

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

**Department:** “Development of Mineral Deposits”

**Specialty:** 6B07202– “Mining”

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.

The results of the questionnaire were processed and presented in a summarized form with the guarantee of confidentiality of students' personal opinions.

On specialty 6B07202– “Mining” 38 respondents took part in the questionnaire.

- 2nd year – 105 students (77,2%);
- 3rd year – 91 students (90%);
- 4th year – 122 students (84%).

In the process of questionnaire, 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)

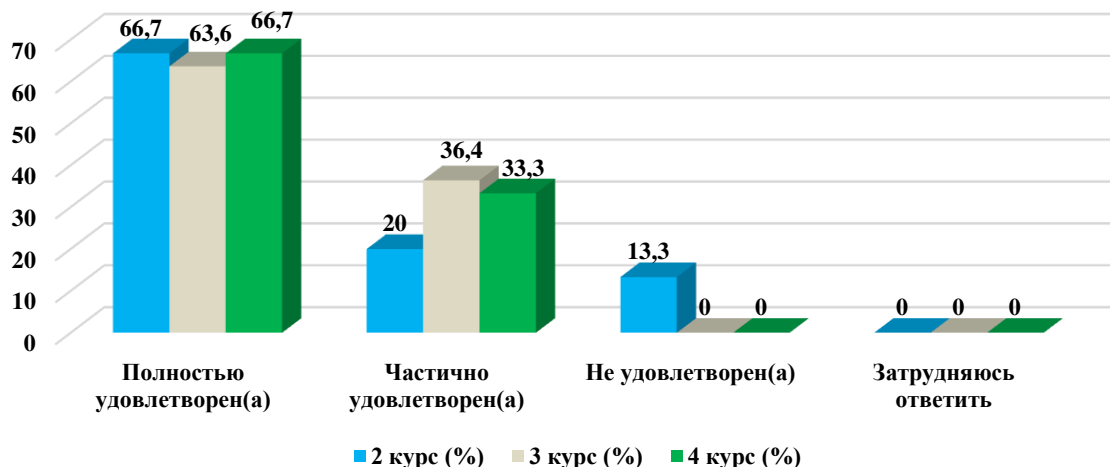
Other \_\_\_\_\_

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

**1.1 The learning process as a whole**

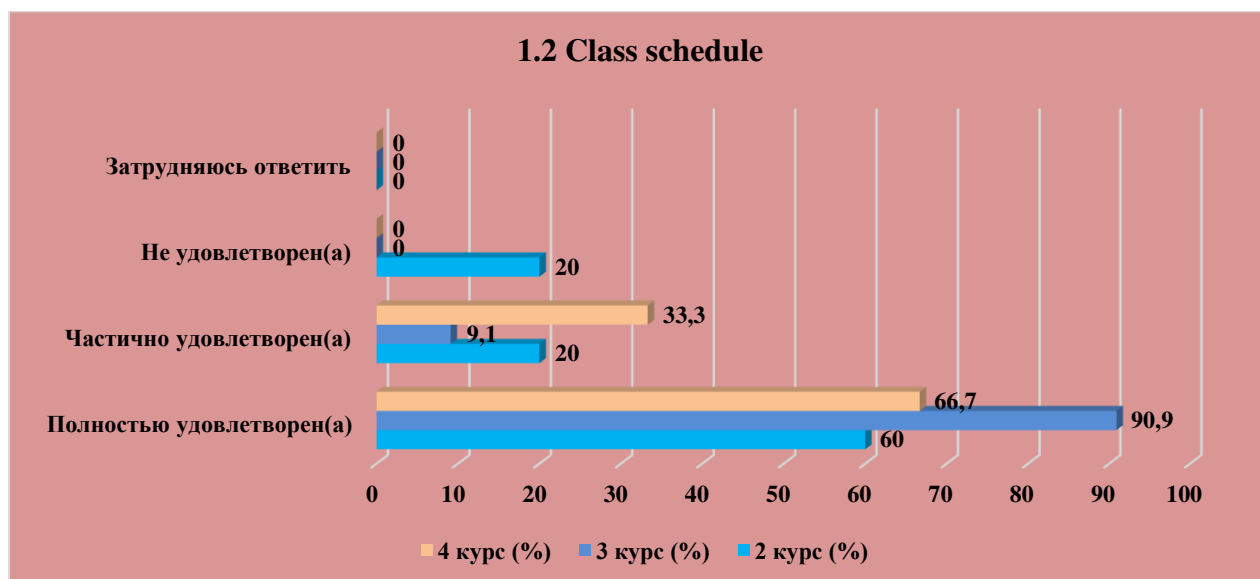
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66,7	63,6	66,7
Partially satisfied	20	36,4	33,3
Not satisfied	13,3	-	-
Difficult to answer	-	-	-

### 1.1 The learning process as a whole



### 1.2 Class schedule

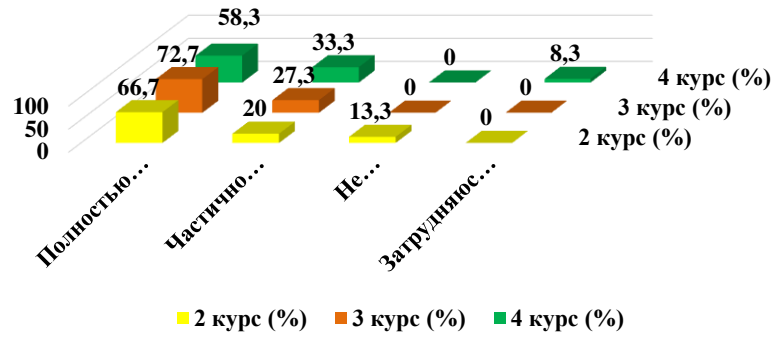
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	60	90,9	66,7
Partially satisfied	20	9,1	33,3
Not satisfied	20	-	-
Difficult to answer	-	-	-



### 1.3 Organization of independent work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66,7	72,7	58,3
Partially satisfied	20	27,3	33,3
Not satisfied	13,3	-	-
Difficult to answer	-	-	8,3

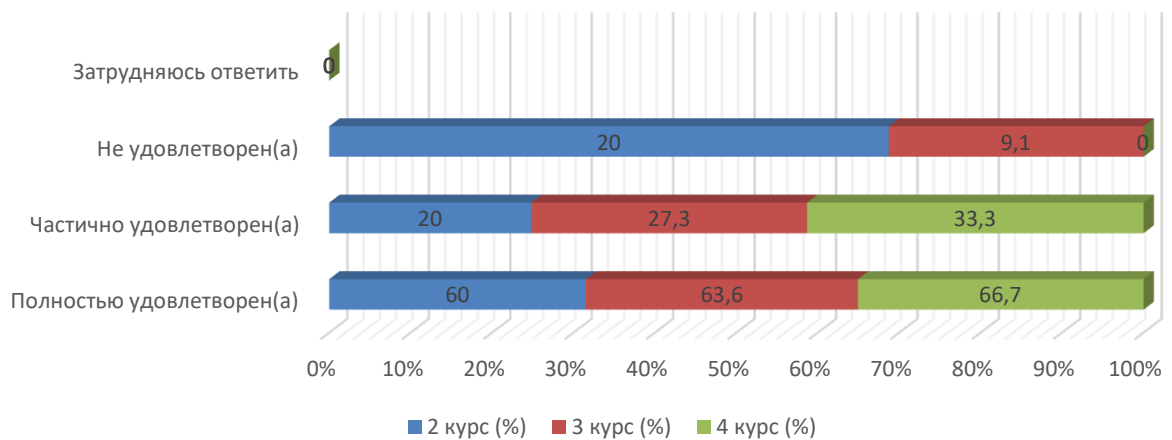
### 1.3 Organization of independent work



### 1.4 Internship

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	60	63,6	66,7
Partially satisfied	20	27,3	33,3
Not satisfied	20	9,1	-
Difficult to answer	-	-	-

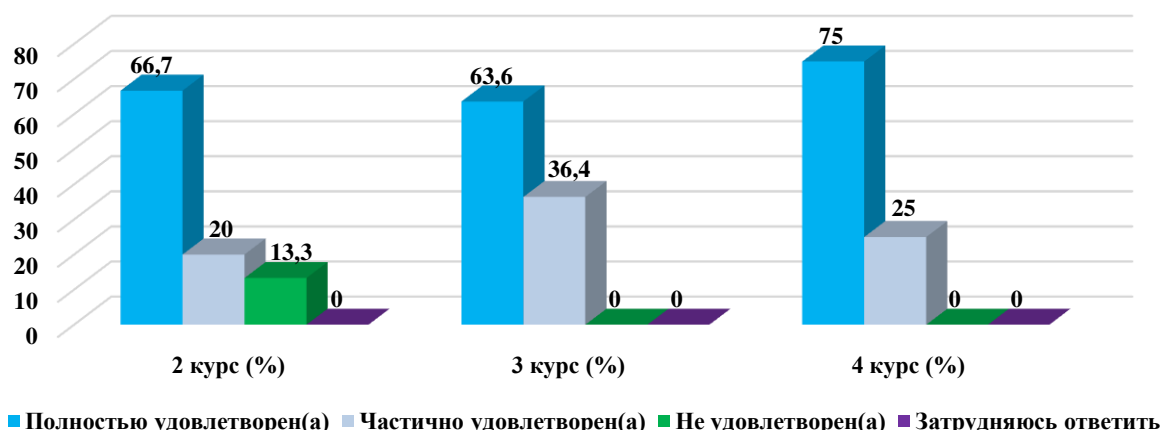
### 1.4 Internship



### 1.5 Organization and carrying out of SIWT

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66,7	63,6	75
Partially satisfied	20	36,4	25
Not satisfied	13,3	-	-
Difficult to answer	-	-	-

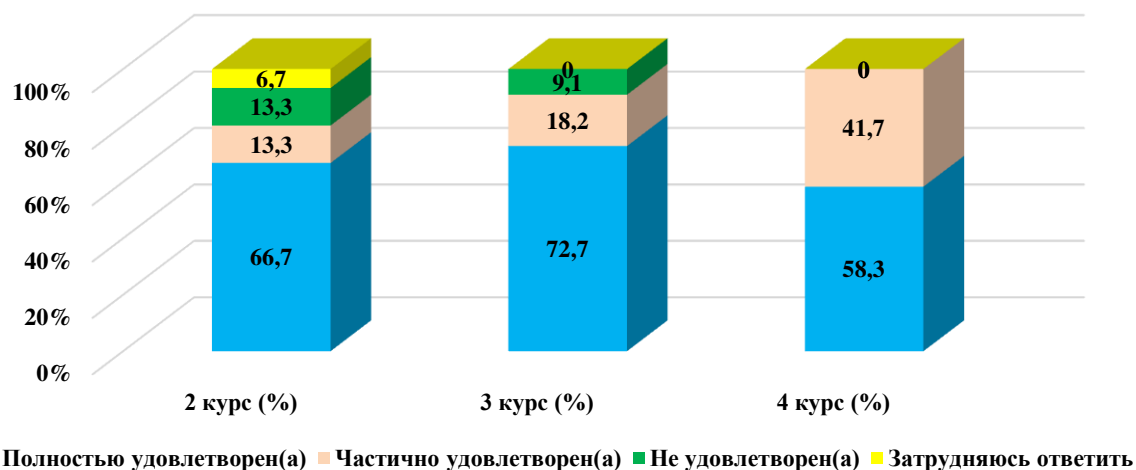
### 1.5 Organization and carrying out of SIWT



### 1.6 Organization and conduct of laboratory works

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66,7	72,7	58,3
Partially satisfied	13,3	18,2	41,7
Not satisfied	13,3	9,1	-
Difficult to answer	6,7	-	-

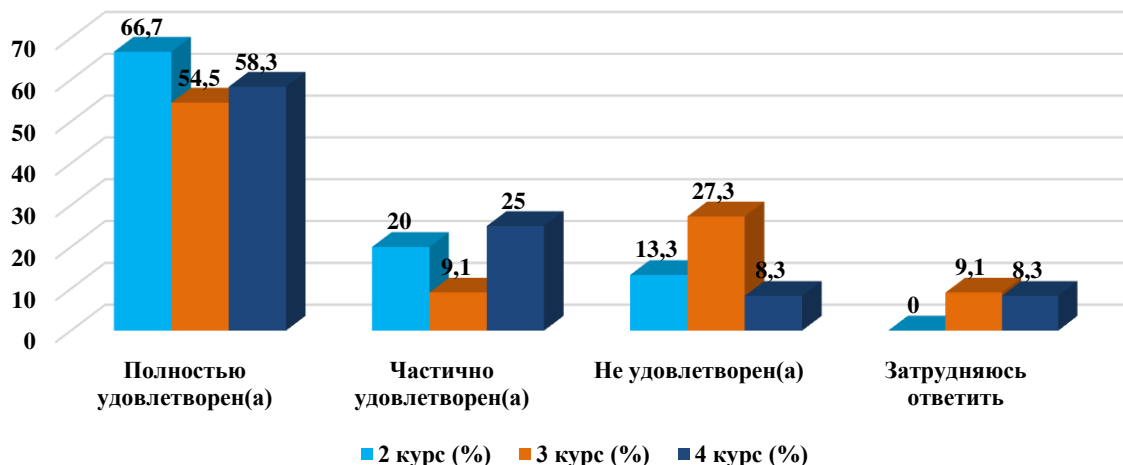
### 1.6 Organization and conduct of laboratory works



### 1.7 Satisfaction with the work of the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66,7	54,5	58,3
Partially satisfied	20	9,1	25
Not satisfied	13,3	27,3	8,3
Difficult to answer	-	9,1	8,3

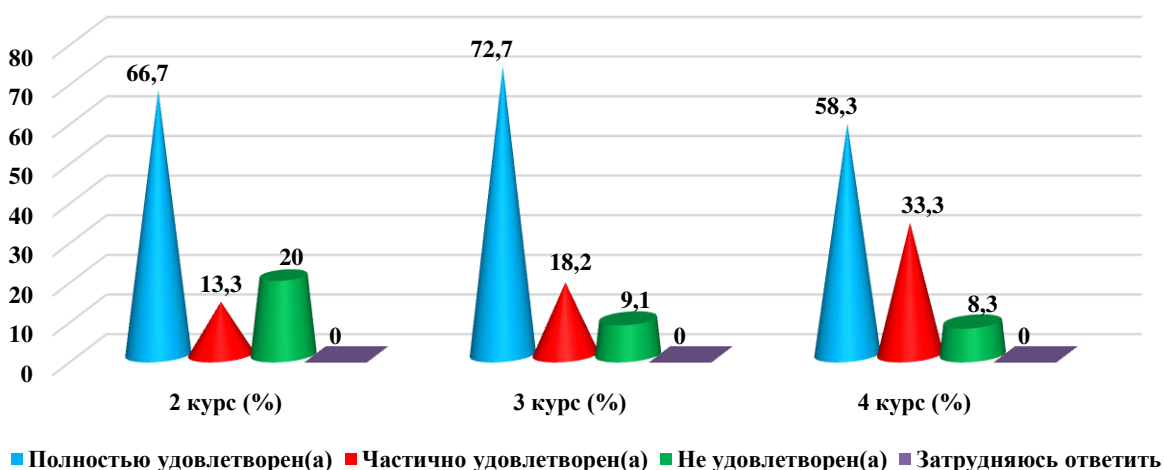
### 1.7 Satisfaction with the work of the library



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66,7	72,7	58,3
Partially satisfied	13,3	18,2	33,3
Not satisfied	20	9,1	8,3
Difficult to answer	-	-	-

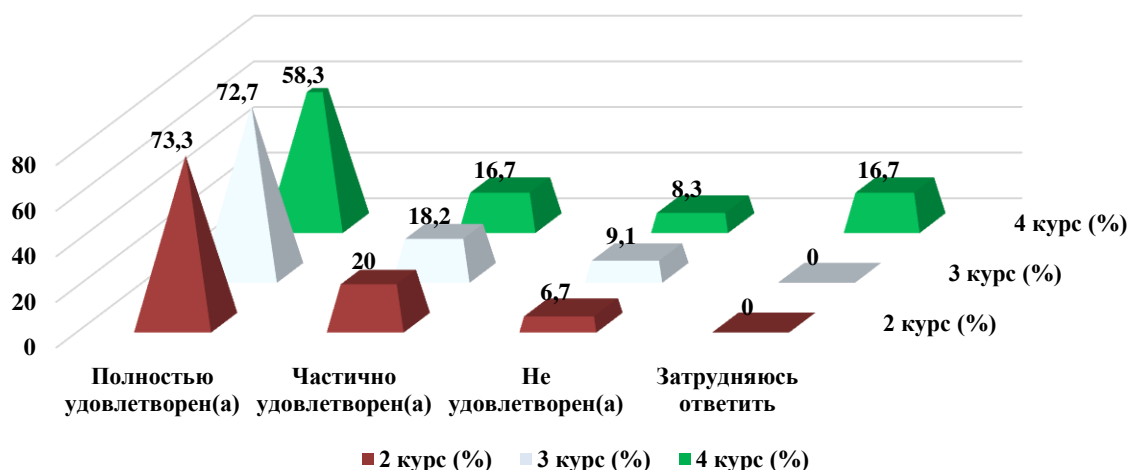
### 1.8 Possibility of access to full-text databases of scientific publications



### 1.9 Living conditions in the dormitory

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	73,3	72,7	58,3
Partially satisfied	20	18,2	16,7
Not satisfied	6,7	9,1	8,3
Difficult to answer	-	-	16,7

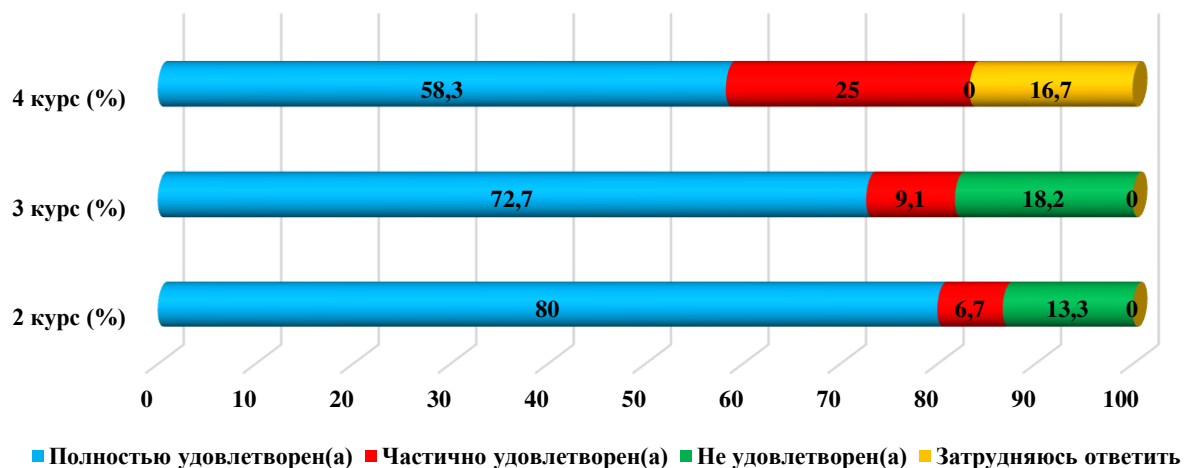
### 1.9 Living conditions in the dormitory



### 1.10 Quality of medical service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	80	72,7	58,3
Partially satisfied	6,7	9,1	25
Not satisfied	13,3	18,2	-
Difficult to answer	-	-	16,7

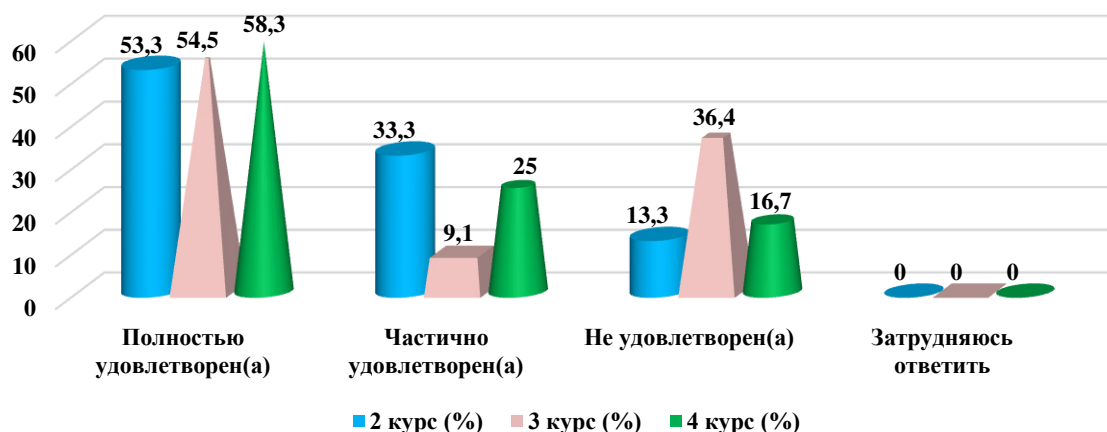
### 1.10 Quality of medical service



### 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	53,3	54,5	58,3
Partially satisfied	33,3	9,1	25
Not satisfied	13,3	36,4	16,7
Difficult to answer	-	-	-

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



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\*:

- Prices in the canteen, very expensive;
- no assortment at all.

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

Варианты ответов	2 курс (%)	3 курс (%)	4 курс (%)
Претензий нет	73,3	100	100
Несоответствие изучаемых дисциплин получаемой специальности	6,7	-	-
Несоответствие значимости предмета количеству часов	-	-	-
Перегруженность аудиторными занятиями	-	-	-
Неудовлетворенность качеством занятий	20	-	-
Неудовлетворенность организацией зачетов и экзаменов	-	-	-
Другое	-	-	-



For the option “If you answered “Not satisfied” to the previous question, give recommendations for improvement”, the students indicated the following options\* :

- very expensive;
- unpalatable.

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

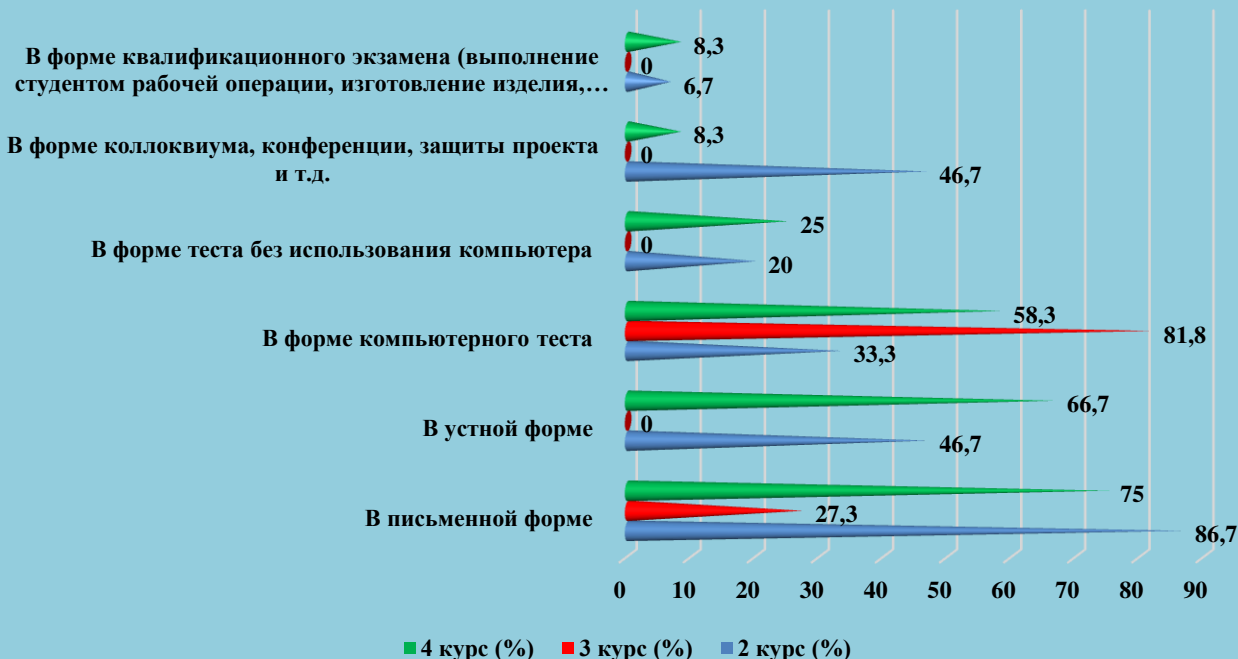
Answer options	2nd year	3rd year	4th year
In a writing form	86,7	27,3	75
In an oral form	46,7	-	66,7
In the form of a computerized test	33,3	81,8	58,3
In the form of a test without using a computer	20	-	25
In the form of a colloquium, conference, project defense, etc.	46,7	-	8,3
In the form of qualification examination (student's performance of a work operation, production of a product, labor activity evaluated by experts)	6,7	-	8,3

\* 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.



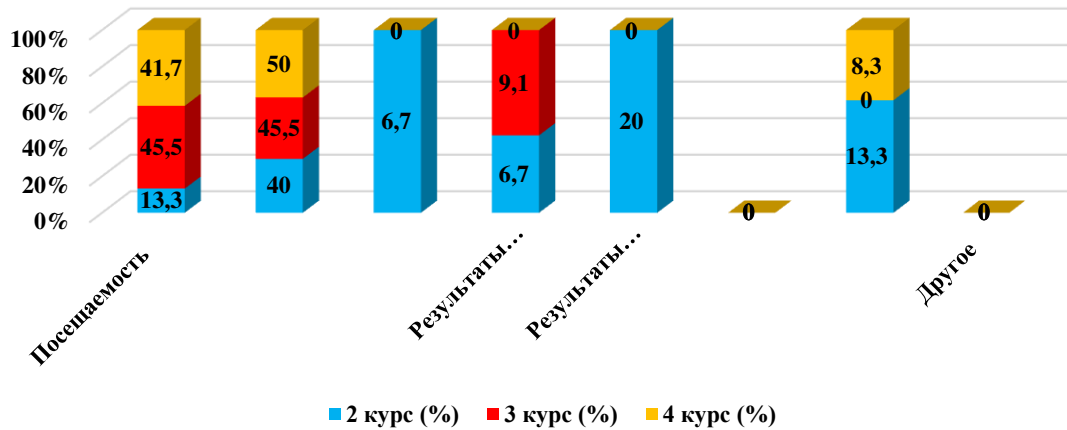
### 3. What forms of final credit or examination are used in this educational organization?



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Attendance	13,3	45,5	41,7
Activity in classes (seminars), answering the teacher's questions, solving problems, etc.	40	45,5	50
Reports and speeches at classes (seminars)	6,7	-	-
Results of intermediate control works, tests, colloquiums, etc.	6,7	9,1	-
Results of internships, laboratory and other practical works	20	-	-
Evaluation of abstracts, essays, etc.	-	-	-
Results of the final exam on the course	13,3	-	8,3
Other	-	-	-

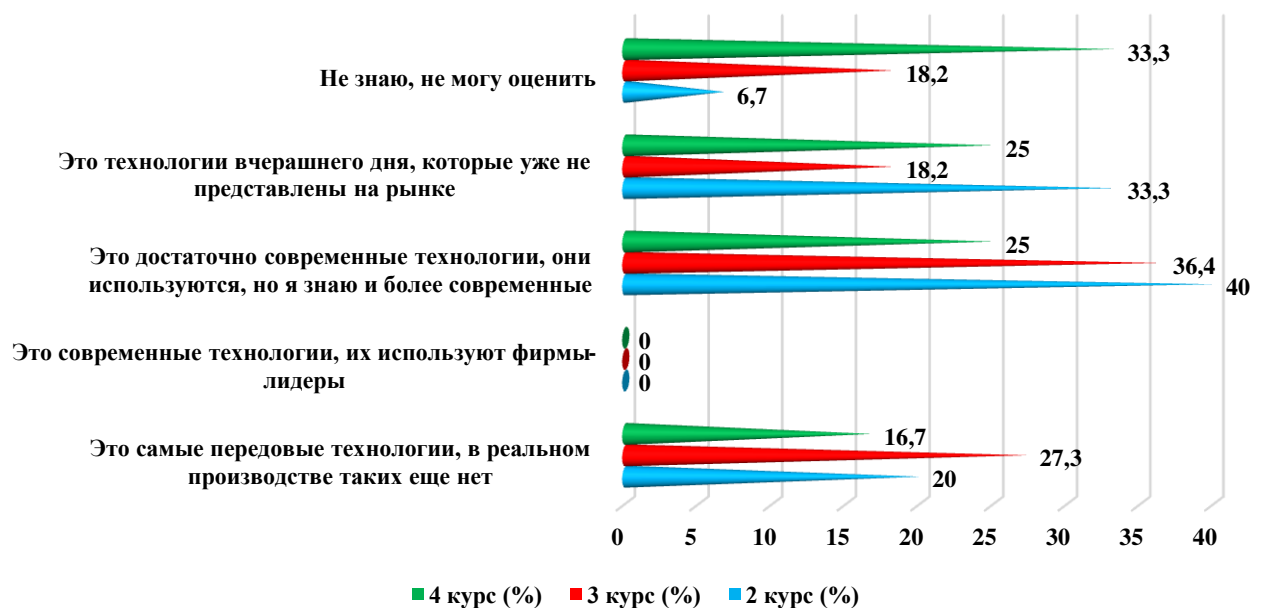
#### 4. What indicators are typically considered by faculty in making final grades?



#### 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	20	27,3	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.	40	36,4	25
These are technologies of yesterday that are no longer on the market.	33,3	18,2	25
I don't know, I can't estimate	6,7	18,2	33,3

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

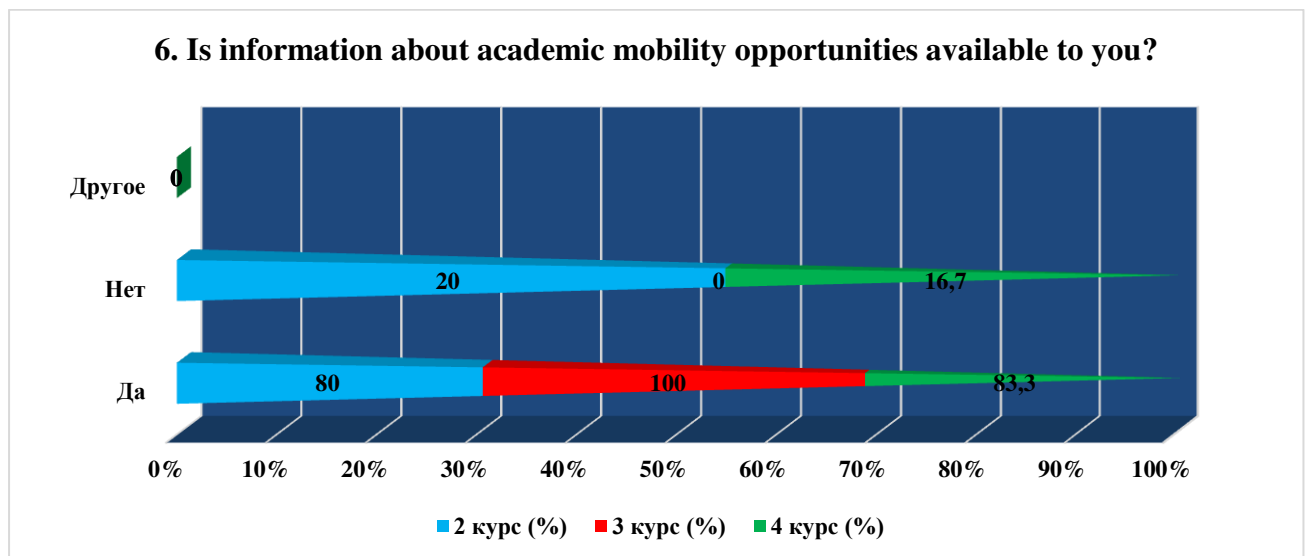


For the option “If you answered “Don't know, can't estimate” to the previous question, give recommendations for improvement” students indicated the following options\*:

- I don't know.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	80	100	83,3
No	20	-	16,7
Other	-	-	-



### 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 \_\_\_\_\_

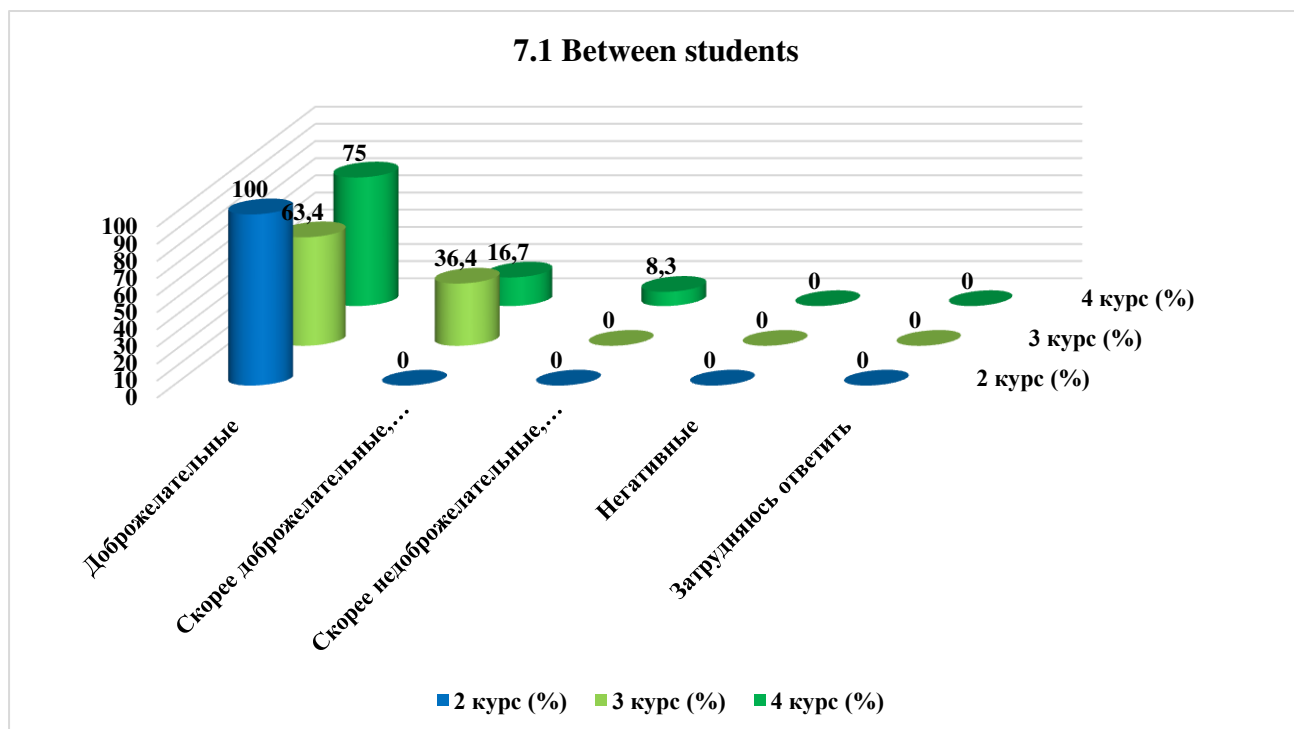
If you answered “Rather not benevolent than benevolent” and “Negative” to the previous question, give recommendations for improvement \_\_\_\_\_

#### 7.1 Between students

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	100	63,4	75
Rather benevolent than not benevolent	-	36,4	16,7
Rather not benevolent than benevolent	-	-	8,3

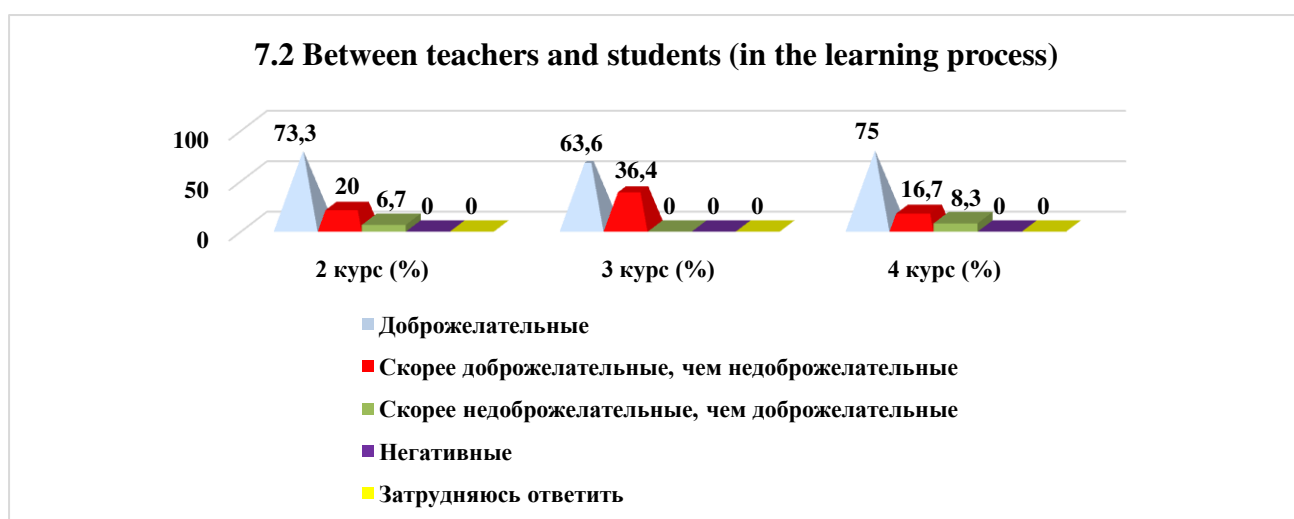
\* Students' answers to the option “other” and “if you answered “not satisfied.....” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

Negative	-	-	-
Difficult to answer	-	-	-



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

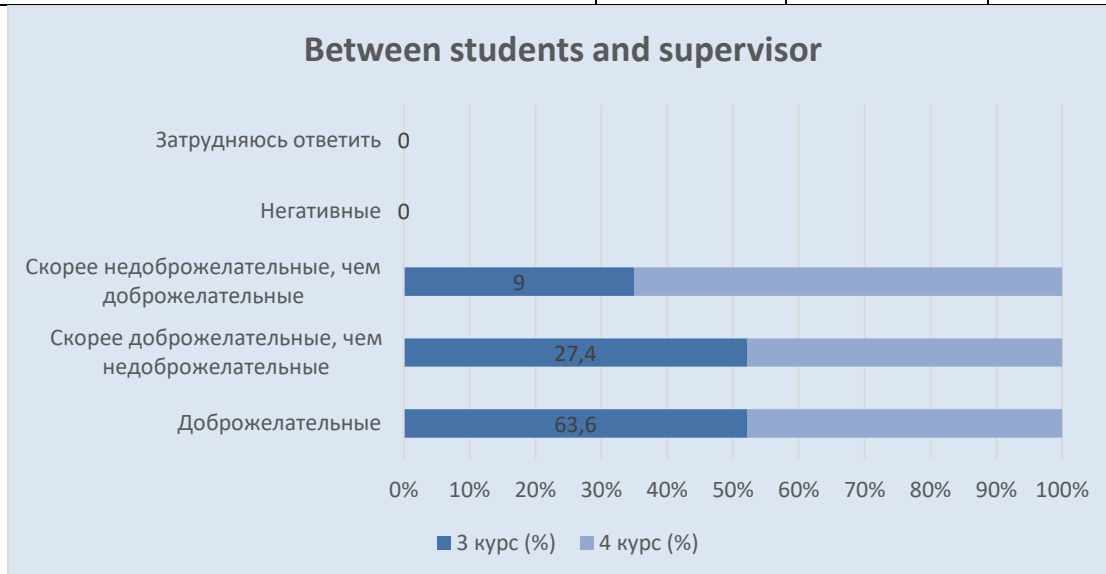
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	73,3	63,6	75
Rather benevolent than not benevolent	20	36,4	16,7
Rather not benevolent than benevolent	6,7	-	8,3
Negative	-	-	-
Difficult to answer	-	-	-



### 7.3 Between students and supervisor

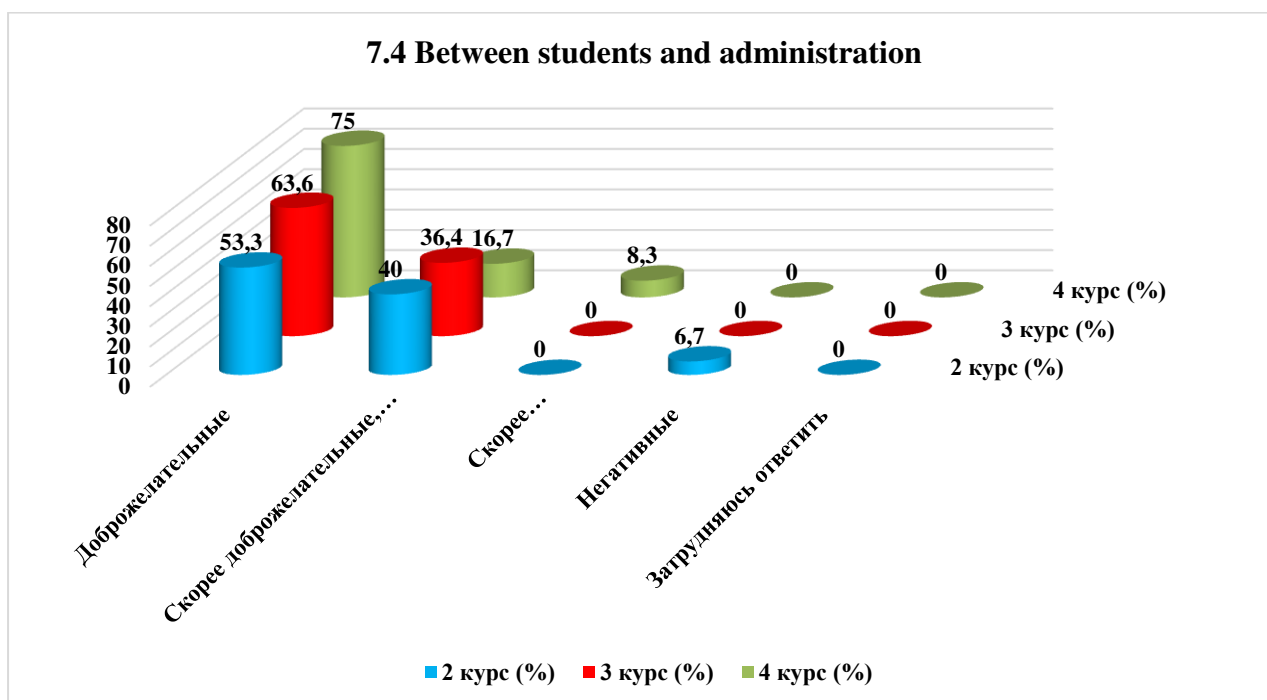
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	93,2	63,6	58,2

Rather benevolent than not benevolent	6,8	27,4	25,1
Rather not benevolent than benevolent	-	9	16,7
Negative	-	-	-
Difficult to answer	-	-	-



### 7.4 Between students and administration

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	53,3	63,6	75
Rather benevolent than not benevolent	40	36,4	16,7
Rather not benevolent than benevolent	-	-	8,3
Negative	6,7	-	-
Difficult to answer	-	-	-

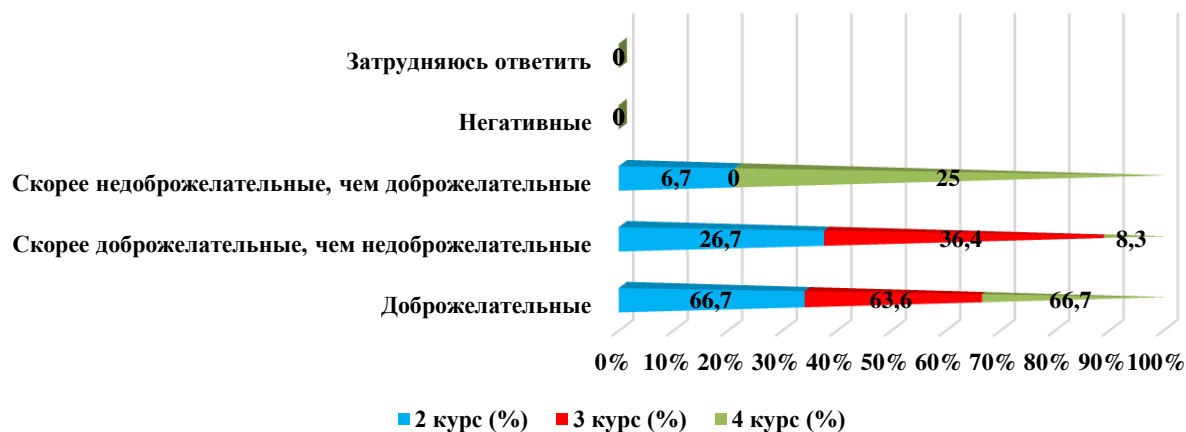


### 7.5 Between students and staff of departments (library, student department, etc.)

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

Benevolent	66,7	63,6	66,7
Rather benevolent than not benevolent	26,7	36,4	8,3
Rather not benevolent than benevolent	6,7	-	25
Negative	-	-	-
Difficult to answer	-	-	-

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



### 7.6 Between students and security service

Answer options	2nd year	3rd year	4th year
Benevolent	46,7	63,6	66,7
Rather benevolent than not benevolent	20	36,4	16,7
Rather not benevolent than benevolent	13,3	-	16,7
Negative	-	-	-
Difficult to answer	20	-	-

### 7.6 Between students and security service



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\*:

- the security guards are annoying;

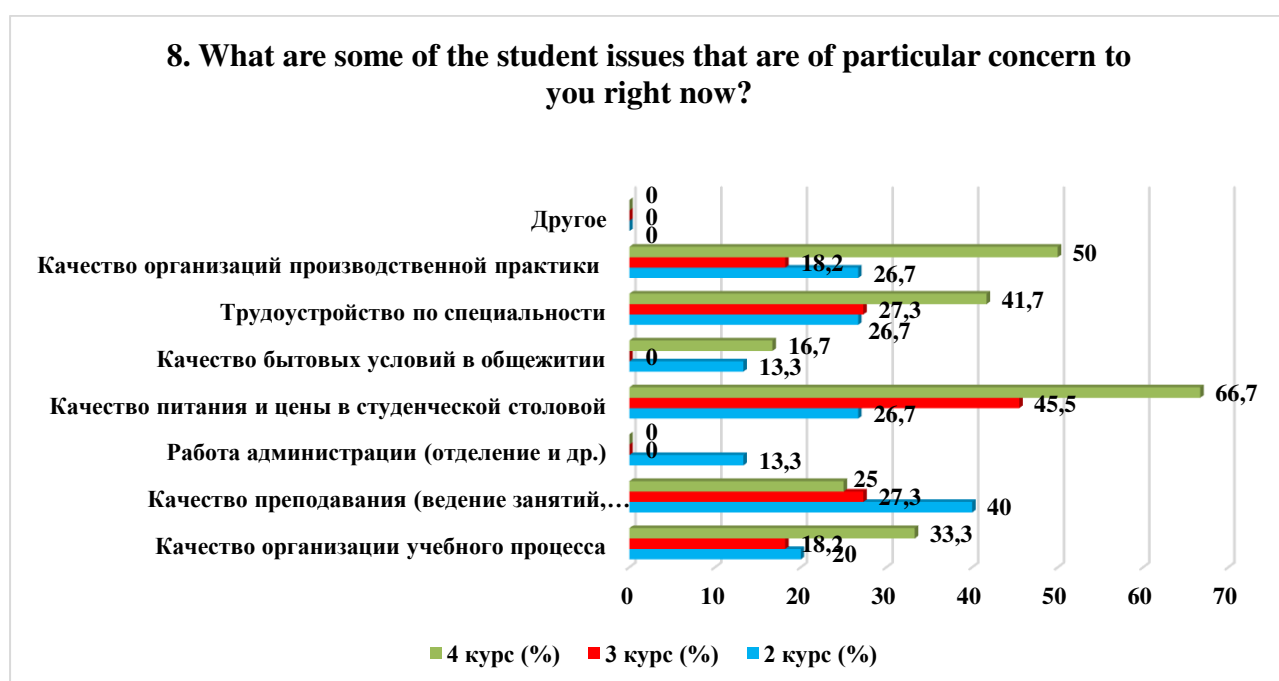
\* Students' answers to the option “other” and “if you answered “not satisfied.....” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

## 8. 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 educational process	20	18,2	33,3
Quality of teaching (conducting classes, assessment of knowledge, etc.).	40	27,3	25
Work of administration (department, etc.)	13,3	-	-
Quality of food and prices in the student canteen	26,7	45,5	66,7
Quality of living conditions in the dormitory	13,3	-	16,7
Employment in the specialty	26,7	27,3	41,7
Quality of internship organizations	26,7	18,2	50
Other	-	-	-

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



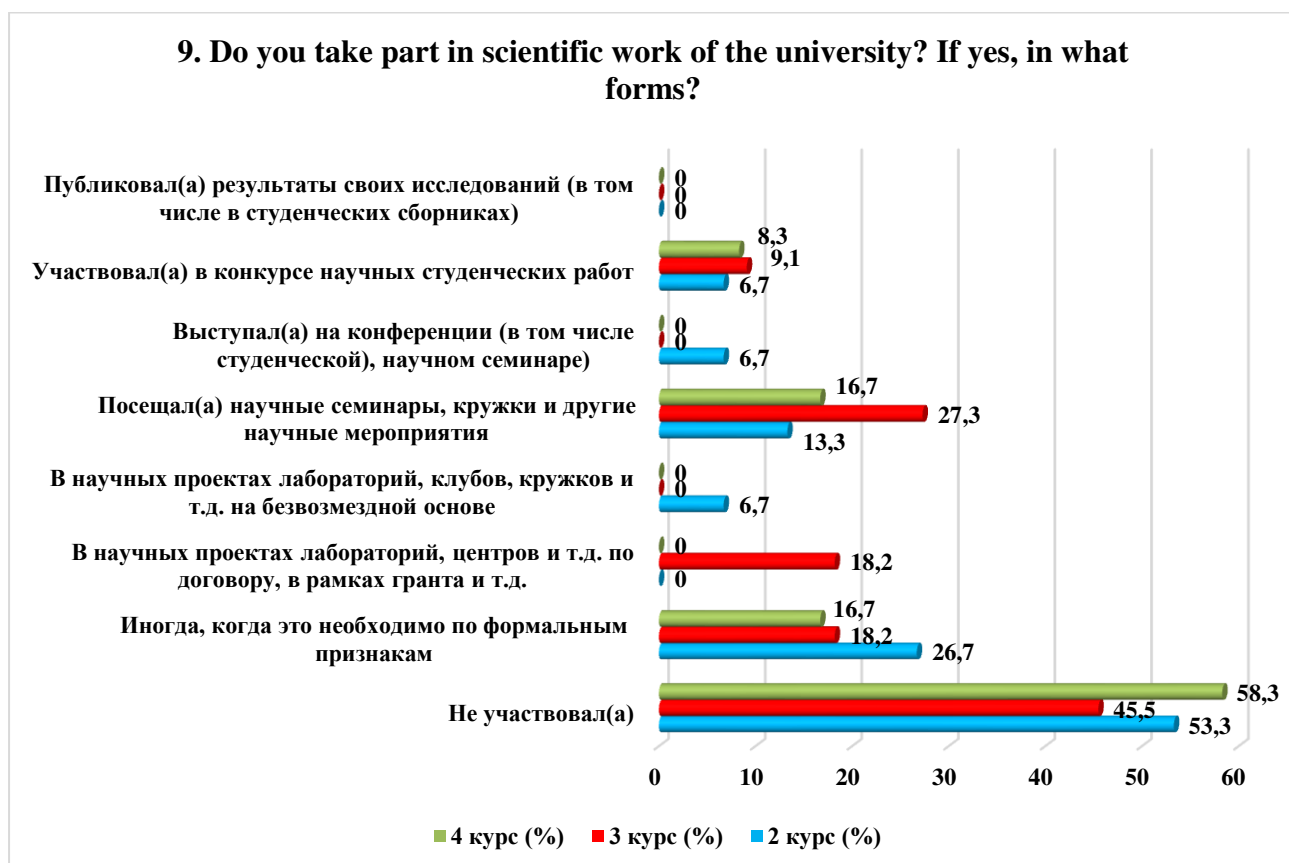
## 9. Do you take part in scientific work of the university? If yes, in what forms?

(mark all appropriate answers)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Did not participate	53,3	45,5	58,3
Sometimes, when it is necessary on formal grounds	26,7	18,2	16,7
In scientific projects of laboratories, centers, etc. under a contract, grant, etc.	-	18,2	-
In scientific projects of laboratories, clubs, circles, etc. on a gratuitous basis.	6,7	-	-
In scientific projects of laboratories, optional classes, circles, etc. on a gratuitous basis.	13,3	27,3	16,7
Attended scientific seminars, clubs and other scientific events.	6,7	-	-
Participated in the competition of scientific student works	6,7	9,1	8,3

Published(s) the results of his/her research (including in student collections)	-	-	-
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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 \*:

- don't have time for this.

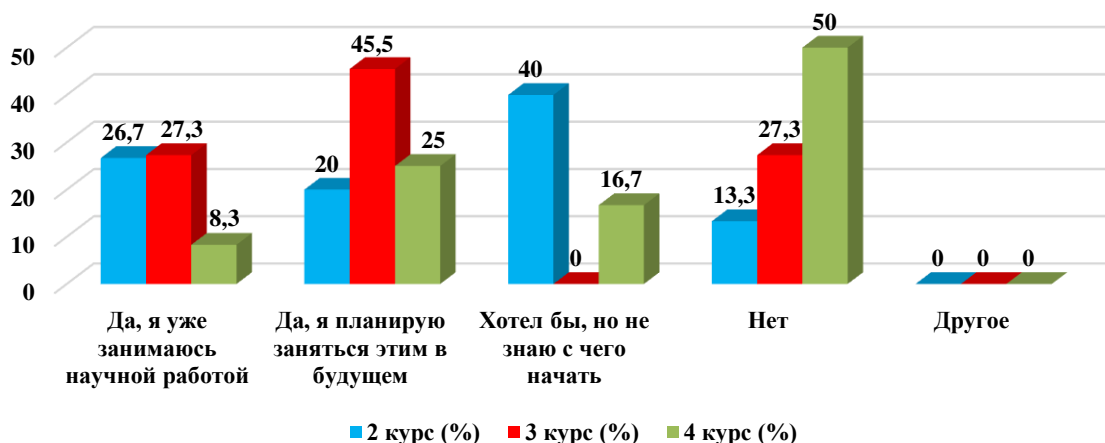
### 10. Are you interested in scientific activity within the chosen field/specialty?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes, I am already doing scientific work	26,7	27,3	8,3
Yes, I plan to do it in the future	20	45,5	25
I would like to, but I don't know where to start	40	-	16,7
No	13,3	27,3	50
Other	-	-	-

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



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

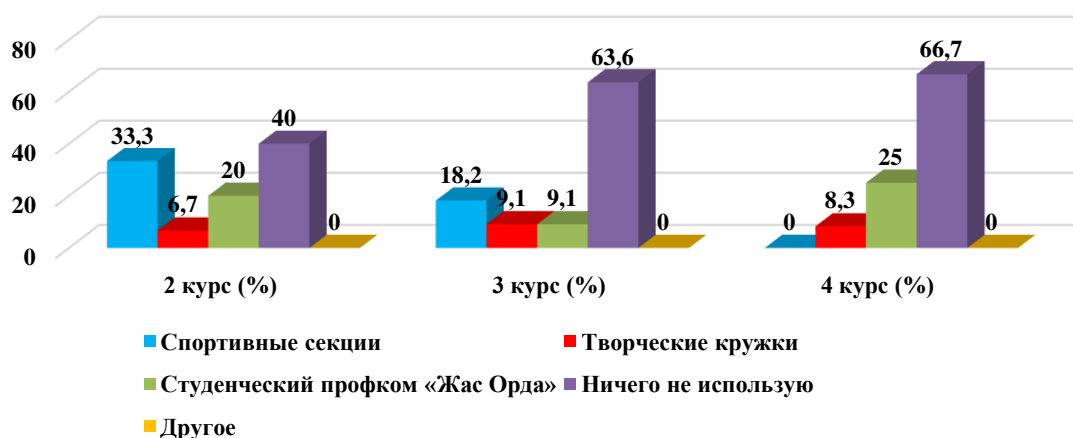


For the option “If you answered “I would like to, but don't know where to start” or “No” to the previous question, write why”, students indicated the following options\* :  
- how to get started.

### 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	33,3	18,2	-
Creative clubs	6,7	9,1	8,3
Student Trade Union “Zhas Orda”	20	9,1	25
I don't use anything	40	63,6	66,7
Other	-	-	-

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



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

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

- it's not interesting;
- I don't see the point.

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

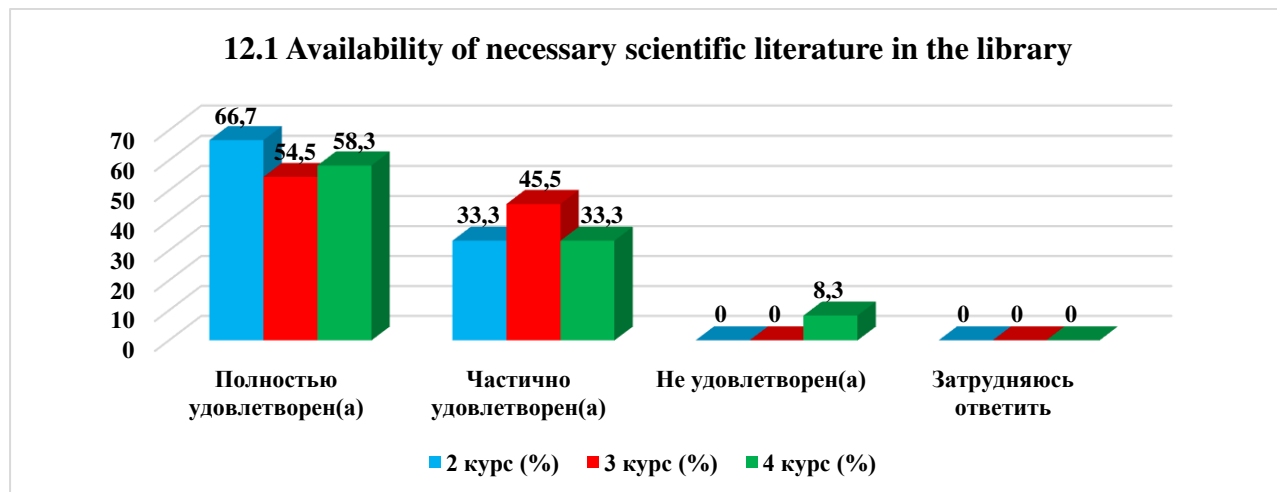
12.1 Availability of necessary scientific literature in the library
12.2 Modernity of computer equipment
12.3 Internet channel width and speed
12.4 Modernity of software
12.5 Availability of educational and scientific equipment
12.6 Availability of laboratories and specialized classrooms
12.7 Availability 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	66,7	54,5	58,3
Partially satisfied	33,3	45,5	33,3
Not satisfied	-	-	8,3
Difficult to answer	-	-	-

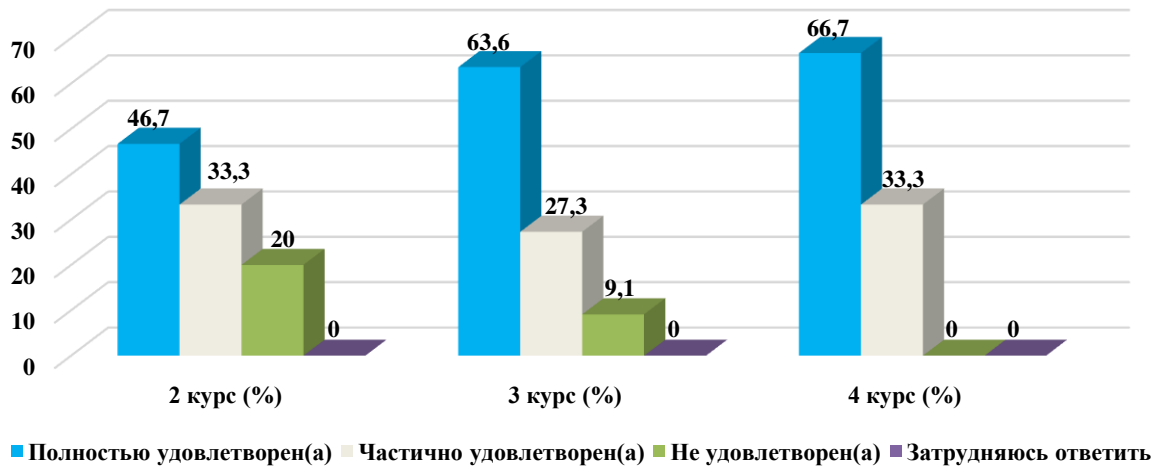


### 12.2 Modernity of computer equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	46,7	63,6	66,7
Partially satisfied	33,3	27,3	33,3
Not satisfied	20	9,1	-
Difficult to answer	-	-	-

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

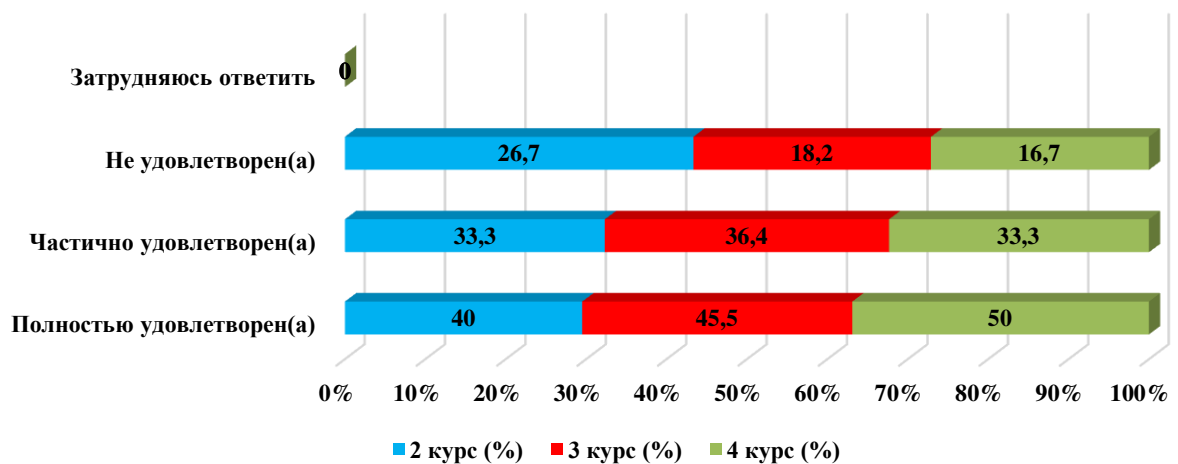
### 12.2 Modernity of computer equipment



### 12.3 Internet channel width and speed

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	40	45,5	50
Partially satisfied	33,3	36,4	33,3
Not satisfied	26,7	18,2	16,7
Difficult to answer	-	-	-

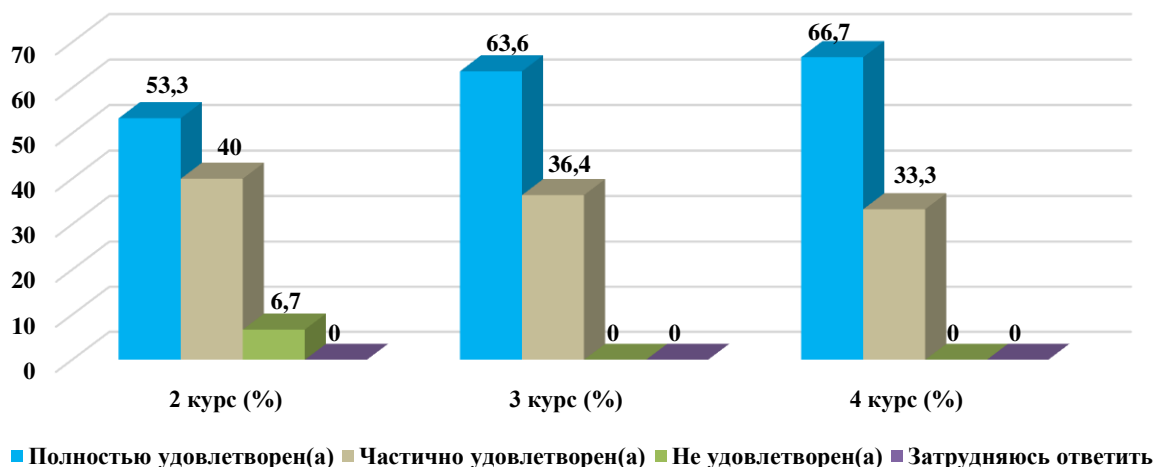
### 12.3 Internet channel width and speed



### 12.4 Modernity of software

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	53,3	63,6	66,7
Partially satisfied	40	36,4	33,3
Not satisfied	6,7	-	-
Difficult to answer	-	-	-

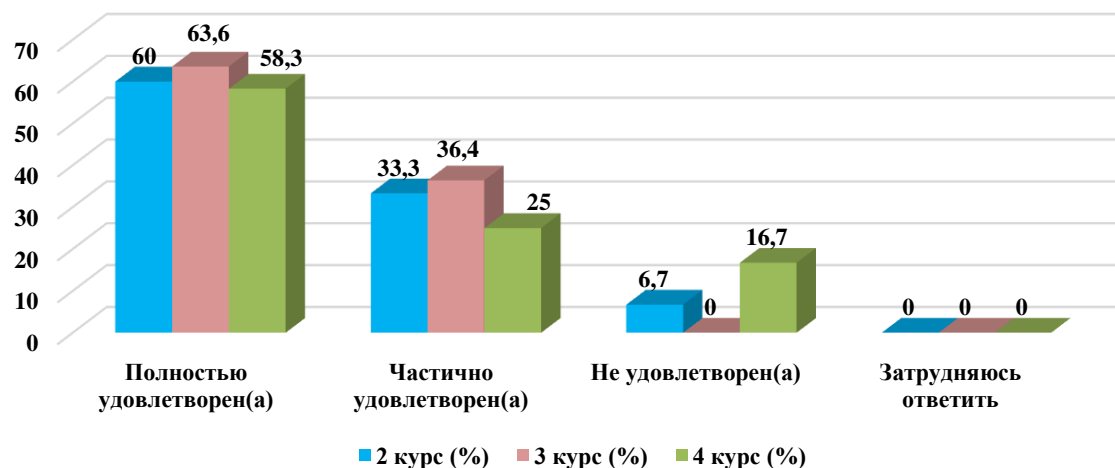
### 12.4 Modernity of software



### 12.5 Availability of educational and scientific equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	60	63,6	58,3
Partially satisfied	33,3	36,4	25
Not satisfied	6,7	-	16,7
Difficult to answer	-	-	-

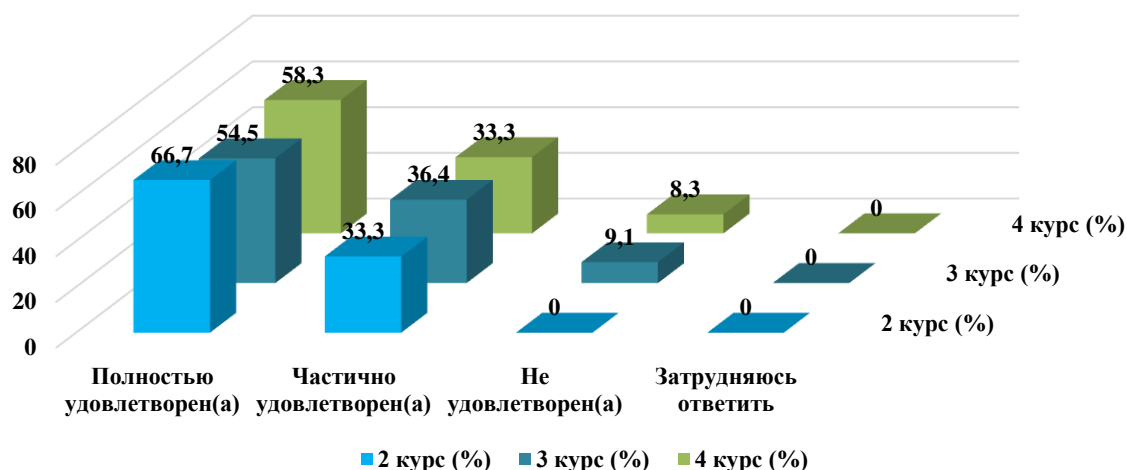
### 12.5 Availability of educational and scientific equipment



### 12.6 Availability of laboratories and specialized classrooms

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66,7	54,5	58,3
Partially satisfied	33,3	36,4	33,3
Not satisfied	-	9,1	8,3
Difficult to answer	-	-	-

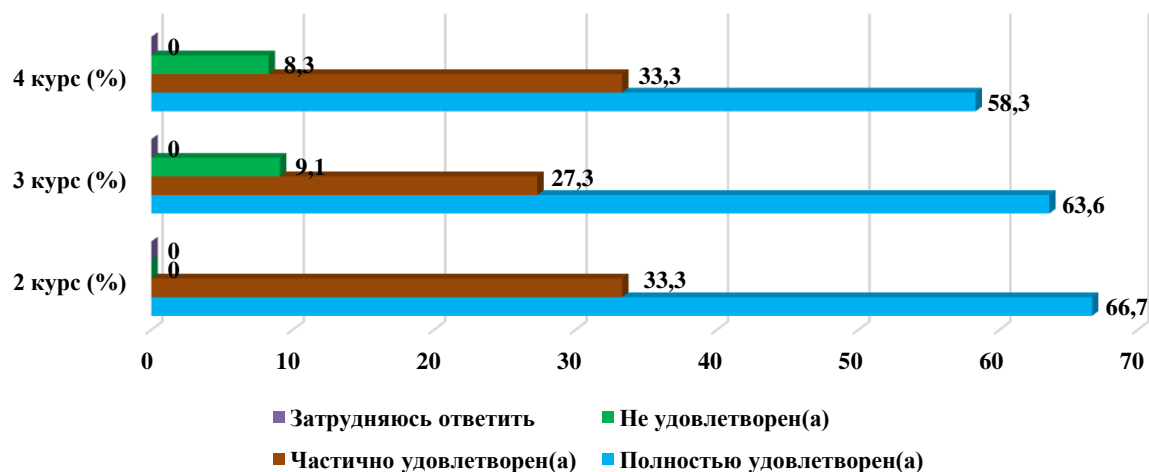
### 12.6 Availability of laboratories and specialized classrooms



### 12.7 Availability of sports equipment

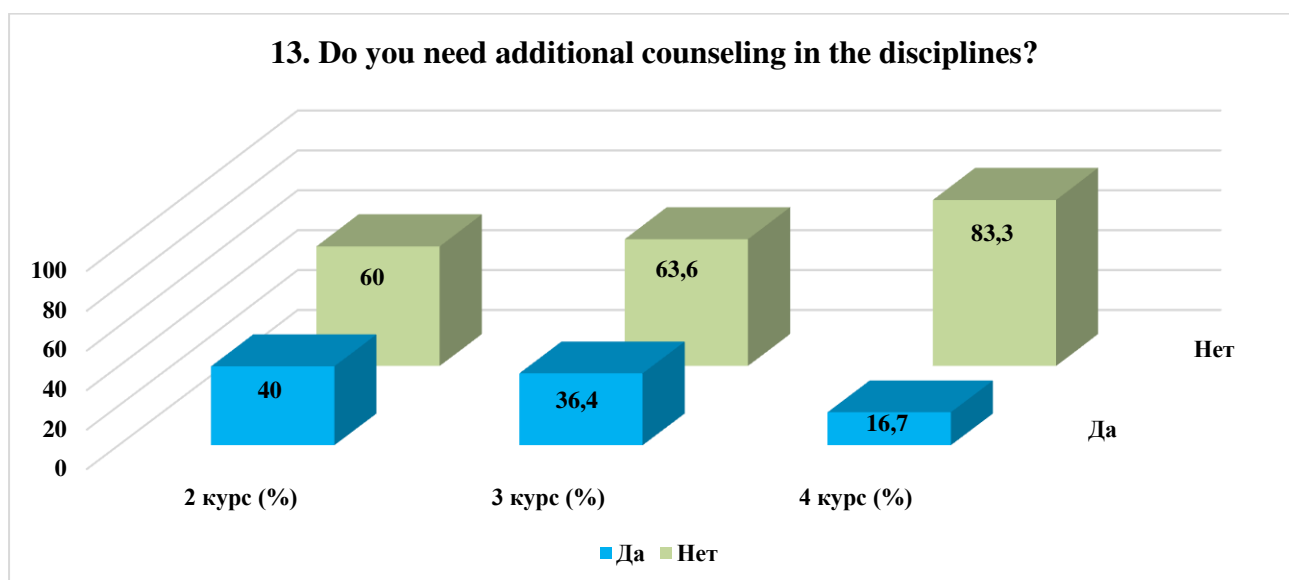
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66,7	63,6	58,3
Partially satisfied	33,3	27,3	33,3
Not satisfied	-	9,1	8,3
Difficult to answer	-	-	-

### 12.7 Availability of sports equipment



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	40	36,4	16,7
No	60	63,6	83,3



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 \*:

- help with term work

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

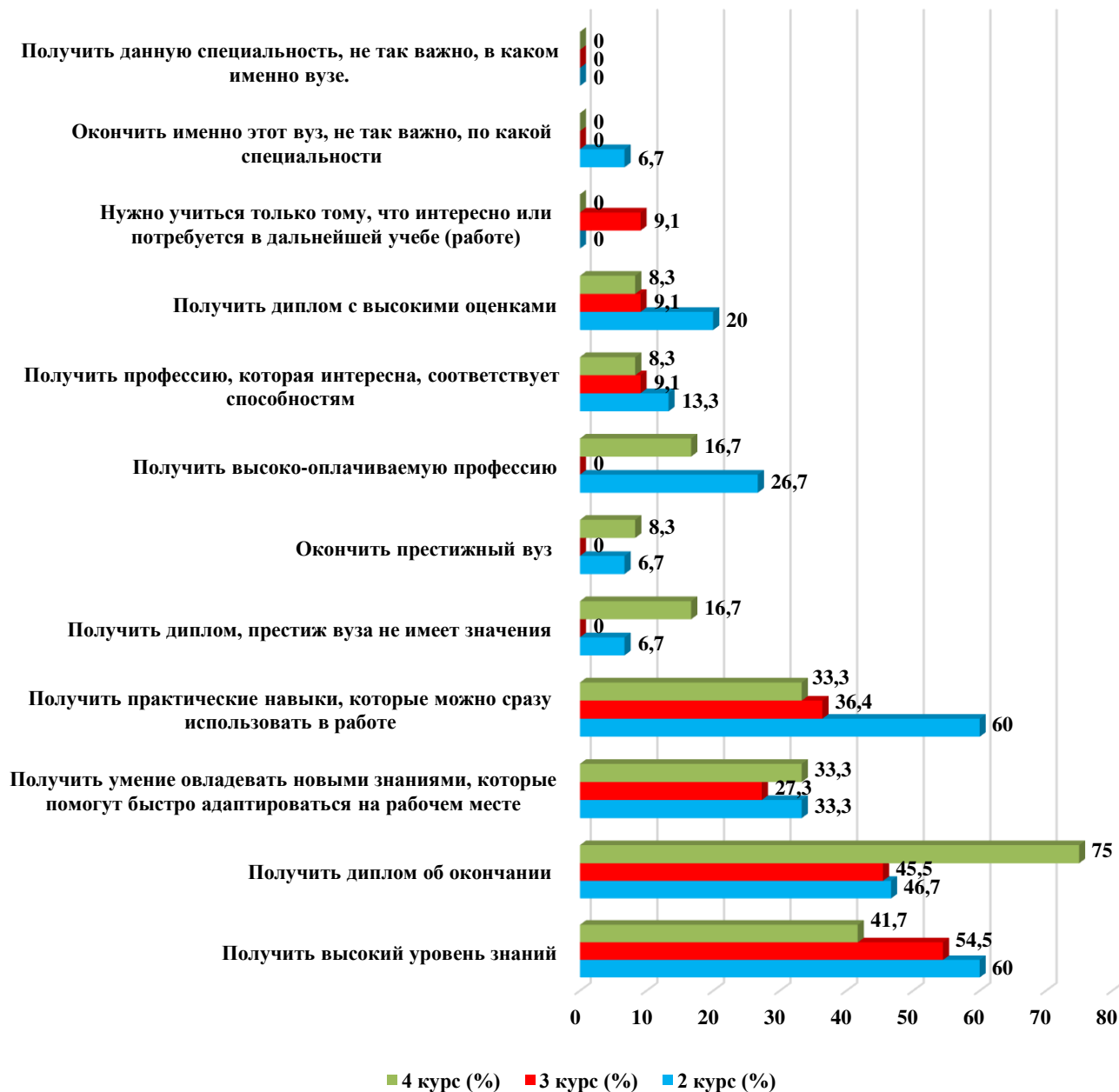
*(You can select one or more answer options)*

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Get a high level of knowledge	60	54,5	41,7
Get a diploma of completion	46,7	45,5	75
Get the ability to learn new knowledge that will help you adapt quickly in the workplace	33,3	27,3	33,3
Get practical skills that can be immediately used in the workplace	60	36,4	33,3
Get a diploma, the prestige of the university does not matter	6,7	-	16,7
Graduate from a prestigious university	6,7	-	8,3
Get a high-paying profession	26,7	-	16,7
To get a profession that is interesting, corresponds to abilities	13,3	9,1	8,3
Get a diploma with high grades	20	9,1	8,3
It is necessary to study only what is interesting or will be needed in further studies (work).	-	9,1	-
To graduate from this particular university, no matter what specialty	6,7	-	-
To get this specialty, it is not so important in which university.	-	-	-

\* 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.

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



Please, write your suggestions, wishes, as well as what questions in your opinion 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):

- There's no need to add

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

The majority of students report full or partial satisfaction with 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 - 73.3%, 3rd year - 100%, 4th year - 100%. The obtained data with the dynamics of growth indicate the improvement of 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 they receive” (2nd year - 6.7%), “Dissatisfaction with the quality of classes” (2nd year - 20%).

To the question: **“What indicators, as a rule, are taken into account by teachers when making the final grade?”** 45.2% of students indicated the option “activity in classes (seminars), answers to the teacher's questions, solving problems, etc.”, in second place - 33.5% “Attendance” and in third place - 7.2% “Results of the final exam on the course”.

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.

However, it should be noted that a small part of respondents noted such answer options as **“rather not benevolent than benevolent”** and **“negative”** in the relations **“Between teachers and students (in the educational process)”**, **“Between students and supervisor”**, **“Between students and administration”**, **“Between students and employees of departments (library, student department, etc.)”**, **“Between students and security service”**.

To the option **“If you answered “Rather not benevolent than benevolent” and “Negative” to the previous question, give recommendations for improvement,”** students indicated: “security guards are annoying”.

On the question **“What student problems are of particular concern to you now?”** the first place is given to “Quality of food and prices in the student canteen” - 46.3%. Next – “Employment in the specialty” - 31.9%. On the third position – “Quality of organizations of job placement” - 31.6%.

On the question **“Do you need additional counseling on disciplines?”** 31% of respondents on average answered that they need additional counseling, but did not specify the disciplines in which additional counseling is needed.

## **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.