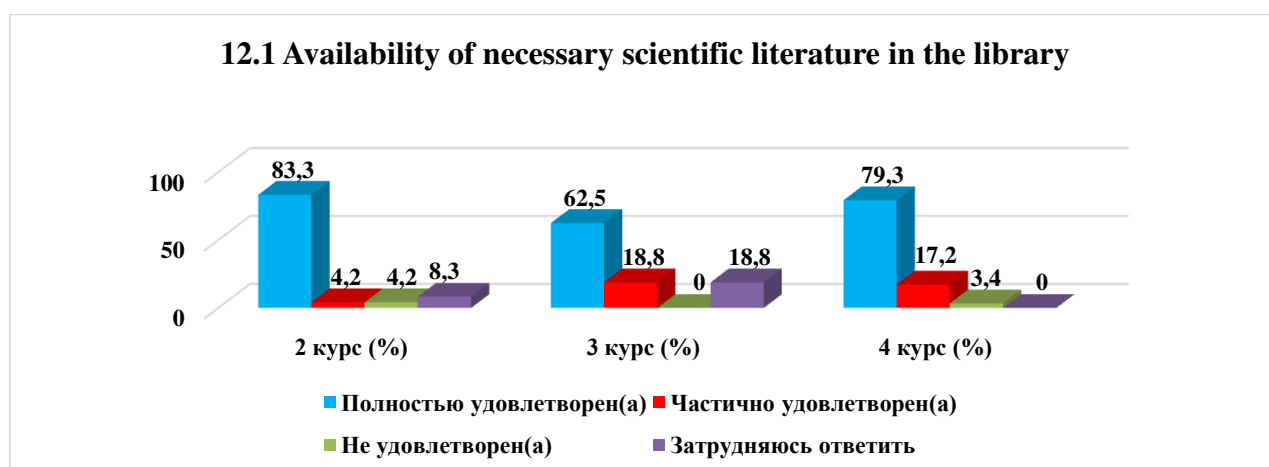
12.1 Availability of necessary scientific literature in the library
12.2 Modern computer equipment
12.3 Internet channel width, its speed
12.4 Modern software
12.5 Availability of educational and scientific equipment
12.6 Availability of laboratories and specialized classrooms
12.7 Availability of sports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

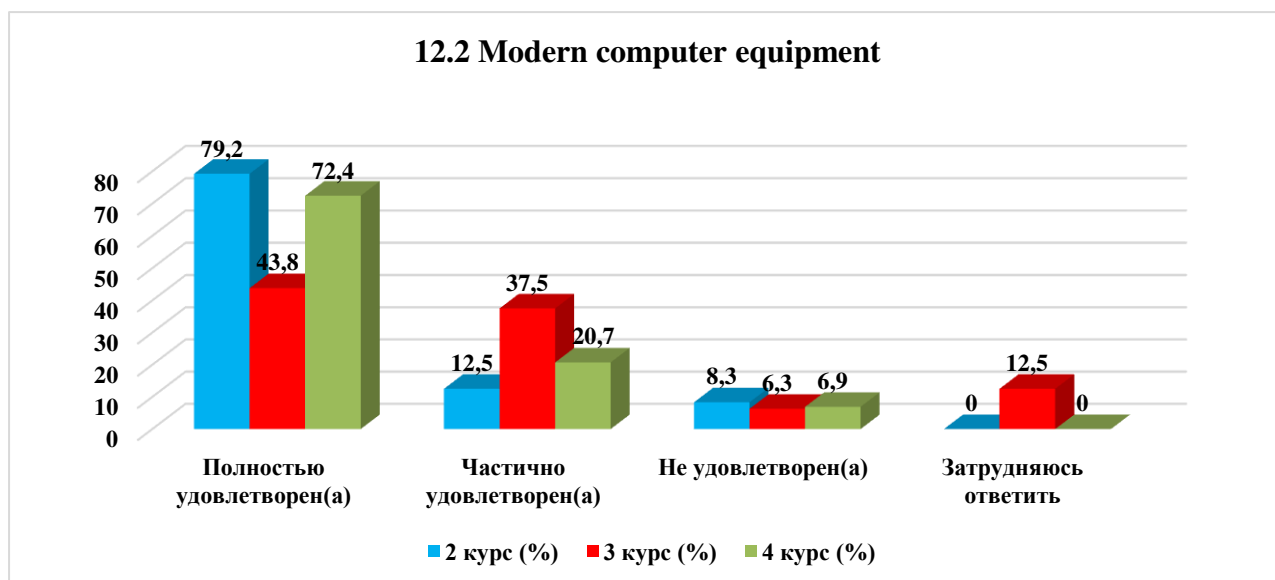
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	83.3	62.5	79.3
Partially satisfied	4.2	18.8	17.2
Not satisfied)	4.2	-	3.4
I find it difficult to answer	8.3	18.8	-



*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.

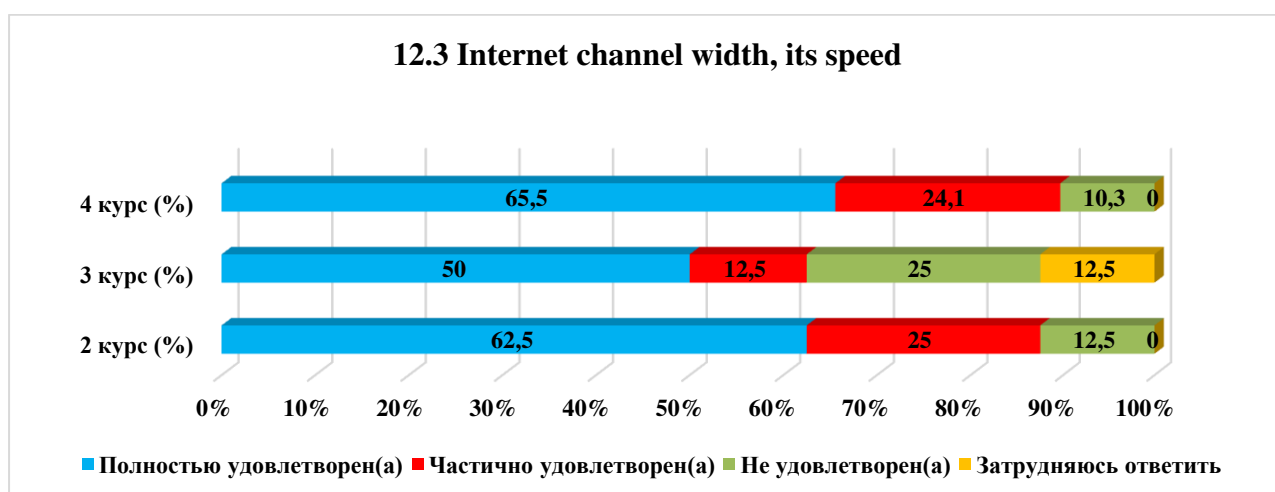
12.2 Modern computer equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	79.2	43.8	72.4
Partially satisfied	12.5	37.5	20.7
Not satisfied)	8.3	6.3	6.9
I find it difficult to answer	-	12.5	-



12.3 Internet channel width, its speed

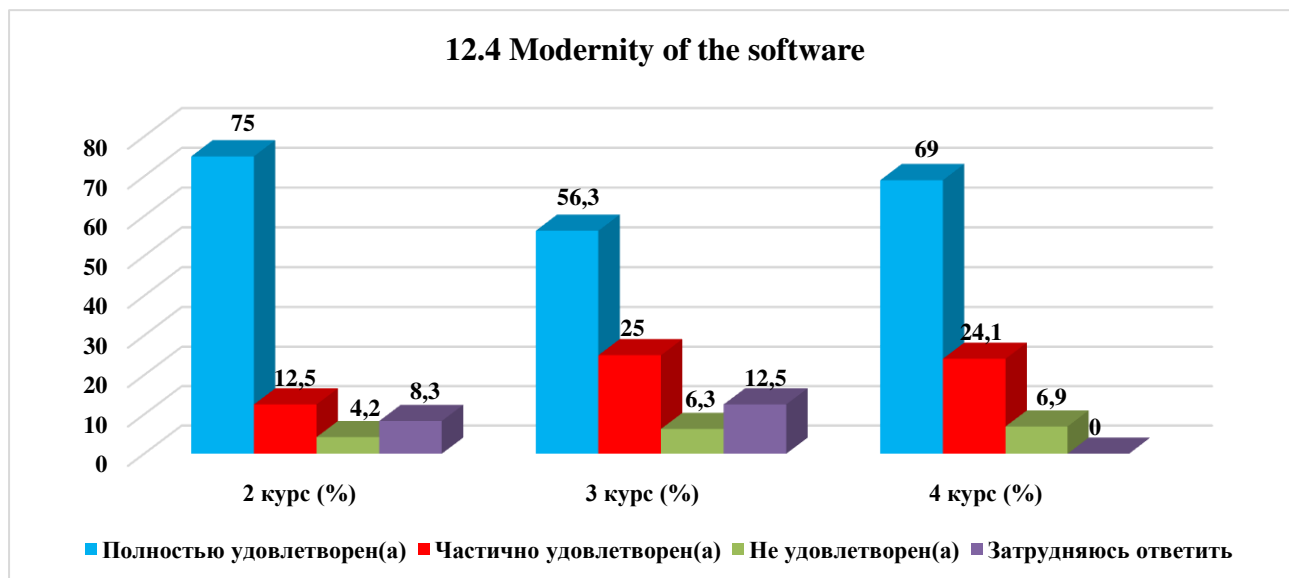
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	62.5	50	65.5
Partially satisfied	25	12.5	24.1
Not satisfied)	12.5	25	10.3
I find it difficult to answer	-	12.5	-



12.4 Modernity of the software

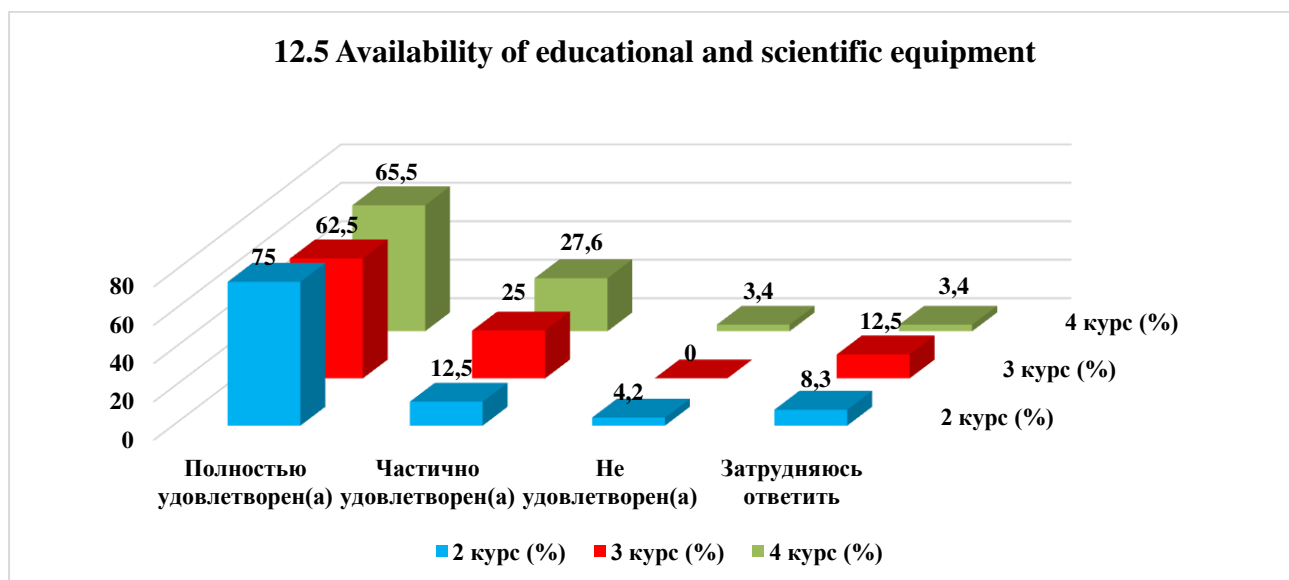
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	75	56.3	69

Partially satisfied	12.5	25	24.1
Not satisfied)	4.2	6.3	6.9
I find it difficult to answer	8.3	12.5	-



12.5 Availability of educational and scientific equipment

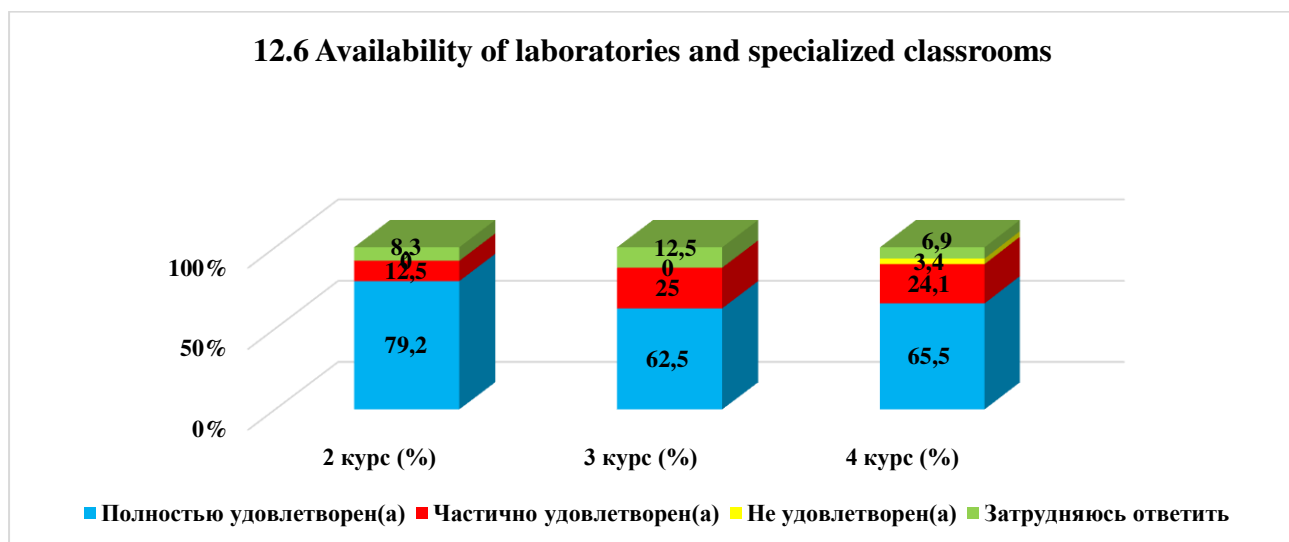
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	75	62.5	65.5
Partially satisfied	12.5	25	27.6
Not satisfied)	4.2	-	3.4
I find it difficult to answer	8.3	12.5	3.4



12.6 Availability of laboratories and specialized classrooms

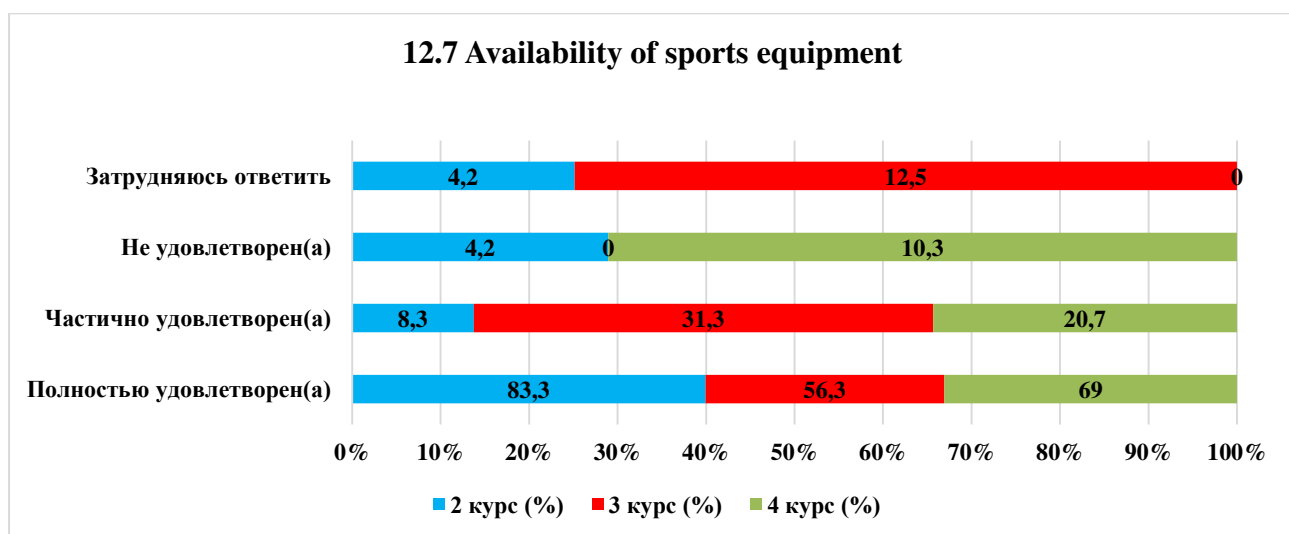
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	79.2	62.5	65.5
Partially satisfied	12.5	25	24.1
Not satisfied)	-	-	3.4
I find it difficult to answer	8.3	12.5	6.9

12.6 Availability of laboratories and specialized classrooms



12.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	83.3	56.3	69
Partially satisfied	8.3	31.3	20.7
Not satisfied)	4.2	-	10.3
I find it difficult to answer	4.2	12.5	-



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

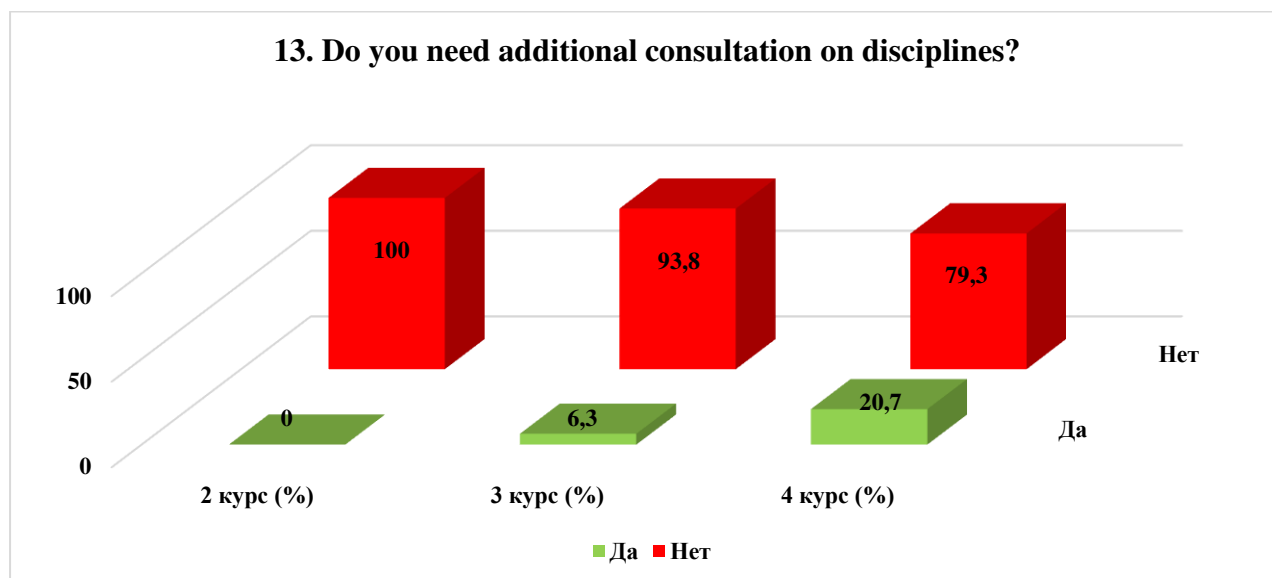
- Computers do not draw other materials.

13. Do you need additional consultation on disciplines?

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

Yes	-	6.3	20.7
No	100	93.8	79.3



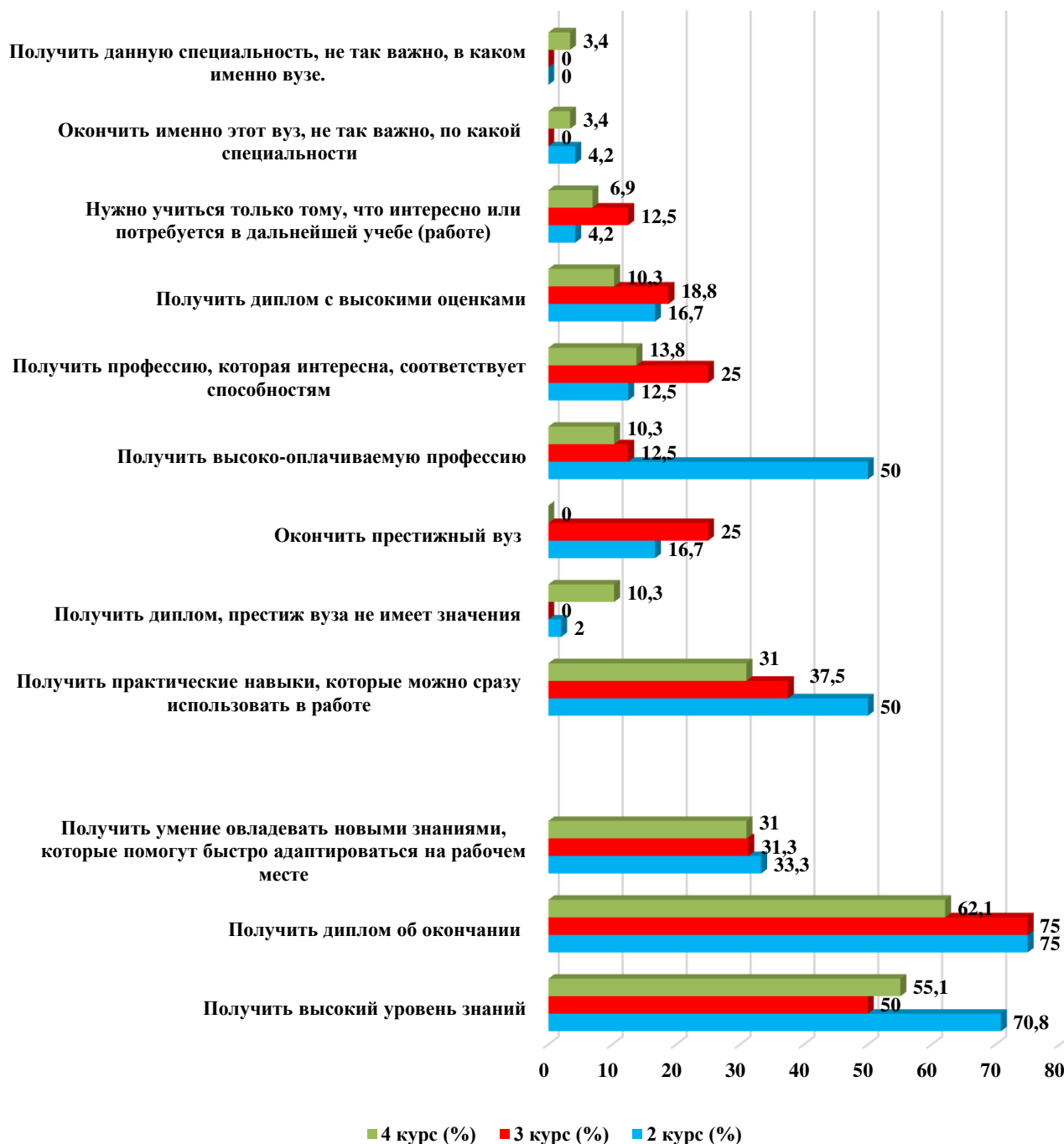
14. What is more important for you to get as a result of studying at your university?

(You can select one or more answer options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Get a high level of knowledge	70.8	50	55.1
Receive a diploma of completion	75	75	62.1
Gain the ability to acquire new knowledge that will help you quickly adapt in the workplace	33.3	31.3	31
Gain practical skills that you can immediately use at work	50	37.5	31
Get a diploma, the prestige of the university does not matter	2	-	10.3
Graduate from a prestigious university	16.7	25	-
Get a highly paid profession	50	12.5	10.3
Get a profession that is interesting and matches your abilities	12.5	25	13.8
Get a diploma with high grades	16.7	18.8	10.3
You need to learn only what is interesting or will be needed in further study (work)	4.2	12.5	6.9
It's not so important to graduate from this particular university, in what specialty	4.2	-	3.4
Getting this specialty is not so important in which university.	-	-	3.4

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

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):

- Not all the questions here;
- Nothing;
- None;
- Relationship between student and teachers, some teachers are strict;
- Do you like your teachers?
- Psychological analysis;

- Relationship between teacher and students;
- Do you love your profession?
- Dean's office;
- Will you work in your profession?
- I don't have any questions;
- Everything suits me;
- Question about expanding canteens;
- questions about moral stability;
- About food in the canteen (drinks);
- quality of teachers;
- Schedule;
- It's not my job to come up with questions for you. Thank you, goodbye.;
- Quality of work of security guards;
- Is it a convenient time to travel to practice;
- Regarding road charges;
- Honestly, this makes no sense, nothing will change;
- Served;
- You can ask about academic performance and rate it on a 10-point scale. And also evaluate the acceptance of information;
- What do you care about?

Based on the results of the questionnaire, 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 – 75%, 3rd year – 75%, 4th year – 86.2%. 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 of the disciplines studied with the specialty being acquired» (2nd year - 4.2%, 3rd year - 6.3%, 4th year - 6.9%), «dissatisfaction with the quality of classes» (3rd year - 6.3%), «overload with classroom classes» (2nd year – 20.8%, 3rd year – 12.5%), «Dissatisfaction with the organization of tests and exams» (4th year – 6.9%).

To the question: «what indicators are usually taken into account by teachers when making the final grade?» 42.5% of students indicated the option «activity in classes (seminars), answers to teacher questions, problem solving, etc.», in second place - 21.7% «Attendance» and in third place - 9.5% «Results of practice, laboratory and other practical work».

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 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: **«Rude guards,» «teach them to be calmer, don't freak out right away.»**

To the question **«Which student problems are of particular concern to you now? »** students put **«Quality of teaching (class conducting, assessment of knowledge, etc.) » – 44.8%. Further – «Quality of food and prices in the student canteen» And «Quality of organization of the educational process"- 32.1%. In third position – «Quality of industrial practice organizations»– 26.1%.**

To the question **«Do you need additional consultation on disciplines? » 91%** respondents responded that they did not need additional consultation.

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.