

**Report  
on the results of the questionnaire  
“Satisfaction of 2nd-5th year students with educational services”  
for the 2022 year**

**Department:** “Mine Surveying and Geodesy”

**Specialty:** 6B07206 “Mine Surveying”

Center for Quality Management and Accreditation, in October 2022 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.

On specialty 6B07206 “Mine Surveying” 168 respondents took part in the questionnaire.

- 2nd year – 48 students (82,7 %);
- 3rd year– 52 students (85,2 %);
- 4th year– 68 students (94,4%).

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

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

**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**

<b>Answer options</b>	<b>2nd year (%)</b>	<b>3rd year (%)</b>	<b>4th year (%)</b>
Completely satisfied	73,1	58,3	75

Partially satisfied	26,9	20,8	25
Not satisfied	-	-	-
Difficult to answer	-	-	-

## 1.2 Class schedule

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	53,8	58,3	62,5
Partially satisfied	30,7	25	25
Not satisfied	15,4	16,7	12,5
Difficult to answer	-	-	-

## 1.3 Organization of independent work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	76,9	50	100
Partially satisfied	23,1	50	-
Not satisfied	-	-	-
Difficult to answer	-	-	-

## 1.4 Internship

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	84,6	58,3	100
Partially satisfied	11,5	33,3	-
Not satisfied	3,8	-	-
Difficult to answer	-	8,3	-

## 1.5 Organization and carrying out of SIWT

Варианты ответов	2 курс (%)	3 курс (%)	4 курс (%)
Полностью удовлетворен(а)	69,2	58,3	87,5
Частично удовлетворен(а)	30,7	33,3	12,5
Не удовлетворен(а)	-	8,3	-
Затрудняюсь ответить	-	-	-

## 1.6 Organization and conduct of laboratory works

Answer options	2nd year (%)	3rd year (%)	4th year
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			(%)
Completely satisfied	76,9	50	87,5
Partially satisfied	23,1	41,6	12,5
Not satisfied	-	8,3	
Difficult to answer	-	-	

### 1.7 Satisfaction with the work of the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	69,2	50	75
Partially satisfied	19,2	16,6	12,5
Not satisfied	11,5	16,6	-
Difficult to answer	-	16,6	12,5

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	61,5	50	75
Partially satisfied	30,7	25	12,5
Not satisfied	7,7	25	-
Difficult to answer	-	-	12,5

### 1.9 Living conditions in the dormitory

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	65,3	58,3	75
Partially satisfied	7,7	25	-
Not satisfied	-	16,6	-
Difficult to answer	26,9	-	25

### 1.10 Quality of medical service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	65,4	50	75
Partially satisfied	11,5	33,3	12,5
Not satisfied	-	16,6	-
Difficult to answer	23,1	-	12,5

### 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	46,2	41,6	75
Partially satisfied	26,9	25	12,5
Not satisfied	26,9	25	12,5
Difficult to answer	-	8,3	-

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

- the quality of food in the canteens is poor, the timetable is inconvenient;
- to make a more compact schedule so that it would not be such that on one day I have 4 pairs and on the other day 1, as well as the quality of food in the canteen;
- Too expensive, we are students.

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 \*:

- There's not enough food for the second shift;

In these cases, the majority of students report their full or partial satisfaction, it is worth noting that the obtained indicators show that students are satisfied with the services provided at the University.

**The average level of satisfaction of students** is observed for the following training indicators. For example, it concerns such indicator as the schedule of class, Quality of medical care, Organization and conduct of laboratory works.

The same students chose the option “**difficult to answer**” for the following indicators such as, “Satisfaction with the work of the library” 3rd year -16.6%, 4th year -12.5% and “Living conditions in the dormitory” 2nd year-26.9%, 4th year-25%, “Quality of medical care” 2nd year-23.1%, 4th year-12.5%.

Only one aspect of training in comparative terms can be called **problematic**. As the obtained data show, from the side of the students most of all criticize the food in the university “Not satisfied” 2nd year -26,9%, 3rd year -25%, 4th year - 12,5%.

During the questionnaire survey the following disadvantages were identified: small assortment of offered dishes, a large queue that is formed during peak hours of the canteen, overpriced dishes, etc. All the identified shortcomings significantly affect the efficiency of the canteen and, most importantly, the public opinion of the visitors of the canteen.

As recommendations for improving the work of canteens, we can suggest, first of all, increasing their opening hours. Also, in order to optimize the work of canteens it is

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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.

necessary to think about expanding the range of dishes, especially in the evening, reducing the prices for the range of dishes and reducing the time for service.

Thus, a set of proposed measures will allow to solve a number of problems arising in the work of the canteen, which will result in improving the quality of services provided.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Attendance	84,6	91,7	75
Activity in classes (seminars), answering the teacher's questions, solving problems, etc.	7,7	-	-
Reports and speeches at classes (seminars)		-	-
Results of intermediate control works, tests, colloquiums, etc.	3,8	-	12,5
Results of internships, laboratory and other practical works	3,8	-	12,5
Evaluation of abstracts, essays, etc.	-	8,3	-

The majority of students responded that there are *no special complaints*: 2nd year - 84.6%, 3rd year - 91.7%, 4th year - 75%. The obtained data indicate an improvement in the quality of the organization of the educational process and educational services of the university. The results of other indicators are distributed differently and are reflected in the table.

## 3. What forms of final credit or examination are used in this educational organization? (mark all appropriate answers)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
In a writing form	80,7	83,3	100
In an oral form	53,8	16,6	62,5
In the form of a computerized test	38,4	8,3	37,5
In the form of a test without using a computer	23,1	-	25
In the form of a colloquium, conference, project defense, etc.	23,1	8,3	25
In the form of qualification examination (student's performance of a work operation, production of a product, labor activity evaluated by experts)	-	-	-

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

To the question: “What forms of final credit or examination are used in this educational organization?” (several answers could be noted) the majority of respondents -

2nd year - 80.7%, 3rd year - 83.3%, 4th year - 62.5% answered “in written form”, in the second place “in oral form” 2nd year - 53.8%, 3rd year - 16.6%, 4th year - 62.5%, and in the third place “in the form of computer test” 2nd year - 38.4%, 3rd year - 8.3%, 4th year - 37.5%.

Despite the different forms of the final test or exam, which are used by the university, students should thoroughly prepare, answer the questions and get the deserved "result". Failure to pass the test or exam on time is an academic debt, which may later develop into a reason for expulsion from the university.

#### 4. What indicators are typically considered by faculty in making final grades?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Attendance	34,6	16,6	37,5
Activity in classes (seminars), answering the teacher's questions, solving problems, etc.	50	83,3	62,5
Reports and speeches at classes (seminars)	-	-	-
Results of intermediate control works, tests, colloquiums, etc.	7,7	-	-
Results of internships, laboratory and other practical works	7,7		-
Evaluation of abstracts, essays, etc.	-		-
Results of the final exam on the course	-		-
Other	-	-	-

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

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Assessment of students' academic achievements is based on the point-rating system, according to which the final grade of the student for the semester for each discipline is derived from the summation of rating points received by him in all control activities in the discipline during the semester and in the final control (exam). In this case, 60% of the final grade falls on the current and end-of-term control, and 40% - on the assessment of the exam.

To the question: “**What indicators, as a rule, are taken into account by teachers when making the final grade?**” 2nd year -50%, 3rd year - 83.3%, 4th year -62.5% of students pointed to the option “activity in classes (seminars), answers to the teacher's questions, solving problems, etc.”, in second place “attendance”.

#### 5. Appreciate how up-to-date is the technology you student at the university?

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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.

<b>Answer options</b>	<b>2nd year (%)</b>	<b>3rd year (%)</b>	<b>4th year (%)</b>
These are the most advanced technologies, they are not yet available in real production	11,5	16,7	
These are modern technologies, they are used by leading companies	-	-	
These are quite modern technologies, they are used, but I know more modern ones.	53,9	33,3	
These are technologies of yesterday that are no longer on the market.	15,4	41,7	
I don't know, I can't estimate	19,2	8,3	

For the option **“If you answered “Don't know, can't estimate” to the previous question, give recommendations for improvement”** students indicated the following options \*:

- very old devices, they don't let you use new ones.

An important feature of modern education is its continuous improvement. In the conditions of transition to the new generation standards in the educational process of the university there is a need to use modern educational technologies. Scientific and technological progress, informatization of society require students to master special qualities in the modern educational process.

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

<b>Answer options</b>	<b>2nd year (%)</b>	<b>3rd year (%)</b>	<b>4th year (%)</b>
Yes	84,6	75	100
No	15,4	25	-
Other	-	-	-

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

- No one has informed

## **7. In your opinion, what is the relationship:**

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

\* 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.

Other \_\_\_\_\_

If you answered “not satisfied” to the previous question, make recommendations to improve the services provided \_\_\_\_\_

### 7.1 Between students

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	88,5	66,7	87,5
Rather benevolent than not benevolent	11,5	33,3	12,5
Rather not benevolent than benevolent	-	-	-
Negative	-	-	-
Difficult to answer	-	-	-

### 7.2 Between teachers and students (in the learning process)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	80,7	75	100
Rather benevolent than not benevolent	19,2	16,7	-
Rather not benevolent than benevolent	-	8,3	-
Negative	-	-	-
Difficult to answer	-	-	-

### 7.3 Between students and supervisor

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	88,5	91,7	87,5
Rather benevolent than not benevolent	11,5	8,3	12,5
Rather not benevolent than benevolent	-	-	-
Negative	-	-	-
Difficult to answer	-	-	-

### 7.4 Between students and administration

<b>Answer options</b>	<b>2nd year (%)</b>	<b>3rd year (%)</b>	<b>4th year (%)</b>
Benevolent	76,9	83,3	87,5
Rather benevolent than not benevolent	19,2	16,7	12,5
Rather not benevolent than benevolent	3,8	-	-
Negative	-	-	-
Difficult to answer	-	-	-

### **7.5 Between students and staff of departments (library, student department, etc.)**

<b>Answer options</b>	<b>2nd year (%)</b>	<b>3rd year (%)</b>	<b>4th year (%)</b>
Benevolent	75	83,3	75
Rather benevolent than not benevolent	25	16,7	12,5
Rather not benevolent than benevolent	-	-	-
Negative	-	-	12,5
Difficult to answer	-	-	-

### **7.6 Between students and security service**

<b>Answer options</b>	<b>2nd year</b>	<b>3rd year</b>	<b>4th year</b>
Benevolent	70,8	66,7	75
Rather benevolent than not benevolent	20,8	25	25
Rather not benevolent than benevolent	8,3	-	-
Negative	-	8,3	-
Difficult to answer	-	-	-

For the option **“If you answered “Rather benevolent than not benevolent” and “Negative” to the previous question, give recommendations for improvement,”** students indicated the following options \*:

- Sometimes security guards can be rude when entering the university;
- Try to understand the student and not just look at it from their own side. Mentor should solve problems and make contact not only when he/she needs something from students.
- Security at the entrance of the university is not understandable . They talk about the charter of the university about appearance . They talk about what is not written in the statute, which is why there are problems with entering the university. Some students, loaded with bags (because of the work for classes) starts checking all bags, selectively checking bags (quite aggressively).
- friendly.

As can be seen from the presented results, the relations between students, teachers and students (in the learning process), supervisors and students are assessed by respondents

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mainly as “benevolent” and “rather benevolent than not benevolent” respectively, which fully corresponds to a high level of satisfaction with the moral and psychological climate in the student environment.

**8. What are some of the student issues that are of particular concern to you right now?**

*(choose up to 3 options)*

<b>Answer options</b>	<b>2nd year (%)</b>	<b>3rd year (%)</b>	<b>4th year (%)</b>
Quality of the organization of the educational process	25	25	12,5
Quality of teaching (conducting classes, assessment of knowledge, etc.).	54,1	33,3	-
Work of administration (department, etc.)	8,3	16,7	-
Quality of food and prices in the student canteen	50	66,7	75
Quality of living conditions in the dormitory	8,3	-	25
Employment in the specialty	25	33,3	25
Quality of internship organizations	25	16,7	25
Other	-	-	-

*\* 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 \*:

As can be seen from the table, students put “Quality of food and prices in the student canteen” in the first place with the dynamics of increase, so in the 4th year - 75%. Then – “Employment in the specialty”, on the third position – “Quality of organizations of industrial practice”.

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

*(mark all appropriate answers)*

<b>Answer options</b>	<b>2nd year (%)</b>	<b>3rd year (%)</b>	<b>4th year (%)</b>
Did not participate	66,6	75	62,5
Sometimes, when it is necessary on formal grounds	20,8	16,7	-
In scientific projects of laboratories, centers, etc. under a contract, grant, etc.	3,8	-	-
In scientific projects of laboratories, clubs, circles, etc. on a gratuitous basis.	-	-	12,5
In scientific projects of laboratories,	3,8	-	12,5

\* 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.

optional classes, circles, etc. on a gratuitous basis.			
Attended scientific seminars, clubs and other scientific events.	-	8,3	-
Participated in the competition of scientific student works	3,8	-	-
Published(s) the results of his/her research (including in student collections)	-	-	-

*\* 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\*:

- there was no time;
- there was no need

### 10. Are you interested in scientific activity within the chosen field/specialty?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes, I am already doing scientific work	8,3	8,3	12,5
Yes, I plan to do it in the future	41,6	41,7	12,5
I would like to, but I don't know where to start	12,5	8,3	37,5
No	37,5	41,7	37,5
Other	-	-	-

For “other” the students indicated\*:

- Difficult to answer.

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

- Because I don't want to;
- don't want

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Sports sections	36,9	25	12,5
Creative clubs	4,8	-	-
Student Trade Union “Zhas Orda”	8,3	16,7	-
I don't use anything	50	58,3	87,5

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

- Nothing is known about creative circles and it is difficult to get into the sections.

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

12.1 Availability of necessary scientific literature in the library
12.2 Modernity of computer equipment
12.3 Internet channel width and speed
12.4 Modernity of 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, make recommendations to improve the services provided \_\_\_\_\_

### 12.1 Availability of necessary scientific literature in the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	79,1	66,7	75
Partially satisfied	20,8	25	12,5
Not satisfied	-	-	-
Difficult to answer	-	8,3	12,5

### 12.2 Modernity of computer equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	54,1	50	75
Partially satisfied	33,3	41,6	-
Not satisfied	12,5	-	25
Difficult to answer		8,3	-

### 12.3 Internet channel width and speed

Answer options	2nd year	3rd year	4th year
_____			

\* 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.

	(%)	(%)	(%)
Completely satisfied	41,6	50	50
Partially satisfied	37,5	25	25
Not satisfied	16,7	16,7	25
Difficult to answer	4,1	8,3	-

#### 12.4 Modernity of software

<b>Answer options</b>	<b>2nd year (%)</b>	<b>3rd year (%)</b>	<b>4th year (%)</b>
Completely satisfied	58,3	58,3	62,5
Partially satisfied	29,1	33,3	25
Not satisfied	12,5	8,3	12,5
Difficult to answer	-	-	-

#### 12.5 Availability of educational and scientific equipment

<b>Answer options</b>	<b>2nd year (%)</b>	<b>3rd year (%)</b>	<b>4th year (%)</b>
Completely satisfied	58,3	58,3	100
Partially satisfied	33,3	33,3	-
Not satisfied	8,3	-	-
Difficult to answer	-	8,3	-

#### 12.6 Availability of laboratories and specialized classrooms

<b>Answer options</b>	<b>2nd year (%)</b>	<b>3rd year (%)</b>	<b>4th year (%)</b>
Completely satisfied	50	58,3	87,5
Partially satisfied	41,6	33,3	12,5
Not satisfied	8,3	-	-
Difficult to answer	-	8,3	-

#### 12.7 Availability of sports equipment

<b>Answer options</b>	<b>2nd year (%)</b>	<b>3rd year (%)</b>	<b>4th year (%)</b>
Completely satisfied	62,5	50	75
Partially satisfied	29,2	41,7	12,5
Not satisfied	4,1	-	-
Difficult to answer	4,1	8,3	12,5

For the option “If you answered “Rather unkind than kind” and “Negative” to the previous question, give recommendations for improvement,” students indicated the following options\*:

- even though we have appliances, we use the old ones

### 13. Do you need additional counseling in the disciplines?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	8,3	16,7	-
No	91,6	83,3	100

For the option “If you answered “Yes” to the previous question, then write down the discipline in which you need additional counseling” the students indicated the following options\*:

- Accounting.

### 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	95,8	83,3	87,5
Get a diploma of completion	62,5	58,3	50
Get the ability to learn new knowledge that will help you adapt quickly in the workplace	54,1	41,7	50
Get practical skills that can be immediately used in the workplace	4,1	8,3	-
Get a diploma, the prestige of the university does not matter	4,1	8,3	-
Graduate from a prestigious university	-	-	-
Get a high-paying profession	33,3	16,7	-
To get a profession that is interesting, corresponds to abilities	8,3	16,7	25
Get a diploma with high grades	-	16,7	-
It is necessary to study only what is interesting or will be needed in further studies (work).	-	8,3	-
To graduate from this particular university, no matter what specialty	-	-	-

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

\* 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.

**Please, write your suggestions, wishes, as well as what questions in your opinion should be added to this questionnaire to improve the training program, to improve the quality of services provided, to improve the quality of distance learning and other activities of the university.** (*Students' answers are presented in the original. The author's spelling and punctuation have been preserved*).

- No questions asked,
- I don't know;
- about the dining hall;
- How to make the university better;
- Are you satisfied with the scholarship?
- The dining hall on second shift;
- it's all good;
- Everything is fine;
- Class times, do you combine work with your studies;
- Locker room queue, quality of food, etc;

### **Recommendations:**

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