

**Report**  
**on the results of the survey**  
**“Satisfaction of 2-5 year students with educational services”**  
**in 2023 – 2024 academic year**  
**Department:** Development of Mineral Deposits  
**Specialty:** 6B07202 Mining

In October 2023, the Center of Quality Management and Accreditation conducted an annual survey on the satisfaction of 2-5 year students with the quality of services provided.

The survey purpose: To identify the degree of respondents’ satisfaction with the quality of the educational services provided and the other areas of the University activities.

The results of the survey were processed and presented in a summarized form with guaranteeing the confidentiality of students’ personal opinions.

In specialty 6B07202 Mining, 320 respondents took part in the survey:

- 2 year – 105 students (79,5%);
- 3 year – 118 students (88,7%);
- 4 year – 95 students (100%).

**Mode of training**

- Budget – 245 students (76,6%);
- Paid – 75 students (23,4%).

In the course of the survey there were obtained the following results.

Indicators:

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

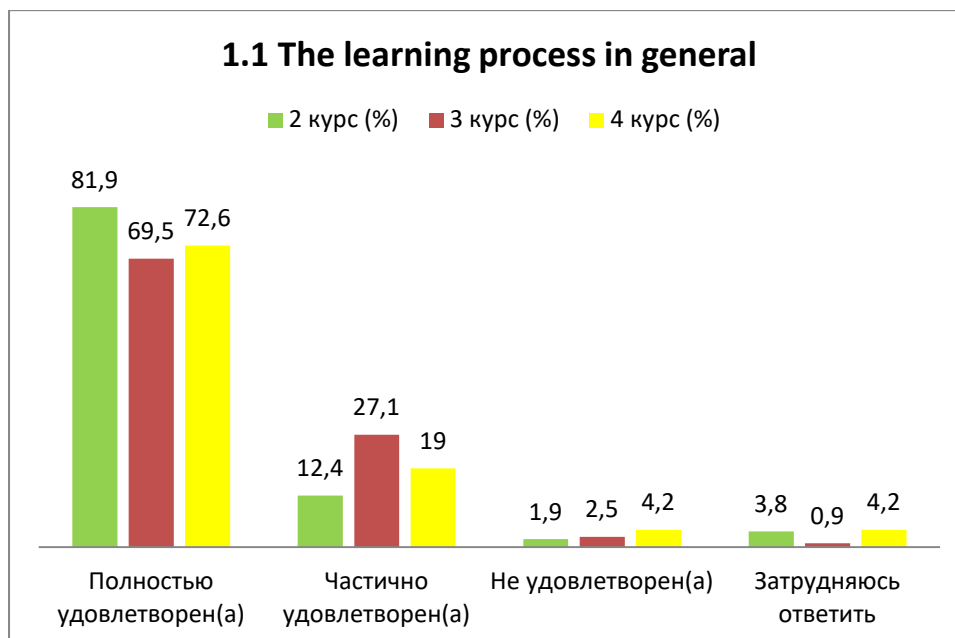
1.1 The learning process in general
1.2 Class schedule
1.3 Organization of independent work
1.4 Practices
1.5 Organizing and conducting SIWT
1.6 Organizing and conducting laboratory work
1.7 Satisfaction with the library work
1.8 Possibility of access to full-text databases of scientific publications
1.9 Living conditions in the hostel
1.10 Quality of medical care
1.11 Catering at the University (prices, product range, quality of prepared dishes)

Other \_\_\_\_\_

If you answered the previous question “not satisfied”, please give recommendations for improving the services provided \_\_\_\_\_.

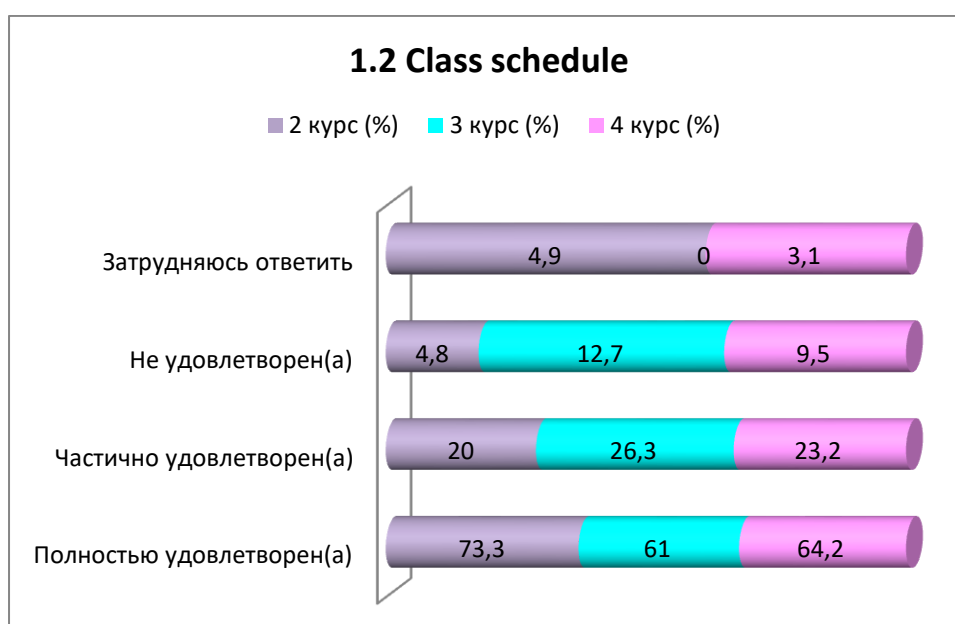
## 1.1 The learning process in general

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	81.9	69.5	72.6
<i>Partially satisfied</i>	12.4	27.1	19
<i>Not satisfied</i>	1.9	2.5	4.2
<i>I find it difficult to answer</i>	3.8	0.9	4.2



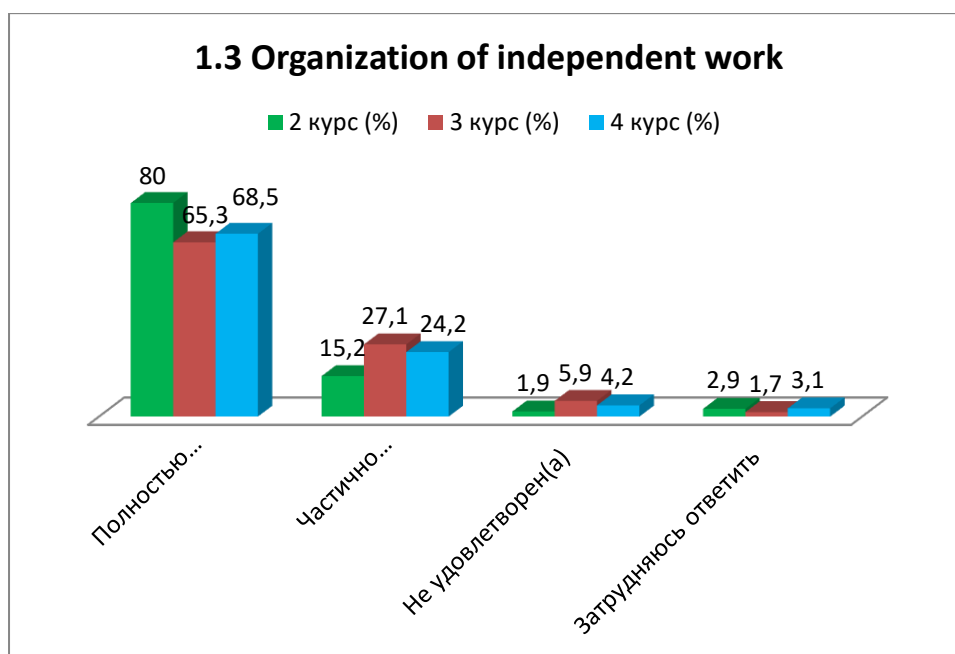
## 1.2 Class schedule

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	73.3	61	64.2
<i>Partially satisfied</i>	20	26.3	23.2
<i>Not satisfied</i>	4.8	12.7	9.5
<i>I find it difficult to answer</i>	4.9	-	3.1



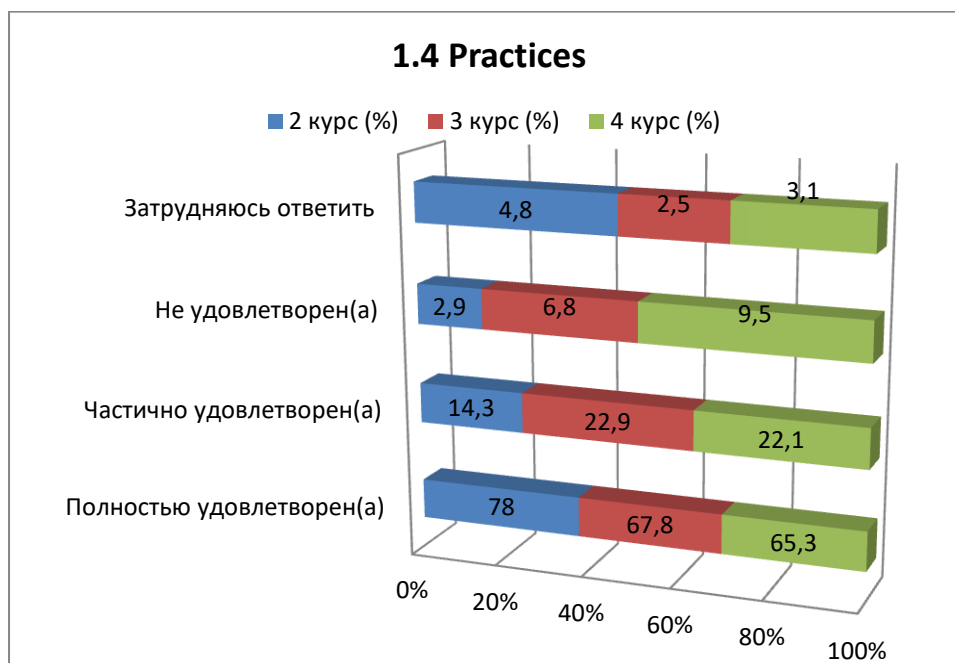
### 1.3 Organization of independent work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	80	65.3	68.5
<i>Partially satisfied</i>	15.2	27.1	24.2
<i>Not satisfied</i>	1.9	5.9	4.2
<i>I find it difficult to answer</i>	2.9	1.7	3.1



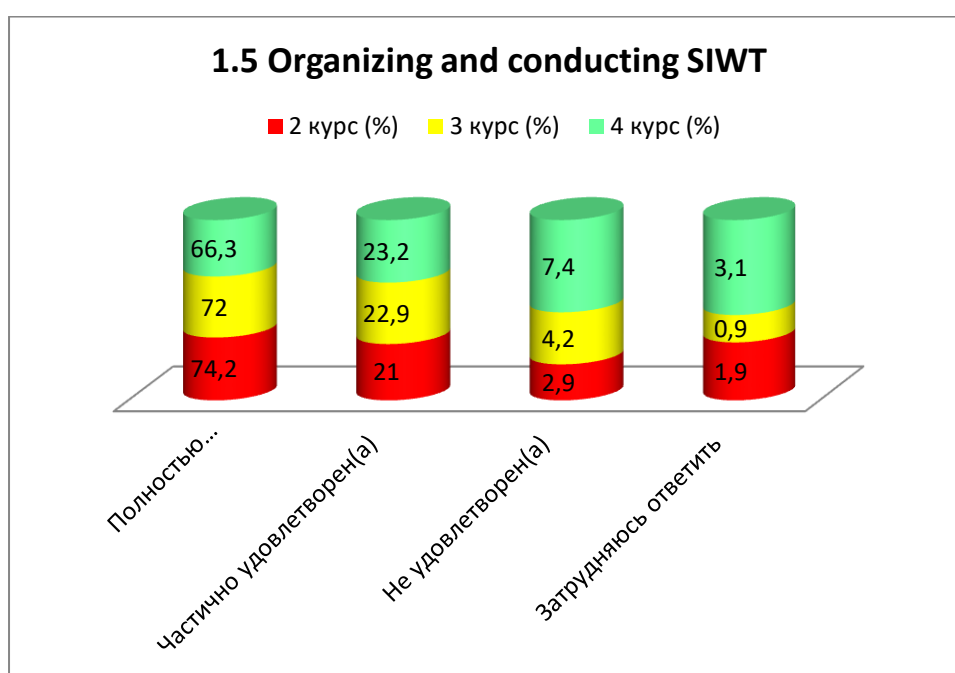
### 1.4 Practices

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	78	67.8	65.3
<i>Partially satisfied</i>	14.3	22.9	22.1
<i>Not satisfied</i>	2.9	6.8	9.5
<i>I find it difficult to answer</i>	4.8	2.5	3.1



### 1.5 Organizing and conducting SIWT

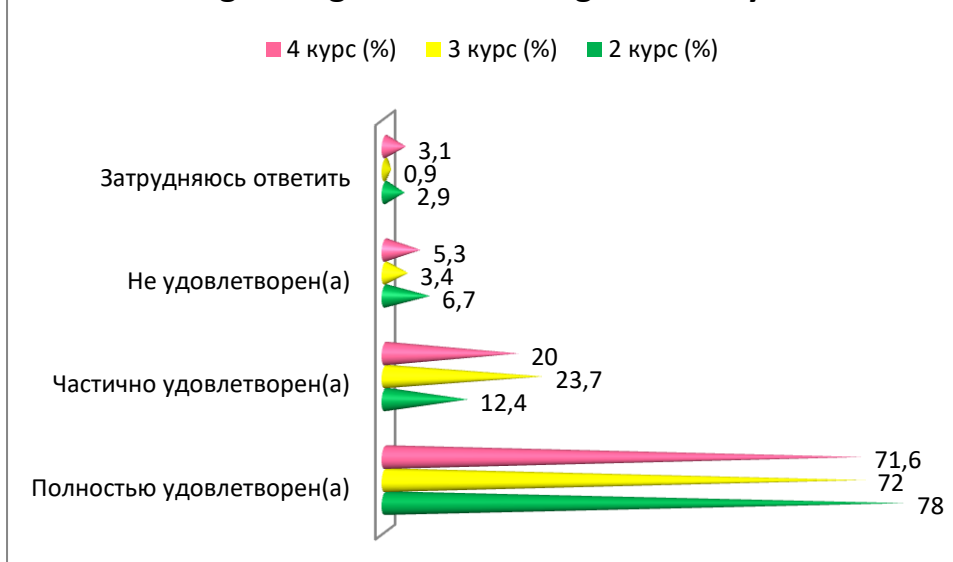
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	74.2	72	66.3
<i>Partially satisfied</i>	21	22.9	23.2
<i>Not satisfied</i>	2.9	4.2	7.4
<i>I find it difficult to answer</i>	1.9	0.9	3.1



### 1.6 Organizing and conducting work

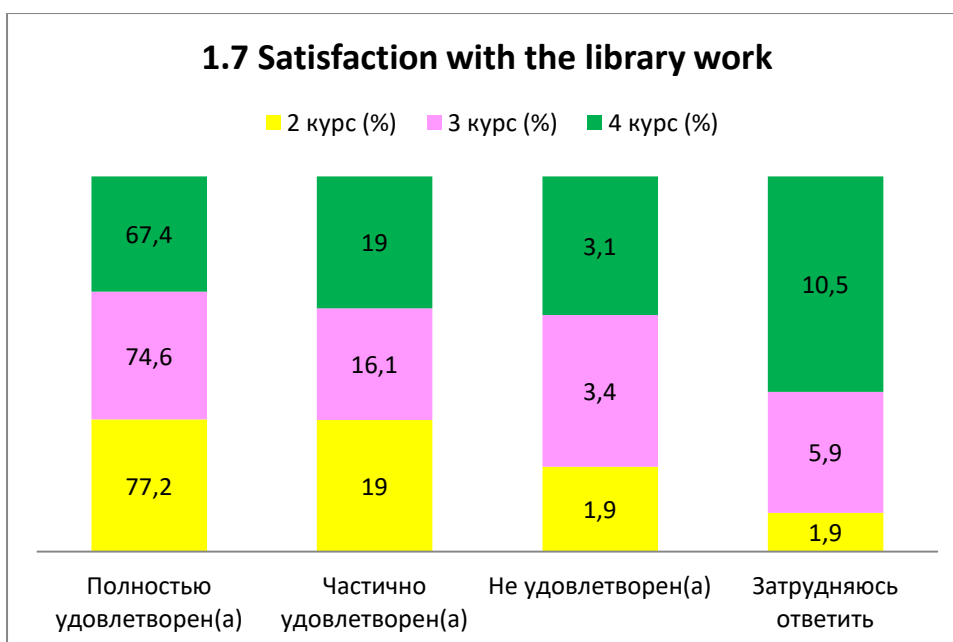
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	78	72	71.6
<i>Partially satisfied</i>	12.4	23.7	20
<i>Not satisfied</i>	6.7	3.4	5.3
<i>I find it difficult to answer</i>	2.9	0.9	3.1

## 1.6 Organizing and conducting laboratory work



## 1.7 Satisfaction with the library work

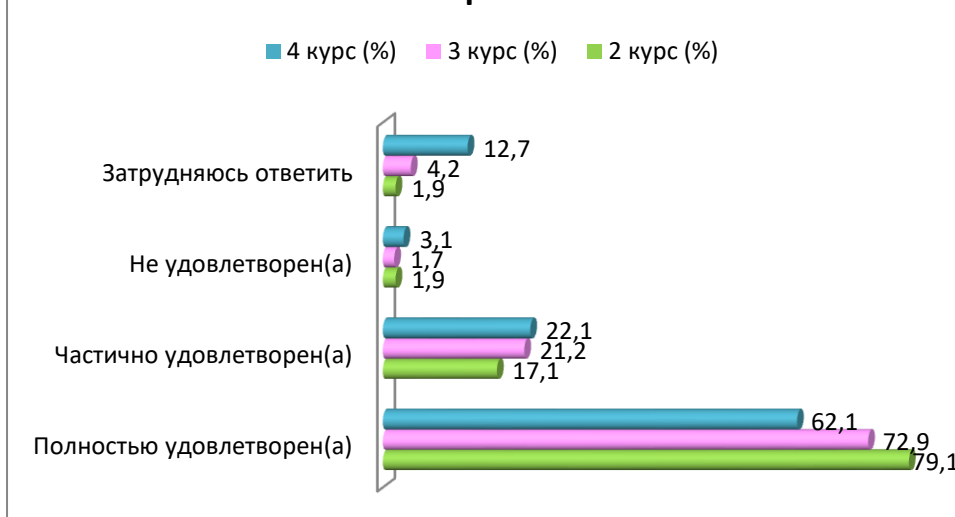
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	77.2	74.6	67.4
<i>Partially satisfied</i>	19	16.1	19
<i>Not satisfied</i>	1.9	3.4	3.1
<i>I find it difficult to answer</i>	1.9	5.9	10.5



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

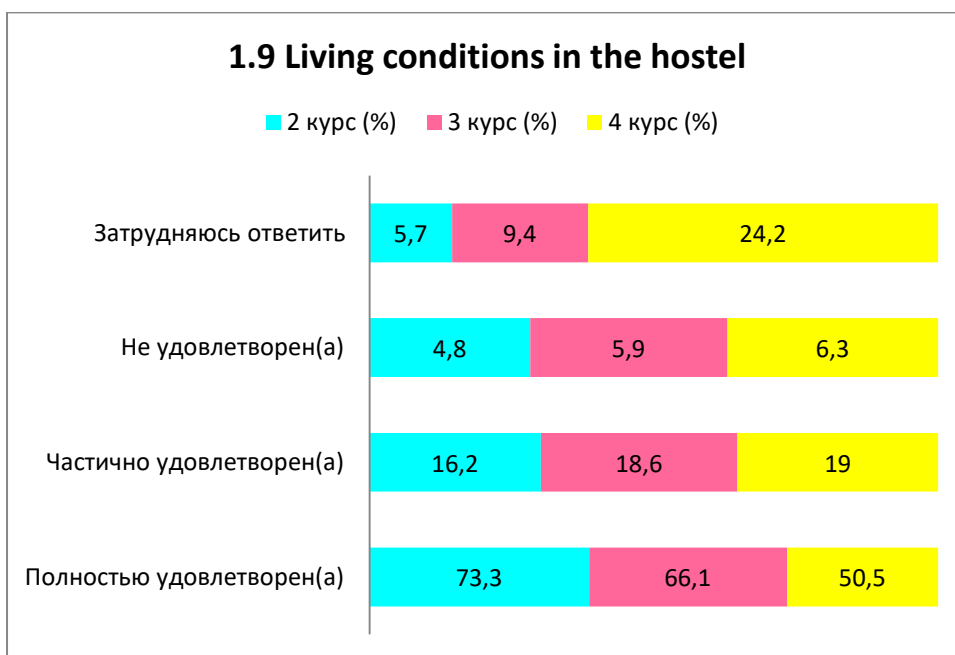
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	79.1	72.9	62.1
<i>Partially satisfied</i>	17.1	21.2	22.1
<i>Not satisfied</i>	1.9	1.7	3.1
<i>I find it difficult to answer</i>	1.9	4.2	12.7

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



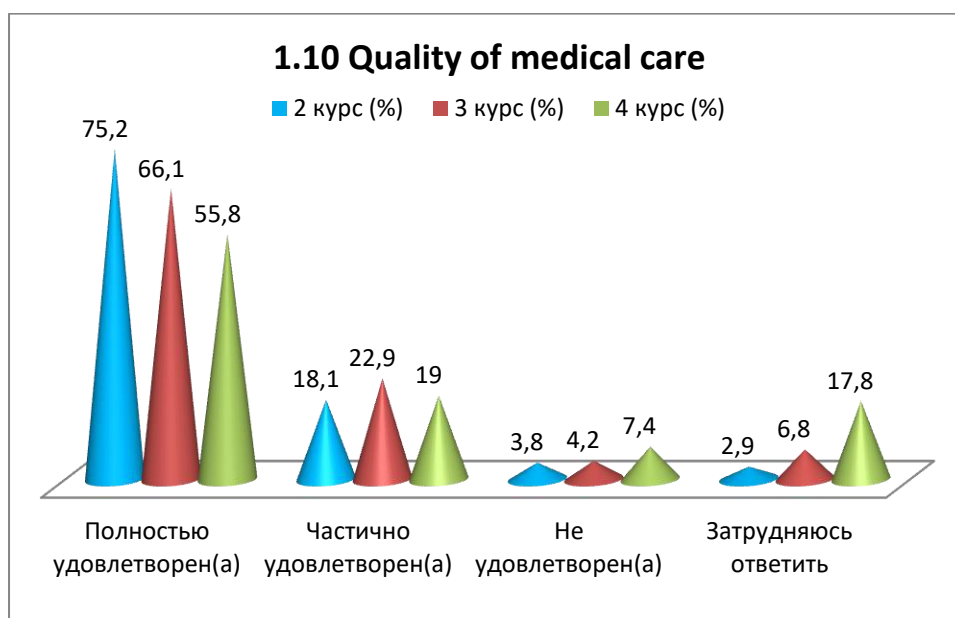
### 1.9 Living conditions in the hostel

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	73.3	66.1	50.5
<i>Partially satisfied</i>	16.2	18.6	19
<i>Not satisfied</i>	4.8	5.9	6.3
<i>I find it difficult to answer</i>	5.7	9.4	24.2



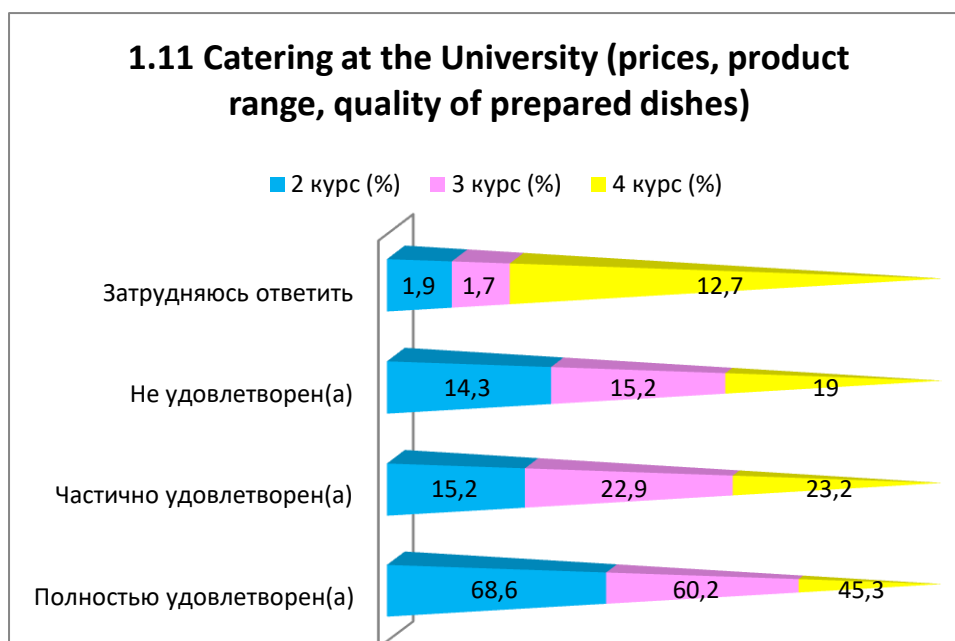
### 1.10 Quality of medical care

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	75.2	66.1	55.8
<i>Partially satisfied</i>	18.1	22.9	19
<i>Not satisfied</i>	3.8	4.2	7.4
<i>I find it difficult to answer</i>	2.9	6.8	17.8



### 1.11 Catering at the University (prices, product range, quality of prepared dishes)

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	68.6	60.2	45.3
<i>Partially satisfied</i>	15.2	22.9	23.2
<i>Not satisfied</i>	14.3	15.2	19
<i>I find it difficult to answer</i>	1.9	1.7	12.7



For the option “Other”, students gave the following answers\*:

2 year	3 year	4 year
- Completely satisfied	-No	- No
- No	- Create a normal schedule	- Everything is fine
		- Yes, completely

\* Ответы обучающихся на вариант «другое» и «если на предыдущий вопрос Вы ответили «не удовлетворен.....» представлены в оригинале. Орфография и пунктуация автора сохранены.

<ul style="list-style-type: none"> <li>- Satisfied</li> <li>- Все отлично</li> <li>- нет</li> </ul>	<ul style="list-style-type: none"> <li>- Everything is fine</li> <li>- Satisfied</li> <li>- Subject</li> <li>- There are no options</li> </ul>	<ul style="list-style-type: none"> <li>- Class</li> <li>- I don't know what's wrong</li> <li>- In building 2 in the dining room, Auntie always seems to be working for us and is angry</li> <li>- Nothing to add</li> <li>- It will do</li> <li>- Class</li> </ul>
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For the option “If you answered “not satisfied” to the previous question, please give recommendations for improving the services provided,” students indicated the following options\*:

<b>2 year</b>	<b>3 year</b>	<b>4 year</b>
<ul style="list-style-type: none"> <li>- Prices should be lower.</li> <li>- I don't live in the hostel</li> <li>- Price reduction</li> <li>- No</li> <li>- Everything is fine</li> </ul>	<ul style="list-style-type: none"> <li>- The education system, if you study, then study and let them teach! Food is poor</li> <li>- It would be better if couples were there from morning until lunch</li> <li>- The canteen is expensive</li> <li>- There is not</li> <li>- Not satisfied</li> <li>- Canteens need to be improved</li> </ul>	<ul style="list-style-type: none"> <li>- improving the quality of food in the canteen</li> <li>- More activities to study new programs (micromine, 3dmax), for older years paid internship can be tripled, it is also possible with foreign enterprises. Send students to ex-years (mines, quarries)</li> <li>- It's not tasty</li> <li>- It is worth considering improving the quality of nutrition</li> <li>- The dining room is bad</li> <li>- No answer</li> <li>- Everything is fine</li> <li>- Improve food quality</li> <li>- I don't know, do something</li> <li>- Everything is good</li> </ul>

## 2. Your attitude to the quality of organizing the educational process

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>No complaints</i>	77.2	67.8	75.8
<i>Discrepancy between the disciplines studied and the specialty obtained</i>	3.8	11.9	4.2
<i>Inconsistency between the importance of the subject and the number of hours</i>	3.8	7.6	5.3
<i>Overload with classroom activities</i>	10.4	5.1	7.4
<i>Dissatisfaction with the quality of classes</i>	2.9	5.1	5.3
<i>Dissatisfaction with the organization of tests and exams</i>	-	2.5	2
<i>Other</i>	1.9	-	-





To the option “Other”, students gave the following answers\* :

2 year	3 year	4 year
- Everything is good	-	-

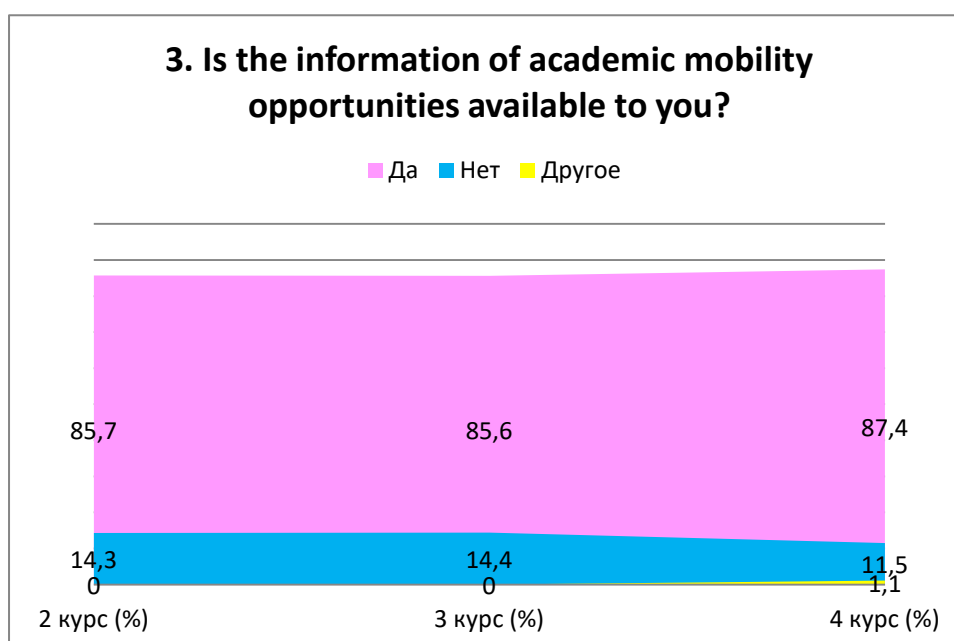
For the option “If you answered “No” to the previous question, write why”, students indicated the following options\*:

2 year	3 year	4 year
<ul style="list-style-type: none"> <li>- No answer</li> <li>- No (3)</li> <li>- Everything is fine</li> </ul>	<ul style="list-style-type: none"> <li>- No</li> <li>- Less water, more work!!!</li> <li>- We need to stop watching students like schoolchildren. If they are late, don't do assignments, etc. Just give a low score. There are teachers who take and check notebooks, report for being late every lesson, and so on. Instead of this wasted time, they could have given us more information</li> <li>- corresponds</li> <li>- Why do we need Russian?</li> </ul>	<ul style="list-style-type: none"> <li>- No</li> <li>- Need to devote less time to non-core subjects</li> <li>- Everything is fine</li> <li>- 1) Create interest among teachers in teaching students</li> <li>2) Hiring adequate cooks</li> <li>3) Optimization of the wardrobe (sometimes you have to stand in a crowd for 15 minutes to pick up a jacket)</li> <li>4) Interactive lectures. Invite specialists in your field, teachers from other universities and trade centers to lectures.</li> <li>5) Providing visual tools for lectures</li> <li>6) Complete revision of subjects for specialties. I can only judge by my specialty, but for 3-4 years,</li> </ul>

		<p>when it is supposed to teach subjects directly related to it.</p> <p>- Don't know</p> <p>- Postpone the exam from the 30th to an earlier date- Hery</p>
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### 3. Is the information of academic mobility opportunities available to you?

Answer options	2 year (%)	3 year (%)	4 year (%)
<b>Yes</b>	85.7	85.6	87.4
<b>No</b>	14.3	14.4	11.5
<b>Other</b>	-	-	1.1



For the option “Other”, students gave the following answers\*:

2 year	3 year	4 year
-	-	- I don't know

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

2 year	3 year	4 year
<ul style="list-style-type: none"> <li>- No answer</li> <li>- Entered the military department</li> <li>- Don't know</li> <li>- No</li> </ul>	<ul style="list-style-type: none"> <li>- Not accessible</li> <li>- No</li> </ul>	<ul style="list-style-type: none"> <li>- Yes</li> <li>- I didn't know about it</li> </ul>

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

#### 4. What do you think the relationship is like

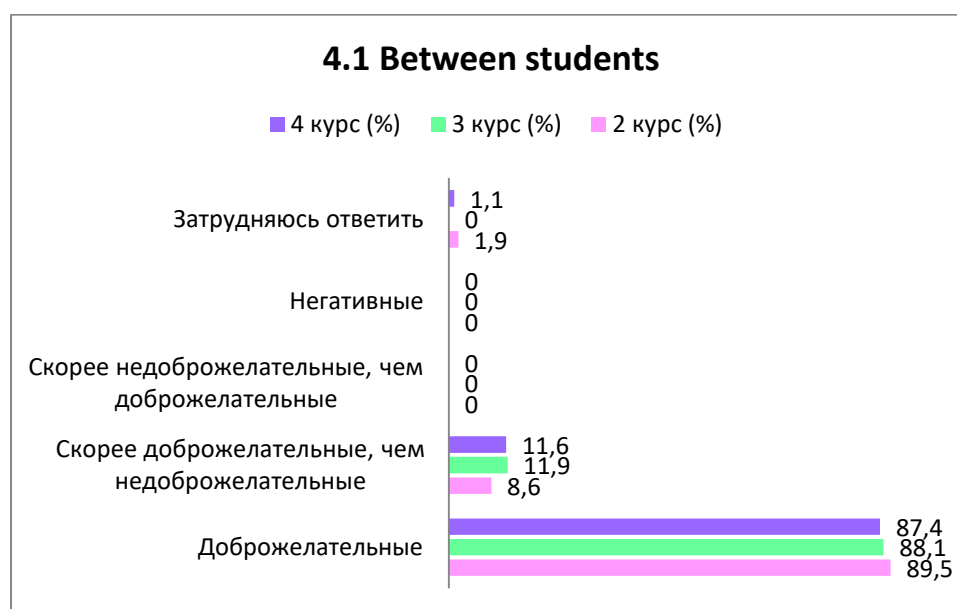
4.1 Between students
4.2 Between teachers and students (in the educational process)
4.3 Between a student and a supervisor
4.4 Between students and administration
4.5 Between students and employees of departments (library, student department, etc.)
4.6 Between students and security service

Other \_\_\_\_\_

If you answered the previous question “More unfriendly than friendly” and “Negative”, give recommendations for improvement \_\_\_\_\_

##### 4.1 Between students

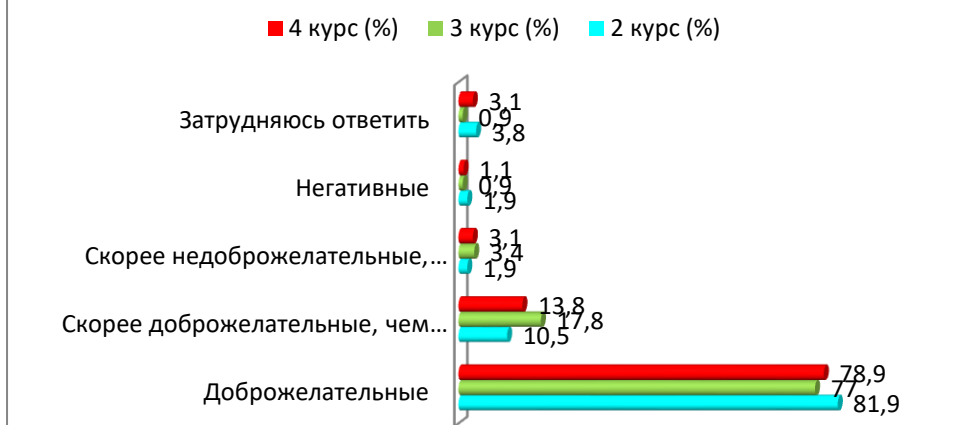
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	89.5	88.1	87.4
<i>More friendly than unfriendly</i>	8.6	11.9	11.6
<i>More unfriendly than friendly</i>	-	-	-
<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	1.9	-	1.1



##### 4.2 Between teachers and students (in the educational process)

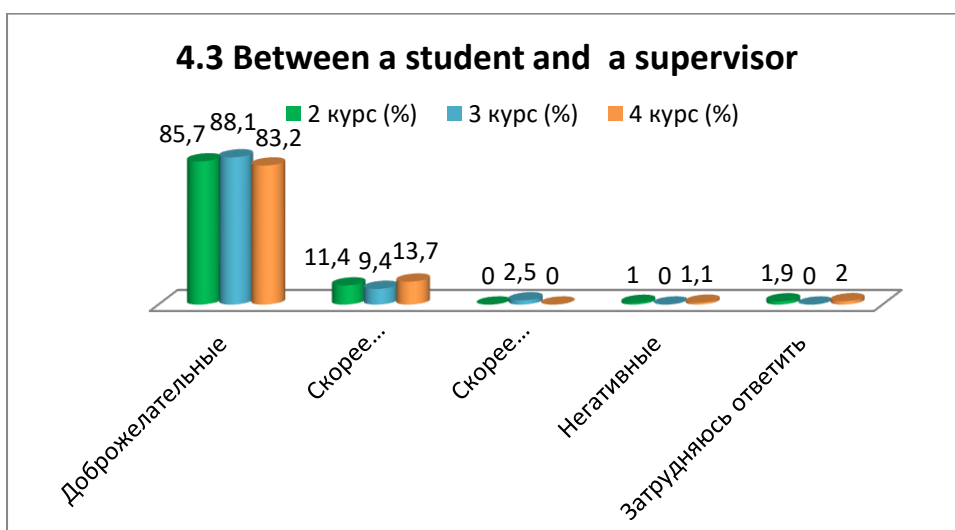
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	81.9	77	78.9
<i>More friendly than unfriendly</i>	10.5	17.8	13.8
<i>More unfriendly than friendly</i>	1.9	3.4	3.1
<i>Negative</i>	1.9	0.9	1.1
<i>I find it difficult to answer</i>	3.8	0.9	3.1

### 4.2 Between teachers and students (in the educational process)



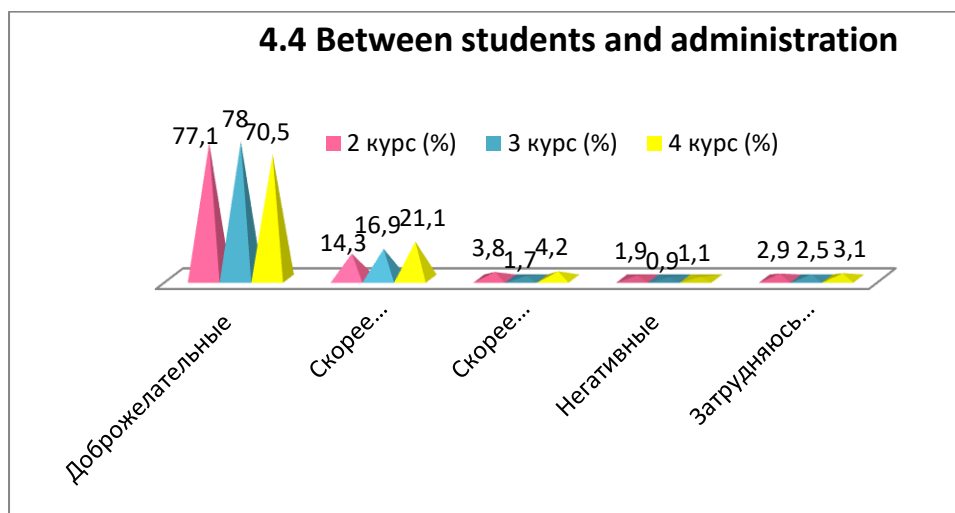
### 4.3 Between a student and a supervisor

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	85.7	88.1	83.2
<i>More friendly than unfriendly</i>	11.4	9.4	13.7
<i>More unfriendly than friendly</i>	-	2.5	-
<i>Negative</i>	1	-	1.1
<i>I find it difficult to answer</i>	1.9	-	2



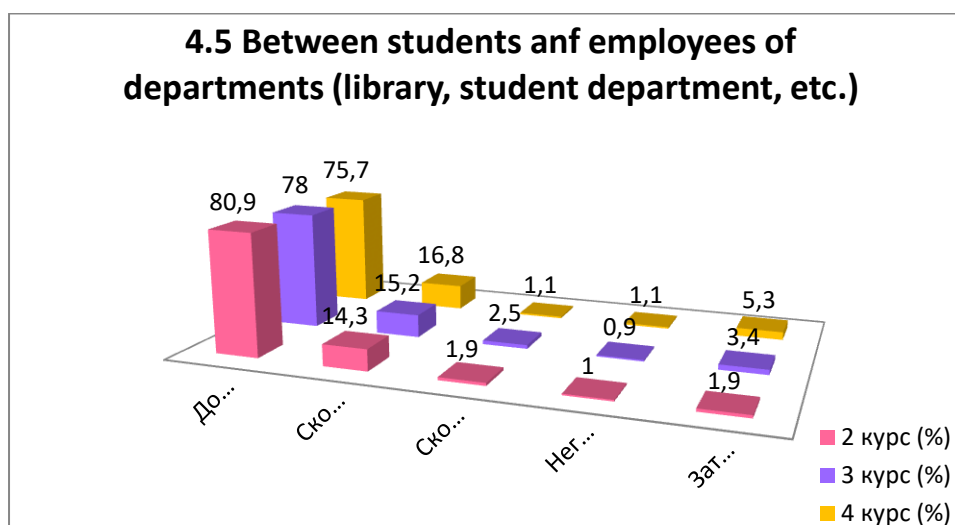
### 4.4 Between students and administration

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	77.1	78	70.5
<i>More friendly than unfriendly</i>	14.3	16.9	21.1
<i>More unfriendly than friendly</i>	3.8	1.7	4.2
<i>Negative</i>	1.9	0.9	1.1
<i>I find it difficult to answer</i>	2.9	2.5	3.1



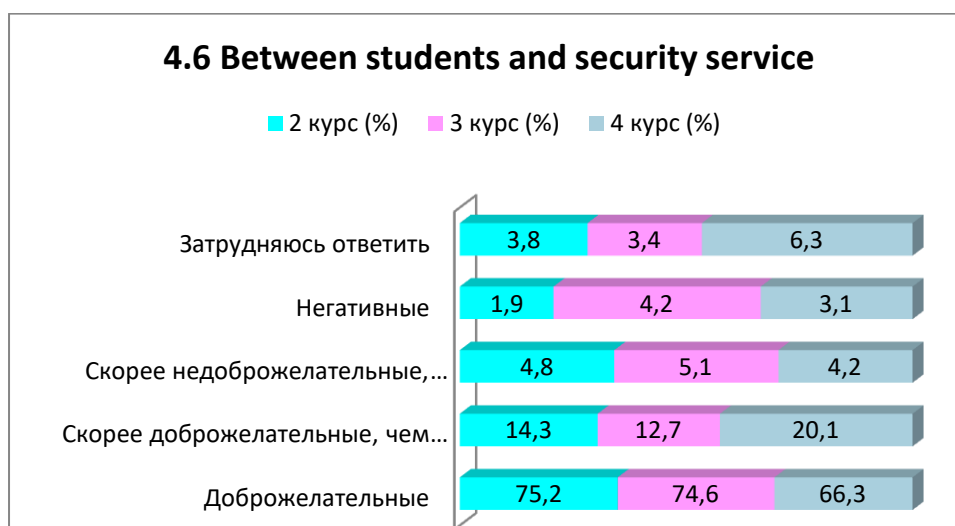
### 4.5 Between students and employees of departments (library, student department, etc.)

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	80.9	78	75.7
<i>More friendly than unfriendly</i>	14.3	15.2	16.8
<i>More unfriendly than friendly</i>	1.9	2.5	1.1
<i>Negative</i>	1	0.9	1.1
<i>I find it difficult to answer</i>	1.9	3.4	5.3



### 4.6 Between students and security service

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	75.2	74.6	66.3
<i>More friendly than unfriendly</i>	14.3	12.7	20.1
<i>More unfriendly than friendly</i>	4.8	5.1	4.2
<i>Negative</i>	1.9	4.2	3.1
<i>I find it difficult to answer</i>	3.8	3.4	6.3



For the option “Other”, students gave the following answers\*:

2 year	3 year	4 year
- No	- No - Security exceeds its authority. - They gave me heating. But the classrooms are still cold. You are not allowed to take outerwear with you. We sit and freeze. - No - No claim - The administration is not very good - There are no options	- Everything is good - 👍 - Excellent!

For the option “If you answered the previous question “More unfriendly than friendly” and “Negative”, give recommendations for improvement,” students indicated the following options:

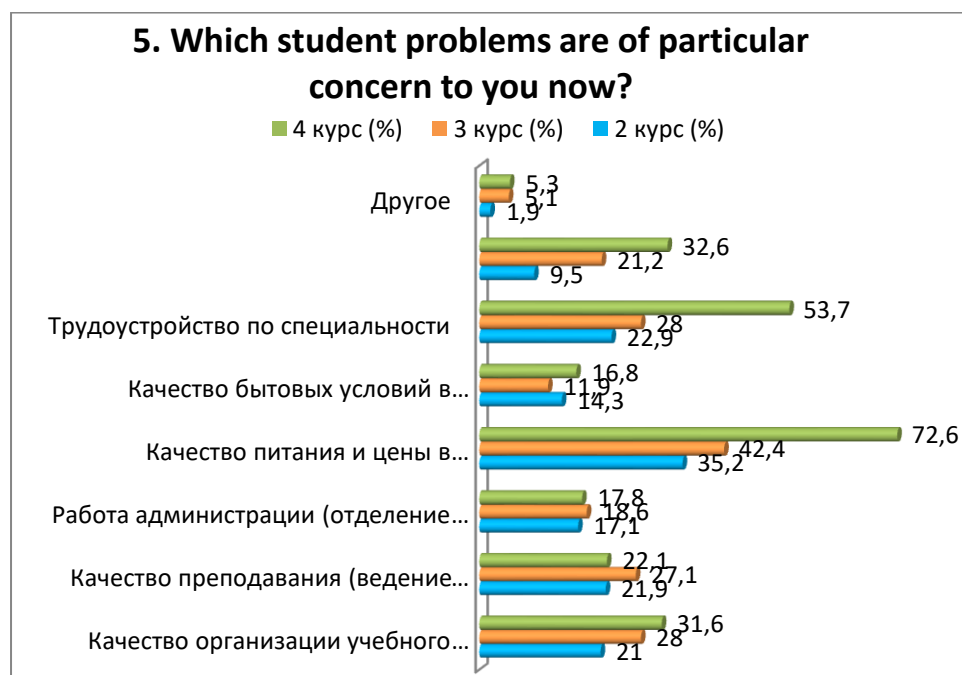
2 year	3 year	4 year
- No answer	- No - Security policy - There are teachers who do not like certain groups of students and look at them with contempt - Rather non-borogen-gelatinous - Negative guards and librarians	- Friendly - Everything is fine - I heard a lot of unkind reviews about the work of security - Everything is gorgeous

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

5. Which student problems are of particular concern to you now? (choose no more than 3 answer options)

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Quality of organizing the educational process</i>	21	28	31.6
<i>Quality of teaching (class conducting, assessment of knowledge, etc.)</i>	21.9	27.1	22.1
<i>Administration work (department, etc.)</i>	17.1	18.6	17.8
<i>Quality of food and prices in the student canteen</i>	35.2	42.4	72.6
<i>Quality of living conditions in the hostel</i>	14.3	11.9	16.8
Answer options	22.9	28	53.7
<i>Quality of organizing the educational process</i>	9.5	21.2	32.6
<i>Quality of teaching (class conducting, assessment of knowledge, etc.)</i>	1.9	5.1	5.3

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



For the option "Other", students gave the following answers\*:

2 year	3 year	4 year
- None - No problems	- Everything is fine - Nothing (2) - Canteens are not progressing, wardrobe problems in winter, poor quality of restrooms - No complaints	- Everything suits me - I don't care about anything - Everything is gorgeous - Currently everything satisfies - Slow Internet

## 6. Do you take part in the scientific work of the University? if yes, in what forms?

(check all that apply)

<i>Do not participate</i>	<b>2 year (%)</b>	<b>3 year (%)</b>	<b>4 year (%)</b>
<i>Sometimes, when it is necessary for formal reasons</i>	51.4	59.3	85.3
<i>In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.</i>	12.4	27.1	22.1
<i>In scientific projects of laboratories, clubs, circles, etc. free of charge</i>	8.6	6.8	8.4
<i>Attend scientific seminars, clubs and other scientific events</i>	11.4	8.4	9.5
<i>Speaker at a conference (including a student conference), scientific seminar)</i>	4.8	3.4	10.5
<i>Participated in the competition of scientific student works</i>	2.9	0.9	6.3
<i>Published the results of his research (including in student collections)</i>	2.9	1.7	11.6
<i>Do not participate</i>	-	0.9	5.3

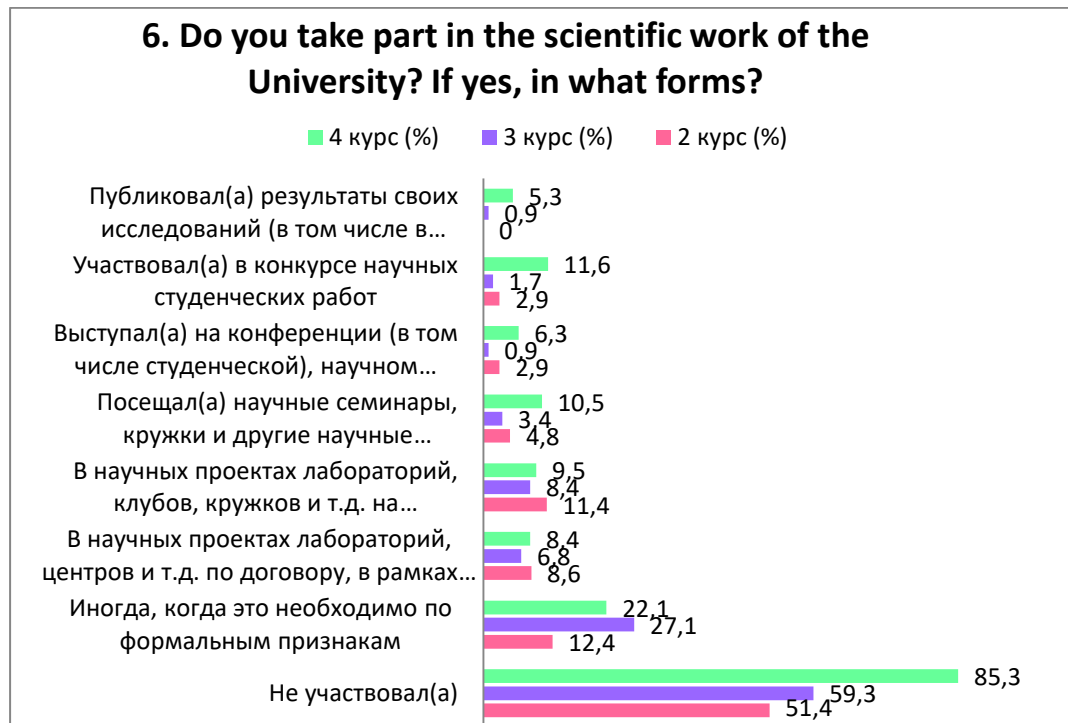
\* The amount in % is not equal to 100, because multiple answer options were expected

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

<b>2 year</b>	<b>3 year</b>	<b>4 year</b>
<ul style="list-style-type: none"> <li>- Not interested</li> <li>- I don't want to</li> <li>- I don't have time for this</li> <li>- There was no reason or justification for starting scientific work</li> <li>- Don't want</li> <li>- Because I don't know what kind of seminars or scientific works there are</li> <li>- No time</li> <li>- there was no reason or justification for starting scientific work</li> <li>- I do not like</li> <li>- No time</li> </ul>	<ul style="list-style-type: none"> <li>- Not interested</li> <li>- No</li> <li>- Don't want</li> <li>- It happens</li> <li>- There are other hobbies in life</li> <li>- Living far from the educational institution, lack of time</li> <li>- Apparently not fate</li> <li>- Not interested</li> <li>- I didn't want to</li> <li>- It was necessary</li> <li>- Not interested</li> <li>- No time</li> <li>- No free time</li> <li>- Did not participate</li> <li>- Not enough time</li> <li>- I didn't see the need</li> <li>Отправить отзыв- Не интересовался</li> </ul>	<ul style="list-style-type: none"> <li>- I don't want</li> <li>- At some points, information about scientific work did not reach me at all. In another case, the work was already over and I only knew the result.</li> <li>There is little information content. If they told the curator and the curator told us, it would be more convenient</li> <li>- I didn't know that scientific work was being carried out</li> <li>- Information about the beginning or planned scientific projects is not timely</li> </ul>

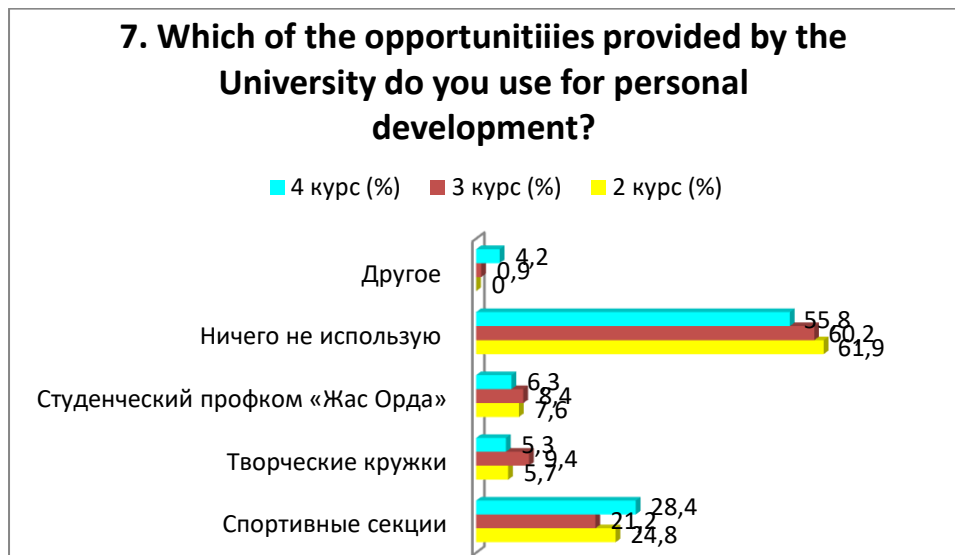


		<ul style="list-style-type: none"> <li>- No time</li> <li>- Because I'm stupid</li> <li>- Not an activist</li> <li>- I don't know, I'm not interested</li> <li>- Not interested</li> <li>- Other interests</li> </ul>
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**7. Which of the opportunities provided by the University do you use for personal development?**

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Sport sections</i>	24.8	21.2	28.4
<i>Creative clubs</i>	5.7	9.4	5.3
<i>Student trade union committee "Zhas Orda"</i>	7.6	8.4	6.3
<i>I don't use anything</i>	61.9	60.2	55.8
<i>Other</i>	-	0.9	4.2



For the option “Other”, students gave the following answers\* :

2 year	3 year	4 year
-	- Not interested	- Academic mobility (3) - Information technologies and provision of data (lectures, srsp, etc.) on the university website

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

2 year	3 year	4 year
<ul style="list-style-type: none"> <li>- Nothing interesting</li> <li>- I don `t want.</li> <li>- I already have other things to do</li> <li>- do not need</li> <li>- Because there is no time</li> <li>- Sport sections</li> <li>- I'm not interested</li> <li>- No time</li> <li>- No</li> </ul>	<ul style="list-style-type: none"> <li>- No</li> <li>- Not interested</li> <li>- Don't want</li> <li>- There are other hobbies that I like</li> <li>- Apparently not fate, no prospects</li> <li>- When I had to, I did it</li> <li>- No time</li> <li>- I don't have time for sections and clubs, or rather I'm not very interested (personal opinion). Commented "Zhas Orda" exist on their own, they are somehow developing and doing something there, but far</li> </ul>	<ul style="list-style-type: none"> <li>- Everything is bad</li> <li>- I don `t want</li> <li>- no time</li> <li>- interested in volunteer outings or forums</li> <li>- Enough sections are placed outside the university</li> <li>- Only this year the schedule became freely available, but I have to prepare for my diploma.</li> <li>- In the past and the year before I had time, but the circles themselves, so to speak, were not there or they were not reported</li> </ul>

\* 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.

	<p>from me I don't know what they are doing</p> <ul style="list-style-type: none"> <li>- Not interested</li> <li>- No time</li> </ul> <p>- I don't use anything</p> <ul style="list-style-type: none"> <li>- Not developed</li> <li>- Don't want</li> </ul>	<ul style="list-style-type: none"> <li>- Yes</li> <li>- I didn't know about creative circles that they existed, the horror horde seemed to be not a serious trade union committee, and in the sports section there was no interaction with the guys</li> <li>- Not interested</li> <li>- I sufficiently develop my opportunities outside the university</li> <li>- Since I am a 4-year student, I don't have much free time. The clubs began full-fledged work only this year</li> <li>- No time</li> <li>- Creatively: family, work; I train locally</li> </ul>
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### 8. How satisfied are you with the material resources of our University?

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

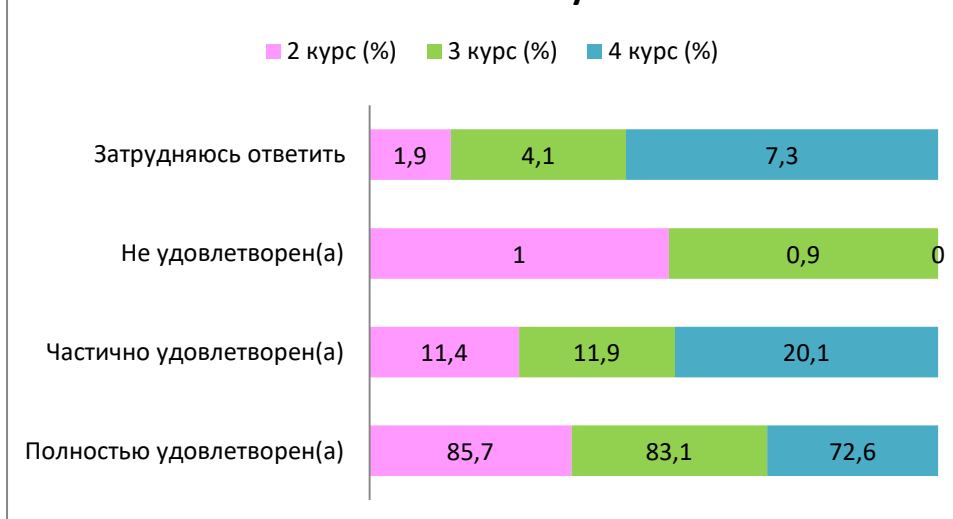
Other \_\_\_\_\_

If you answered "not satisfied" to the previous question, give recommendations for improving the services provided \_\_\_\_\_

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

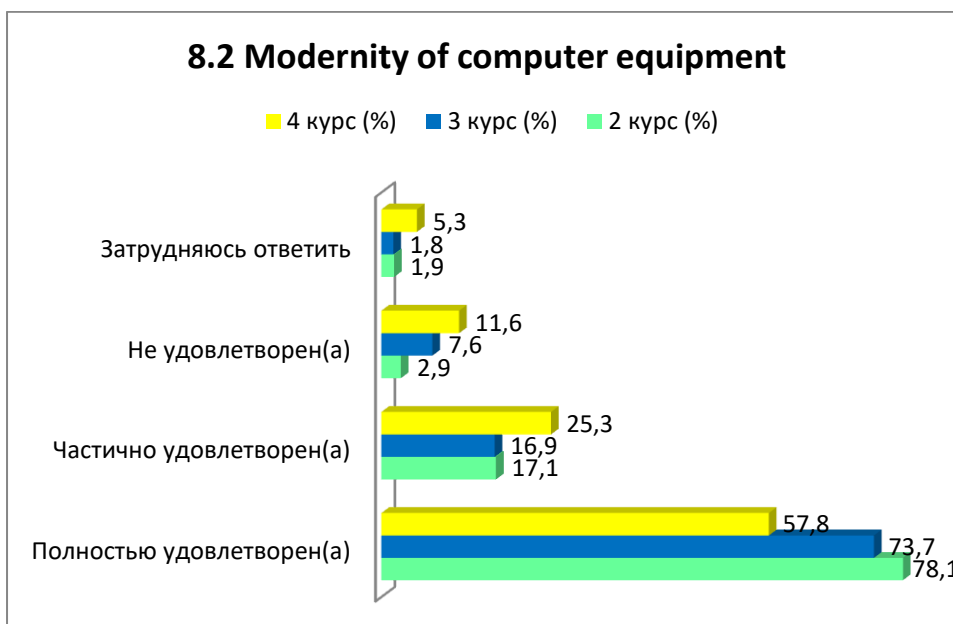
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	85.7	83.1	72.6
<i>Partially satisfied</i>	11.4	11.9	20.1
<i>Not satisfied</i>	1	0.9	-
<i>I find it difficult to answer</i>	1.9	4.1	7.3

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



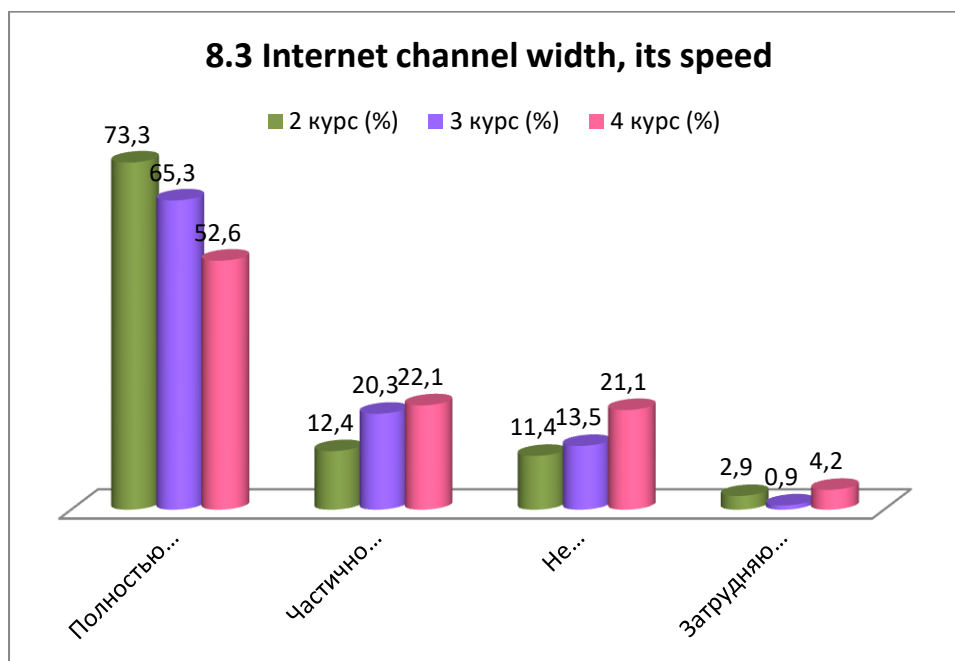
### 8.2 Modernity of computer equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	78.1	73.7	57.8
<i>Partially satisfied</i>	17.1	16.9	25.3
<i>Not satisfied</i>	2.9	7.6	11.6
<i>I find it difficult to answer</i>	1.9	1.8	5.3



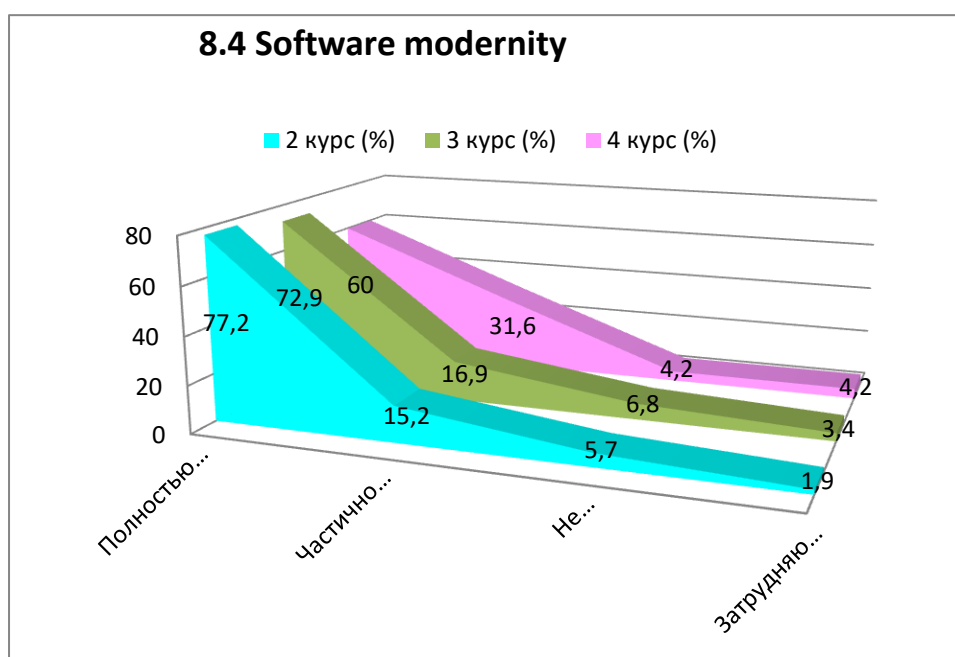
### 8.3 Internet channel width, its speed

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	73.3	65.3	52.6
<i>Partially satisfied</i>	12.4	20.3	22.1
<i>Not satisfied</i>	11.4	13.5	21.1
<i>I find it difficult to answer</i>	2.9	0.9	4.2



### 8.4 Software modernity

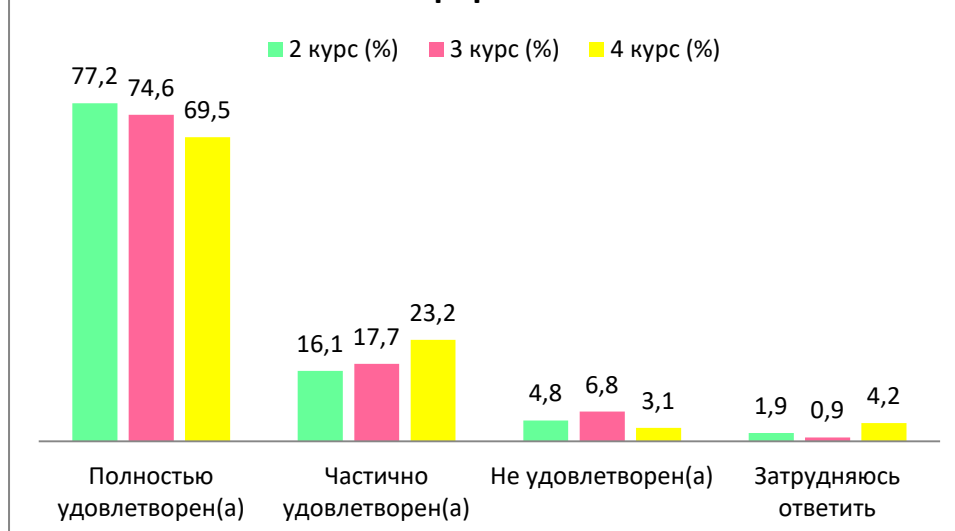
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	77.2	72.9	60
<i>Partially satisfied</i>	15.2	16.9	31.6
<i>Not satisfied</i>	5.7	6.8	4.2
<i>I find it difficult to answer</i>	1.9	3.4	4.2



### 8.5 Availability of educational and scientific equipment

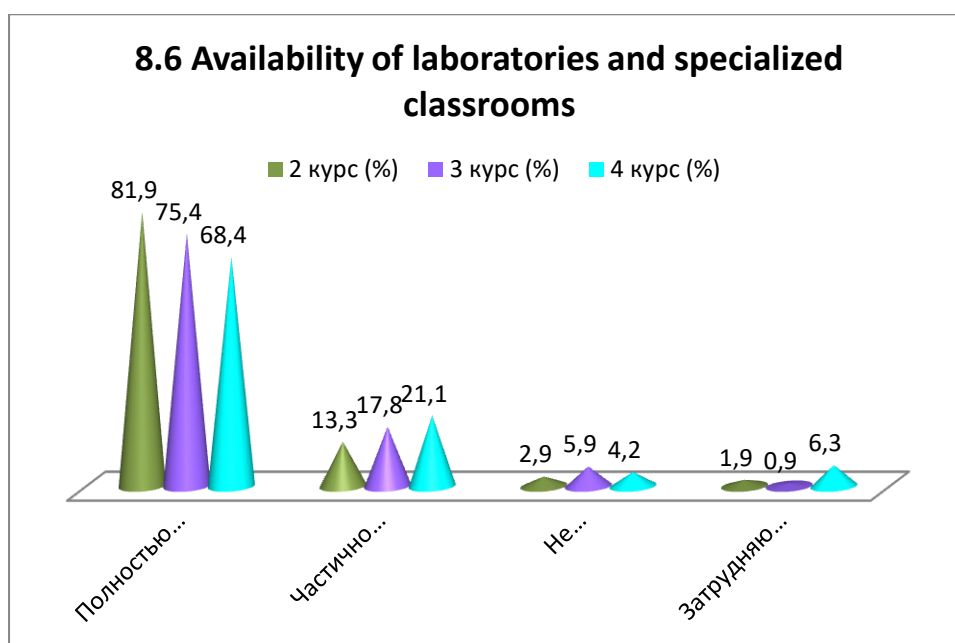
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	77.2	74.6	69.5
<i>Partially satisfied</i>	16.1	17.7	23.2
<i>Not satisfied</i>	4.8	6.8	3.1
<i>I find it difficult to answer</i>	1.9	0.9	4.2

### 8.5 Availability of educational and scientific equipment



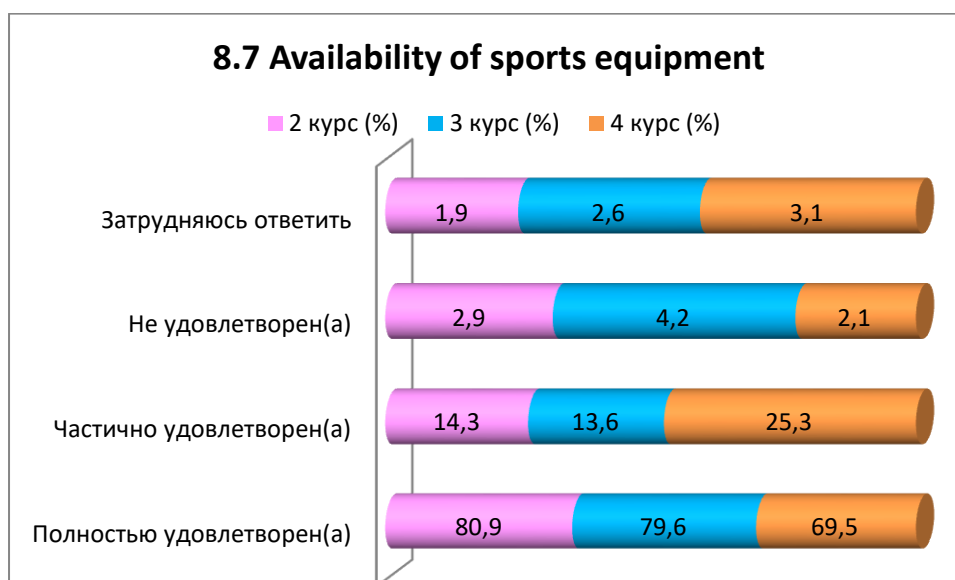
### 8.6 Availability of laboratories and specialized classrooms

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	81.9	75.4	68.4
<i>Partially satisfied</i>	13.3	17.8	21.1
<i>Not satisfied</i>	2.9	5.9	4.2
<i>I find it difficult to answer</i>	1.9	0.9	6.3



### 8.7 Availability of sports equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	80.9	79.6	69.5
<i>Partially satisfied</i>	14.3	13.6	25.3
<i>Not satisfied</i>	2.9	4.2	2.1
<i>I find it difficult to answer</i>	1.9	2.6	3.1



For the option “Other”, students gave the following answers\*:

<b>2 year</b>	<b>3 year</b>	<b>4 year</b>
<ul style="list-style-type: none"> <li>- The Internet sometimes loads poorly</li> <li>- Satisfied</li> <li>- No</li> </ul>	<ul style="list-style-type: none"> <li>- No</li> <li>- Everything is old, but in general, everything is there, I’m satisfied, but the food is poor. Internet is good in general)</li> <li>- No complaints</li> <li>- There are no options</li> </ul>	<ul style="list-style-type: none"> <li>- Excellent</li> <li>- Everything is normal</li> </ul>

For the option “If you answered “Partly satisfied” ans ‘Not satisfied” to the previous question, students indicated the following options\*:

<b>2 year</b>	<b>3 year</b>	<b>4 year</b>
<ul style="list-style-type: none"> <li>- Nothing</li> <li>- Internet improvement</li> <li>- Satisfied</li> <li>- No</li> <li>- Internet is weak</li> </ul>	<ul style="list-style-type: none"> <li>- No</li> <li>- Improving the quality of equipment: computers, laboratory work (not writing, but doing them), prof. items, etc.</li> <li>- Not satisfied</li> <li>- Increase internet speed</li> </ul>	<ul style="list-style-type: none"> <li>- Buy material base))</li> <li>Update software to the latest version</li> <li>- Since there is no network in the University building, it is necessary to install Wi-Fi for the educational needs of students, as well as open access to programs that need to be mastered</li> <li>- Great</li> <li>- Everything is fine</li> </ul>

\* 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..

		<ul style="list-style-type: none"> <li>- Sport equipment? Balls?</li> <li>- Computer software is quite old</li> <li>- Buy computers and peripherals newer than 1945, have a normal Internet connection</li> <li>- The Internet is weak and so are the computers</li> </ul>
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**9. What is more important for you to get as a result of studying at the University?**

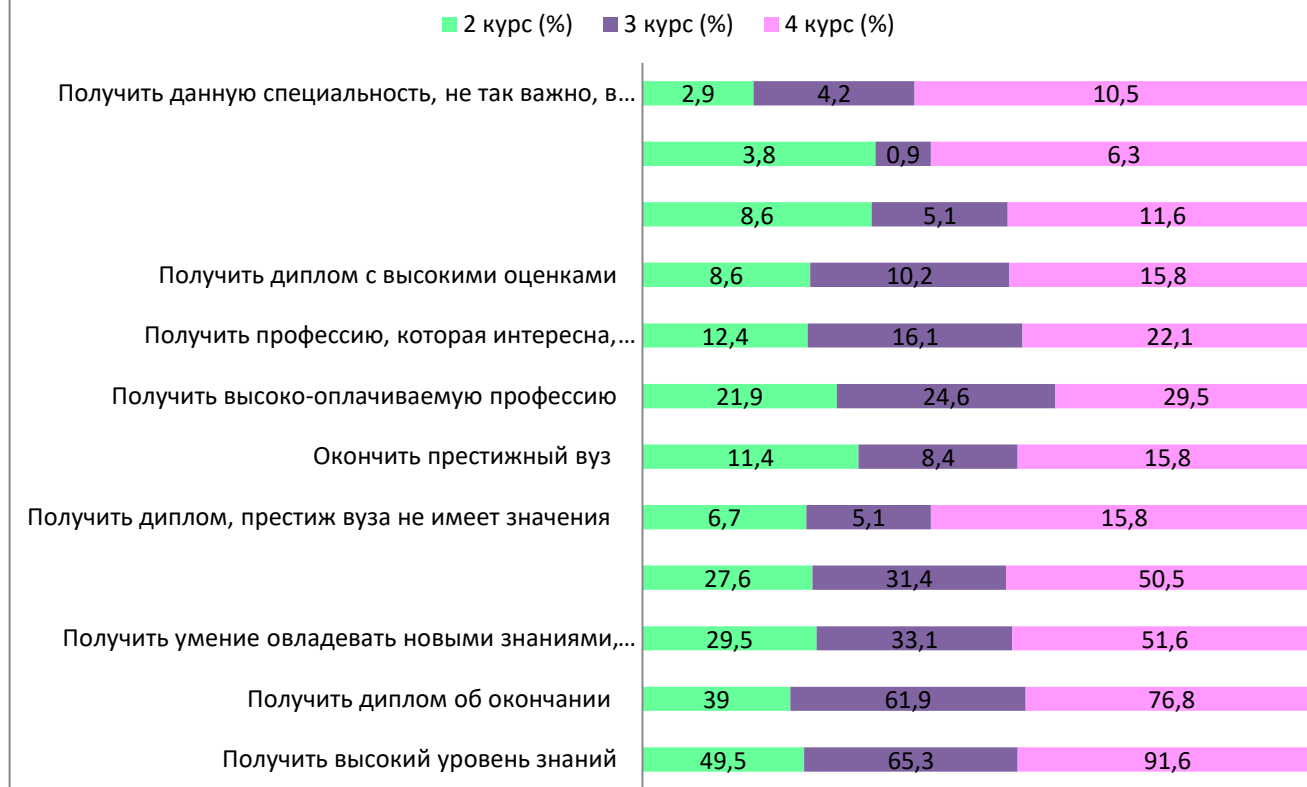
*(You can select one or more answer options)*

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Acquiring a high level of knowledge</i>	49.5	65.3	91.6
<i>Receiving a diploma of completion</i>	39	61.9	76.8
<i>Gaining the ability to acquire new knowledge that will help one to quickly adapt to the workplace</i>	29.5	33.1	51.6
<i>Gaining practical skills that one can immediately use at work</i>	27.6	31.4	50.5
<i>Receiving a diploma, the prestige of the university does not matter</i>	6.7	5.1	15.8
<i>Graduating from a prestigious university</i>	11.4	8.4	15.8
<i>Acquiring a highly paid profession</i>	21.9	24.6	29.5
<i>Acquiring a profession that is interesting and matches one's abilities</i>	12.4	16.1	22.1
<i>Receiving a diploma with high grades</i>	8.6	10.2	15.8
<i>One should learn only what is interesting or will be needed in further study (work)</i>	8.6	5.1	11.6
<i>It's not so important in what specialty to graduate from this particular university</i>	3.8	0.9	6.3
<i>Getting this specialty is not so important in which university.</i>	2.9	4.2	10.5

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



## 9. What is more important for to get as a result of studying at the University?



**Please write your suggestions, wishes, as well as what questions in your opinion need to 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 the other areas of the University activities. (Students' answers are presented in the original. The author's spelling and punctuation have been preserved):**

- Everything is fine
- No questions
- No
- Do you need a supervisory hour?
- Everything suits me
- Get your studies to the highest level
- You can add a question about timely information about certain events at the institute
- Very good
- None
- The question is whether the student knows about the ongoing scientific work. Was he informed?
- Everything is great.

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

The results of the survey of 2-5 year students showed generally positive satisfaction of students with the quality of the educational process at the University. The majority of students (94.2%) are satisfied with the extent to which the educational process corresponds to their inclinations, interests and capabilities.

The highest values of the satisfaction indicator (score “excellent quality”) were obtained according to the criteria:

- organizing and conducting SIWT (93.2%);
- organizing and conducting laboratory work (92.6%);
- possibility of access to full-text databases of scientific publications (91.5%);
- satisfaction with the library work (91.1%);
- quality of internship (90.2%).

In these cases, the majority of students report their complete and partial satisfaction based on which it can be argued that, according to these criteria, the educational program at the University meets the expectations of students.

Students rated the following criteria as “good quality”: class schedule (89.4%), quality of medical care (85.7%), organization of independent work (85.4%), living conditions in the hostel (81.2%), catering at the University (78.4%).

Such satisfaction indicates that the University is successfully fulfilling its main task: providing quality education to students. However, despite these positive results, there is always room for improvement and further development. To improve the training program and improve the quality of services provided, students wrote their proposals\*: “Make a normal schedule”, “It would be better if the classes were from morning to lunch”, “More activities to study new programs (micromine, 3dmax), for older years, paid practice can be tripled, it is also possible with foreign enterprises. Send students to ex-years (mines, quarries)”, “price reduction”, “It is worth considering improving the quality of food”, “We need to devote less time to non-core subjects”, etc.

86.2% of respondents have information of academic mobility. Based on this, it can be understood that the University is successfully implementing the program of outgoing and incoming academic mobility, which helps improving the quality of higher education, increasing the efficiency of scientific research, establishing internal and external integration links, and using global educational resources.

Psychological climate is an important characteristic of the comfort of the educational environment, which is considered as a person’s immediate environment, as well as the conditions within which he interacts with this environment. Relations “between students”, “between teachers and students (in the educational process)”, “between students and supervisors”, “between students and administration”, “between students and employees of departments (library, student department, etc.)”, “between students and security service” are rated by respondents mainly as “friendly” and “rather friendly than unfriendly,” respectively, which fully corresponds to the high level of satisfaction with the moral and psychological climate in the student environment.

65.3% of students do not participate in the scientific work of the University. Students explain the reasons for non-participation in scientific activities by various factors, such as work and study load, absence of motivation and of interest in scientific work.

The survey also revealed students (59.3%) who did not use the opportunities provided by the University for personal development, such as sports sections, creative clubs and the student trade union committee "Zhas Orda". The reasons are limited time or absence of desire to use these opportunities.

The University material resources fully satisfy the needs of the majority of students surveyed. But still, students left comments where the main suggestions were related to updating software, improving Internet speed and the quality of computers.

More than half of students (68.8%) believe that the most important result of studying at the University is acquiring a high level of knowledge. This is followed by receiving a graduation diploma (59.2%). In third place is the ability to acquire new knowledge, which will help to quickly adapt in the workplace (38.1%).

In general, the survey results indicate the need to further improve the University work to increase students' awareness of academic mobility opportunities, to improve the quality of organizing the educational process, and to form conditions for the active involvement of students in scientific and extracurricular activities.

### **Recommendations:**

The head of the department needs to familiarize the staff and students with the results of the survey and to discuss them during supervisory hours; if necessary, to develop an action plan to improve the quality of educational services.

Students can request the survey results by email from the Center of Quality Management and Accreditation [cqma\\_kstu@mail.ru](mailto:cqma_kstu@mail.ru).