

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

Department: Chemistry and Chemical Technologies

Specialty: 6B07205 Mineral processing

Center for Quality Management and Accreditation, in October 2022, conducted an annual questionnaire on the satisfaction of students of 2-5 years of study with the quality of provided services.

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 6B07205 Mineral processing 90 students took part in the questionnaire.

- 2nd year – 48 (81,4 %);
- 3rd year – 27 students (93,1 %);
- 4th year – 15 students (78,9%)

Form of study

- Budgetary - 81 students (90%);
- Paid - 34 students (10%).

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

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

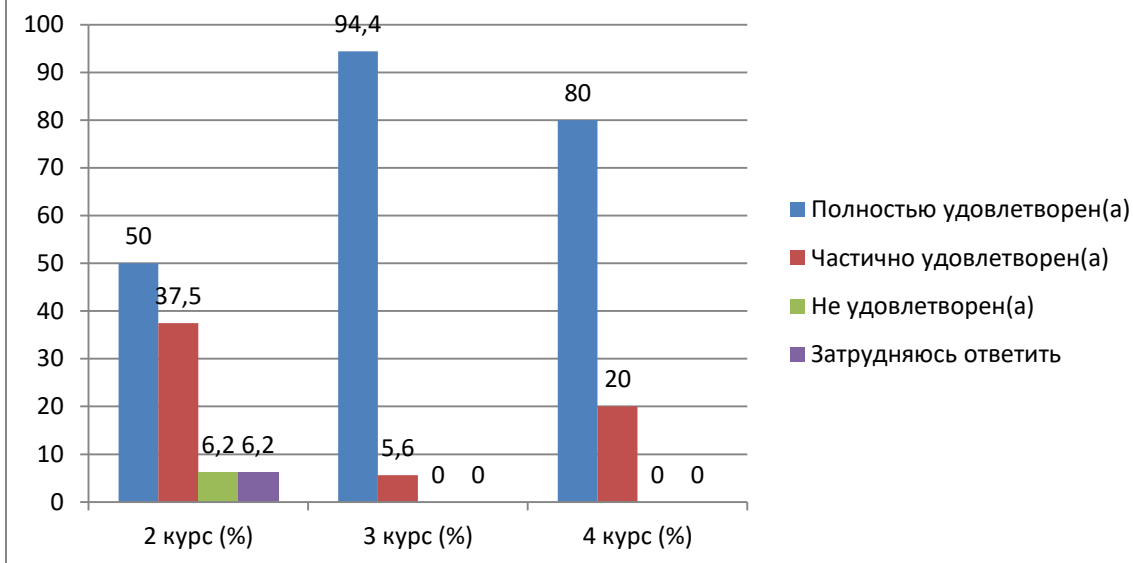
Indicators:

1.1 The learning process as a whole

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	94,4	80
Partially satisfied	37,5	5,6	20
Not satisfied	6,2	-	-
Difficult to answer	6,2	-	-

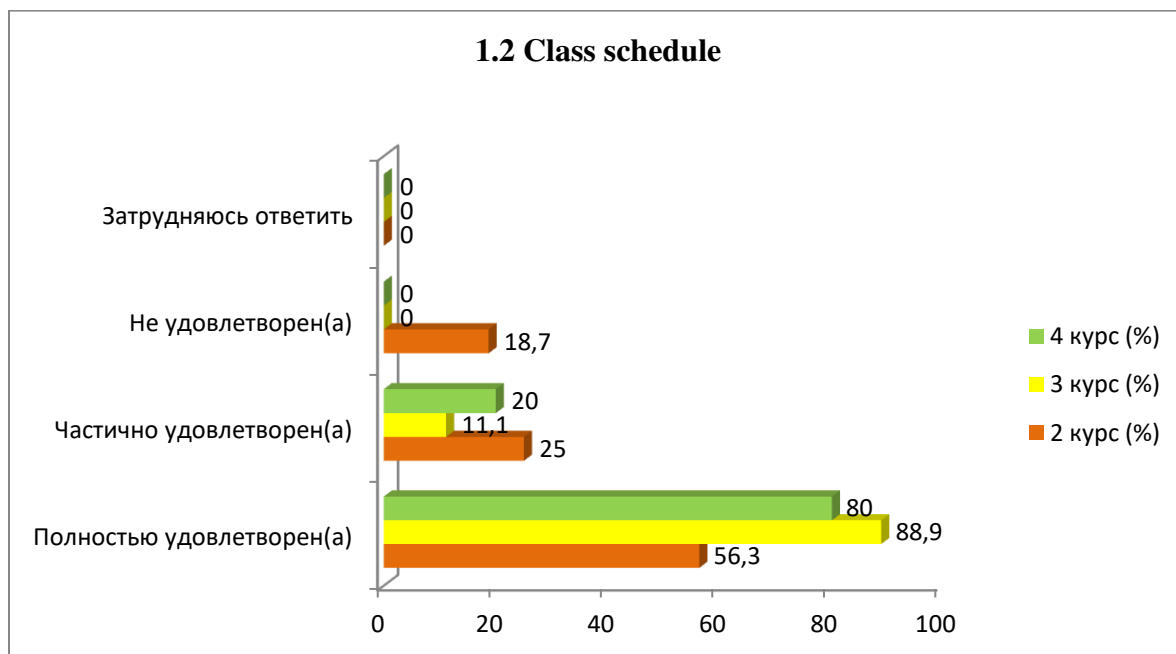
1. Are you satisfied with the quality of services provided?

1.1 The learning process as a whole



1.2 Class schedule

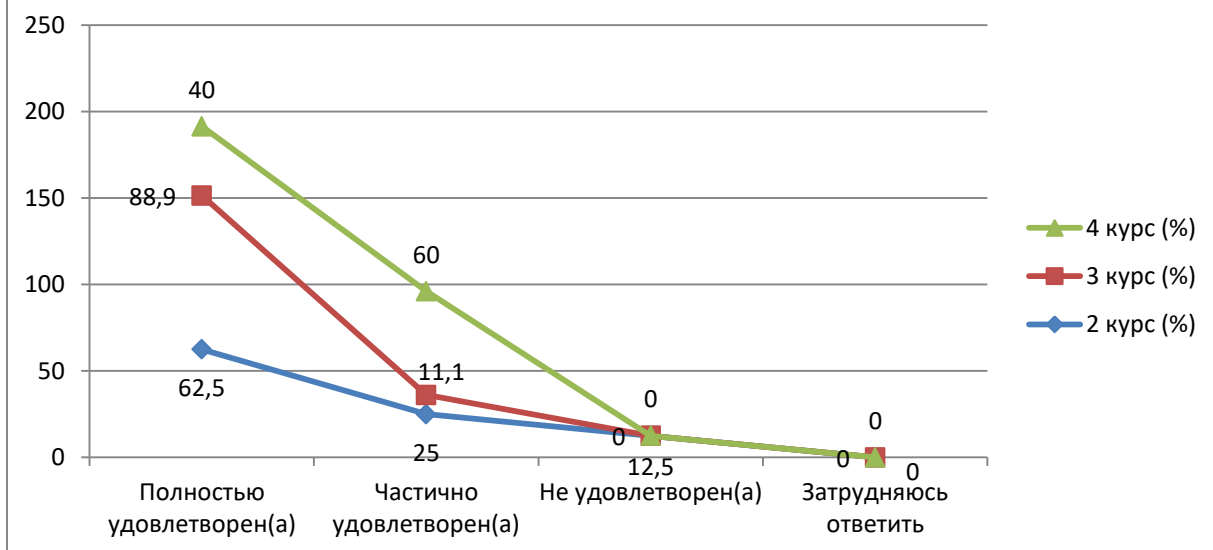
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	56,3	88,9	80
Partially satisfied	25	11,1	20
Not satisfied	18,7	-	-
Difficult to answer	-	-	-



1.3 Organization of independent work

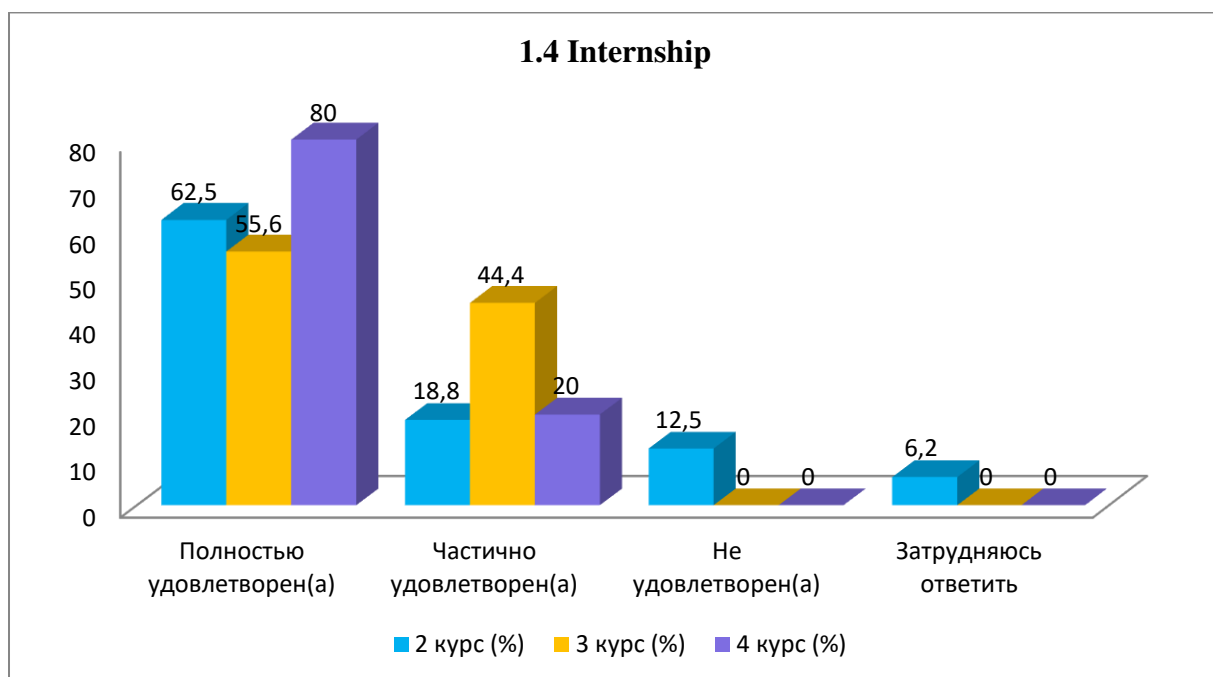
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	62,5	88,9	40
Partially satisfied	25	11,1	60
Not satisfied	12,5	-	-
Difficult to answer	-	-	-

1.3 Organization of independent work



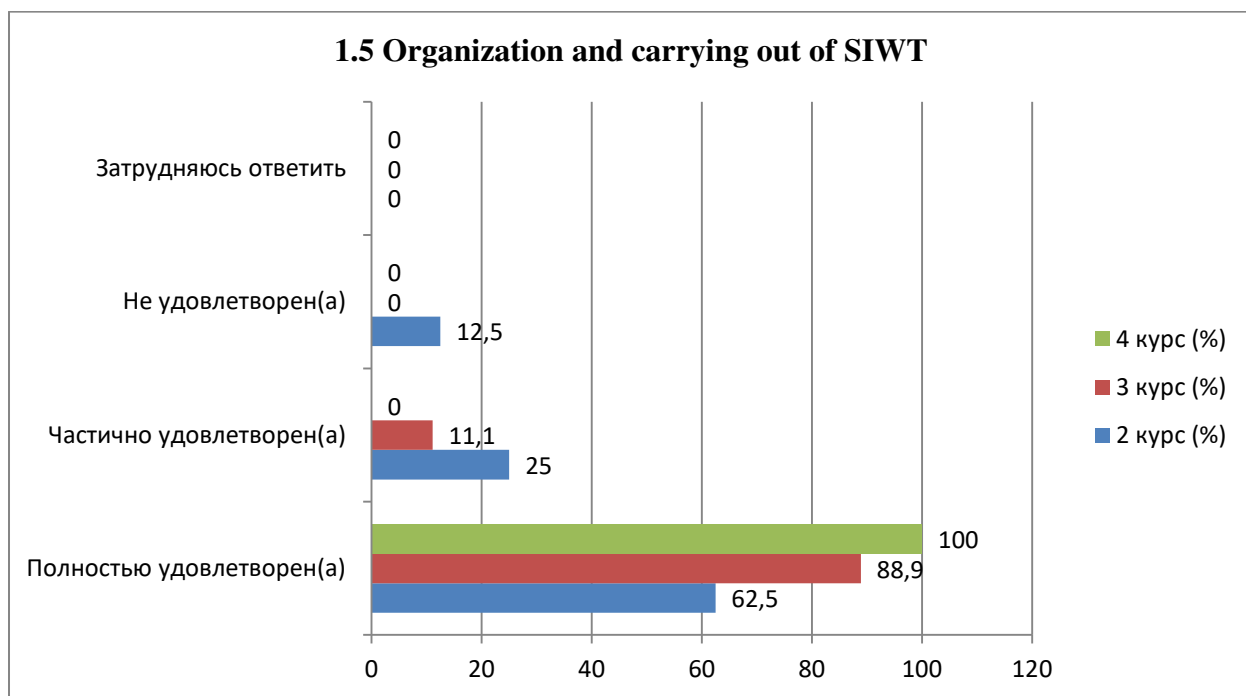
1.4 Internship

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	62,5	55,6	80
Partially satisfied	18,8	44,4	20
Not satisfied	12,5	-	-
Difficult to answer	6,2	-	-



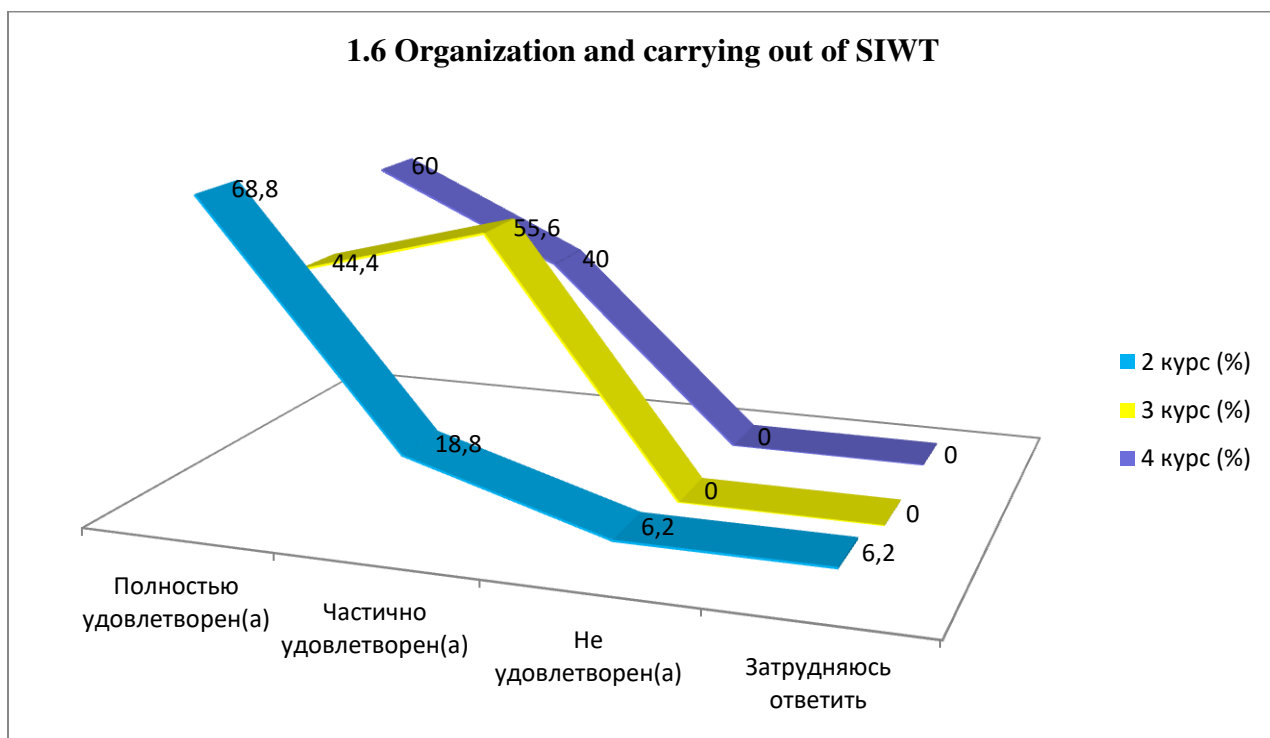
1.5 Organization and carrying out of SIWT

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	62,5	88,9	100
Partially satisfied	25	11,1	-
Not satisfied	12,5	-	-
Difficult to answer	-	-	-



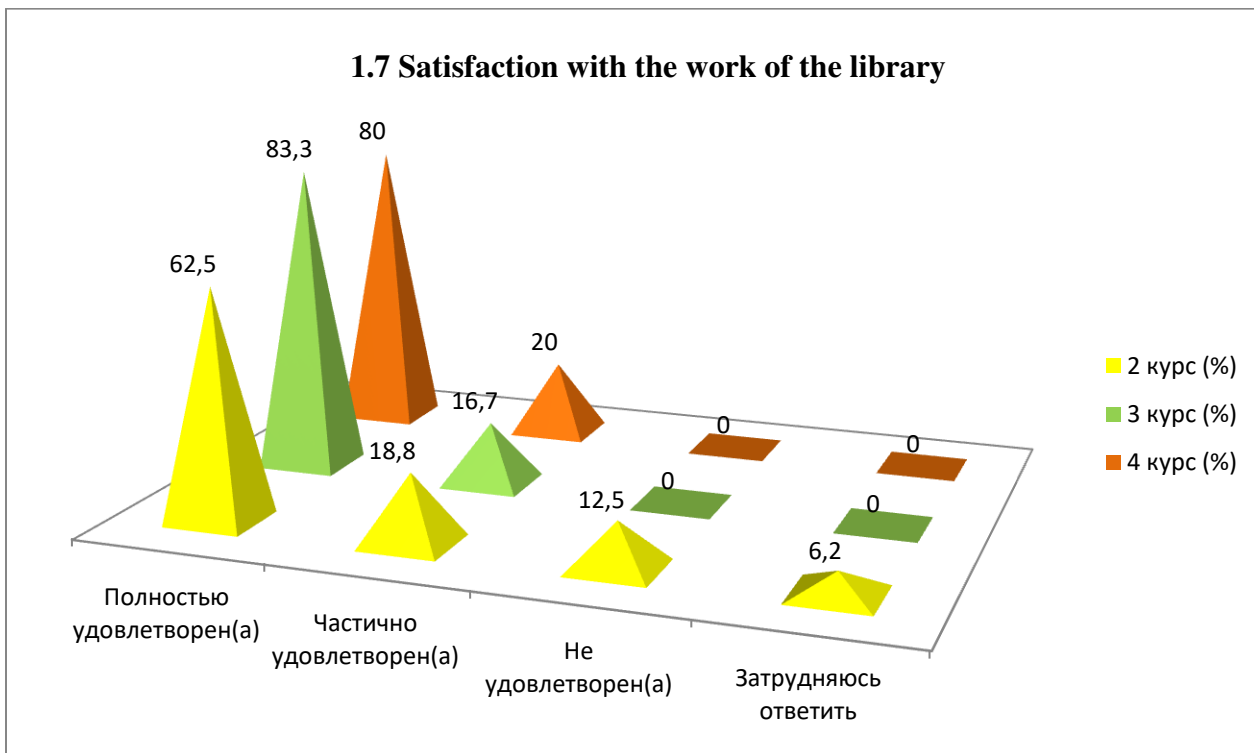
1.6 Organization and carrying out of SIWT

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	68,8	44,4	60
Partially satisfied	18,8	55,6	40
Not satisfied	6,2	-	-
Difficult to answer	6,2	-	-



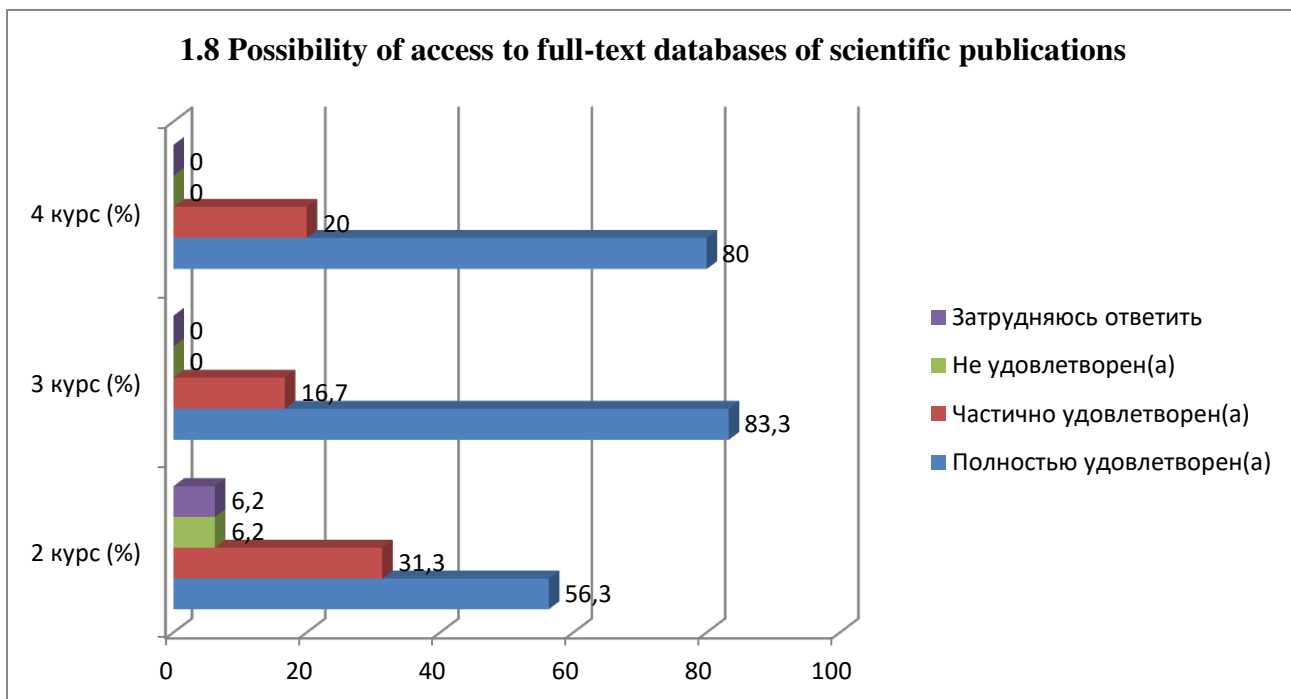
1.7 Satisfaction with the work of the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	62,5	83,3	80
Partially satisfied	18,8	16,7	20
Not satisfied	12,5	-	-
Difficult to answer	6,2	-	-



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

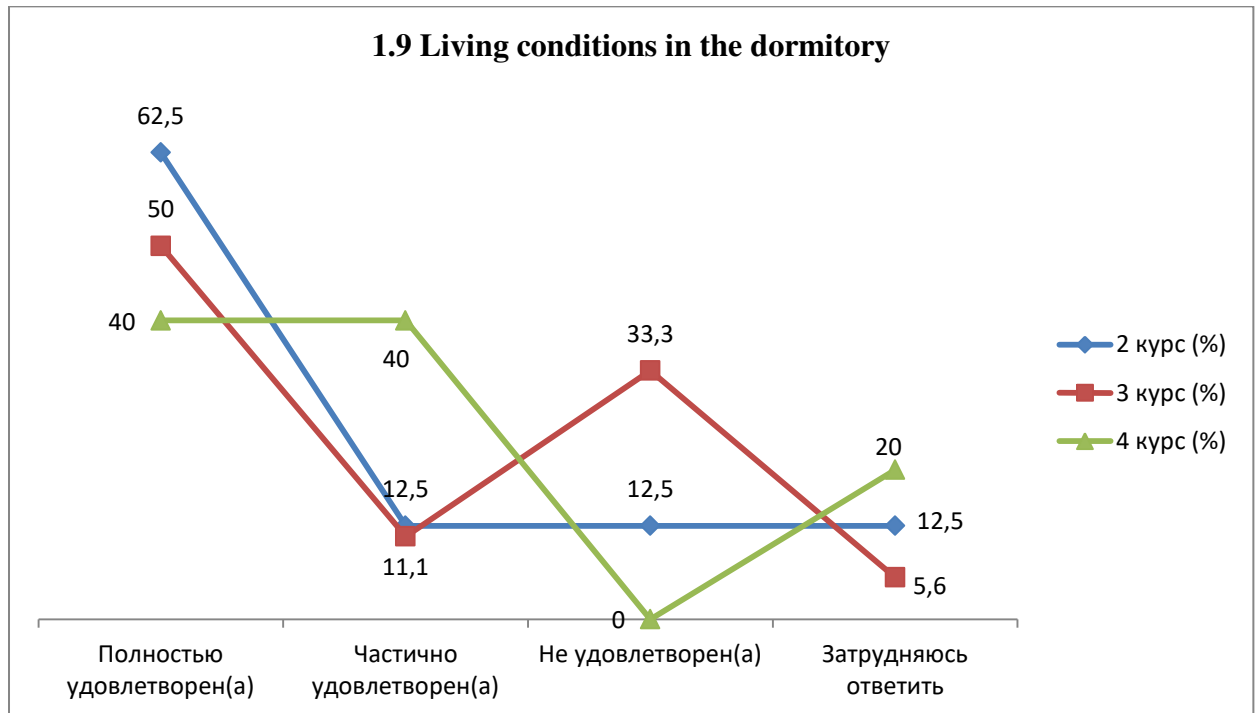
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	56,3	83,3	80
Partially satisfied	31,3	16,7	20
Not satisfied	6,2	-	-
Difficult to answer	6,2	-	-



1.9 Living conditions in the dormitory

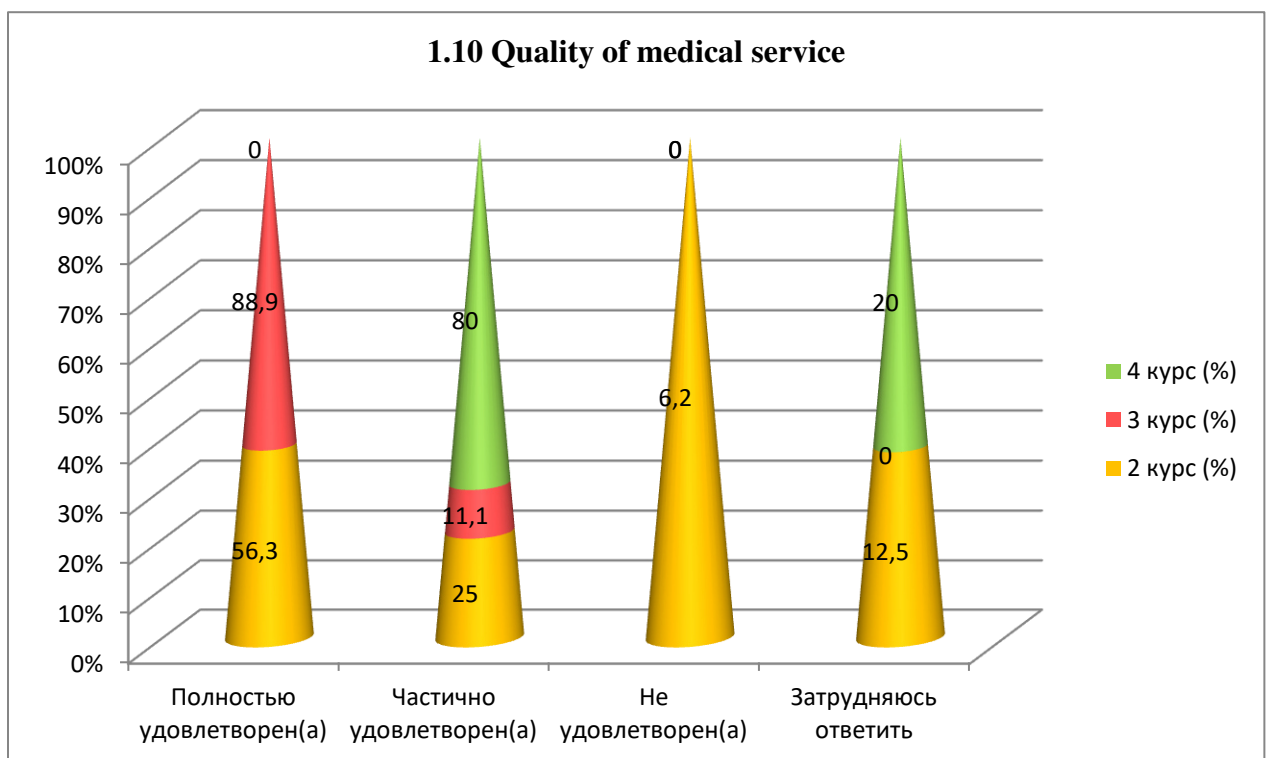
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	62,5	50	40

Partially satisfied	12,5	11,1	40
Not satisfied	12,5	33,3	-
Difficult to answer	12,5	5,6	20



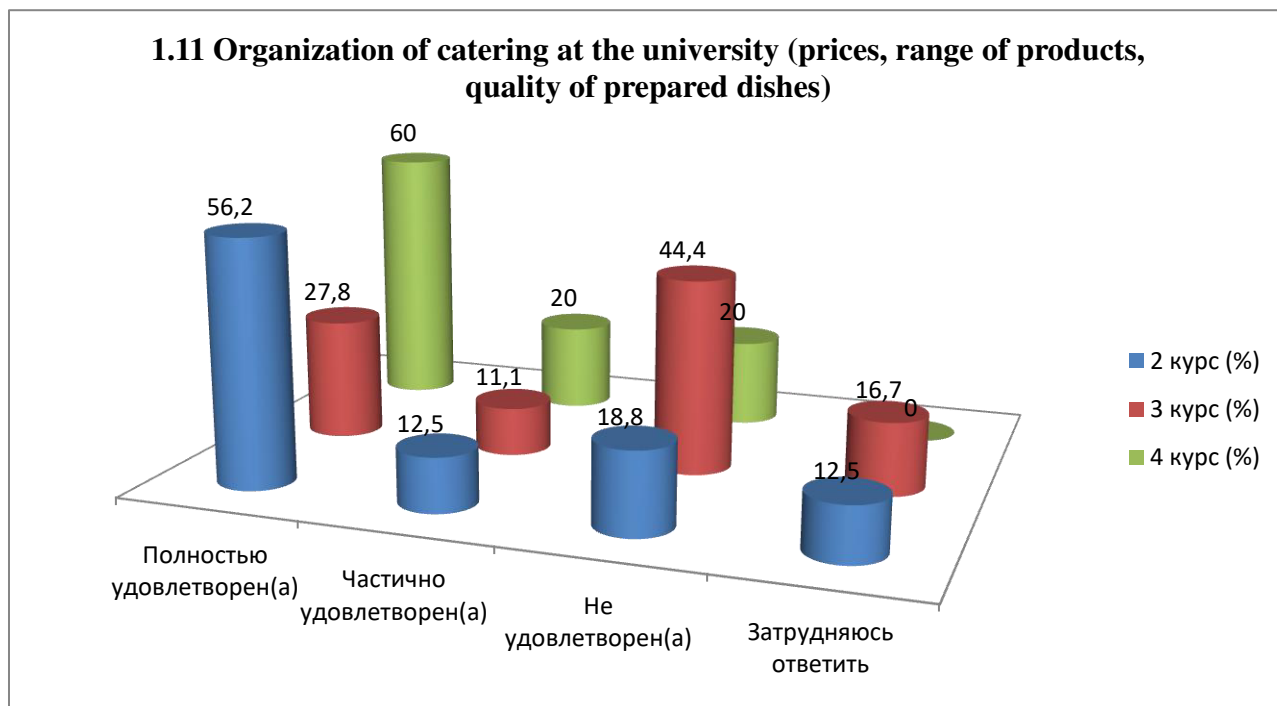
1.10 Quality of medical service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	56,3	88,9	-
Partially satisfied	25	11,1	80
Not satisfied	6,2	-	-
Difficult to answer	12,5	-	20



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	56,2	27,8	60
Partially satisfied	12,5	11,1	20
Not satisfied	18,8	44,4	20
Difficult to answer	12,5	16,7	-



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

2nd year	3rd year	4th year
- Everything is satisfactory; - Satisfactory.	- satisfied.	-

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 *:

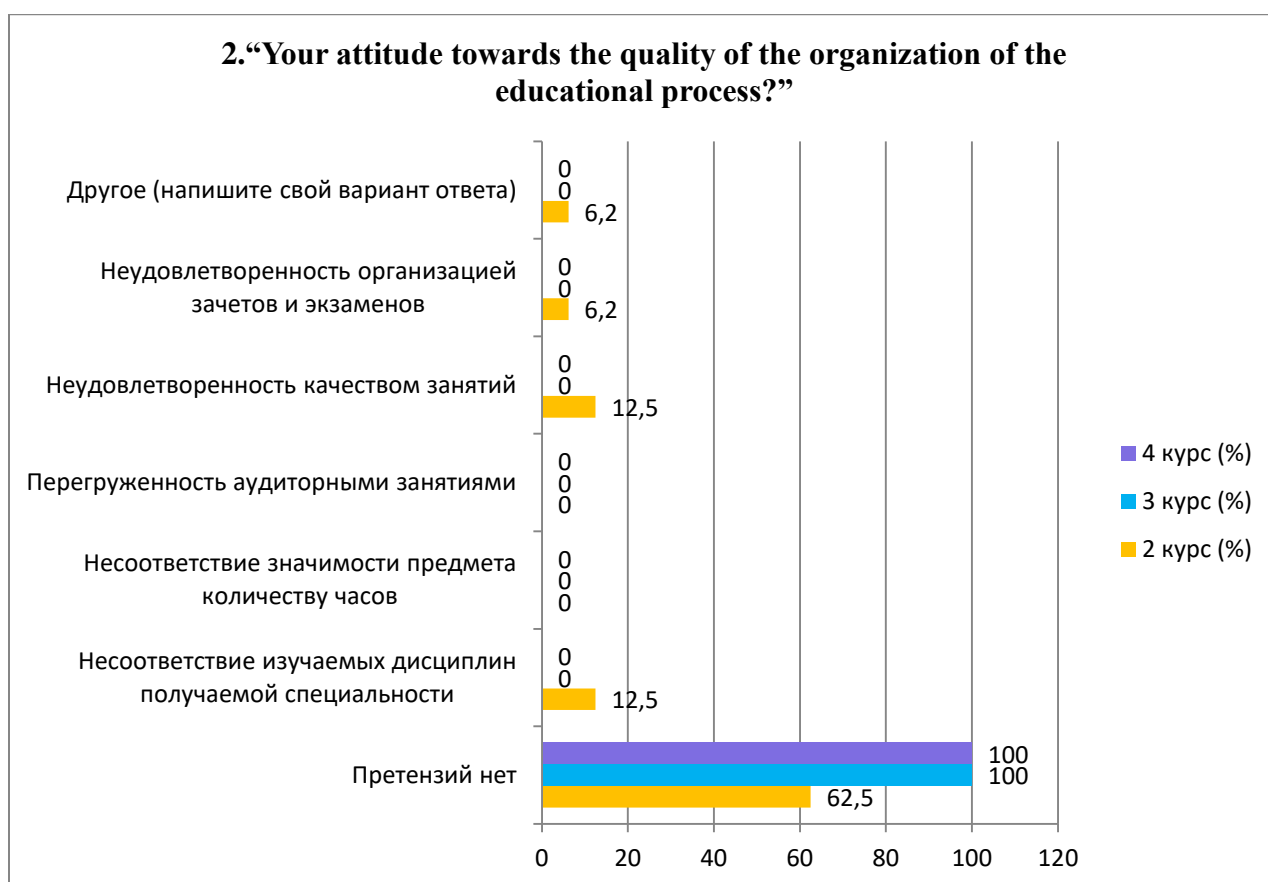
2nd year	3rd year	4th year
- Nothing to say; - Everything is fine; - The first couple in the main building, the next class in the 5th building, now we are not in time and we get remarks, and in winter it will be even more difficult. I would like the lessons in the 5 building were all on the same day; - The prices in the canteen are too high; - We need to change the	- there's none; - there's nothing in the cafeteria by the last class; - Nothing needs to be changed.	- too expensive for a canteen; - update the range of dishes in the canteen.

* 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.

curriculum.		
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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 (%)
No complaints	62,5	100	100
Discrepancy between the disciplines studied and the specialty obtained	12,5	-	-
Inconsistency between the importance of the subject and the number of hours	-	-	-
Overload with classroom activities	-	-	-
Dissatisfaction with the quality of classes	12,5	-	-
Dissatisfaction with the organization of tests and exams	6,2	-	-
Other	6,2	-	-



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

2nd year	3rd year	4th year
- Lots of unnecessary subjects, would at least take away from the cutbacks that passed already in colleges.	-	-

* 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 “Does not meet or not satisfied” to the previous question, give recommendations for improvement,” students indicated the following options *:

2nd year	3rd year	4th year
- Nothing to say; - No claim; - Hard.	- none	-

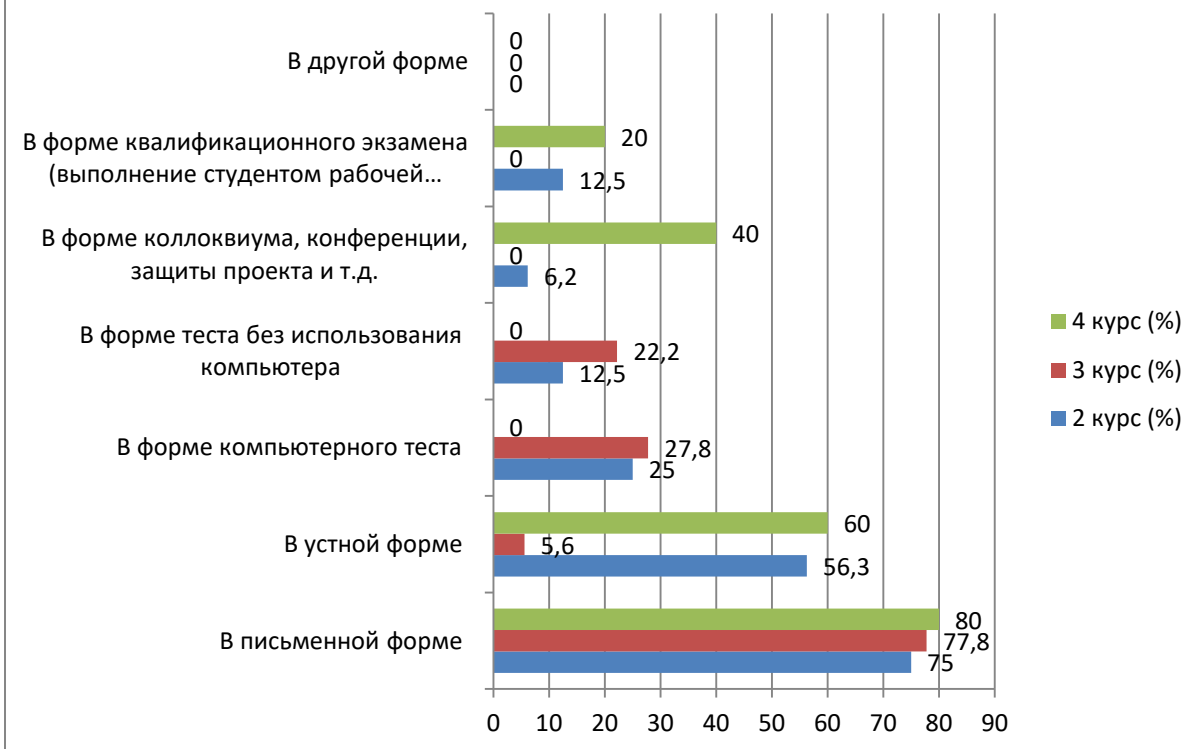
3. What forms of final credit or examination are used in this educational organization? (mark all appropriate answers)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
In a writing form	75	77,8	80
In an oral form	56,3	5,6	60
In the form of a computerized test	25	27,8	-
In the form of a test without using a computer	12,5	22,2	-
In the form of a colloquium, conference, project defense, etc.	6,2	-	40
In the form of qualification examination (student's performance of a work operation, production of a product, labor activity evaluated by experts)	12,5	-	20
In a writing form	-	-	-

* 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.

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



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

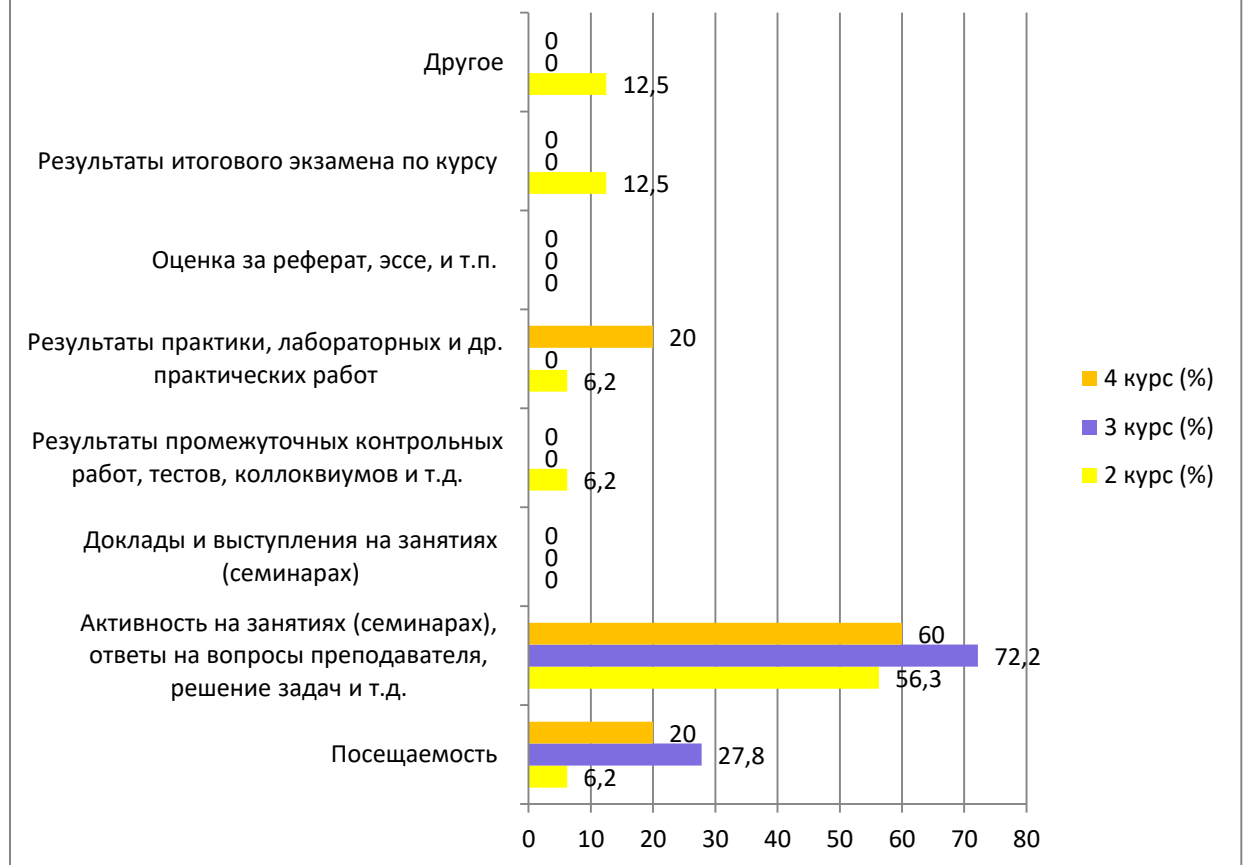
2nd year	3rd year	4th year
-	-	-

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Attendance	6,2	27,8	20
Activity in classes (seminars), answering the teacher's questions, solving problems, etc.	56,3	72,2	60
Reports and speeches at classes (seminars)	-	-	-
Results of intermediate control works, tests, colloquiums, etc.	6,2	-	-
Results of internships, laboratory and other practical works	6,2	-	20
Evaluation of abstracts, essays, etc.	-	-	-
Results of the final exam on the course	12,5	-	-
Other	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.

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



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

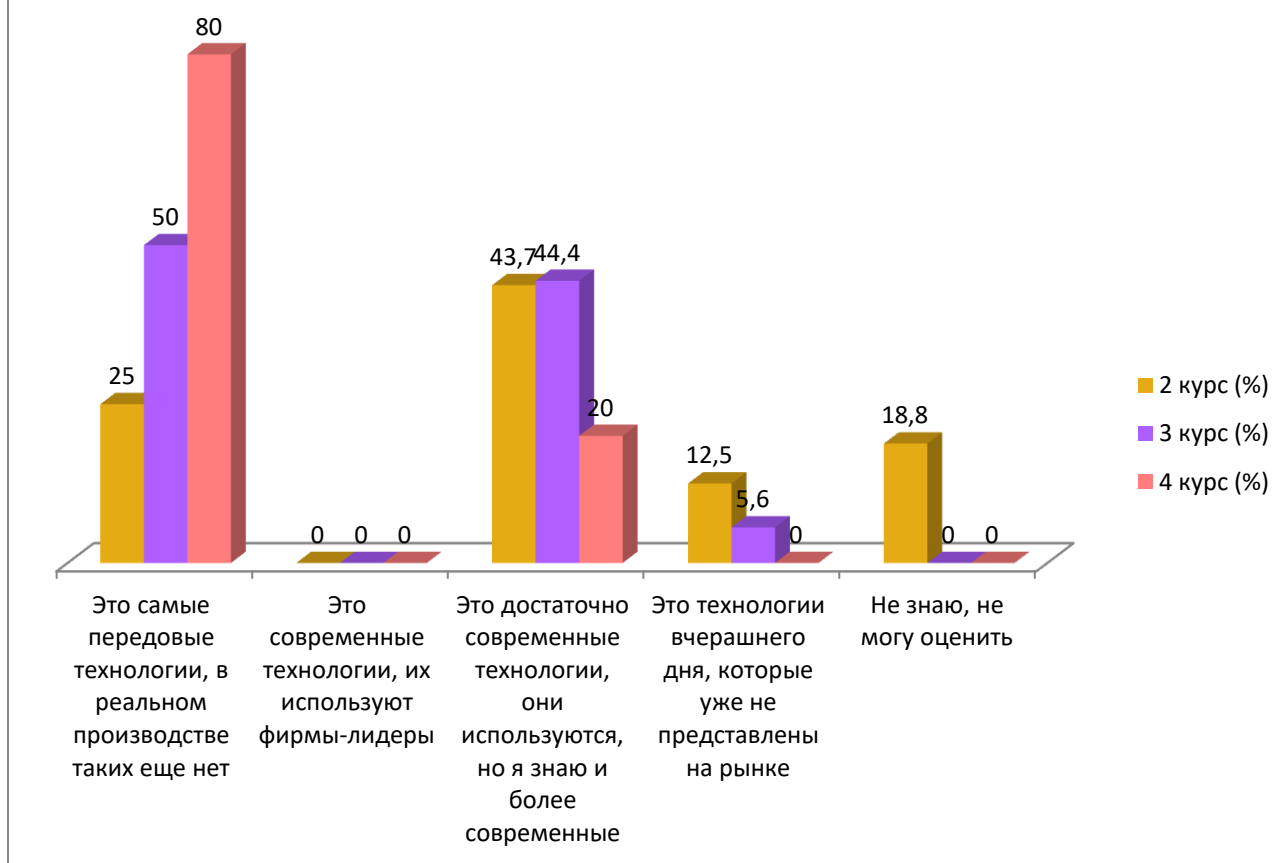
2nd year	3rd year	4th year
- To SIWT, for the attendance; - For SIWT, for seminar, for attendance.	-	-

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
These are the most advanced technologies, they are not yet available in real production	25	50	80
These are modern technologies, they are used by leading companies	-	-	-
These are quite modern technologies, they are used, but I know more modern ones.	43,7	44,4	20
These are technologies of yesterday that are no longer on the market.	12,5	5,6	-
I don't know, I can't estimate	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.

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



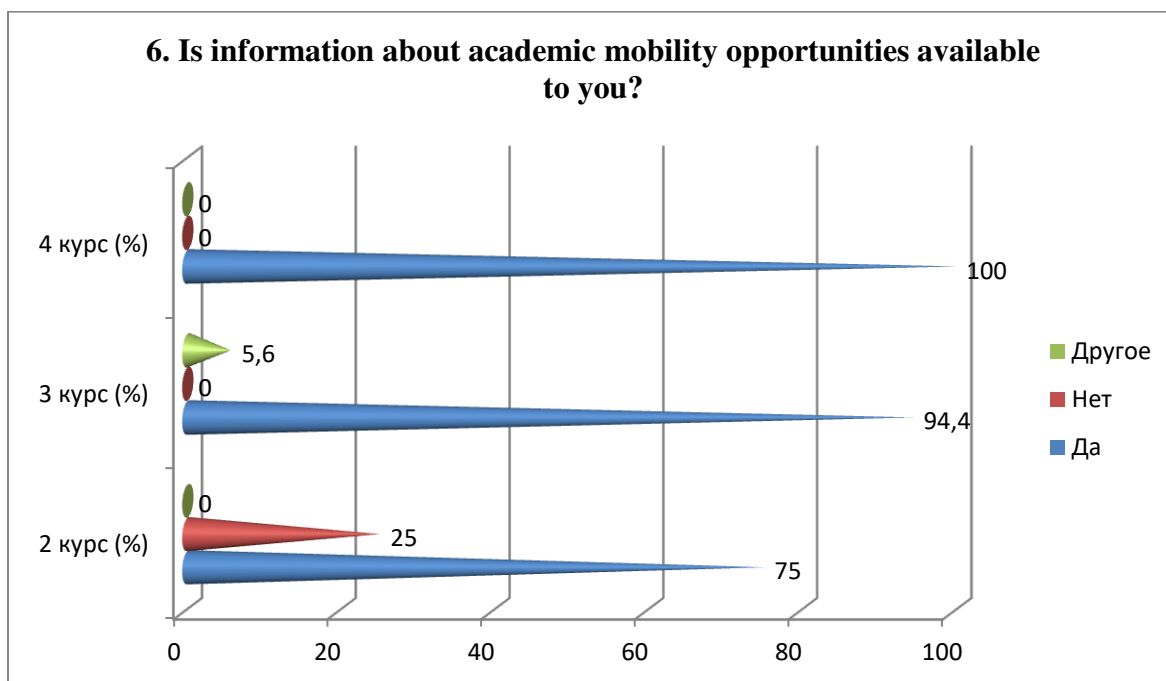
For the option “If you answered “Don't know, can't estimate” to the previous question, give recommendations for improvement” students indicated the following options*:

2nd year	3rd year	4th year
- I can't; - no.	-	-

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	75	94,4	100
No	25	-	-
Other	-	5,6	-

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

2nd year	3rd year	4th year
-	- No mobility.	-

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

2nd year	3rd year	4th year
- I don't know.	-	-

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

Other _____

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

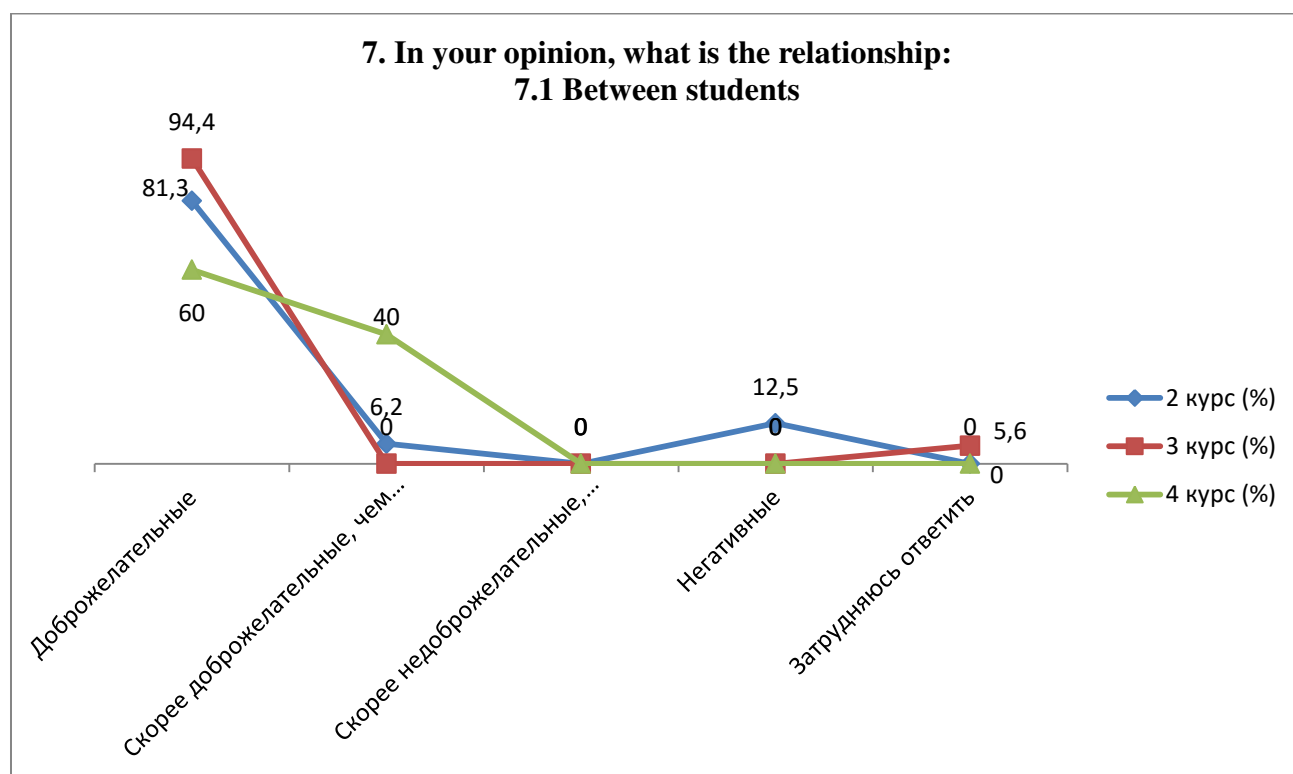
Indicators:

7.1 Between students

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	81,3	94,4	60

* 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.

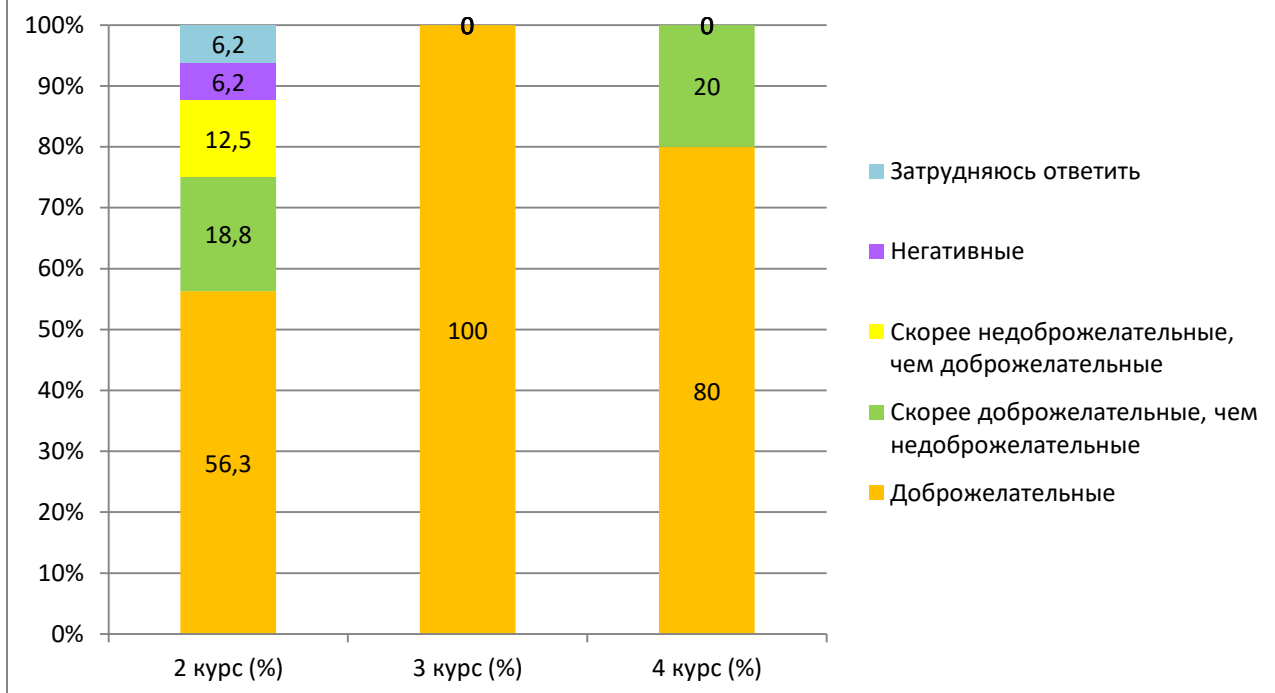
Rather benevolent than not benevolent	6,2	-	40
Rather not benevolent than benevolent	-	-	-
Negative	12,5	-	-
Difficult to answer	-	5,6	-



7.2 Between teachers and students (in the learning process)

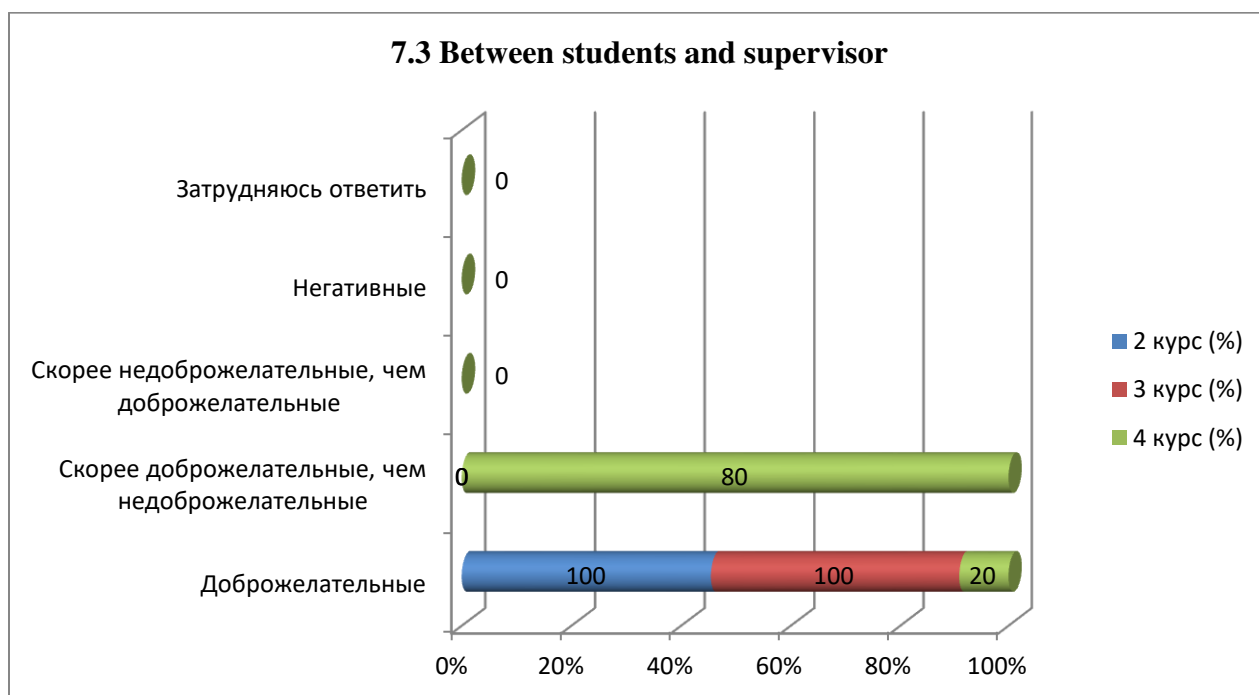
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	56,3	100	80
Rather benevolent than not benevolent	18,8	-	20
Rather not benevolent than benevolent	12,5	-	-
Negative	6,2	-	-
Difficult to answer	6,2	-	-

7.2 Between teachers and students (in the learning process)



7.3 Between students and supervisor

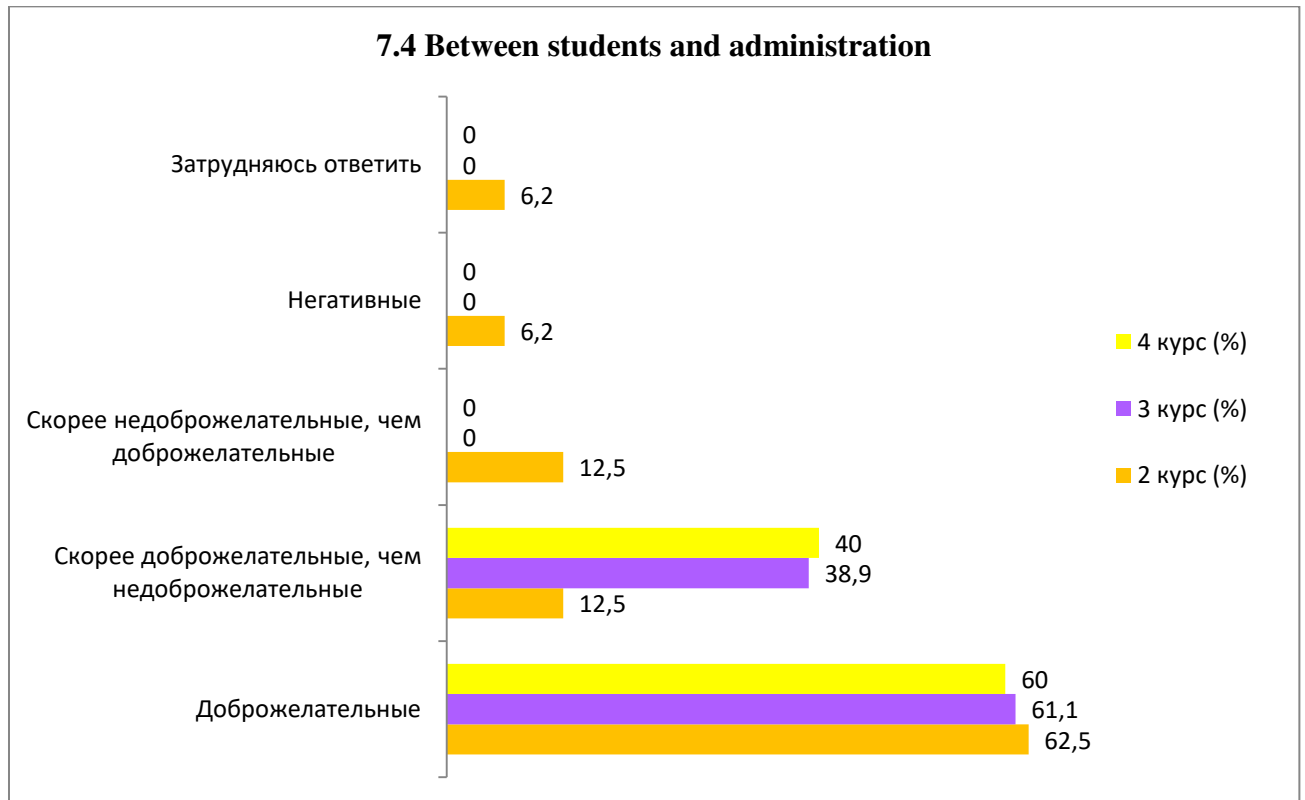
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	100	100	20
Rather benevolent than not benevolent	-	-	80
Rather not benevolent than benevolent	-	-	-
Negative	-	-	-
Difficult to answer	-	-	-



7.4 Between students and administration

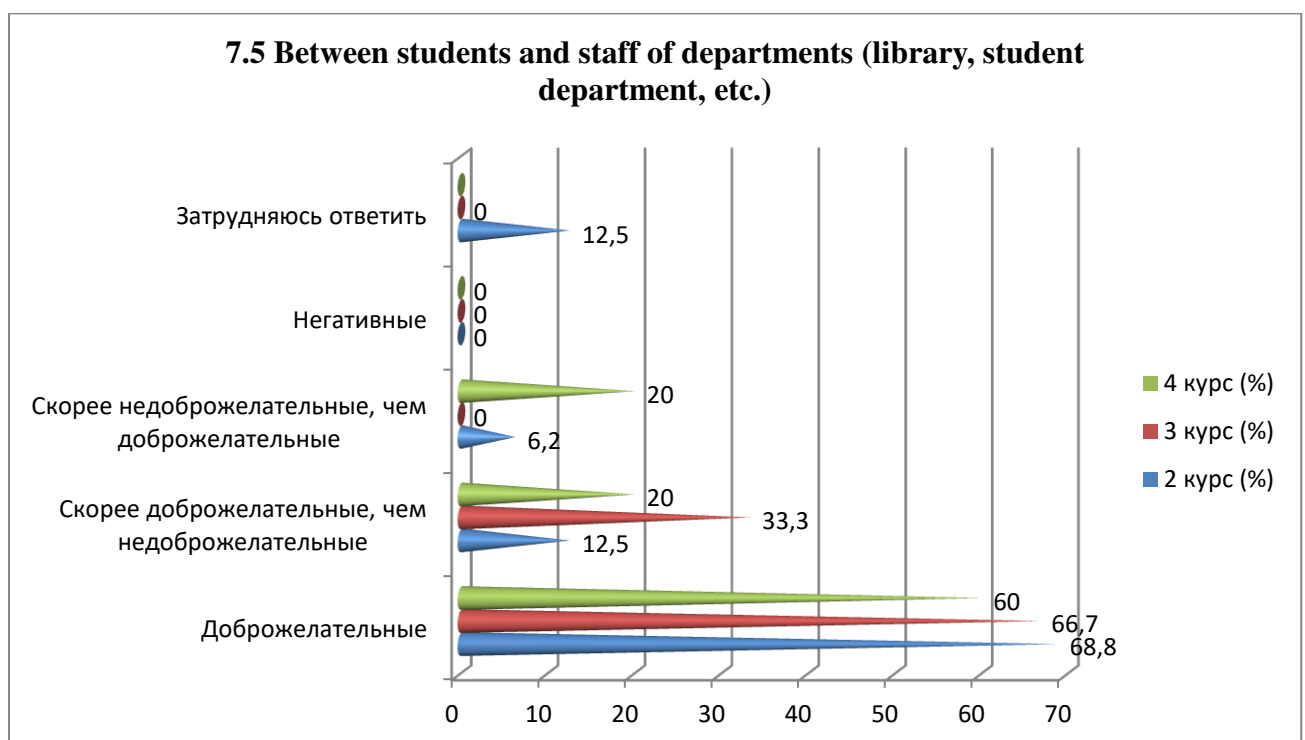
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	62,5	61,1	60
Rather benevolent than not benevolent	12,5	38,9	40

Rather not benevolent than benevolent	12,5	-	-
Negative	6,2	-	-
Difficult to answer	6,2	-	-



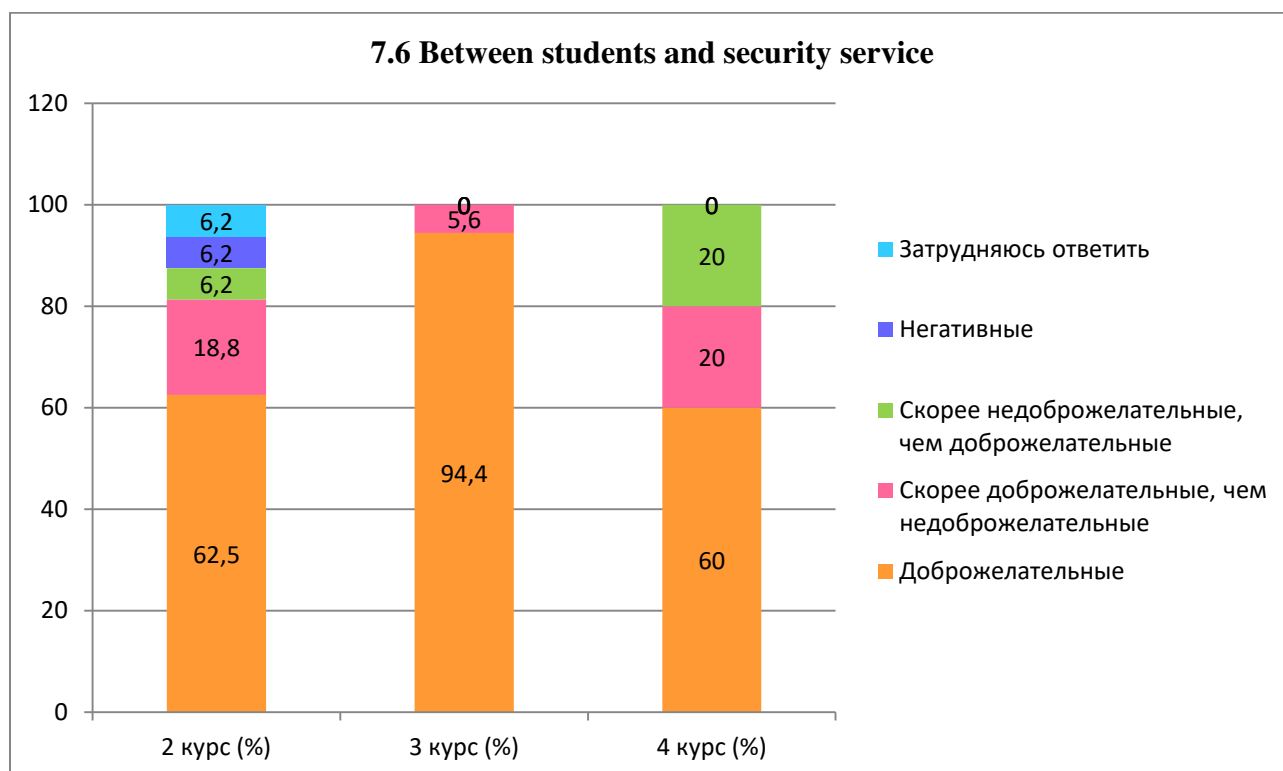
7.5 Between students and staff of departments (library, student department, etc.)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	68,8	66,7	60
Rather benevolent than not benevolent	12,5	33,3	20
Rather not benevolent than benevolent	6,2	-	20
Negative	-	-	-
Difficult to answer	12,5	-	-



7.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	62,5	94,4	60
Rather benevolent than not benevolent	18,8	5,6	20
Rather not benevolent than benevolent	6,2	-	20
Negative	6,2	-	-
Difficult to answer	6,2	-	-



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

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

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

2nd year	3rd year	4th year
- Ourselves; - no.	-	-

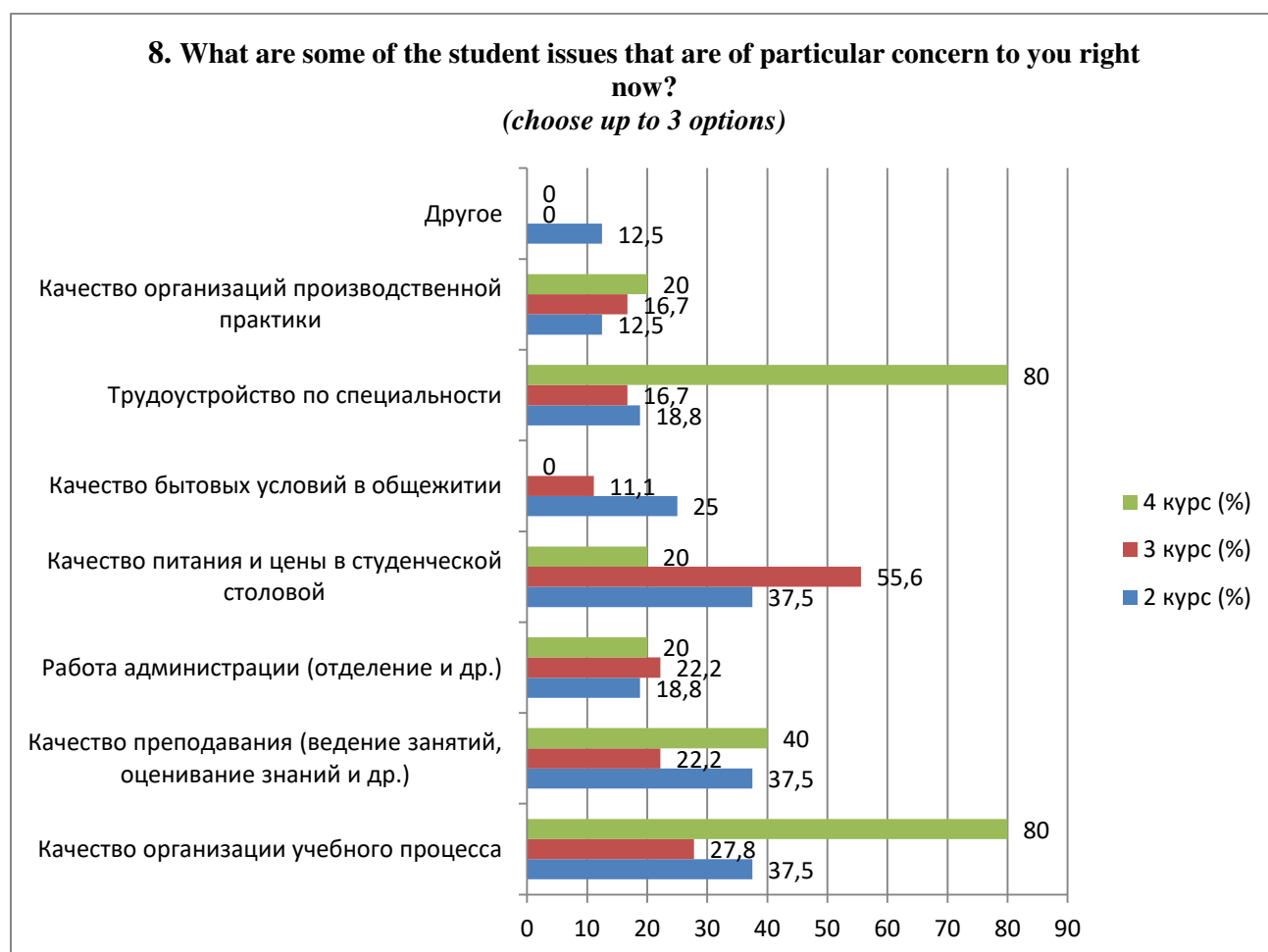
8. What are some of the student issues that are of particular concern to you right now? (choose up to 3 options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Quality of the organization of the	37,5	27,8	80

* 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.

educational process			
Quality of teaching (conducting classes, assessment of knowledge, etc.).	37,5	22,2	40
Work of administration (department, etc.)	18,8	22,2	20
Quality of food and prices in the student canteen	37,5	55,6	20
Quality of living conditions in the dormitory	25	11,1	-
Employment in the specialty	18,8	16,7	80
Quality of internship organizations	12,5	16,7	20
Quality of the organization of the educational process	12,5	-	-

* 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*:

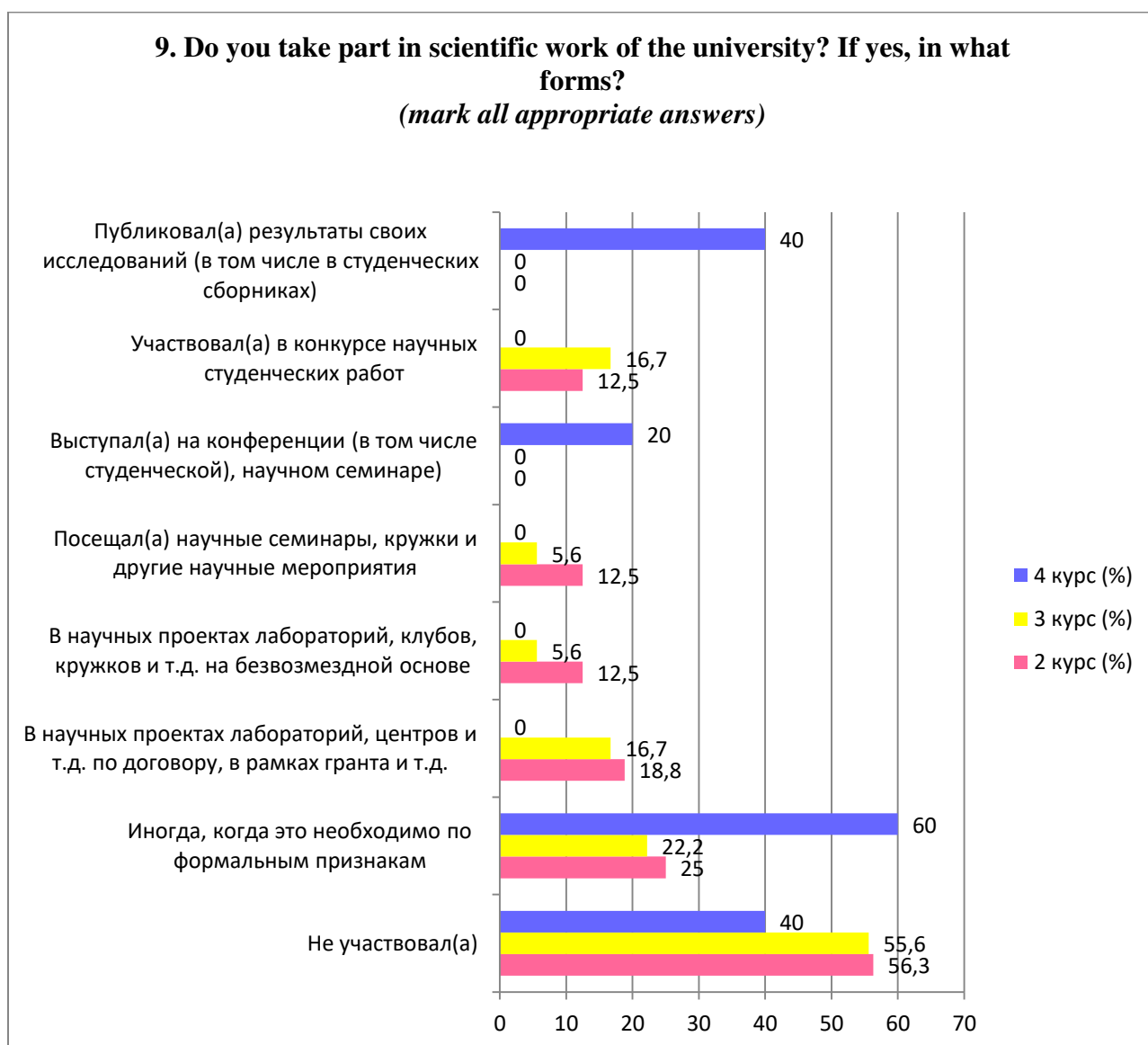
2nd year	3rd year	4th year
- I don't care.	-	-

9. Do you take part in scientific work of the university? If yes, in what forms?
(mark all appropriate 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.

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Did not participate	56,3	55,6	40
Sometimes, when it is necessary for formal reasons	25	22,2	60
In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.	18,8	16,7	-
In scientific projects of laboratories, clubs, circles, etc. free of charge	12,5	5,6	-
Attended scientific seminars, clubs and other scientific events	12,5	5,6	-
Speaker at a conference (including a student conference), scientific seminar	-	-	20
Participated in a student scientific work competition	12,5	16,7	-
Published the results of his research (including in student collections)	-	-	40

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

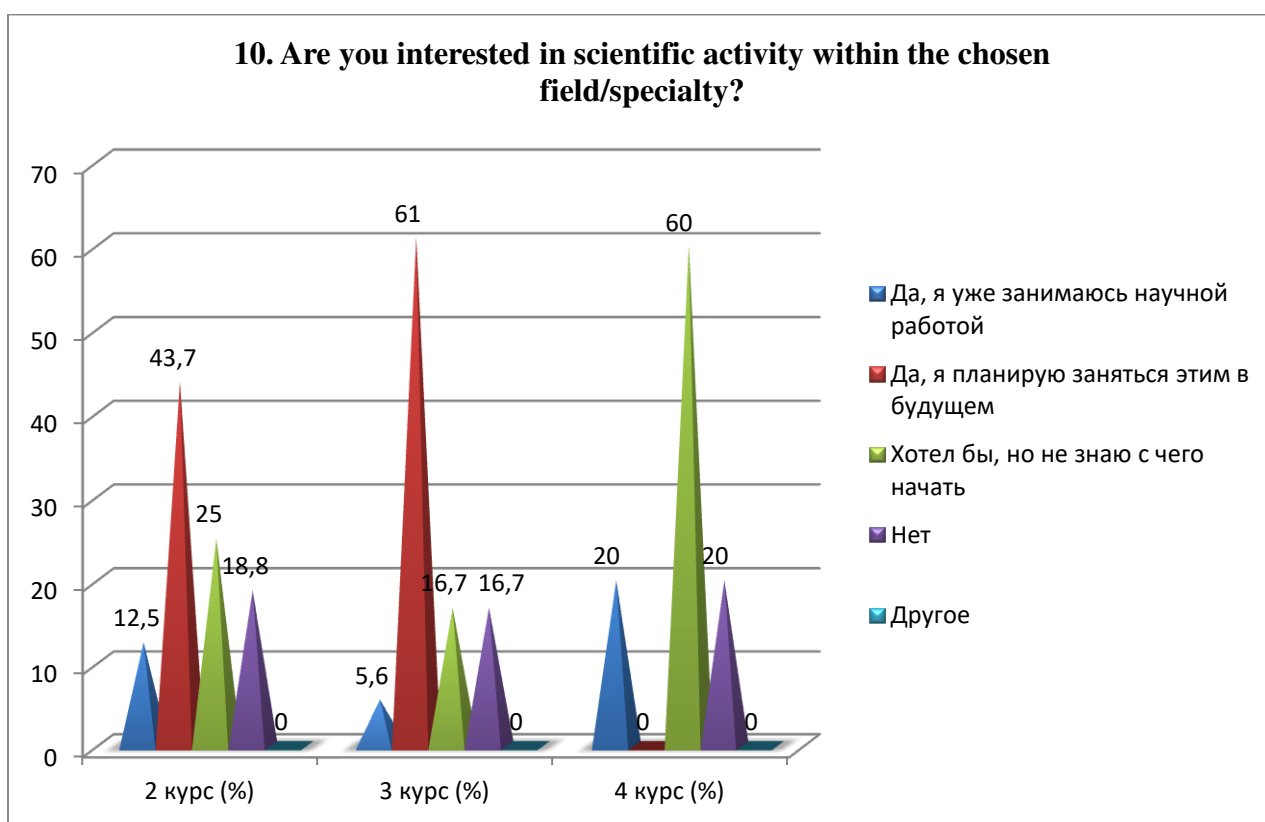


For the option “If you answered “Did not participate” to the previous question, write why”, students indicated the following options *:

2nd year	3rd year	4th year
- Not interested; - I don't know.	-	-

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	12,5	5,6	20
Yes, I plan to do it in the future	43,7	61	-
I would like to, but I don't know where to start	25	16,7	60
No	18,8	16,7	20
Other	-	-	-



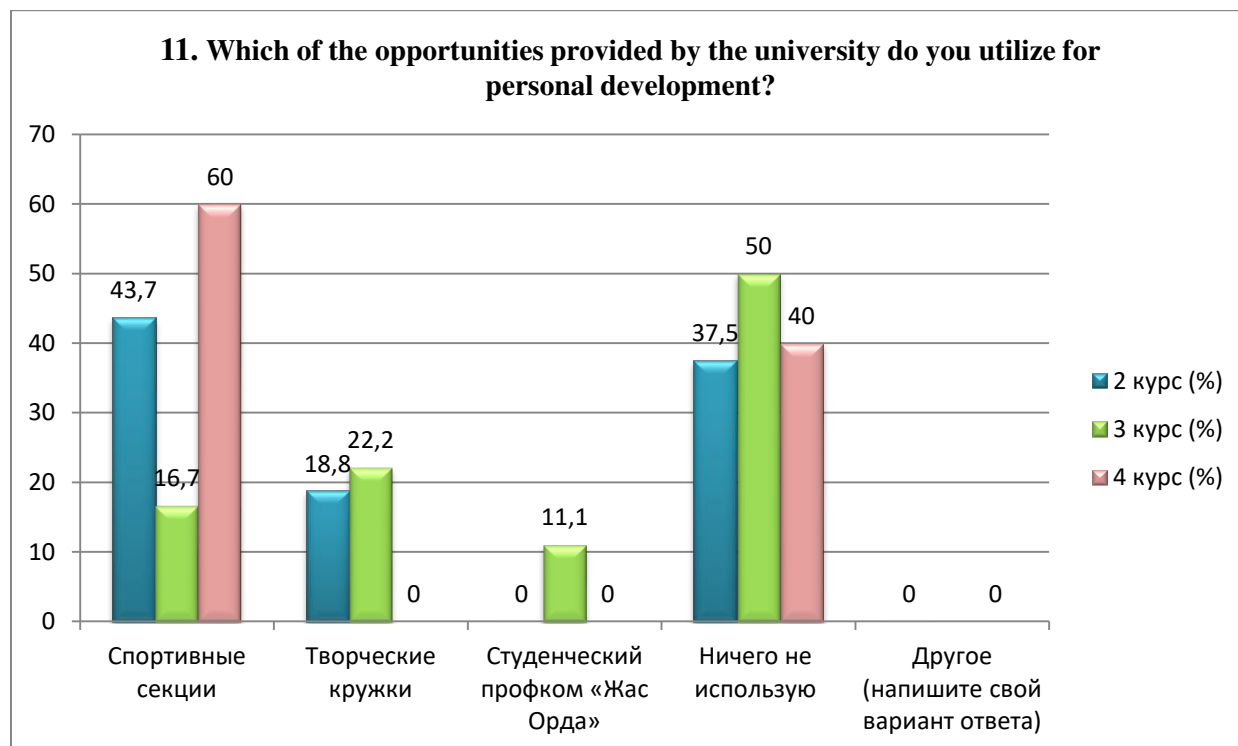
For the option “If you answered “I would like to, but don't know where to start” or “No” to the previous question, write down why”, learners indicated the following options *:

2nd year	3rd year	4th year
- I don't care, I just want my diploma.	-	-

11. Which of the opportunities provided by the university do you utilize 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.

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Sports sections	43,7	16,7	60
Creative clubs	18,8	22,2	-
Student Trade Union "Zhas Orda"	-	11,1	-
I don't use anything	37,5	50	40
Other	-	-	-



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

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

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
- Not enough time; - Not interested.	-	-

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

* 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.

12.6 Availability of laboratories and specialized classrooms

12.7 Availability of sports equipment

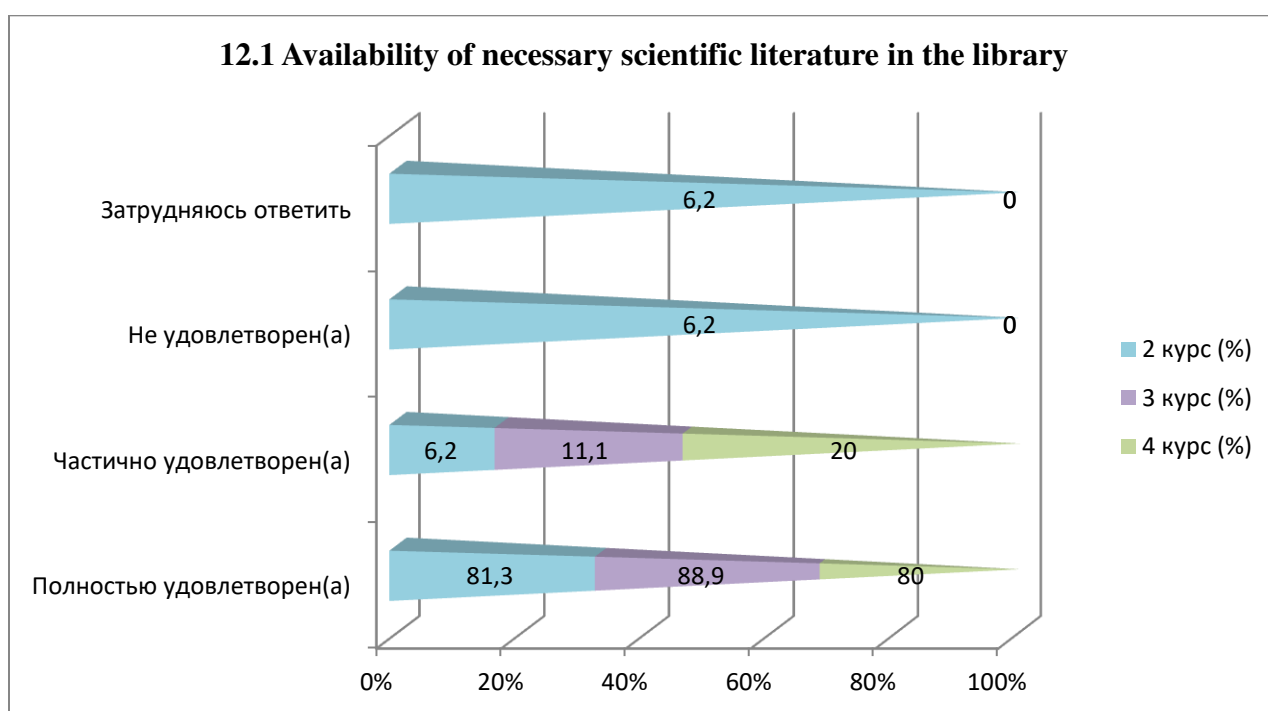
Other _____

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

Indicators:

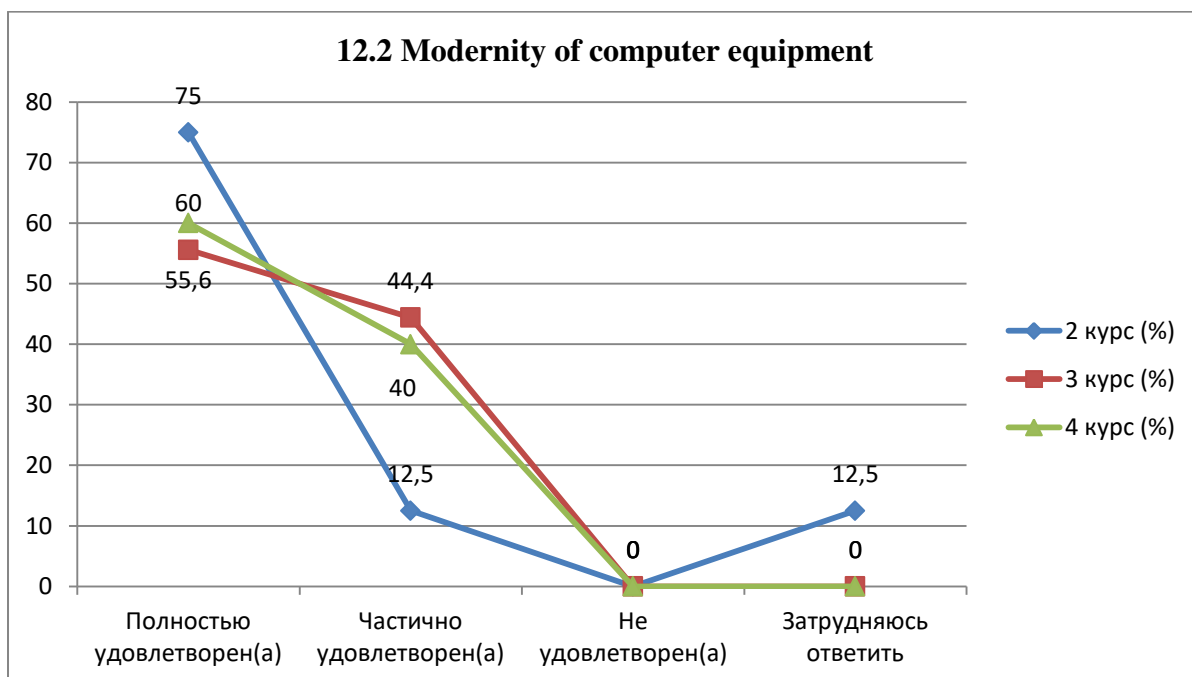
12.1 Availability of necessary scientific literature in the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	81,3	88,9	80
Partially satisfied	6,2	11,1	20
Not satisfied	6,2	-	-
Difficult to answer	6,2	-	-



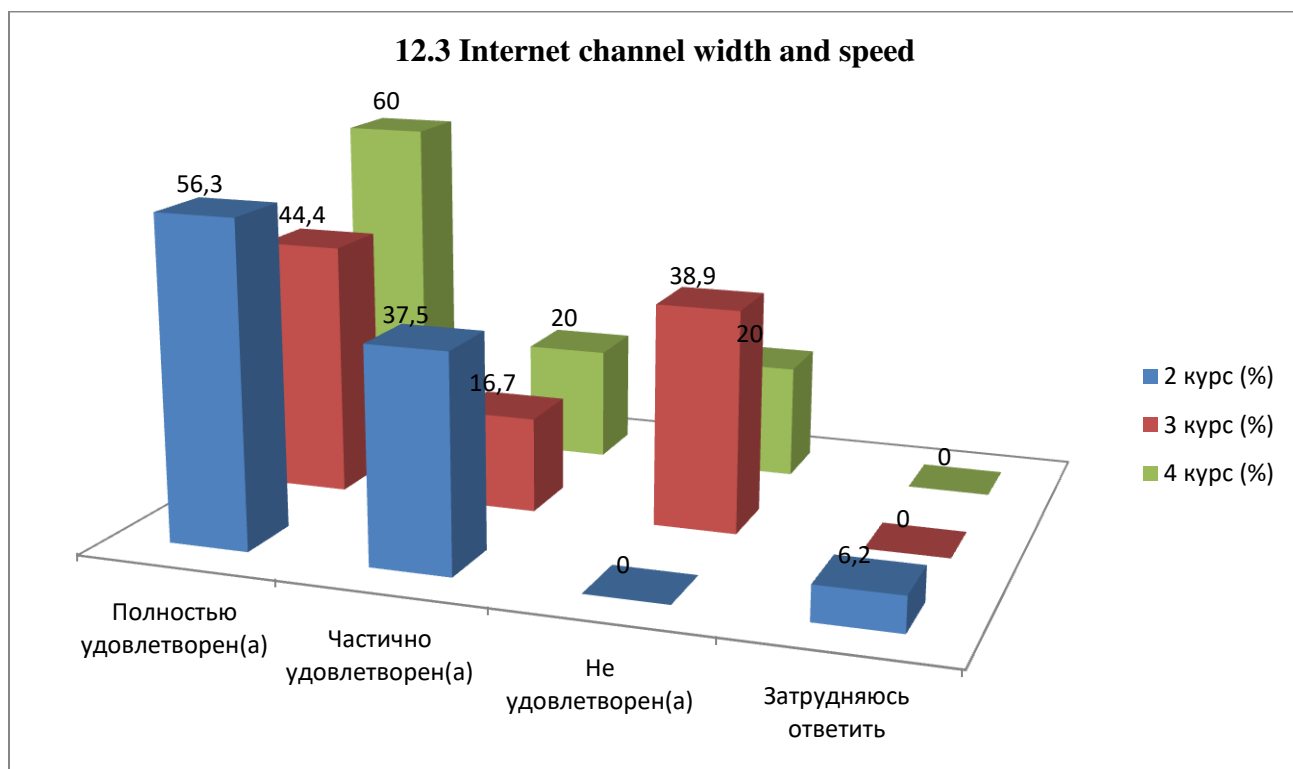
12.2 Modernity of computer equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	75	55,6	60
Partially satisfied	12,5	44,4	40
Not satisfied	-	-	-
Difficult to answer	12,5	-	-



12.3 Internet channel width and speed

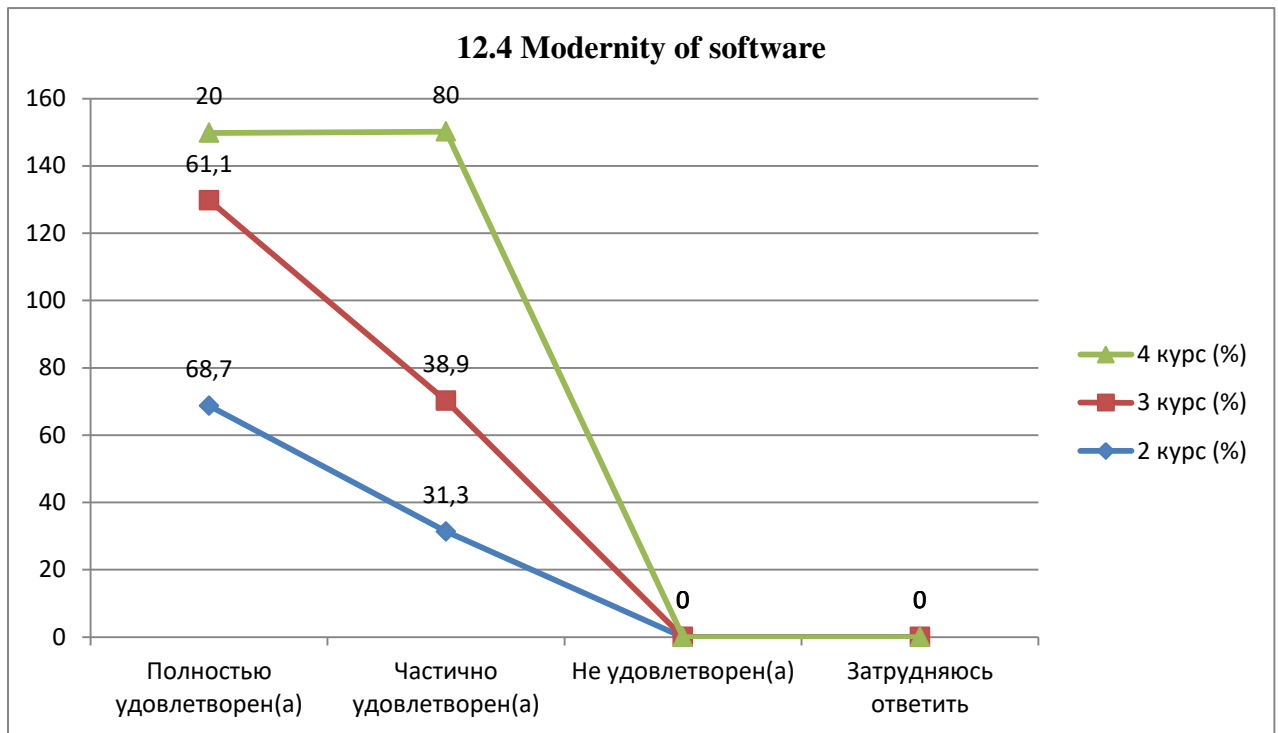
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	56,3	44,4	60
Partially satisfied	37,5	16,7	20
Not satisfied	-	38,9	20
Difficult to answer	6,2	-	-



12.4 Modernity of software

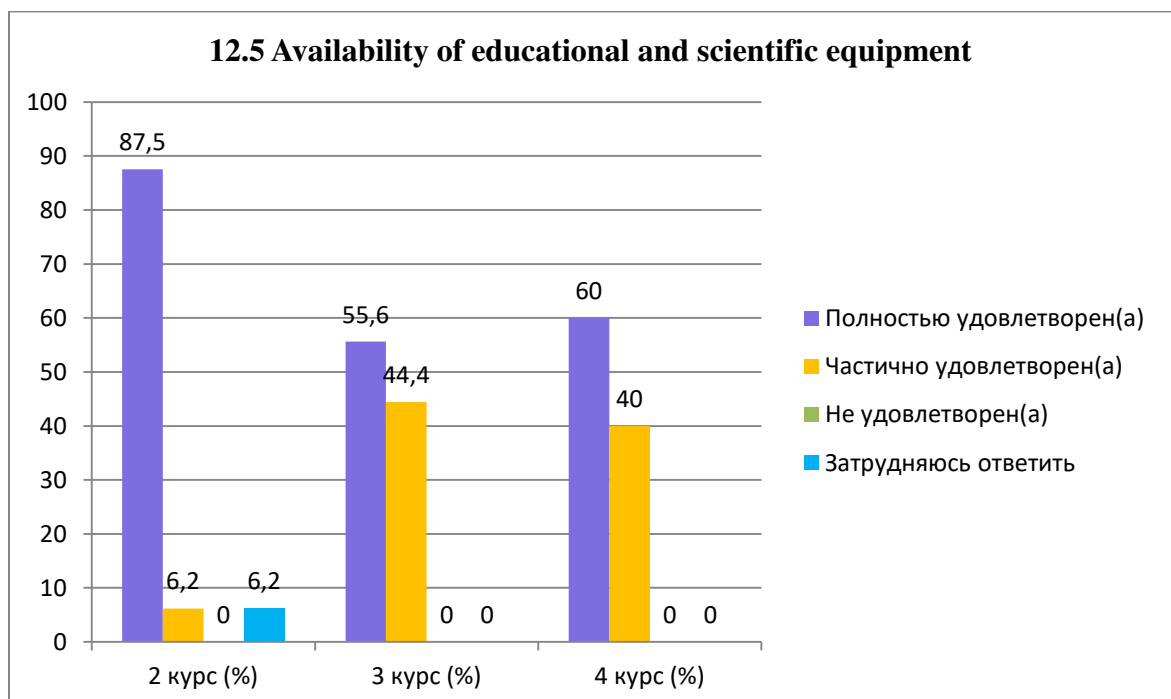
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	68,7	61,1	20
Partially satisfied	31,3	38,9	80
Not satisfied	-	-	-

Difficult to answer	-	-	-
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12.5 Availability of educational and scientific equipment

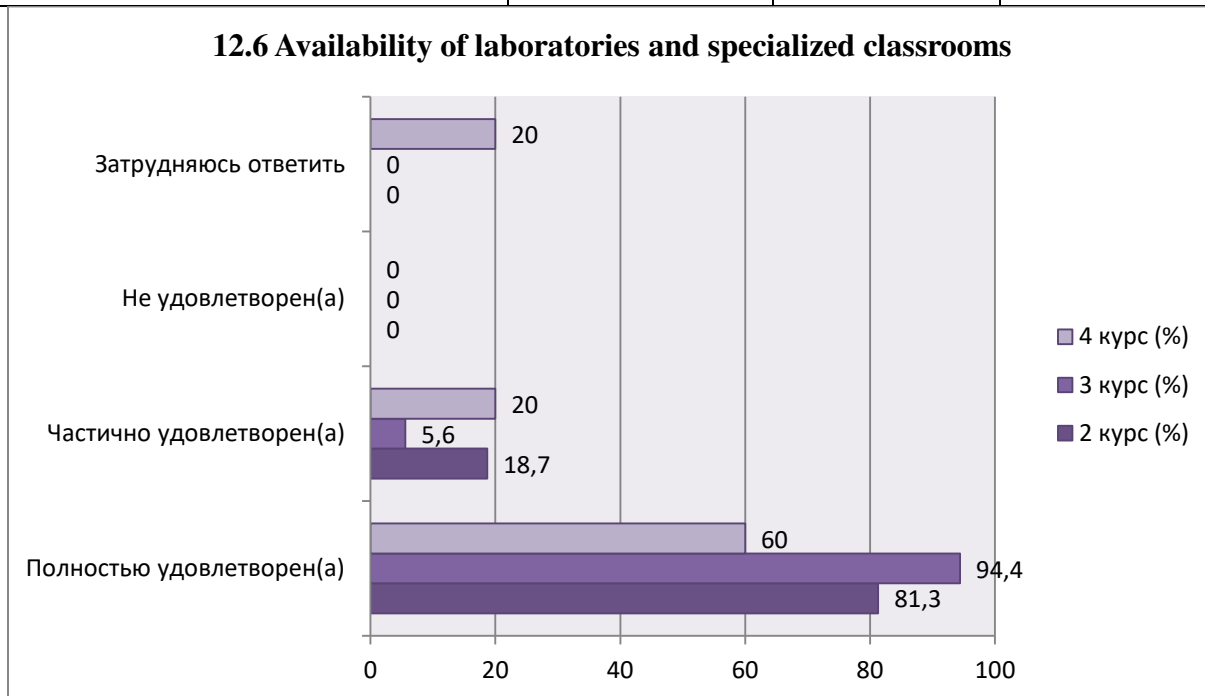
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	87,5	55,6	60
Partially satisfied	6,2	44,4	40
Not satisfied	-	-	-
Difficult to answer	6,2	-	-



12.6 Availability of laboratories and specialized classrooms

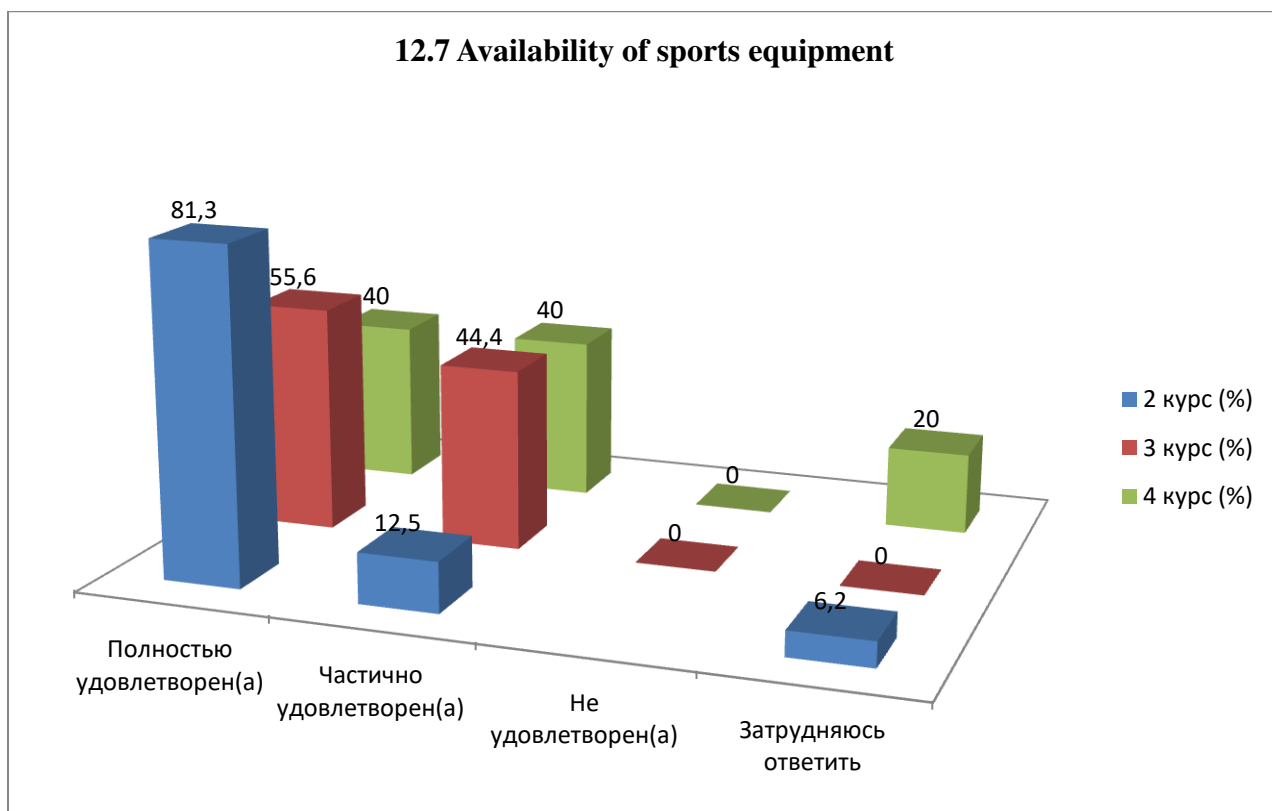
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	81,3	94,4	60

Partially satisfied	18,7	5,6	20
Not satisfied	-	-	-
Difficult to answer	-	-	20



12.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	81,3	55,6	40
Partially satisfied	12,5	44,4	40
Not satisfied	-	-	-
Difficult to answer	6,2	-	20



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

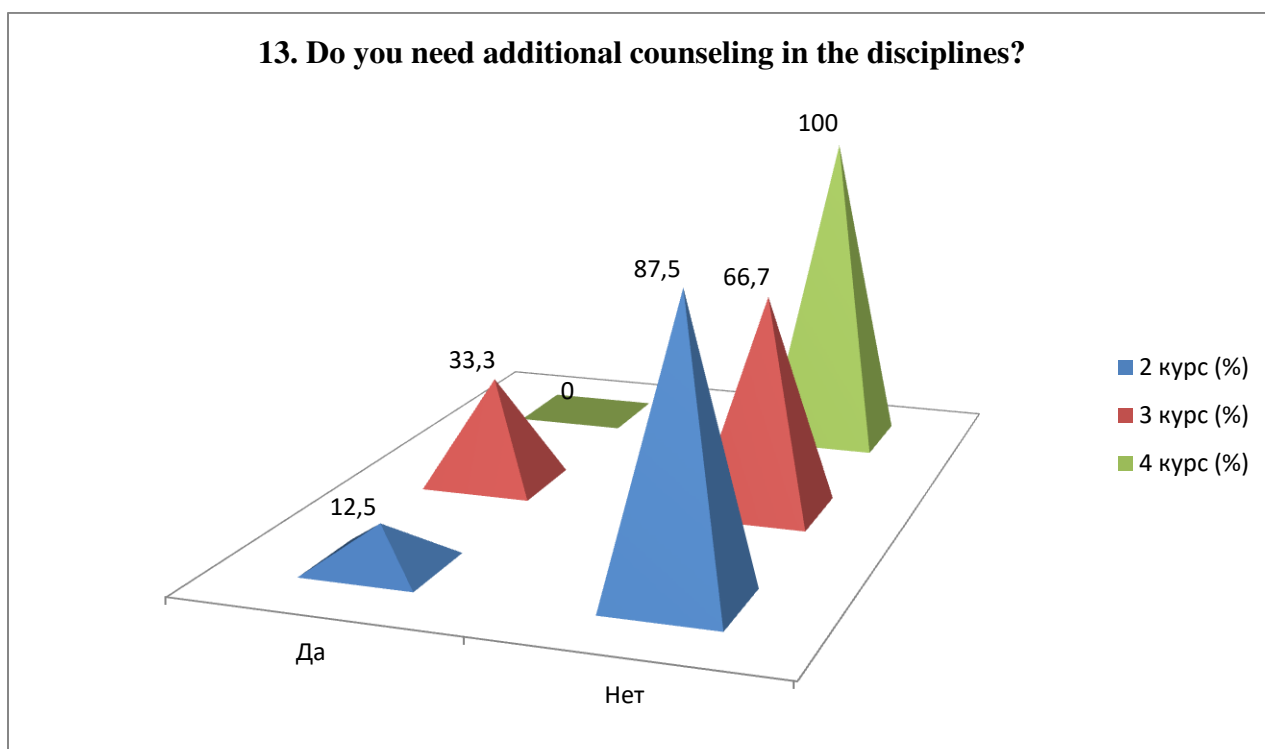
2nd year	3rd year	4th year
-	-	-

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

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

13. Do you need additional counseling in the disciplines?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	12,5	33,3	-
No	87,5	66,7	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*:

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

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)

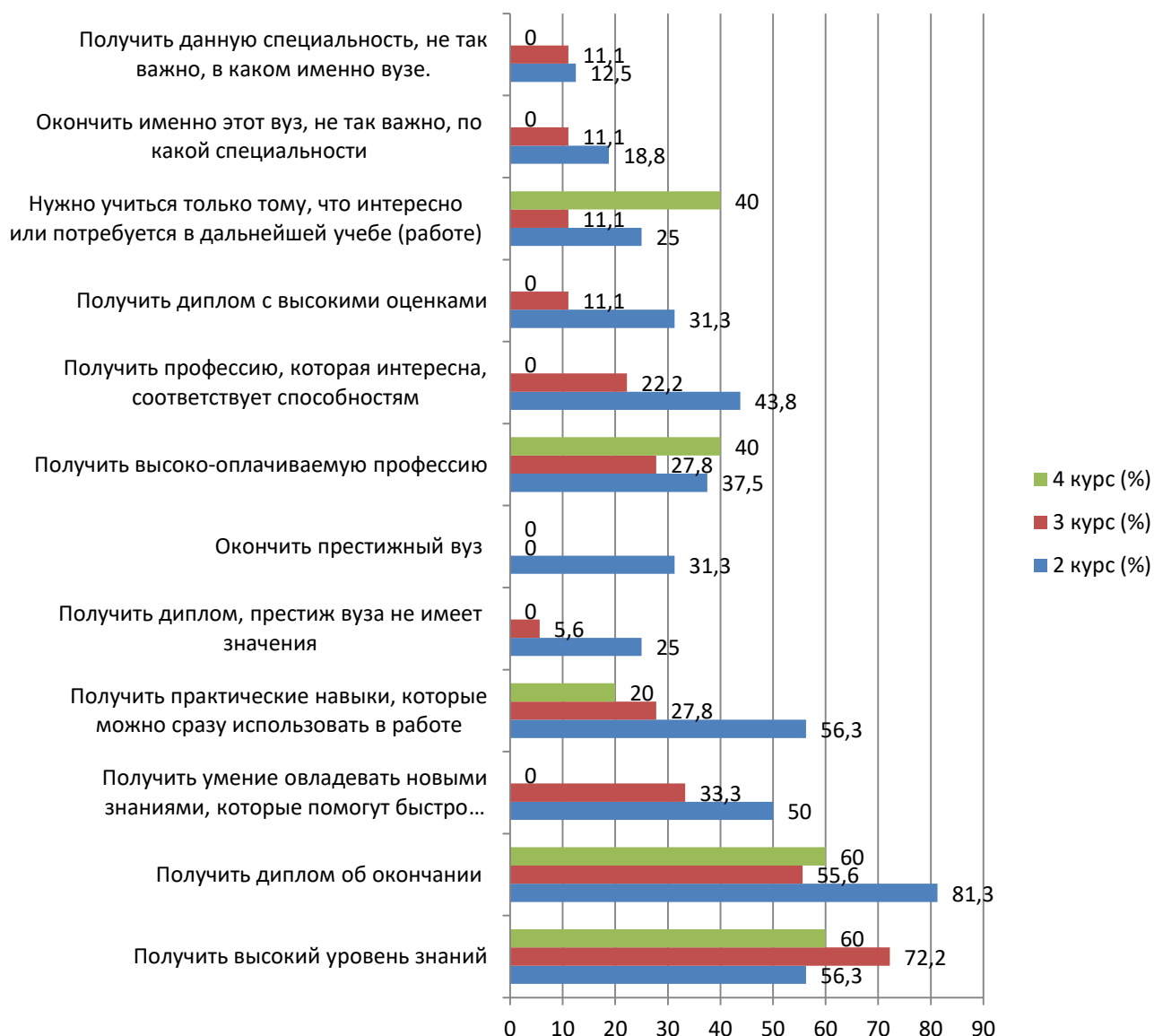
* Students' answers to the option “other” and “if you answered “not satisfied.....” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Get a high level of knowledge	56,3	72,2	60
Receive a diploma of completion	81,3	55,6	60
Gain the ability to acquire new knowledge that will help you quickly adapt in the workplace	50	33,3	-
Gain practical skills that you can immediately use at work	56,3	27,8	20
Get a diploma, the prestige of the university does not matter	25	5,6	-
Graduate from a prestigious university	31,3	-	-
Get a highly paid profession	37,5	27,8	40
Get a profession that is interesting and matches your abilities	43,8	22,2	-
Get a diploma with high grades	31,3	11,1	-
You need to learn only what is interesting or will be needed in further study (work)	25	11,1	40
It's not so important to graduate from this particular university, in what specialty	18,8	11,1	-
Get a high level of knowledge	12,5	11,1	-

** 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?

(You can select one or more answer options)



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).

2nd year	3rd year	4th year
<ul style="list-style-type: none"> - I don't know; - It's okay; - no such thing; - No questions asked; - No thanks for everything; - Why athletic competition doesn't make; - Remove unnecessary subjects, so that there are subjects related to the specialty. 	<ul style="list-style-type: none"> - Everything's fine; - would like to transfer; - That's enough; - I'm fine with it; - I don't know. 	<ul style="list-style-type: none"> - It's okay.

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

The majority of students report their full satisfaction with the quality of services provided, based on which it can be stated that according to these indicators, the quality of services provided at the University met the expectations of students and thus fulfilled its purpose.

However, during the survey it should be noted that most of the recommendations to improve the services provided were given in relation to the organization of catering at the university. The following disadvantages were identified: small assortment of offered dishes, a large queue that is formed during peak hours of the canteen, overpriced dishes, food quality does not match the price, etc. All the identified shortcomings significantly affect the effectiveness 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 to think about expanding the range of dishes, 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.

To the question **“What is your attitude to the quality of the organization of the educational process?”** the majority of students answered that there are no special complaints: 2nd year – 62,5%, 3rd year – 100%, 4th year – 100%. The obtained data indicate an improvement in the quality of the organization of the educational process and educational services of the university.

Nevertheless, there is a small part of respondents who noted such answer options as “Disciplines studied do not correspond to the specialty received” and “Dissatisfaction with the quality of classes” (2nd year - 12.5%), “Dissatisfaction with the organization of tests and examinations” (2nd year - 6.2%).

To the question: **“What indicators, as a rule, are taken into account by teachers when making the final grade?”** 62.8% of students indicated the option “activity in classes (seminars), answers to the teacher's questions, solving problems, etc.”, in the second place - 18% “attendance” and in the third place 8.7% “results of practice, laboratory and other practical works”.

Relationships “between students”, “between teachers and students (in the educational process)”, “between student and supervisor”, “between students and administration”, “between students and employees of departments (library, student department, etc.)”, “between students and security service” are assessed by respondents, mainly as “benevolent” and “rather benevolent than unfriendly” respectively, which fully corresponds to a high level of satisfaction with the moral and psychological climate in the student environment.

On the question “What student problems are of particular concern to you now?” the first place is given to “Quality of the organization of the educational process” - 48.4%. Next is “Employment by specialty” - 38.5%. The third position is “Quality of food and prices in the student canteen” - 37.7%.

On the question “Do you need additional counseling in disciplines?” **15,3%** students answered that they need additional counseling. However, they did not specify what kind of additional counseling on disciplines is needed.

Recommendations:

1. 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.

(The students' answers are presented in the original. The spelling and punctuation of the author have been preserved).