

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

Department: “Chemistry and Chemical Technologies”

Specialty: 6B07205 Mineral processing

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 6B07205 “Mineral processing” 75 respondents took part in the questionnaire.

- 2nd year– 23 students (69,7%);
- 3rd year – 33 students (62,3%);
- 4th year – 19 students (65,5%).

Form of training

- Budget – 71 students (94,7%);
- Paid – 4 students (5,3%).

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

Indicators:

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

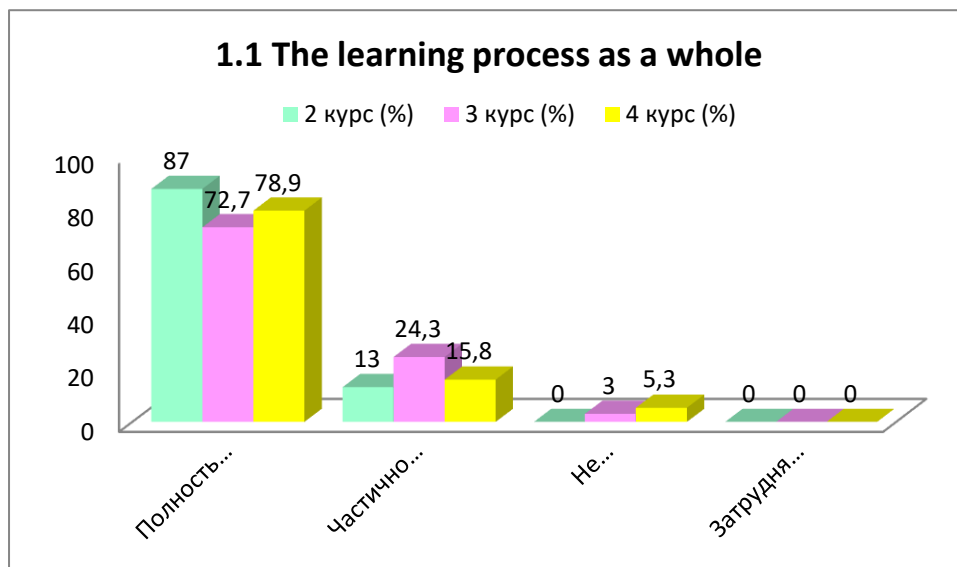
1.1 The learning process as a whole
1.2 Class schedule
1.3 Organization of independent work
1.4 Internship
1.5 Organization and carrying out of SIWT
1.6 Organization and conduct of laboratory works
1.7 Satisfaction with the work of the library
1.8 Possibility of access to full-text databases of scientific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

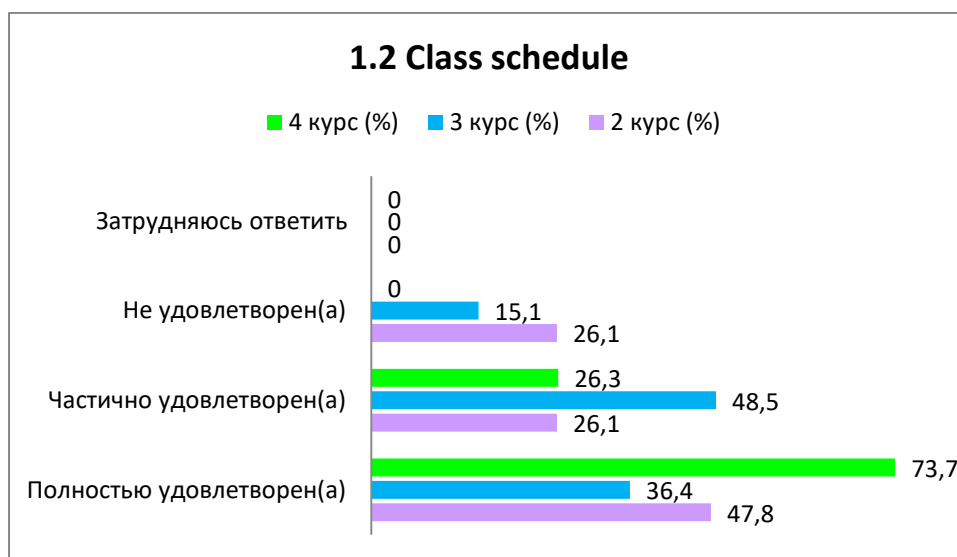
1.1 The learning process as a whole

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	87	72,7	78,9
<i>Partially satisfied</i>	13	24,3	15,8
<i>Not satisfied</i>	-	3	5,3
<i>Difficult to answer</i>	-	-	-



1.2 Class schedule

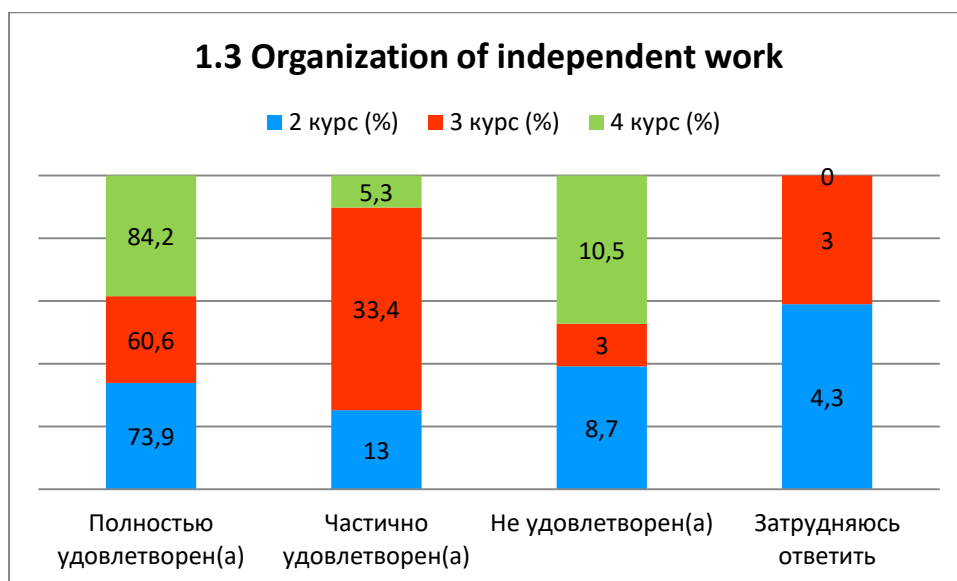
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	47,8	36,4	73,7
<i>Partially satisfied</i>	26,1	48,5	26,3
<i>Not satisfied</i>	26,1	15,1	-
<i>Difficult to answer</i>	-	-	-



1.3 Organization of independent work

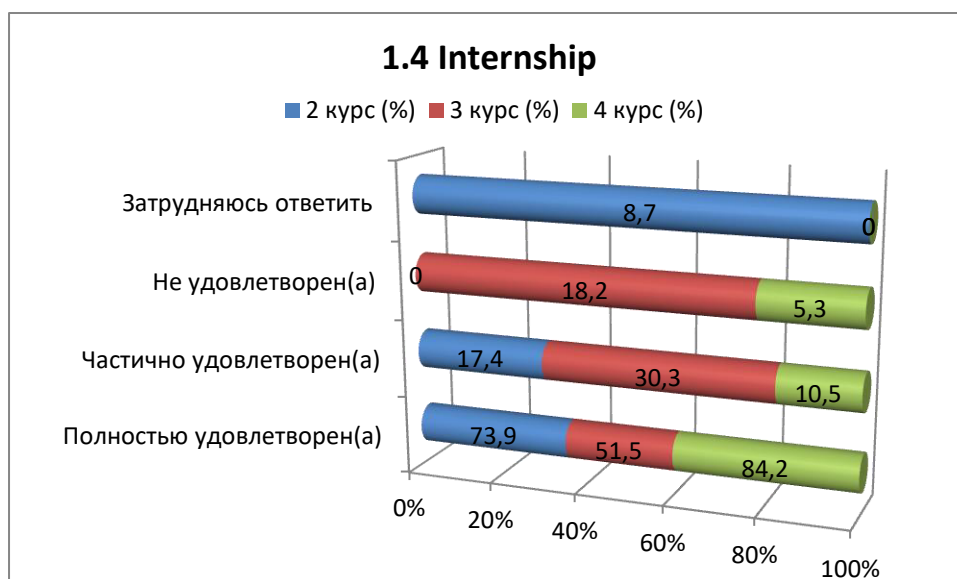
Answer options	2nd year	3rd year	4th year
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	(%)	(%)	(%)
<i>Completely satisfied</i>	73,9	60,6	84,2
<i>Partially satisfied</i>	13	33,4	5,3
<i>Not satisfied</i>	8,7	3	10,5
<i>Difficult to answer</i>	4,3	3	-



1.4 Internship

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	73,9	51,5	84,2
<i>Partially satisfied</i>	17,4	30,3	10,5
<i>Not satisfied</i>	-	18,2	5,3
<i>Difficult to answer</i>	8,7	-	-

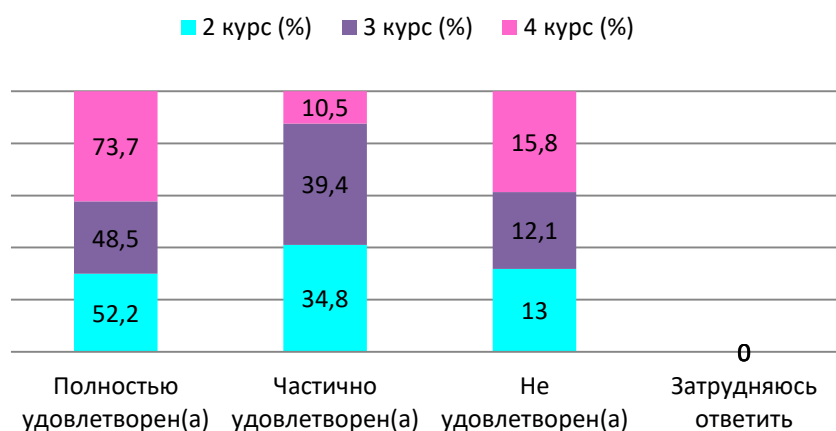


1.5 Organization and carrying out of SIWT

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

<i>Completely satisfied</i>	52,2	48,5	73,7
<i>Partially satisfied</i>	34,8	39,4	10,5
<i>Not satisfied</i>	13	12,1	15,8
<i>Difficult to answer</i>	-	-	-

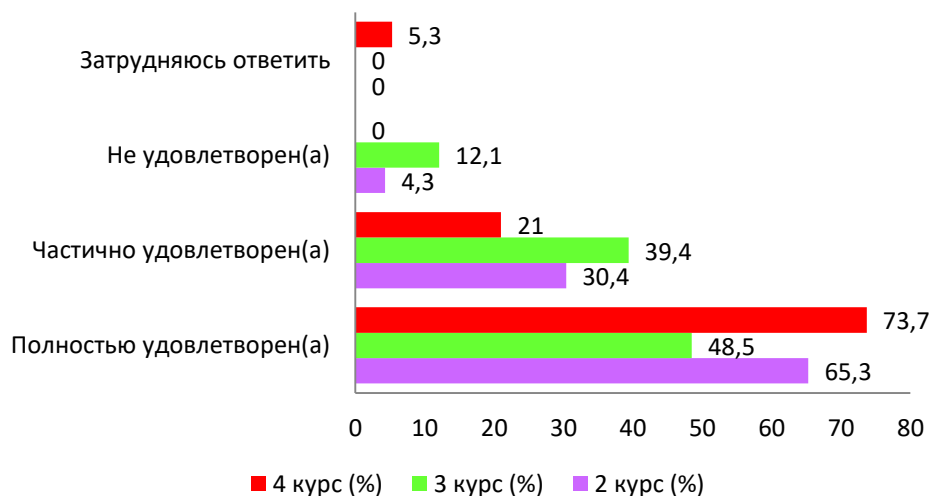
1.5 Organization and carrying out of SIWT



1.6 Organization and conduct of laboratory works

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	65,3	48,5	73,7
<i>Partially satisfied</i>	30,4	39,4	21
<i>Not satisfied</i>	4,3	12,1	-
<i>Difficult to answer</i>	-	-	5,3

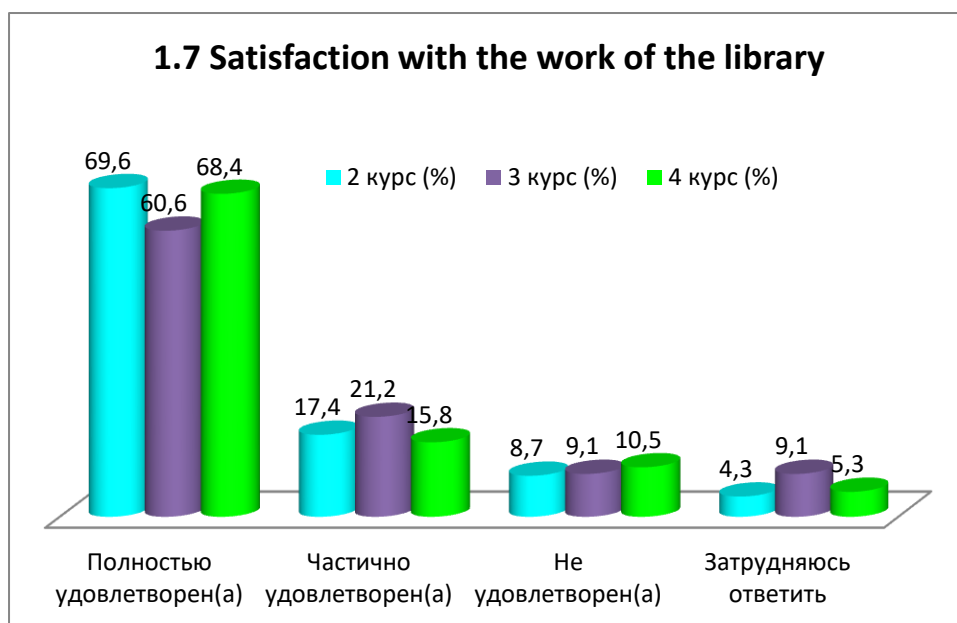
1.6 Organization and conduct of laboratory works



1.7 Satisfaction with the work of the library

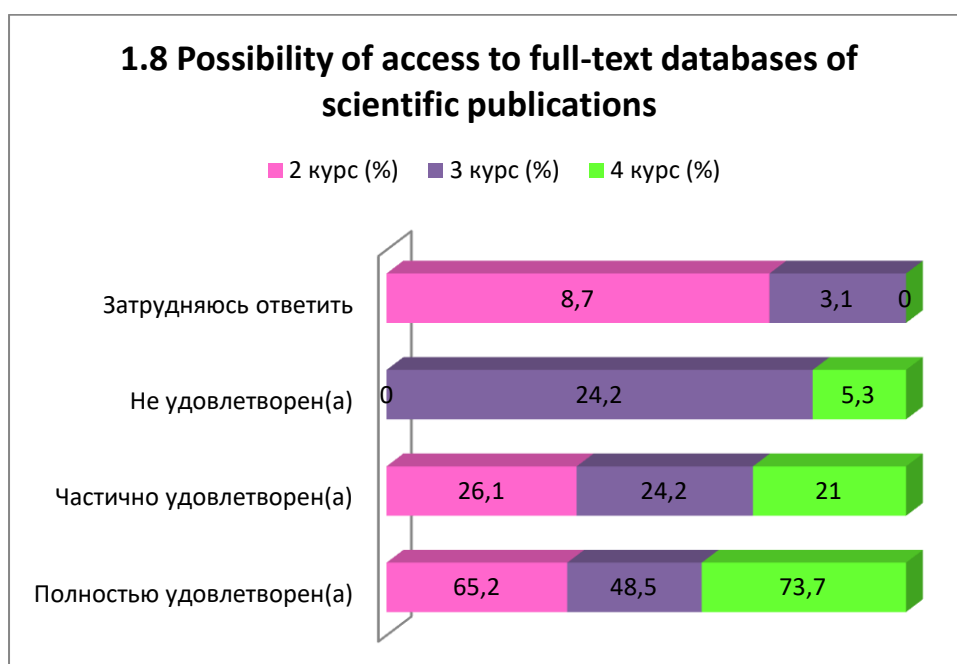
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	65,3	48,5	73,7
<i>Partially satisfied</i>	30,4	39,4	21
<i>Not satisfied</i>	4,3	12,1	-
<i>Difficult to answer</i>	-	-	5,3

<i>Completely satisfied</i>	69,6	60,6	68,4
<i>Partially satisfied</i>	17,4	21,2	15,8
<i>Not satisfied</i>	8,7	9,1	10,5
<i>Difficult to answer</i>	4,3	9,1	5,3



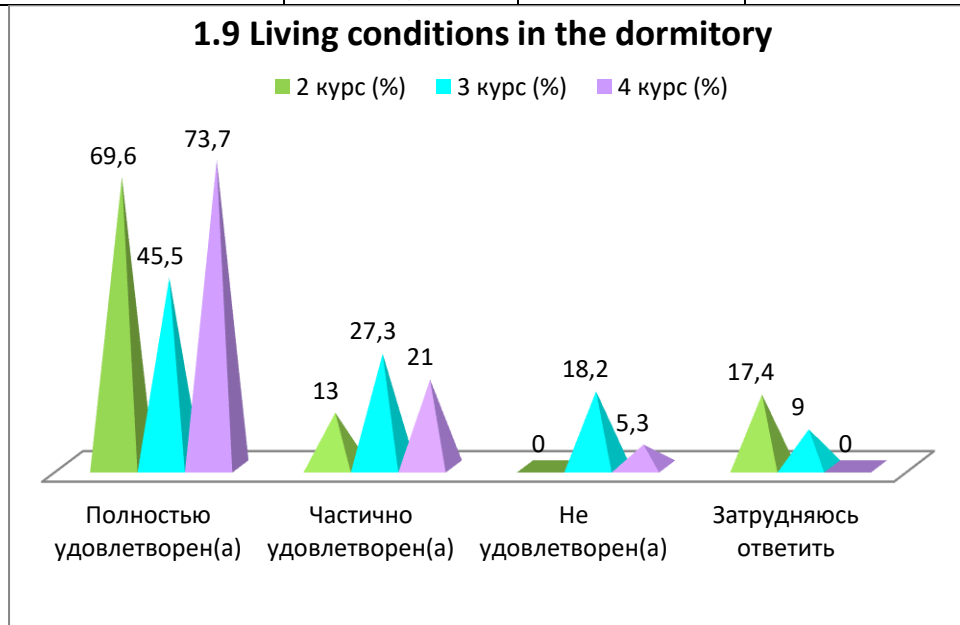
1.8 Possibility of access to full-text databases of scientific publications

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	65,2	48,5	73,7
<i>Partially satisfied</i>	26,1	24,2	21
<i>Not satisfied</i>	-	24,2	5,3
<i>Difficult to answer</i>	8,7	3,1	-



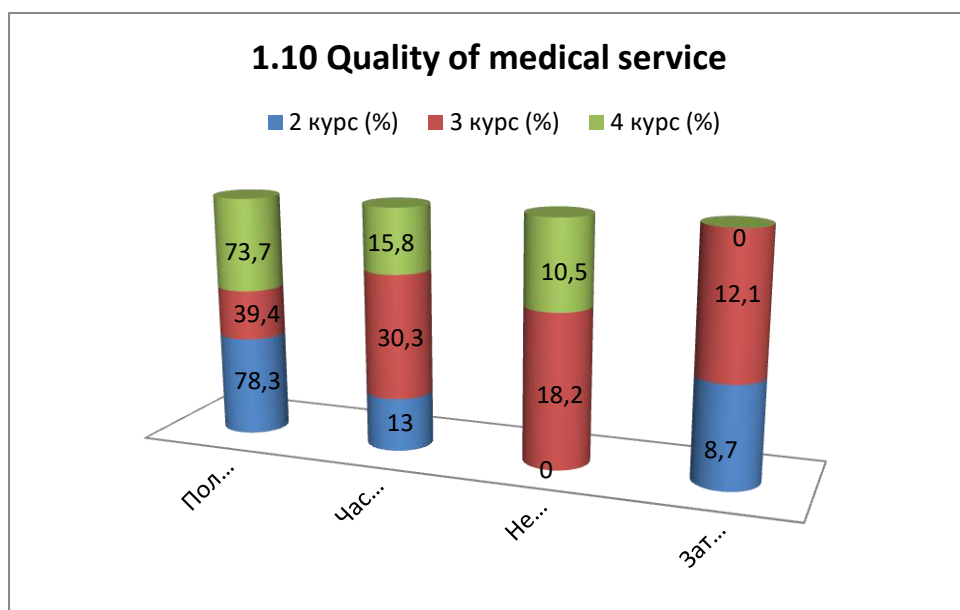
1.9 Living conditions in the dormitory

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	69,6	45,5	73,7
<i>Partially satisfied</i>	13	27,3	21
<i>Not satisfied</i>	-	18,2	5,3
<i>Difficult to answer</i>	17,4	9	-



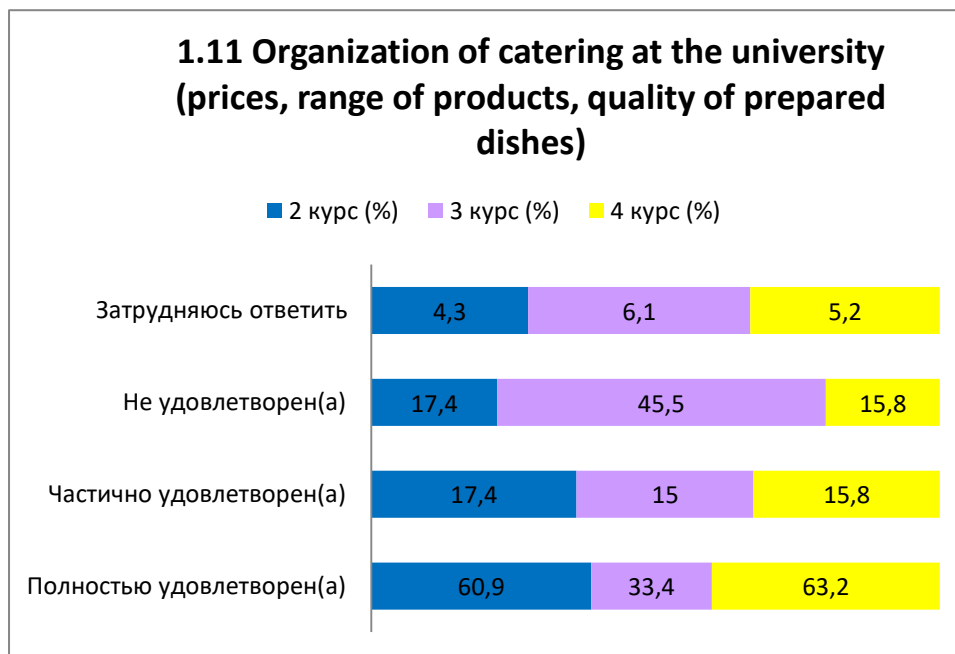
1.10 Quality of medical service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	78,3	39,4	73,7
<i>Partially satisfied</i>	13	30,3	15,8
<i>Not satisfied</i>	-	18,2	10,5
<i>Difficult to answer</i>	8,7	12,1	-



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	60,9	33,4	63,2
<i>Partially satisfied</i>	17,4	15	15,8
<i>Not satisfied</i>	17,4	45,5	15,8
<i>Difficult to answer</i>	4,3	6,1	5,2



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

2nd year	3rd year	4th year
<ul style="list-style-type: none"> - Okay. - Nothing. - Yes - Nothing. - Nothing - satisfied - Partially satisfied 	<ul style="list-style-type: none"> - Your answer choice 	<ul style="list-style-type: none"> - 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* :

2nd year	3rd year	4th year
<ul style="list-style-type: none"> - one book per group in the library - Change the schedule - Nothing - Schedule is not 	<ul style="list-style-type: none"> - Make the schedule before lunch or after. - I don't know. - Sausage dough prices are expensive. 	<ul style="list-style-type: none"> - Good - Good food only in the main building. In the other buildings the food is not tasty and

* 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.

satisfactory - Nothing - Nothing		sometimes not fresh. - Satisfied - 👍📊
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2. Your attitude towards the quality of the organization of the educational process?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>No complaints</i>	82,6	66,7	89,5
<i>Discrepancy between the disciplines studied and the specialty obtained</i>	8,7	6,1	5,2
<i>Inconsistency between the importance of the subject and the number of hours</i>	8,7	15	5,2
<i>Overload with classroom activities</i>	-	-	-
<i>Dissatisfaction with the quality of classes</i>	-	9,1	-
<i>Dissatisfaction with the organization of tests and exams</i>	-	3	-
<i>Other</i>	-	-	-



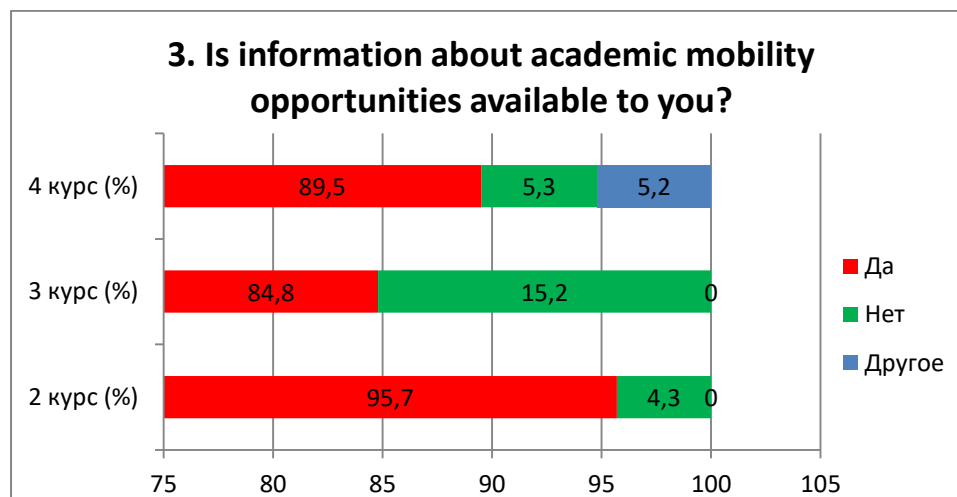
For the option "If you answered 'not satisfied' to the previous question, give recommendations to improve the services provided", the students indicated the following options*:

2nd year	3rd year	4th year
- the guards are mean. - Yeah.	- No	- Satisfied - 👍📊

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	95,7	84,8	89,5
No	4,3	15,2	5,3
Other	-	-	5,2



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

2nd year	3rd year	4th year
-	-	- неЗнаЮ

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

2nd year	3rd year	4th year
- Yes	- Why	-

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

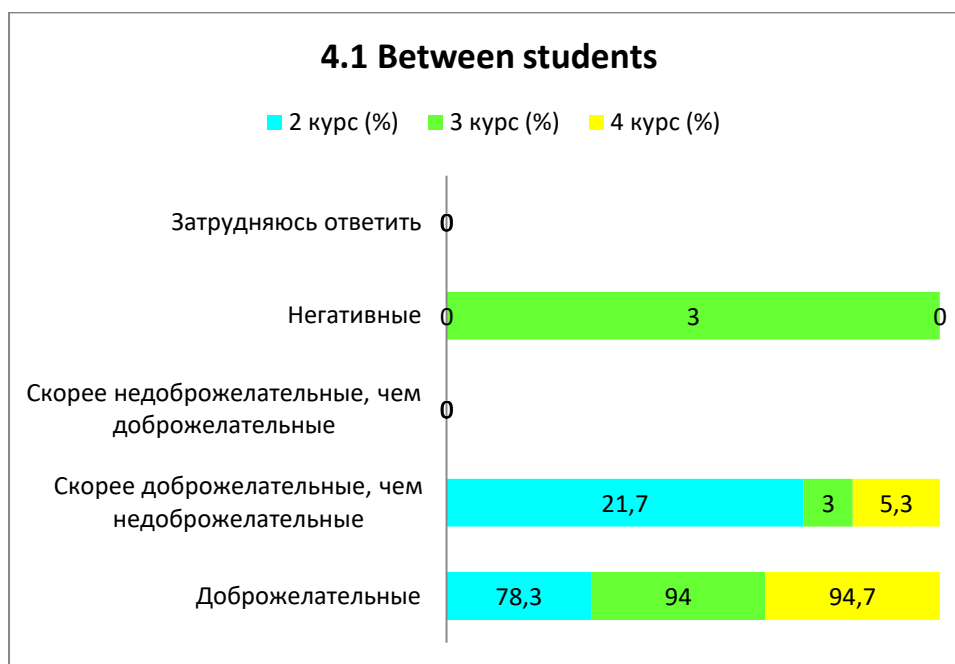
Other _____

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

* 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.

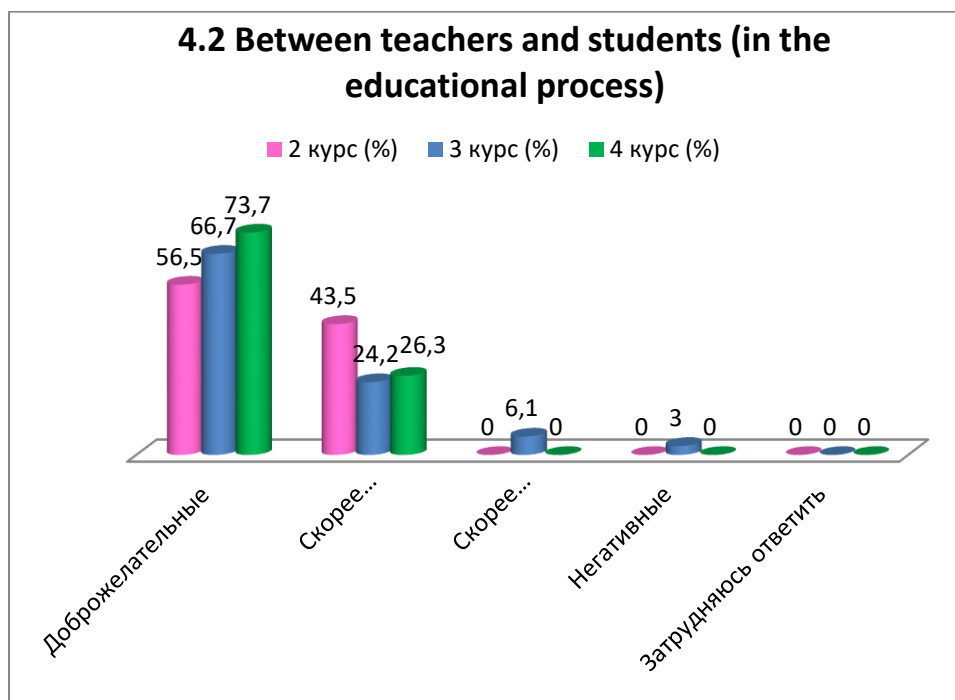
4.1 Between students

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	78,3	94	94,7
<i>Rather benevolent than unfriendly</i>	21,7	3	5,3
<i>Rather unfriendly than benevolent</i>	-	-	-
<i>Negative</i>	-	3	-
<i>Difficult to answer</i>	-	-	-



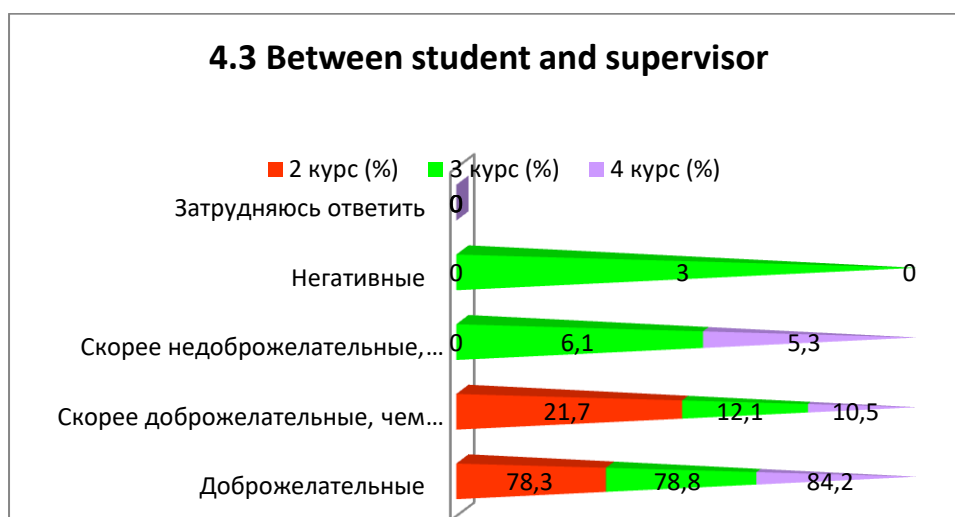
4.2 Between teachers and students (in the educational process)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	56,5	66,7	73,7
<i>Rather benevolent than unfriendly</i>	43,5	24,2	26,3
<i>Rather unfriendly than benevolent</i>	-	6,1	-
<i>Negative</i>	-	3	-
<i>Difficult to answer</i>	-	-	-



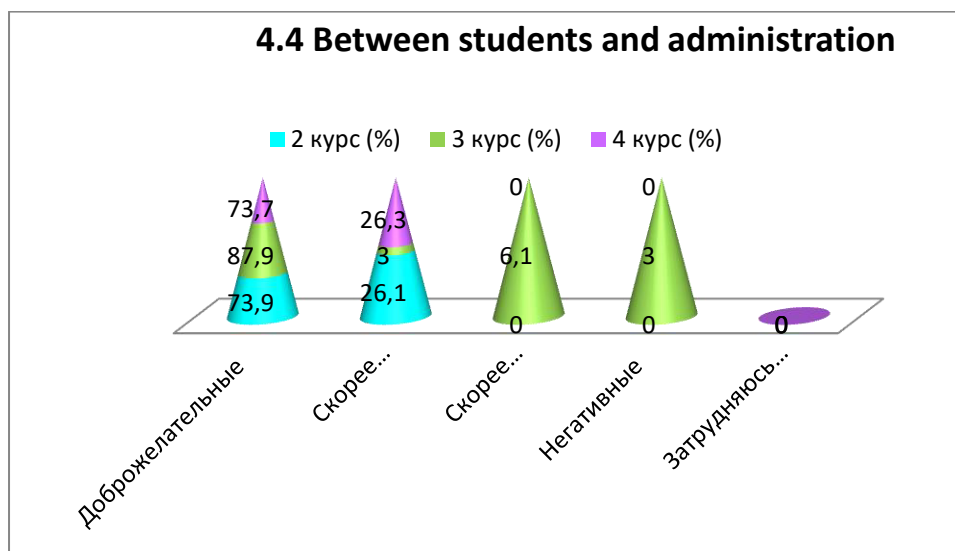
4.3 Between student and supervisor

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	78,3	78,8	84,2
<i>Rather benevolent than unfriendly</i>	21,7	12,1	10,5
<i>Rather unfriendly than benevolent</i>	-	6,1	5,3
<i>Negative</i>	-	3	-
<i>Difficult to answer</i>	-	-	-



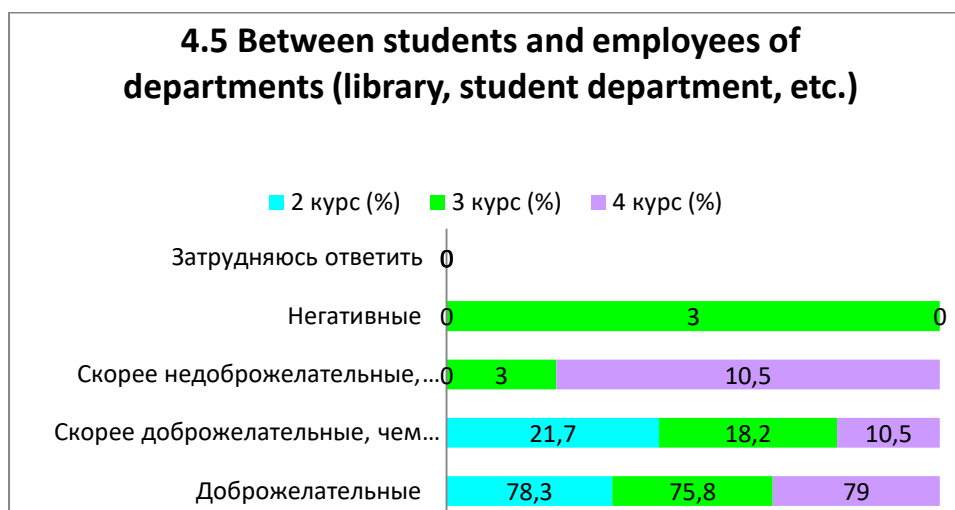
4.4 Between students and administration

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	73,9	87,9	73,7
<i>Rather benevolent than unfriendly</i>	26,1	3	26,3
<i>Rather unfriendly than benevolent</i>	-	6,1	-
<i>Negative</i>	-	3	-
<i>Difficult to answer</i>	-	-	-



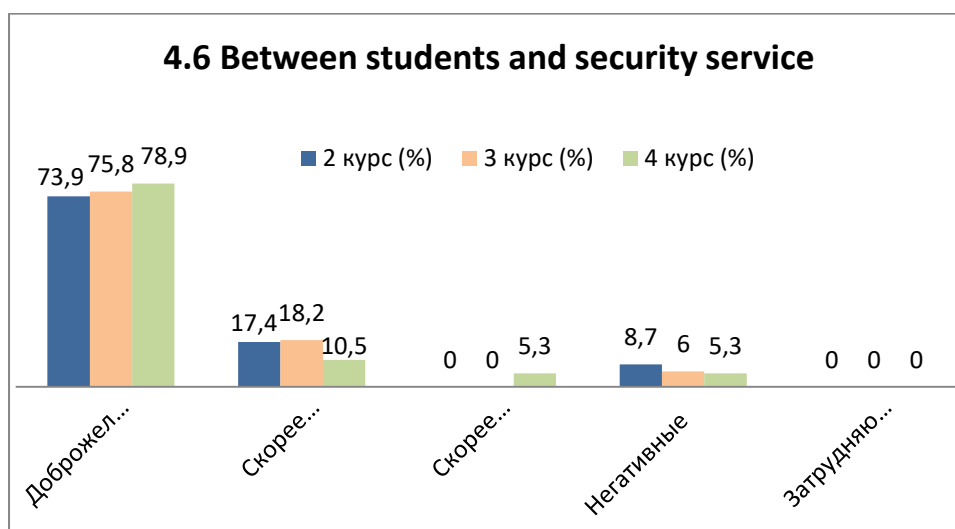
4.5 Between students and employees of departments (library, student department, etc.)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	78,3	75,8	79
<i>Rather benevolent than unfriendly</i>	21,7	18,2	10,5
<i>Rather unfriendly than benevolent</i>	-	3	10,5
<i>Negative</i>	-	3	-
<i>Difficult to answer</i>	-	-	-



4.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	73,9	75,8	78,9
<i>Rather benevolent than unfriendly</i>	17,4	18,2	10,5
<i>Rather unfriendly than benevolent</i>	-	-	5,3
<i>Negative</i>	8,7	6	5,3
<i>Difficult to answer</i>	-	-	-



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

2nd year	3rd year	4th year
- Terrible security guards - It's okay. - Yes. - Teachers are kind	- Your own answer choice	-

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 * :

2nd year	3rd year	4th year
- the guards are mean. - Yeah.	- It's too much to take on - No.	-

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 (%)
<i>Quality of the organization of the educational process</i>	17,4	27,3	26,3
<i>Quality of teaching (conducting classes, assessment of knowledge, etc.).</i>	26,1	36,4	10,5
<i>Work of administration (department, etc.)</i>	4,3	12,1	-
<i>Quality of food and prices in the student canteen</i>	47,8	39,4	36,8
<i>Quality of living conditions in the dormitory</i>	8,7	27,3	26,3
<i>Employment in the specialty</i>	21,7	27,3	21
<i>Quality of internship organizations</i>	26,1	12,1	21

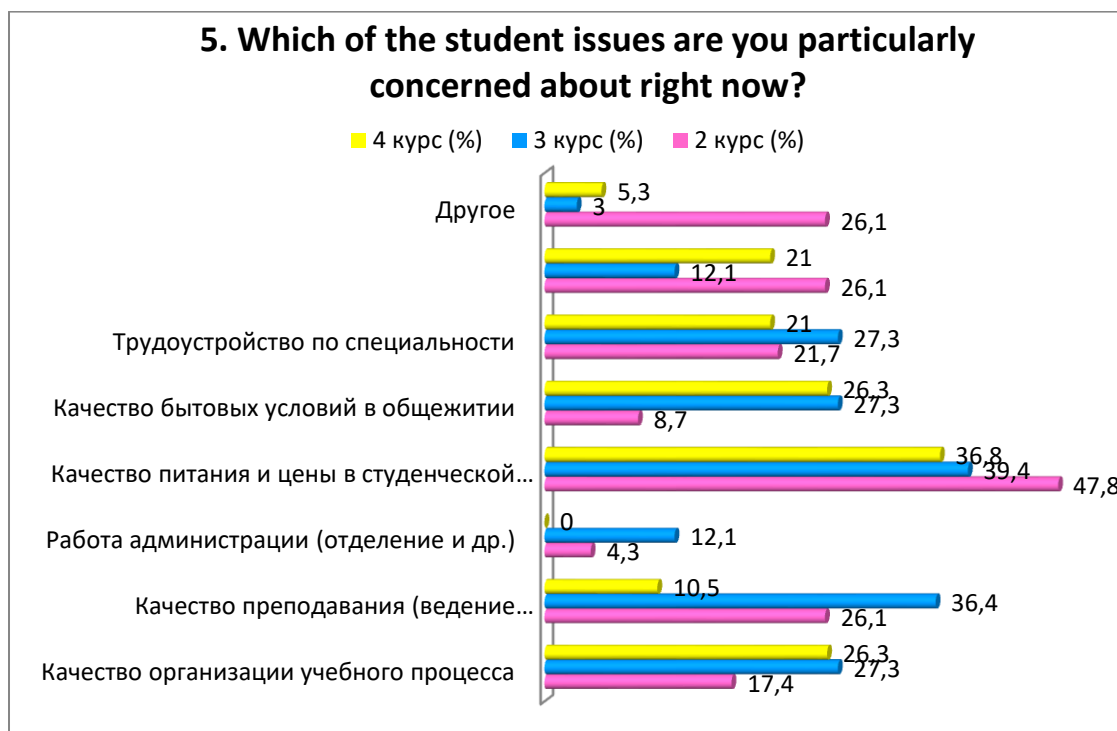
* Students' answers to the option “other” and “if you answered “not satisfied.....” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

Other	26,1	3	5,3
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* 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 * :

2nd year	3rd year	4th year
<ul style="list-style-type: none"> - No problems - Class schedule - Everything is fine (3) - I want a scholarship, scholarship excites me. 	- None	- Security Service employees behave in an overly arrogant manner, often rude



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

(mark all appropriate answers)

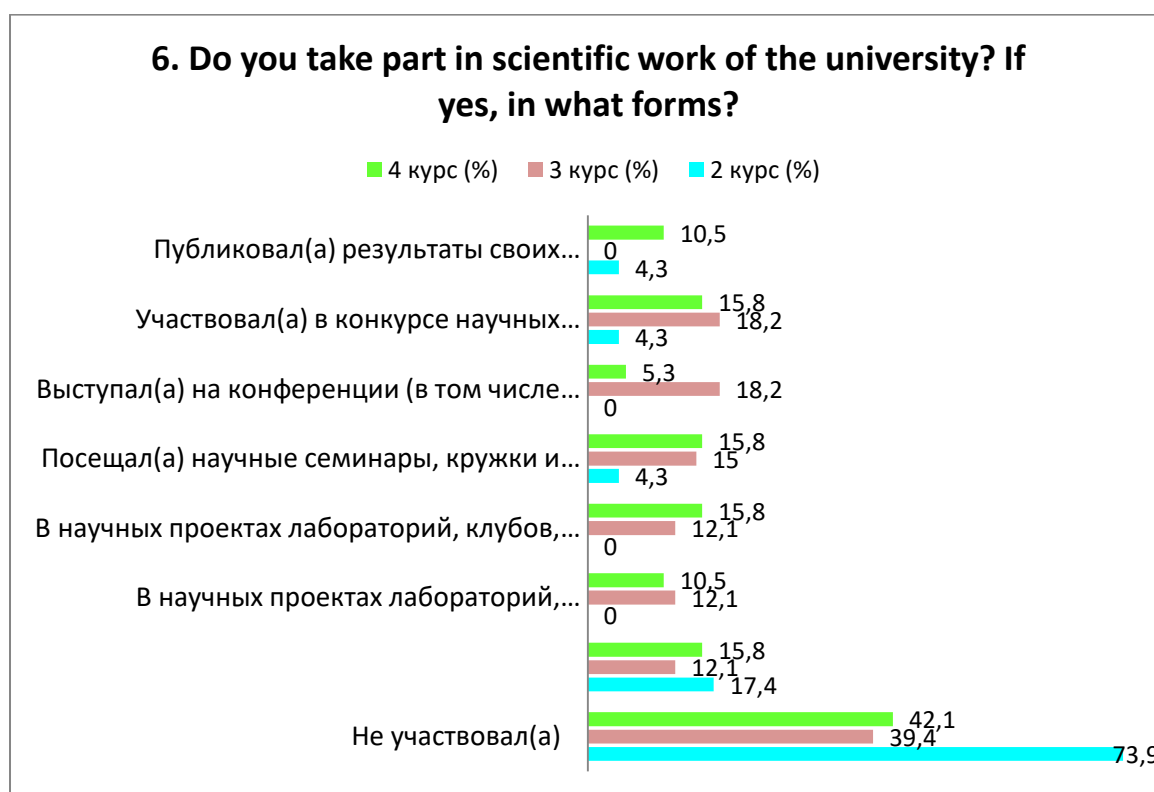
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Did not participate</i>	73,9	39,4	42,1
<i>Sometimes, when it is necessary on formal grounds</i>	17,4	12,1	15,8
<i>In scientific projects of laboratories, centers, etc. under a contract, grant, etc.</i>	-	12,1	10,5
<i>In scientific projects of laboratories, clubs, circles, etc. on a gratuitous basis.</i>	-	12,1	15,8
<i>Attended scientific seminars, clubs and other scientific events.</i>	4,3	15	15,8
<i>Speaker(s) at a conference (including student), scientific seminar</i>	-	18,2	5,3
<i>Participated in the competition of scientific student works</i>	4,3	18,2	15,8

Published(s) the results of his/her research (including in student collections)	4,3	-	10,5
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* 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 *:

2nd year	3rd year	4th year
- I want to participate, but I don't know how - Not interested - Not interested - No free time - Yes - No time - Don't know	- Just like that. -There's no time. - Why	- Didn't show any interest - Don't want to



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

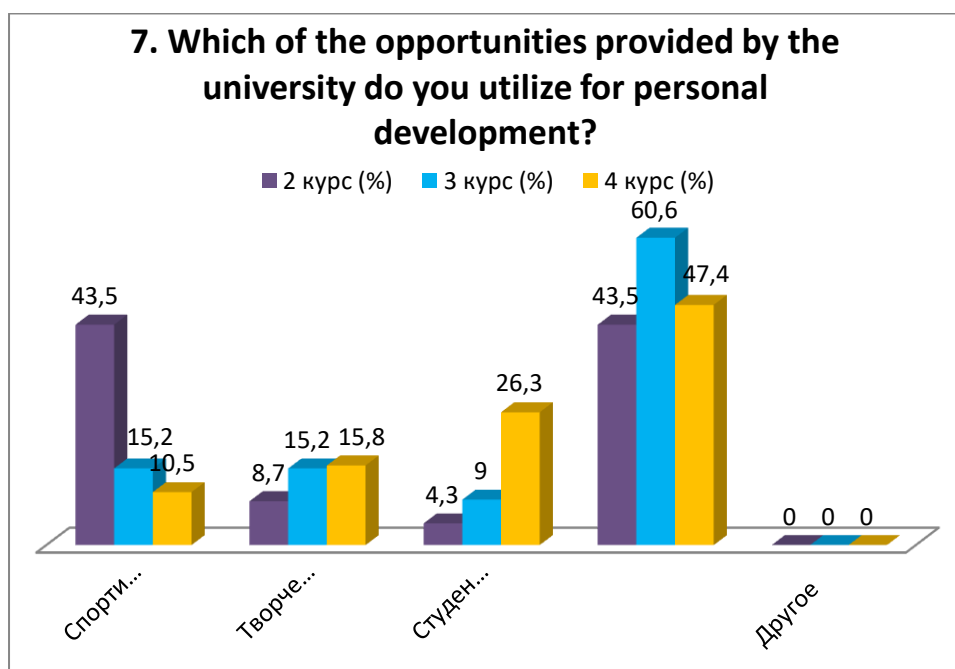
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Sports sections	43,5	15,2	10,5
Creative clubs	8,7	15,2	15,8
Student Trade Union “Zhas Orda”	4,3	9	26,3
I don't use anything	43,5	60,6	47,4

* 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>Other</i>	-	-	-
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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 * :

2nd year	3rd year	4th year
- You don't have to - It's late. - No free time. - No free time. - Yes.	- Because - There is no interest circle - Used to be at Zhas Orda. - Why - Not interested	- I don't want to



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

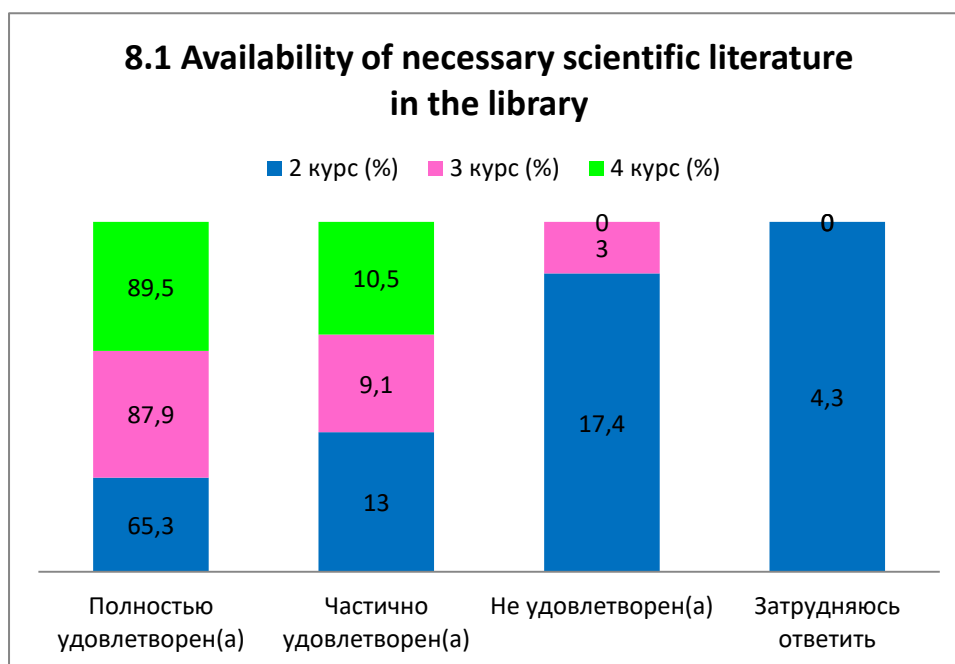
Other _____

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

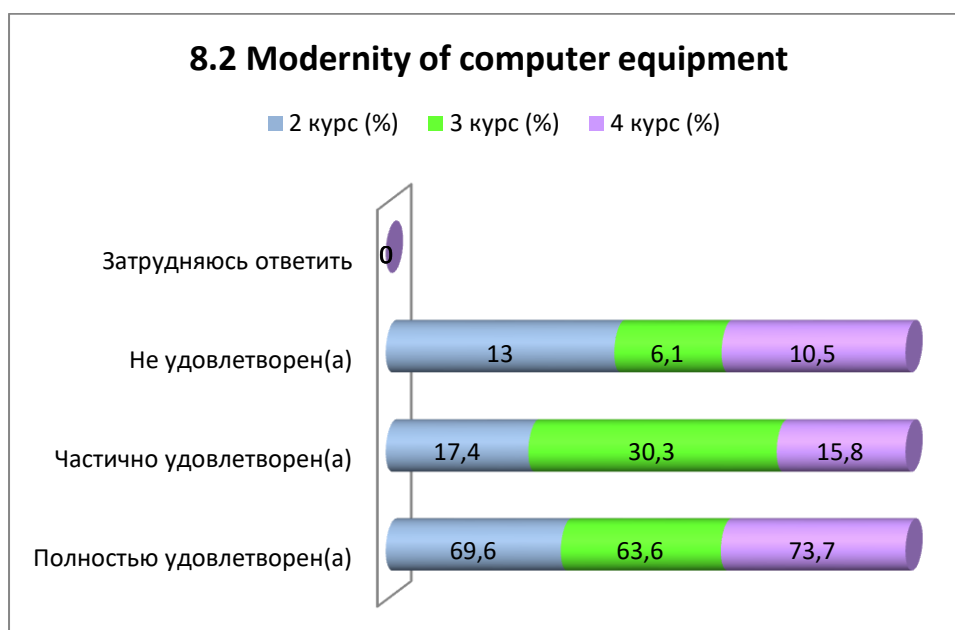
* Students' answers to the option “other” and “if you answered “not satisfied.....” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	65,3	87,9	89,5
<i>Partially satisfied</i>	13	9,1	10,5
<i>Not satisfied</i>	17,4	3	-
<i>Difficult to answer</i>	4,3	-	-



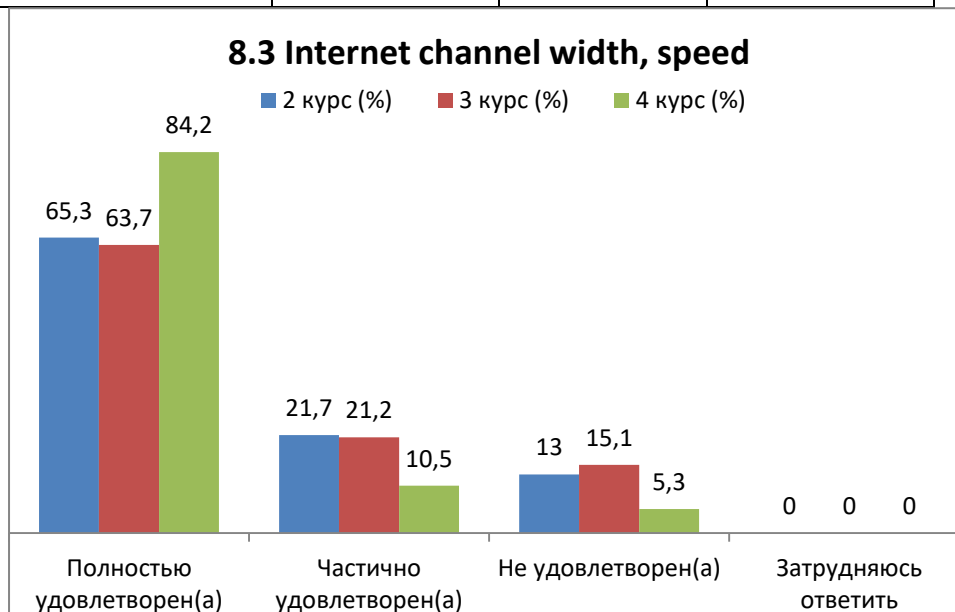
8.2 Modernity of computer equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	69,6	63,6	73,7
<i>Partially satisfied</i>	17,4	30,3	15,8
<i>Not satisfied</i>	13	6,1	10,5
<i>Difficult to answer</i>	-	-	-



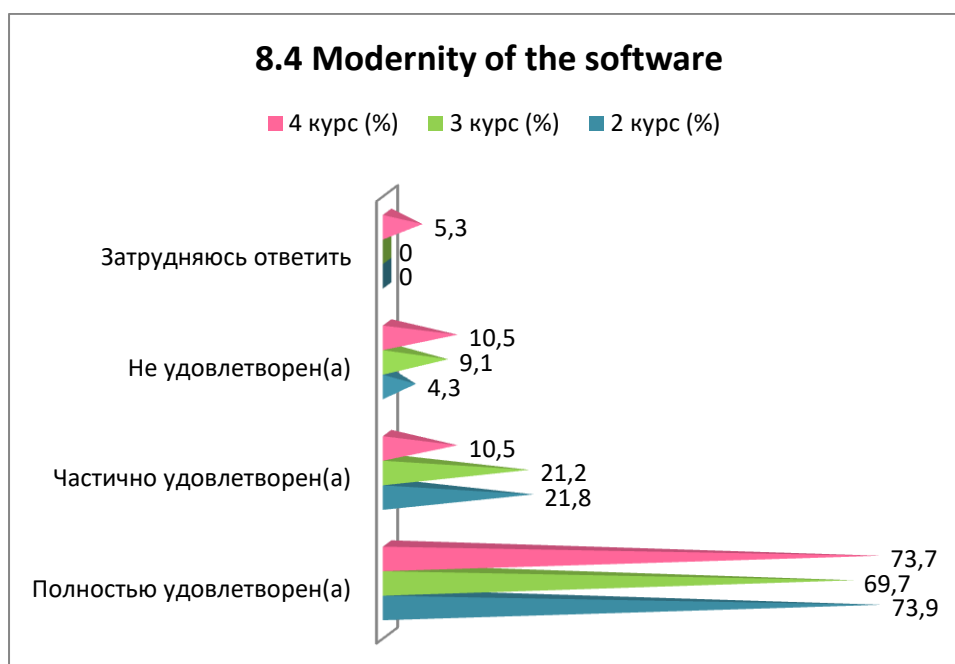
8.3 Internet channel width, speed

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	65,3	63,7	84,2
<i>Partially satisfied</i>	21,7	21,2	10,5
<i>Not satisfied</i>	13	15,1	5,3
<i>Difficult to answer</i>	-	-	-



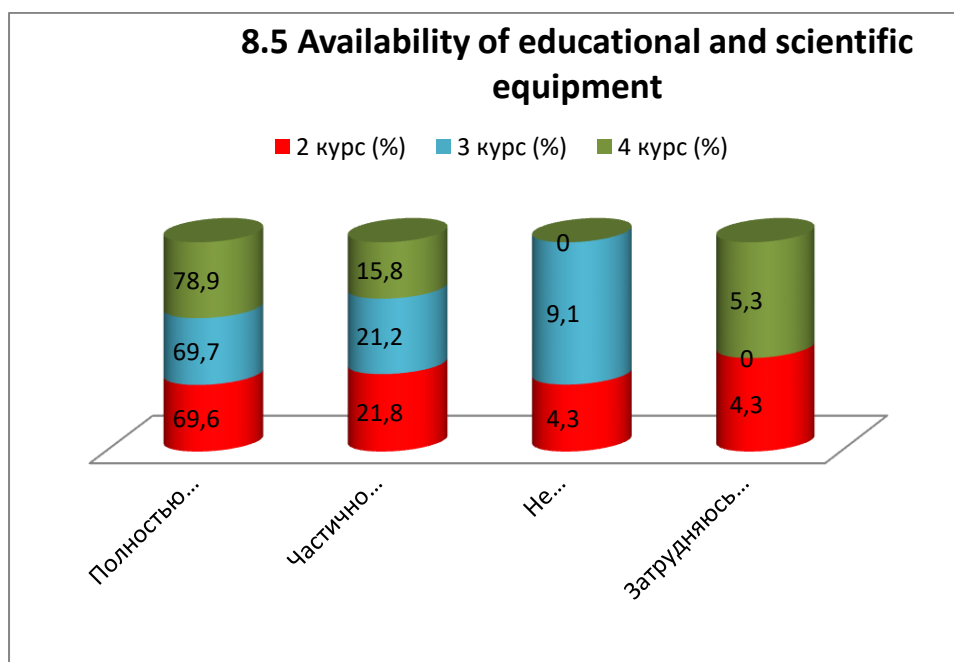
8.4 Modernity of the software

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	73,9	69,7	73,7
<i>Partially satisfied</i>	21,8	21,2	10,5
<i>Not satisfied</i>	4,3	9,1	10,5
<i>Difficult to answer</i>	-	-	5,3



8.5 Availability of educational and scientific equipment

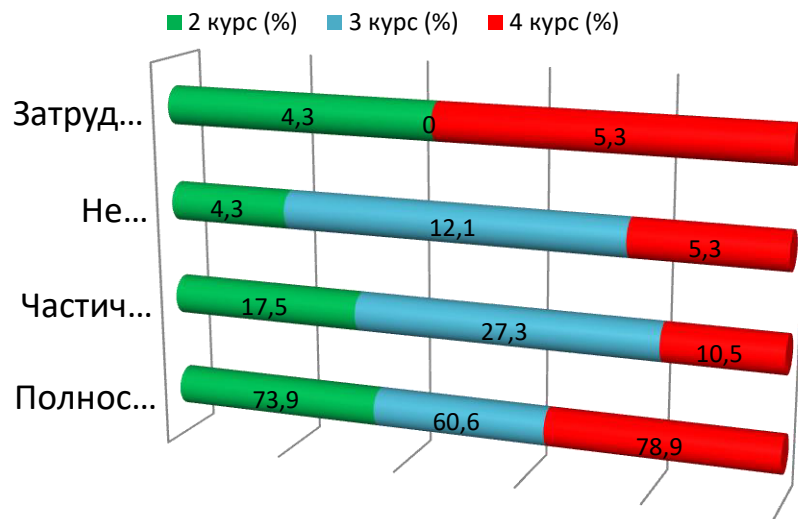
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	69,6	69,7	78,9
<i>Partially satisfied</i>	21,8	21,2	15,8
<i>Not satisfied</i>	4,3	9,1	-
<i>Difficult to answer</i>	4,3	-	5,3



8.6 Availability of laboratories and specialized classrooms

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	73,9	60,6	78,9
<i>Partially satisfied</i>	17,5	27,3	10,5
<i>Not satisfied</i>	4,3	12,1	5,3
<i>Difficult to answer</i>	4,3	-	5,3

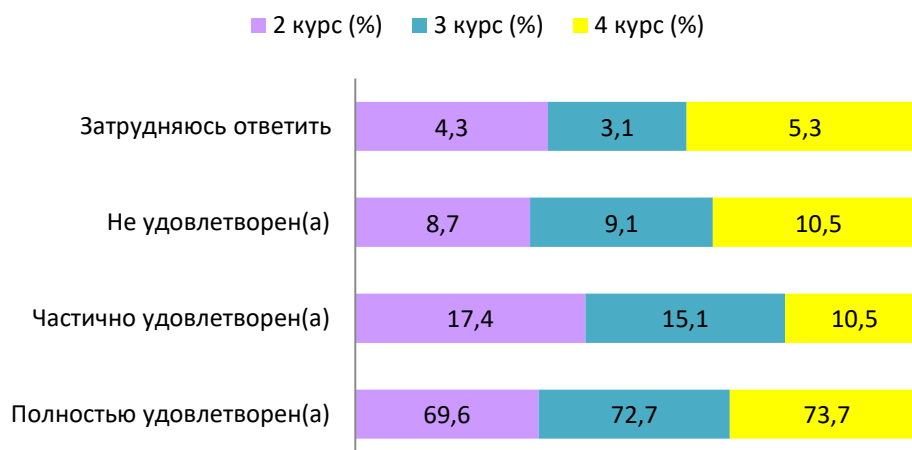
8.6 Availability of laboratories and specialized classrooms



8.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	69,6	72,7	73,7
<i>Partially satisfied</i>	17,4	15,1	10,5
<i>Not satisfied</i>	8,7	9,1	10,5
<i>Difficult to answer</i>	4,3	3,1	5,3

8.7 Availability of sports equipment



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

2nd year	3rd year	4th year
- Yes	- Your own answer choice	-

* 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 ‘Rather unfriendly than benevolent’ and ‘Negative’ to the previous question, give recommendations for improvement,” students indicated the following options* :

2nd year	3rd year	4th year
- one book per group, cell phone internet. - Yeah.	- None	-

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 (%)
<i>Gain a high level of knowledge</i>	91,3	54,5	84,2
<i>Get a diploma of completion</i>	65,3	45,4	52,6
<i>Gain the ability to learn new knowledge that will help you adapt quickly in the workplace</i>	26,1	30,3	21
<i>Get practical skills that can be immediately used in the workplace</i>	26,1	36,4	21
<i>Get a diploma, the prestige of the university does not matter</i>	4,3	9,1	10,5
<i>Graduate from a prestigious university</i>	8,7	12,1	10,5
<i>Get a high-paying profession</i>	26,1	33,3	10,5
<i>To get a profession that is interesting, corresponds to abilities</i>	21,7	24,2	26,3
<i>Get a diploma with high grades</i>	13	15,2	5,3
<i>It is necessary to study only what is interesting or will be needed in further studies (work).</i>	13	9,1	10,5
<i>To graduate from this particular university, no matter what specialty</i>	4,3	-	-
<i>To get this specialty, it is not so important in which university.</i>	8,7	-	10,5

* 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*):

- Yes
- No.

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

The results of questionnaire survey of students of 2-5 courses of educational services showed generally positive satisfaction of students with the quality of educational process at the university. The main part of students (97.2%) are satisfied with the extent to which the educational process corresponds to their aptitudes, interests and opportunities.

According to the obtained data, 86.2% of respondents are satisfied with the class schedule, which indicates a high level of its organization. 13.8% of students expressed their dissatisfaction, indicating the following in the open-ended answers: “Make the timetable before lunch or in the afternoon”, “Change the timetable”, “The timetable is not satisfactory”.

During the questionnaire survey, a small part of recommendations for improving the services provided were given regarding the organization of catering at the university (16.1% are partially satisfied and 26.2% are not satisfied). The following shortcomings

were identified: small assortment of offered dishes, inflated prices, lack of certain assortments, etc.

In general, students highly evaluate the level of internship (89.3%), organization of laboratory works (92.8%), independent work with teachers (86.3%), library work (84.3%), quality of medical care (83.5%) and living conditions in the dormitory (83.3%).

The survey of students about the availability of information about academic mobility at the university revealed that 90% of respondents have information about academic mobility opportunities. This indicates the successful implementation of the program of outgoing and incoming academic mobility, aimed at improving the quality of higher education, the effectiveness of research and the establishment of integration links.

The psychological climate at the university is characterized by friendly relations between students, teachers and other university employees, which creates a positive motivation to receive quality education, the formation of appropriate civic and personal positions of students.

Half of the university students (50.5%) do not use the offered opportunities 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.

In general, the results of the survey indicate the need to further improve the work of the university to raise awareness of students about the possibilities of academic mobility, improve the quality of the organization of the educational process and teaching, as well as creating conditions for the active involvement of students in research 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.