

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: 6B07204 Metallurgy

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 6B07204 “Metallurgy” 74 respondents took part in the questionnaire.

- 2nd year – 8 students (36,3%);
- 3rd year – 17 students (63%);
- 4th year – 49 students (90,7%).

Form of training

- Budget – 71 students (95,9%);
- Paid – 3 students (4,1%).

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

Indicators:

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

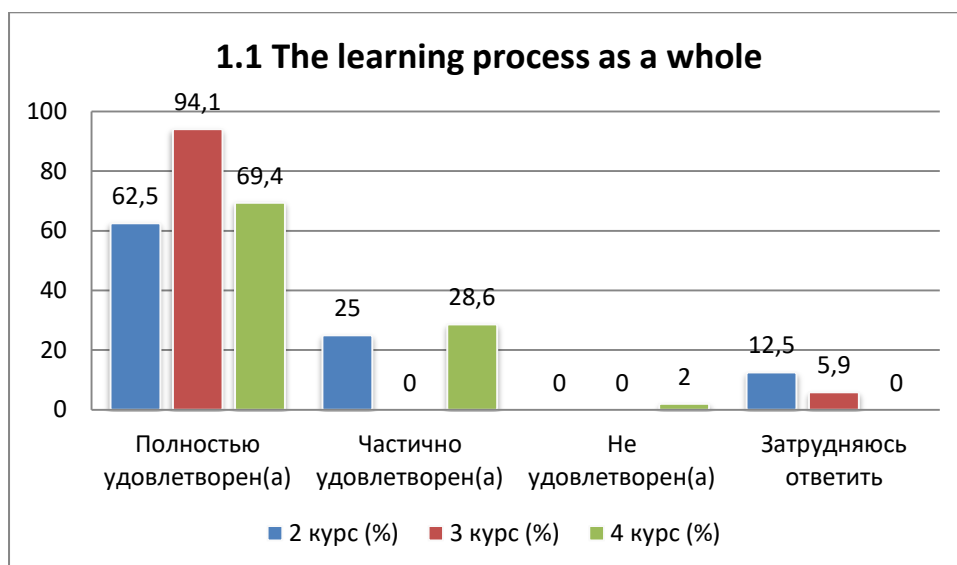
1.1 The learning process as a whole
1.2 Class schedule
1.3 Organization of independent work
1.4 Internship
1.5 Organization and carrying out of SIWT
1.6 Organization and conduct of laboratory works
1.7 Satisfaction with the work of the library
1.8 Possibility of access to full-text databases of scientific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

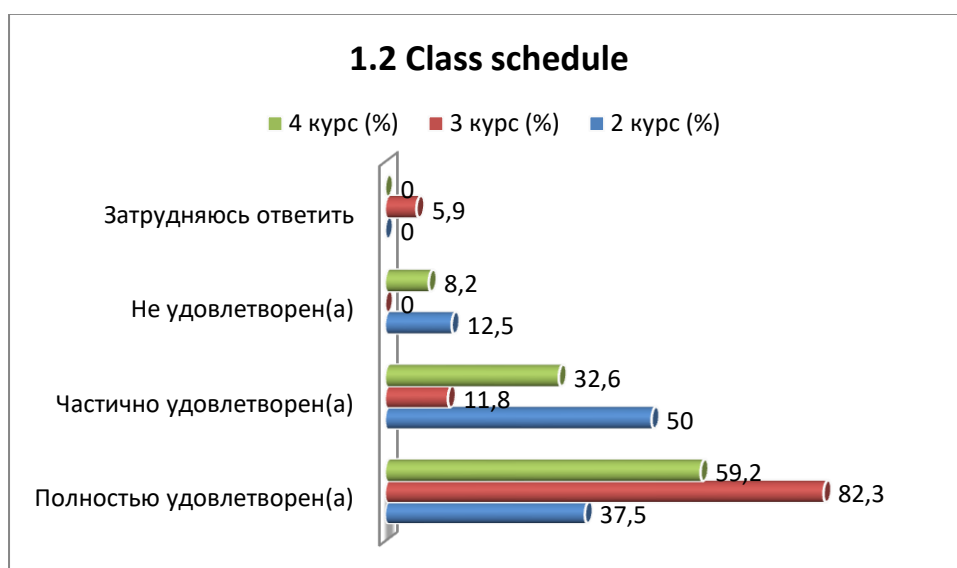
1.1 The learning process as a whole

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	62,5	94,1	69,4
Partially satisfied	25	-	28,6
Not satisfied	-	-	2
Difficult to answer	12,5	5,9	-



1.2 Class schedule

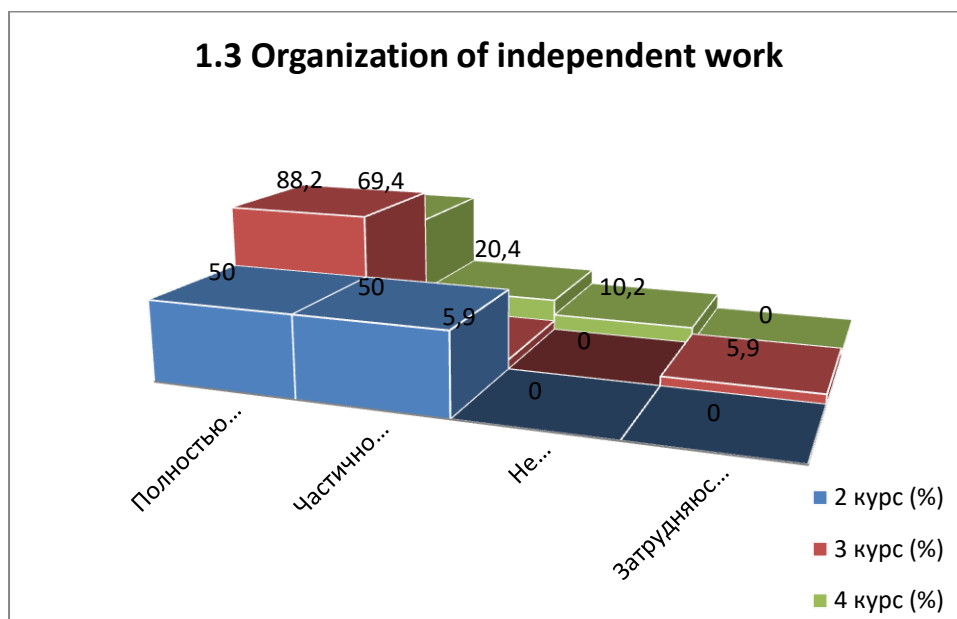
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	37,5	82,3	59,2
Partially satisfied	50	11,8	32,6
Not satisfied	12,5	-	8,2
Difficult to answer	-	5,9	-



1.3 Organization of independent work

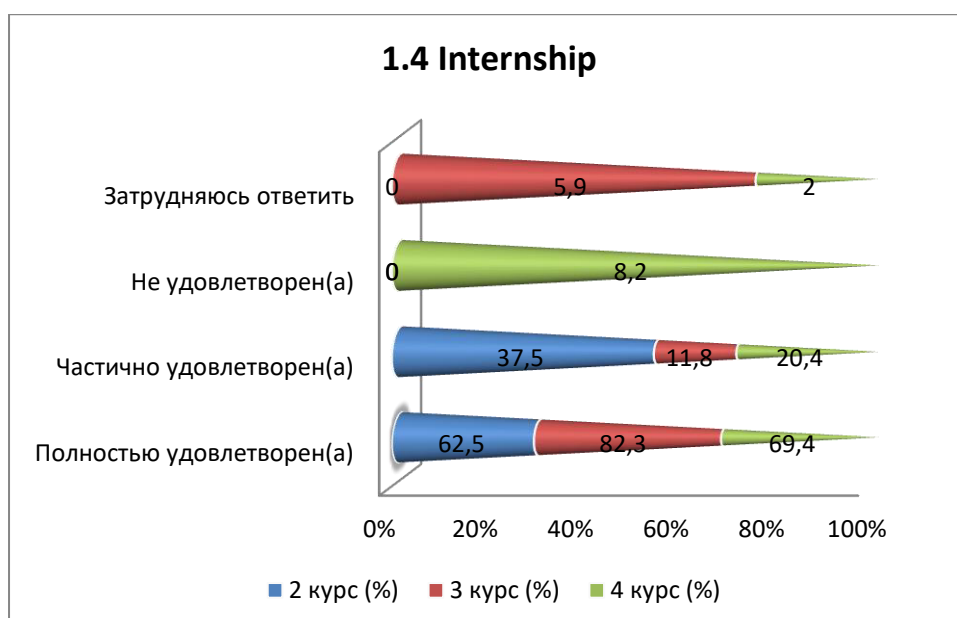
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	88,2	69,4
Partially satisfied	50	5,9	20,4

Not satisfied	-	-	10,2
Difficult to answer	-	5,9	-



1.4 Internship

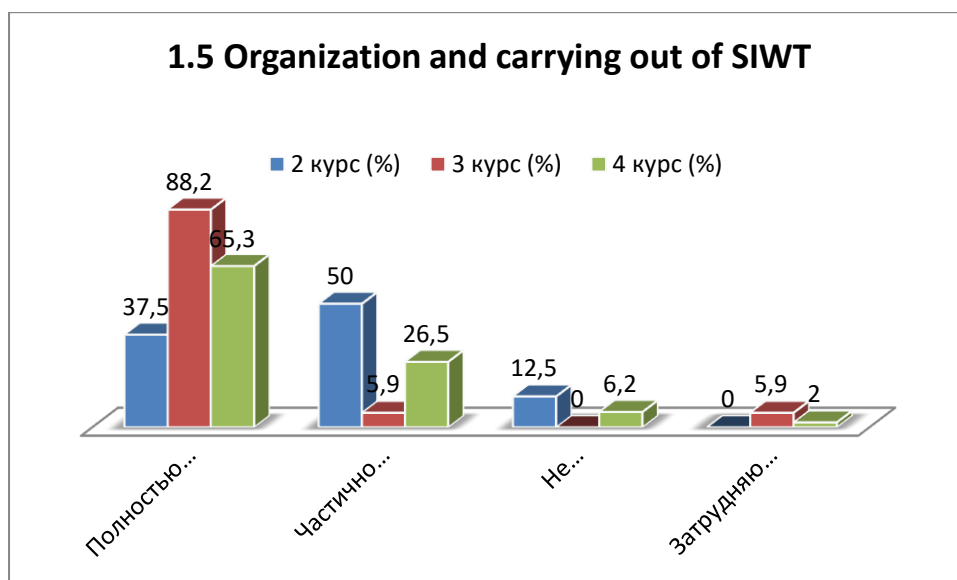
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	62,5	82,3	69,4
Partially satisfied	37,5	11,8	20,4
Not satisfied	-	-	8,2
Difficult to answer	-	5,9	2



1.5 Organization and carrying out of SIWT

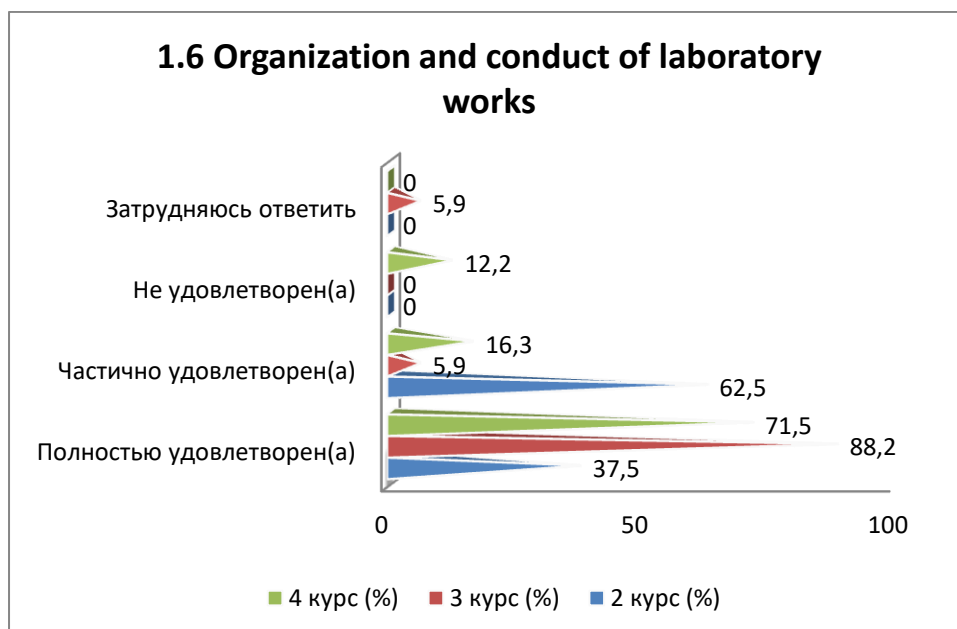
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	37,5	88,2	65,3
Partially satisfied	50	5,9	26,5
Not satisfied	12,5	-	6,2

Difficult to answer	-	5,9	2
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1.6 Organization and conduct of laboratory works

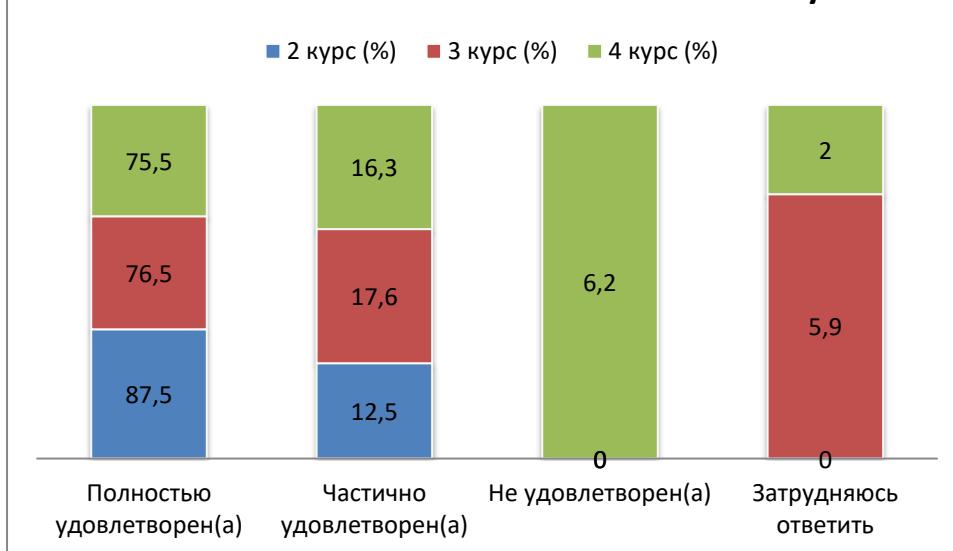
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	37,5	88,2	71,5
Partially satisfied	62,5	5,9	16,3
Not satisfied	-	-	12,2
Difficult to answer	-	5,9	-



1.7 Satisfaction with the work of the library

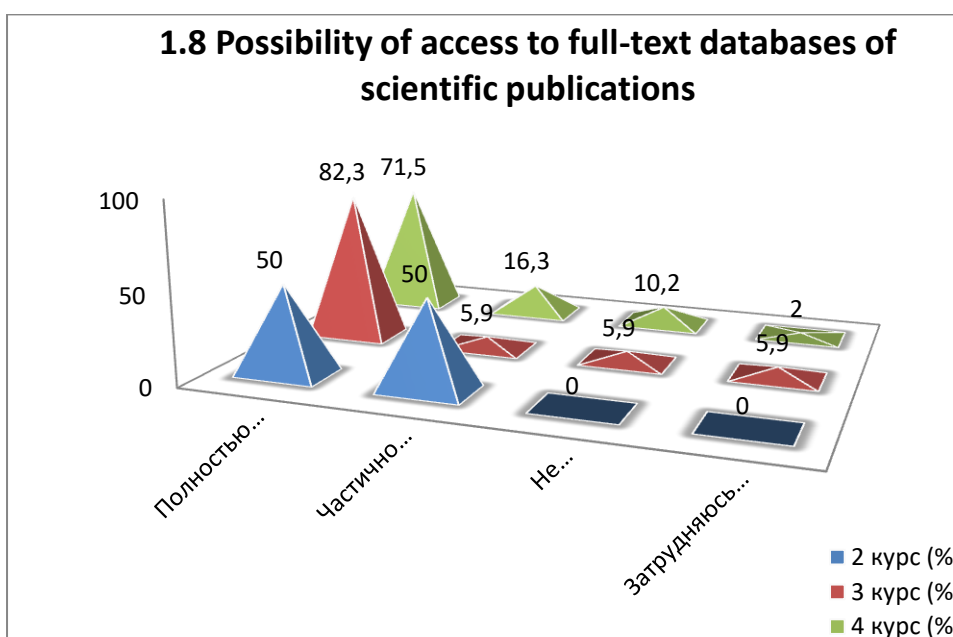
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	87,5	76,5	75,5
Partially satisfied	12,5	17,6	16,3
Not satisfied	-	-	6,2
Difficult to answer	-	5,9	2

1.7 Satisfaction with the work of the library



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

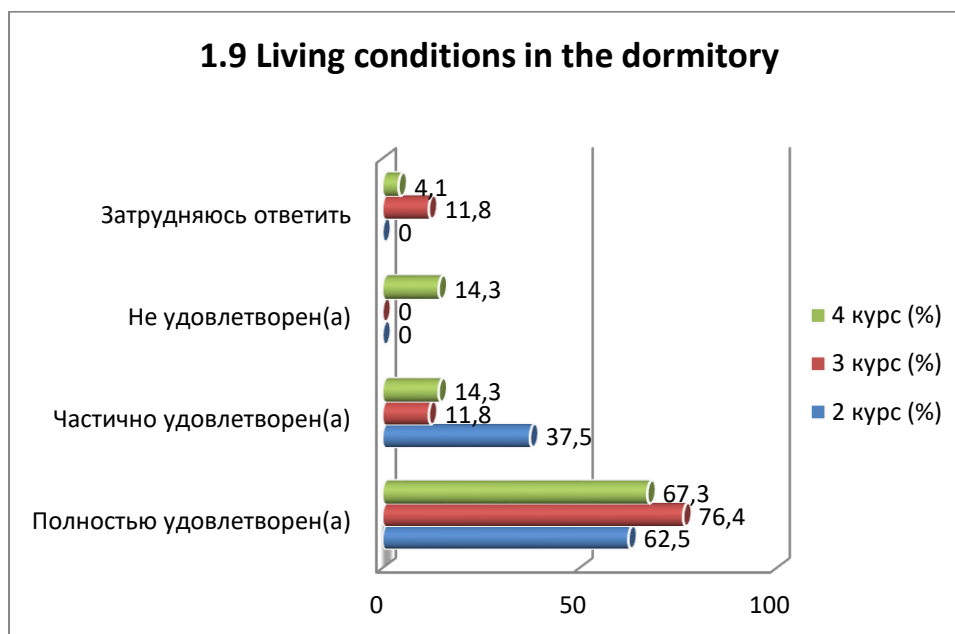
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	82,3	71,5
Partially satisfied	50	5,9	16,3
Not satisfied	-	5,9	10,2
Difficult to answer	-	5,9	2



1.9 Living conditions in the dormitory

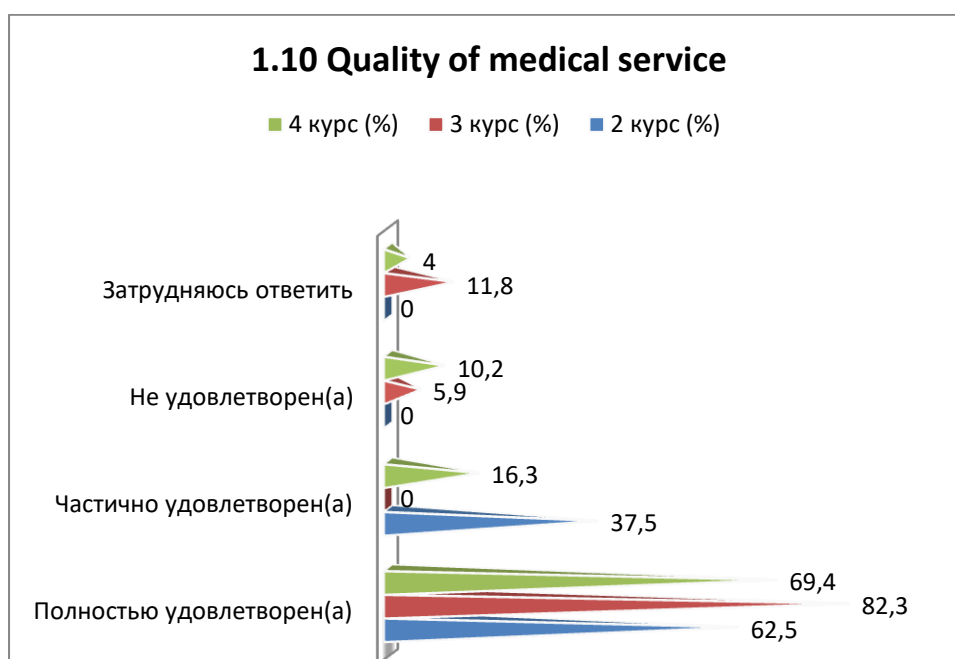
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	62,5	76,4	67,3
Partially satisfied	37,5	11,8	14,3
Not satisfied	-	-	14,3
Difficult to answer	-	11,8	4,1

1.9 Living conditions in the dormitory



1.10 Quality of medical service

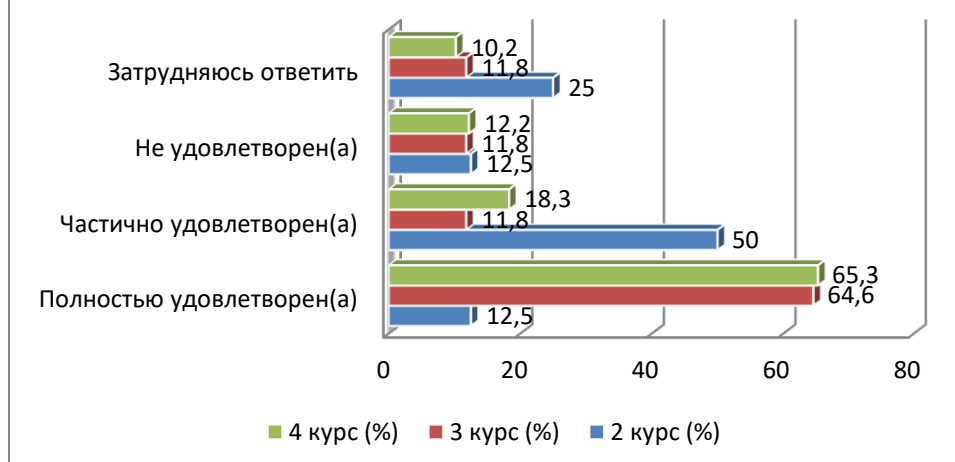
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	62,5	82,3	69,4
Partially satisfied	37,5	-	16,3
Not satisfied	-	5,9	10,2
Difficult to answer	-	11,8	4



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	12,5	64,6	65,3
Partially satisfied	50	11,8	18,3
Not satisfied	12,5	11,8	12,2
Difficult to answer	25	11,8	10,2

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



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

- There is no possibility of bases(
- Satisfied
- Everything is satisfied.

For the option 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* :

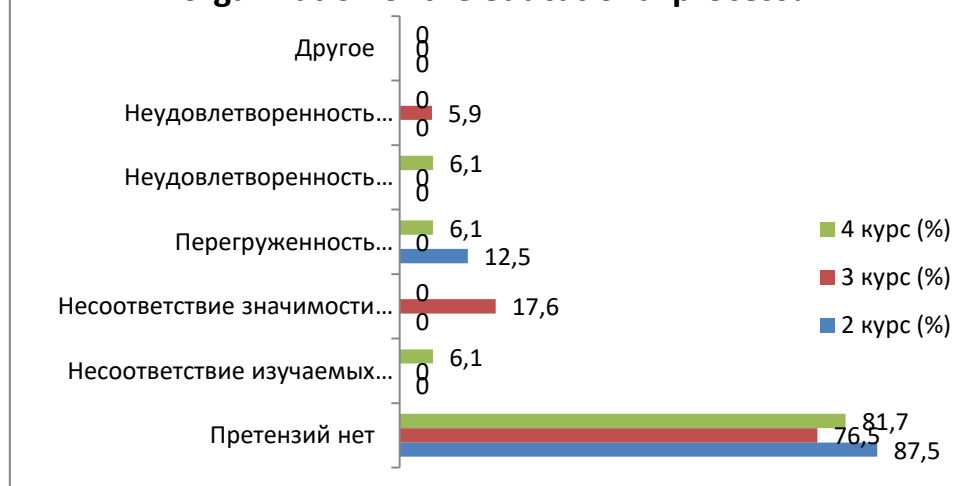
- The food is not good.
- Put Play Station 5 with new games in the corridors and the number of applicants will be many times more, because no one has ever done this in universities.
- No complaints.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
No complaints	87,5	76,5	81,7
Discrepancy between the disciplines studied and the specialty obtained	-	-	6,1
Inconsistency between the importance of the subject and the number of hours	-	17,6	-
Overload with classroom activities	12,5	-	6,1
Dissatisfaction with the quality of classes	-	-	6,1
Dissatisfaction with the organization of tests and exams	-	5,9	-
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. Your attitude towards the quality of the organization of the educational process?

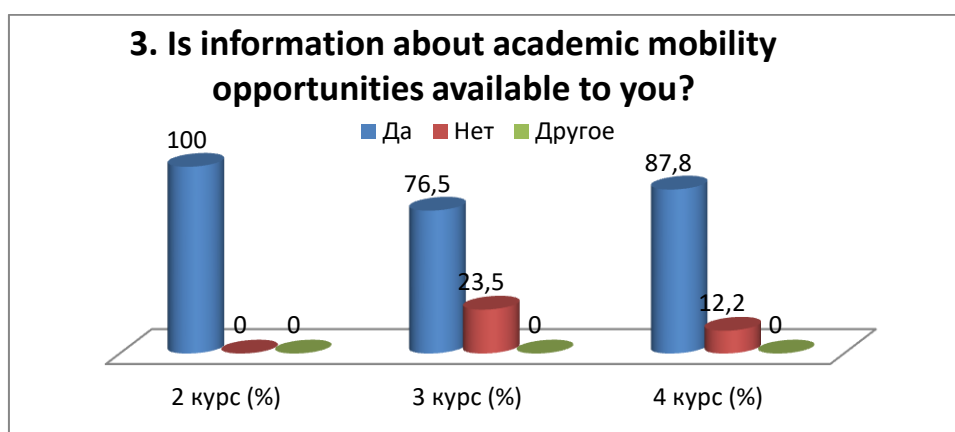


For the option For the option “If you answered ‘not satisfied’ to the previous question, give recommendations to improve the services provided”, the students indicated the following options* :

- Teachers without a desire
- No
- No complaint.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	100	76,5	87,8
No	-	23,5	12,2
Other	-	-	-



For the option “If you answered ‘No’ to the previous question, write why”, students indicated the following options* :

- supervisors inform without enthusiasm and late about recruitment or etc.
- No complaint.

* 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..

4. What do you think the relationship is:

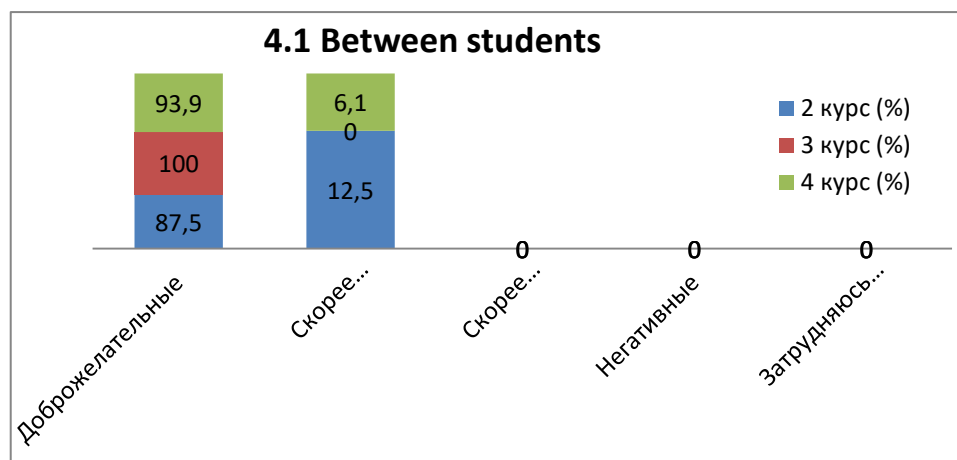
4.1 Between students
4.2 Between teachers and students (in the educational process)
4.3 Between student and supervisor
4.4 Between students and administration
4.5 Between students and employees of departments (library, student department, etc.).
4.6 Between students and security service

Other _____

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

4.1 Between students

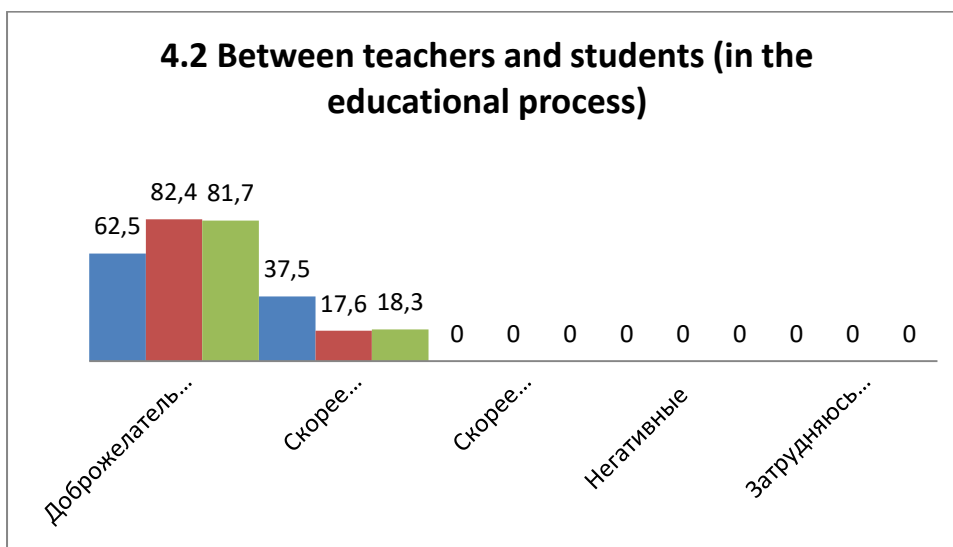
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	87,5	100	93,9
Rather benevolent than unfriendly	12,5	-	6,1
Rather unfriendly than benevolent	-	-	-
Negative	-	-	-
Difficult to answer	-	-	-



4.2 Between teachers and students (in the educational process)

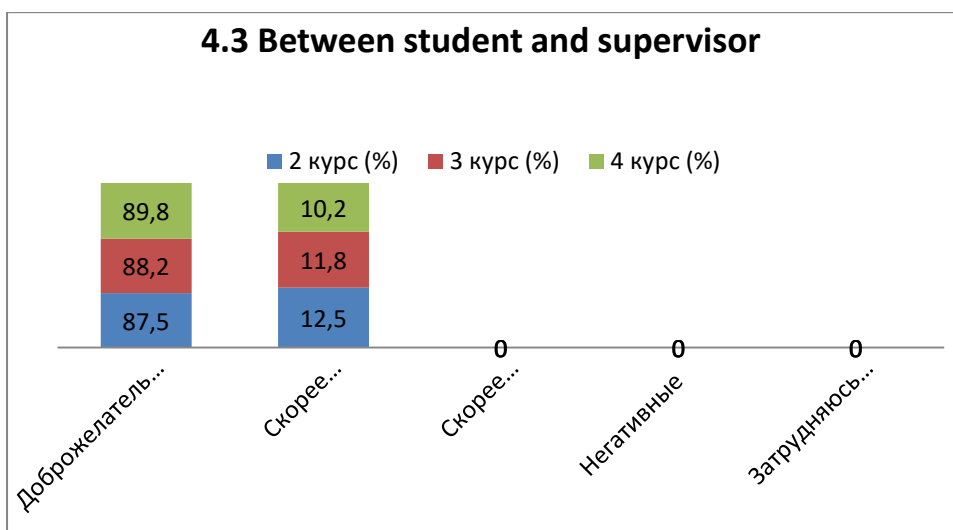
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	62,5	82,4	81,7
Rather benevolent than unfriendly	37,5	17,6	18,3
Rather unfriendly than benevolent	-	-	-
Negative	-	-	-
Difficult to answer	-	-	-

4.2 Between teachers and students (in the educational process)



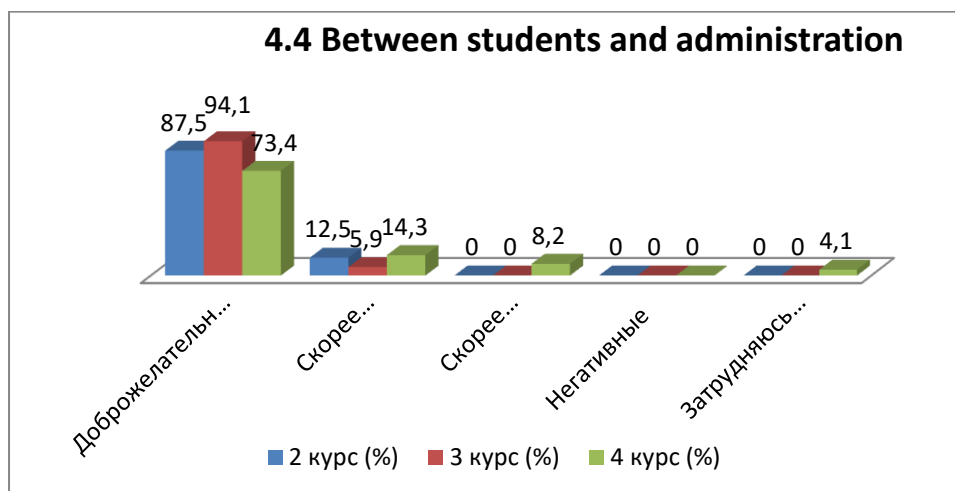
4.3 Between student and supervisor

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	87,5	88,2	89,8
Rather benevolent than unfriendly	12,5	11,8	10,2
Rather unfriendly than benevolent	-	-	-
Negative	-	-	-
Difficult to answer	-	-	-



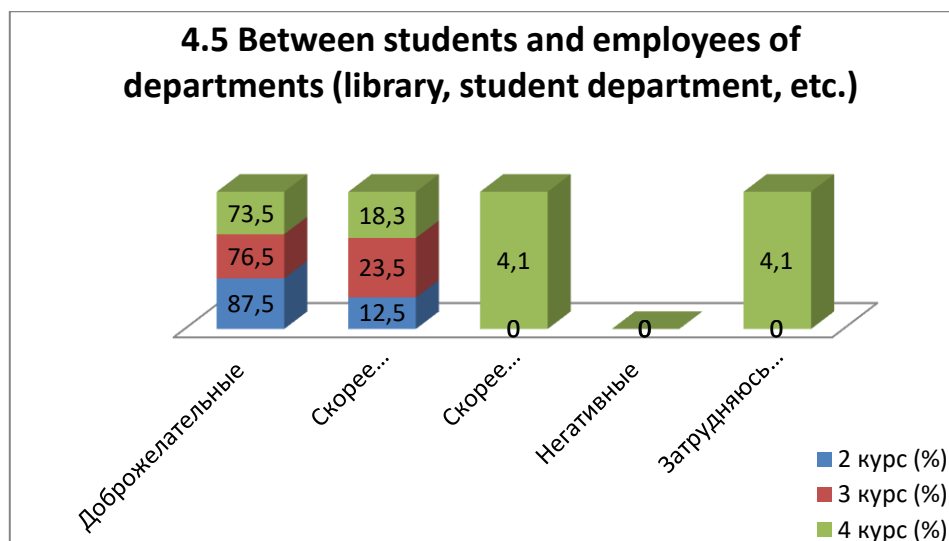
4.4 Between students and administration

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	87,5	94,1	73,4
Rather benevolent than unfriendly	12,5	5,9	14,3
Rather unfriendly than benevolent	-	-	8,2
Negative	-	-	-
Difficult to answer	-	-	4,1



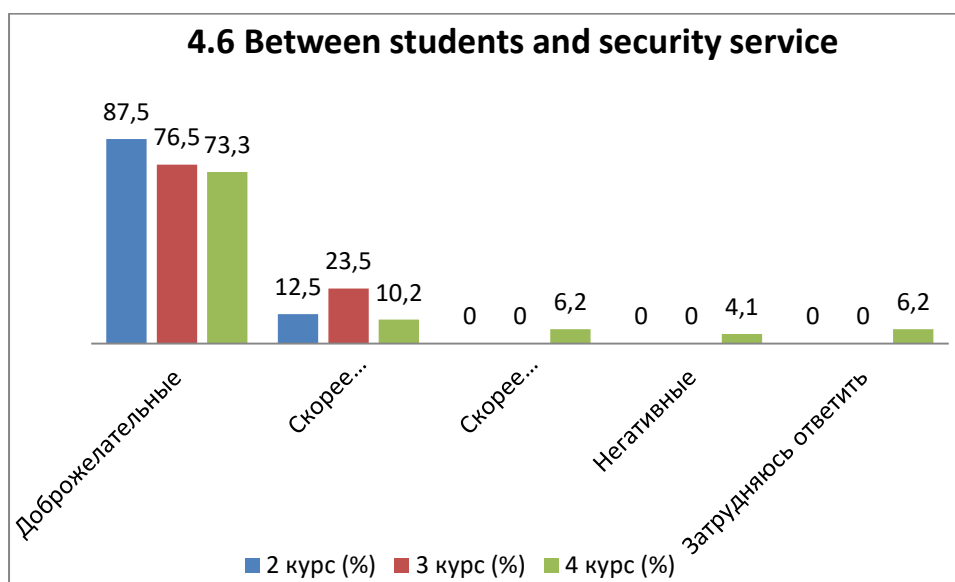
4.5 Between students and employees of departments (library, student department, etc.)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	87,5	76,5	73,5
Rather benevolent than unfriendly	12,5	23,5	18,3
Rather unfriendly than benevolent	-	-	4,1
Negative	-	-	-
Difficult to answer	-	-	4,1



4.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	87,5	76,5	73,3
Rather benevolent than unfriendly	12,5	23,5	10,2
Rather unfriendly than benevolent	-	-	6,2
Negative	-	-	4,1
Difficult to answer	-	-	6,2



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*:

- No complaints.

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	12,5	17,6	30,6
Quality of teaching (conducting classes, assessment of knowledge, etc.).	12,5	35,3	26,5
Work of administration (department, etc.)	25	11,8	20,4
Quality of food and prices in the student canteen	37,5	41,2	46,9
Quality of living conditions in the dormitory	12,5	5,9	16,3
Employment in the specialty	62,5	23,5	46,9
Quality of internship organizations	-	23,5	22,4
Other	-	-	2

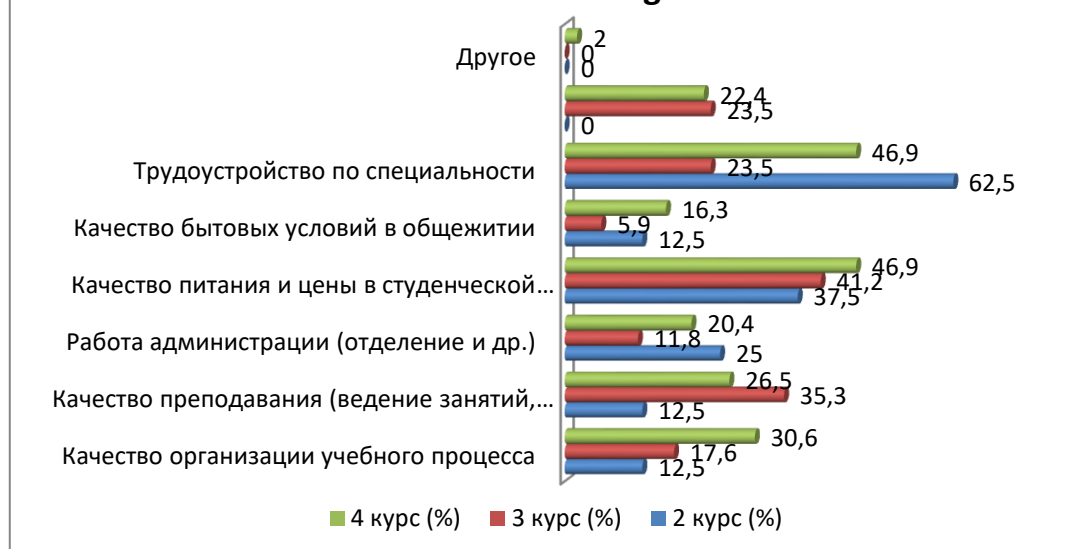
* The amount in % is not equal to 100, because it was assumed that there were several possible answers

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

- The scholarship amount is critically small.

* 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 of the student issues are you particularly concerned about right now?



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	37,5	47,1	59,2
Sometimes, when it is necessary on formal grounds	50	11,8	18,3
In scientific projects of laboratories, centers, etc. under a contract, grant, etc.	-	11,8	8,2
In scientific projects of laboratories, clubs, circles, etc. on a gratuitous basis.	-	11,8	6,1
Attended scientific seminars, clubs and other scientific events.	12,5	17,6	6,1
Speaker(s) at a conference (including student), scientific seminar	-	-	8,2
Participated in the competition of scientific student works	-	11,8	8,2
Published(s) the results of his/her research (including in student collections)	-	-	4,1

* 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*:

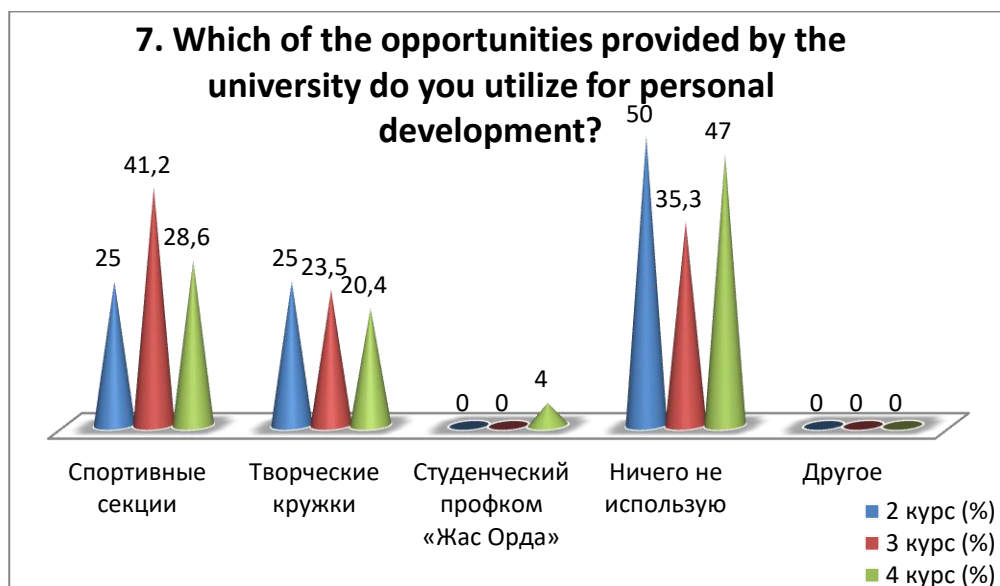
- I don't know.
- have not been interested
- not interested
- I didn't want to.
- Science isn't my thing.
- Wasn't interested.

* 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	25	41,2	28,6
Creative clubs	25	23,5	20,4
Student Trade Union “Zhas Orda”	-	-	4
I don't use anything	50	35,3	47
Other	-	-	-



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

- No time
- I use private training companies
- I take courses.
- Because I don't have shit to do. Studying is stressful enough as it is.

* 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'm not interested.
- Not interested.

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

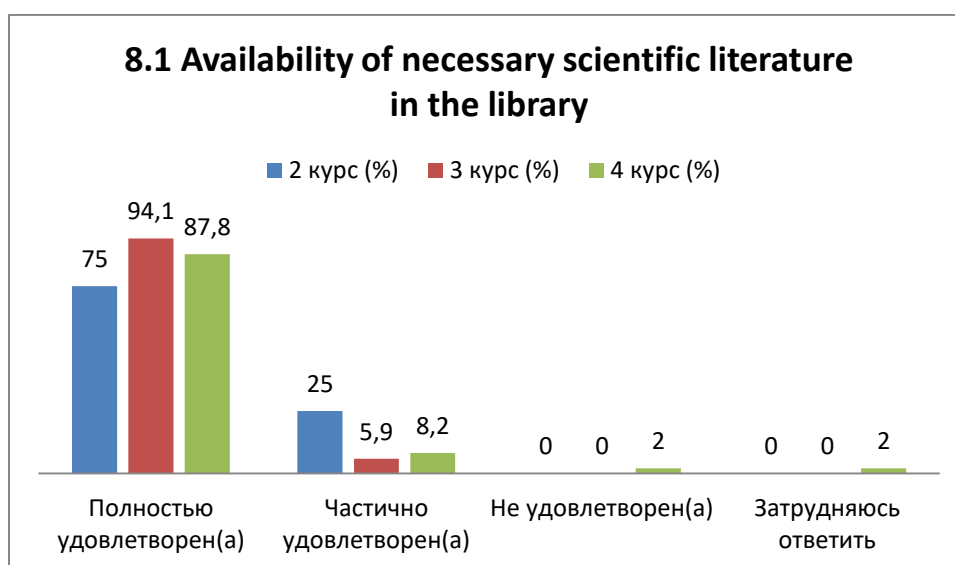
8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet channel width and speed
8.4 Modernity of software
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability of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

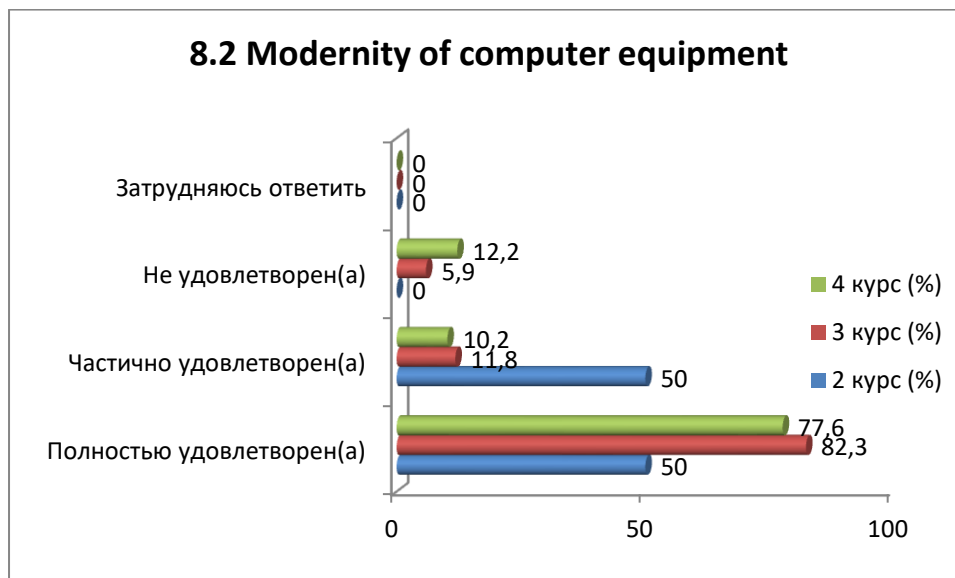
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	75	94,1	87,8
Partially satisfied	25	5,9	8,2
Not satisfied	-	-	2
Difficult to answer	-	-	2



8.2 Modernity of computer equipment

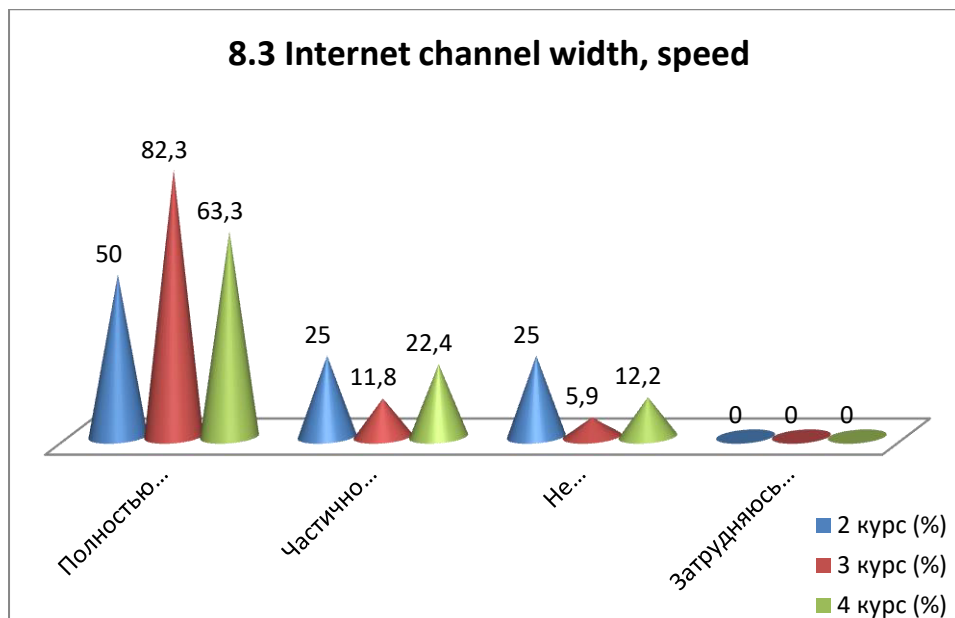
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	82,3	77,6
Partially satisfied	50	11,8	10,2
Not satisfied	-	5,9	12,2
Difficult to answer	-	-	-

8.2 Modernity of computer equipment



8.3 Internet channel width, speed

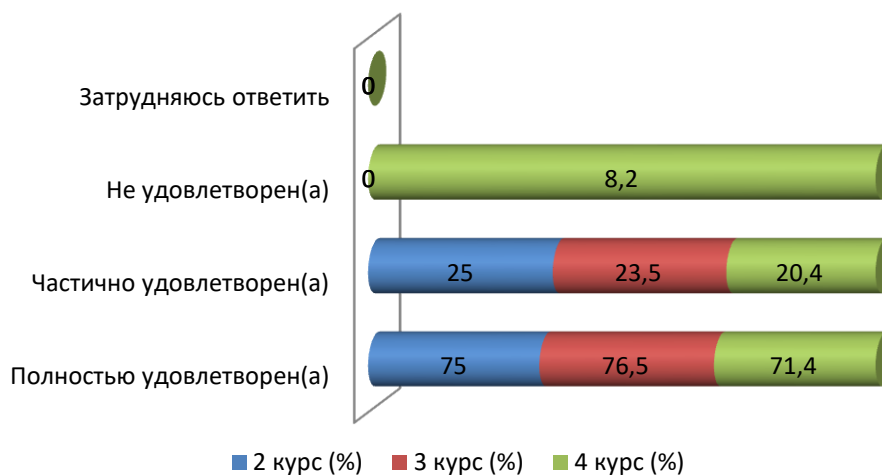
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	82,3	63,3
Partially satisfied	25	11,8	22,4
Not satisfied	25	5,9	12,2
Difficult to answer	-	-	-



8.4 Modernity of the software

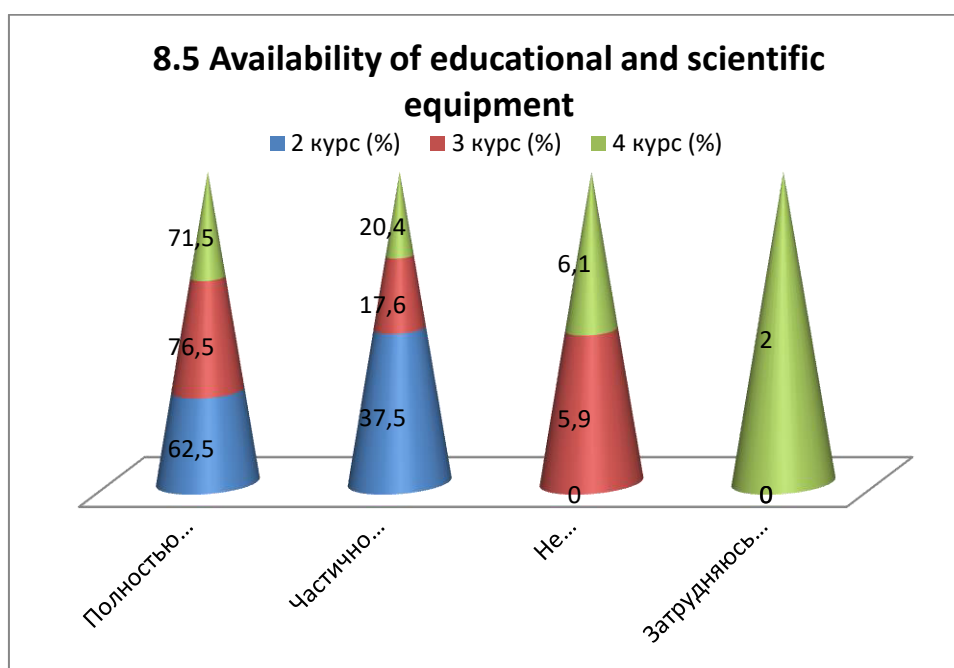
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	75	76,5	71,4
Partially satisfied	25	23,5	20,4
Not satisfied	-	-	8,2
Difficult to answer	-	-	-

8.4 Modernity of the software



8.5 Availability of educational and scientific equipment

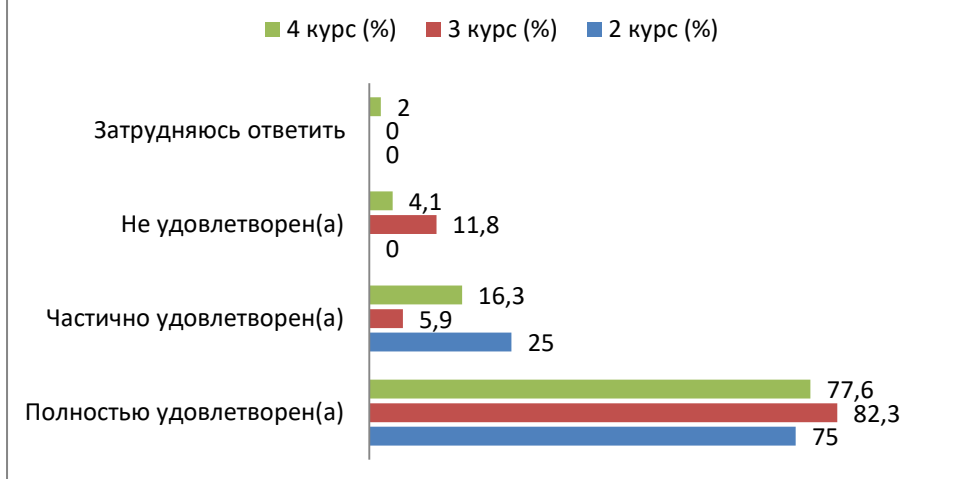
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	62,5	76,5	71,5
Partially satisfied	37,5	17,6	20,4
Not satisfied	-	5,9	6,1
Difficult to answer	-	-	2



8.6 Availability of laboratories and specialized classrooms

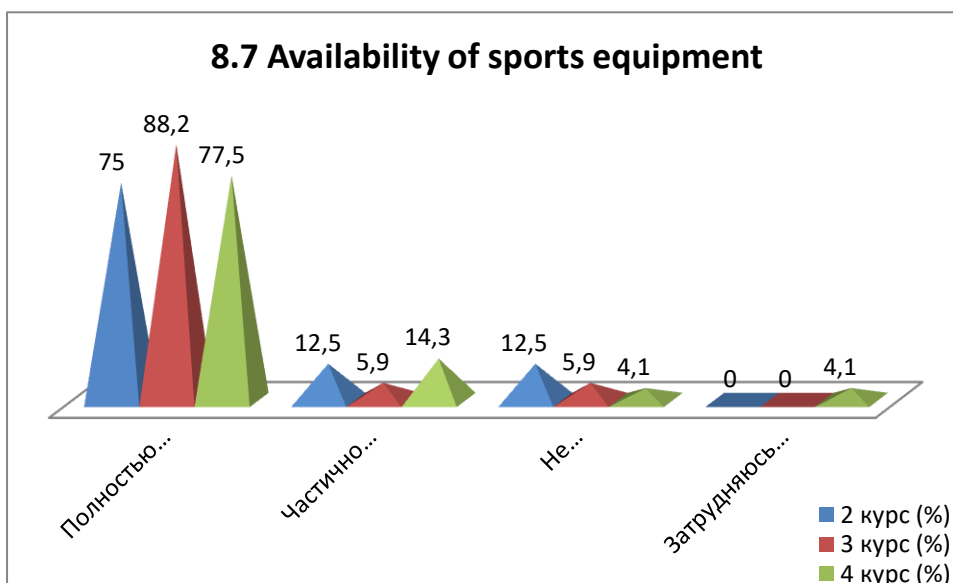
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	75	82,3	77,6
Partially satisfied	25	5,9	16,3
Not satisfied	-	11,8	4,1
Difficult to answer	-	-	2

8.6 Availability of laboratories and specialized classrooms



8.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	75	88,2	77,5
Partially satisfied	12,5	5,9	14,3
Not satisfied	12,5	5,9	4,1
Difficult to answer	-	-	4,1



For the option “**Other**” the students indicated the following options* :
 - No complaints.

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* :

* 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.

- upgrade the technique.
- No complaints.

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	12,5	70,6	59,2
Get a diploma of completion	62,5	41,2	63,3
Gain the ability to learn new knowledge that will help you adapt quickly in the workplace	-	29,4	42,9
Get practical skills that can be immediately used in the workplace	-	11,8	30,6
Get a diploma, the prestige of the university does not matter	25	17,6	14,3
Graduate from a prestigious university	-	17,6	10,2
Get a high-paying profession	-	11,8	12,2
To get a profession that is interesting, corresponds to abilities	12,5	11,8	14,3
Get a diploma with high grades	12,5	11,8	8,2
It is necessary to study only what is interesting or will be needed in further studies (work).	-	5,9	14,3
To graduate from this particular university, no matter what specialty	-	-	-
To get this specialty, it is not so important in which university.	-	-	8,2

** 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):

- I don't know.
- There's nothing else to add.
- All issues are covered.

According to the results of the questionnaire, the following **conclusions** can be drawn:

The analysis of the results of filling out the questionnaire “Satisfaction of students of 2-5 years of study with educational services” shows in general a positive attitude of students to the conditions for education, content, organization and quality of the educational process created at the University.

On the scale “**satisfaction of learning process**” 93.2% of students have high values, which indicates that these students are satisfied with the extent to which the educational process provides educational needs in accordance with their aptitudes, interests and opportunities. For the convenience 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”, reporting full or partial satisfaction:

- Satisfaction with the work of the library (95.3%);
- organization of independent work (94.6%);
- quality of internship (94,6%);
- organization and conduct of laboratory works (93,9%);
- possibility of access to full-text databases of scientific publications (92%);
- organization and conduct of SIWT (91,2%);
- timetable of classes (91.2%).

Students rated the following criteria as “good quality”: living conditions in the dormitory (89.9%), quality of medical care (89.3%), organization of meals at the university (74.2%).

88.1% 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 efficiency of scientific research, establishing internal and external integration ties, using global educational resources.

The psychological climate at the university is characterized by benevolent relations between students, teachers and university staff. This climate creates a supportive and inspiring environment for students' learning and development.

Compared to the 2022-2023 academic year, there were also changes in the students' identification of the most important student problems for them. Now the respondents put employment in their specialty in the first place - 44.3%. Next is the quality of food and prices in the student canteen - 41.9%. The third position is occupied by the quality of teaching (conducting classes, assessment of knowledge, etc.) - 24.8%.

47.9% 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 44.1% 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 and Internet speed.

More than a half of students (55.7%) believe that obtaining a graduation diploma is the most important result of studying at a higher education institution. In the second place in terms of importance is obtaining a high level of knowledge (47.4%). In the third place is the ability to master new knowledge, which will help to adapt quickly in the workplace (24.1%).

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.