

**Report**  
**on the results of the questionnaire**  
**«Satisfaction of 1st year students with educational services»**  
**2023-2024 academic year**

**Department:** «Communication Systems Technologies»

**Specialty:** 6B06202 Network technologies and communication systems

Quality management and accreditation center in February 2024 conducted an annual satisfaction survey students 1 st year quality of services provided.

**Purpose of the survey:** Improving the learning process, increasing qualities provided educational services and other areas of the university's activities.

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

In the specialty 6B06202 network technologies and communication systems, 13 respondents took part in the questionnaire, which amounted to 81.3% of the total number of students.

The following data were obtained during the questionnaire:

**1. What factor played a decisive role in your choice of specialty?**

| Criteria   | Indicators (%) |
|--|----------------|
| Prestige of the specialty  | 46,1           |
| Personal inclination towards a certain type of activity, self-assessment | -              |
| Opinion and recommendations of parents/relatives                         | 7,7            |
| Friends are studying   | -              |
| Low passing score for the specialty                                      | 7,7            |
| Labor market requirements (employment opportunities)                     | 7,7            |
| I find it difficult to answer  | 7,7            |
| Other  | 23,1           |



On a variant «**Other**» students indicated the following options\*:

- New special big opportunities
- New specialty

\* The students' answers are presented in the original. The author's spelling and punctuation have been preserved.

- I wanted to enroll in information technology, but I took the physics and mathematics exam, thanks to Ulan Serikovich for telling me that this specialty includes information technology).

## 2. Who (what) became your source of information about the university?

| Criteria  | Indicators (%) |
|---|----------------|
| Official website of the university  | 46,1           |
| Relatives, acquaintances  | 38,5           |
| School teachers   | -              |
| Advertising brochures   | -              |
| Representatives of the university, those who came to school with advertisements | 7,7            |
| Social media  | -              |
| Other   | 7,7            |



On a variant «**Other**» students indicated the following options\*:

- Yerasyil Akhmetov graduated from my school one year before me and he suggested that I enroll in the Polytechnic, thank him very much.

## 3. How satisfied are you with the choice of educational program you are studying?

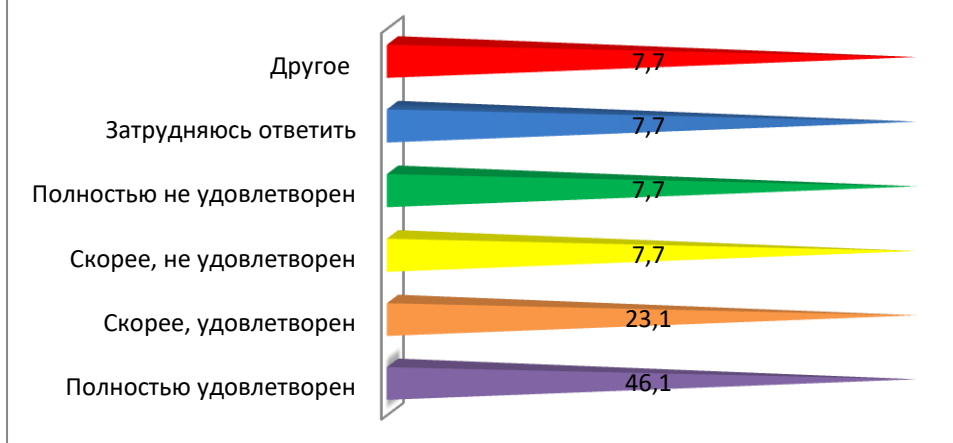
| Criteria                      | Indicators (%) |
|-------------------------------|----------------|
| Completely satisfied          | 46,1           |
| Rather satisfied              | 23,1           |
| Rather, not satisfied         | 7,7            |
| Not completely satisfied      | 7,7            |
| I find it difficult to answer | 7,7            |
| Other                         | 7,7            |

On a variant «**Other**» students indicated the following options\*:

- the best and friendly group.

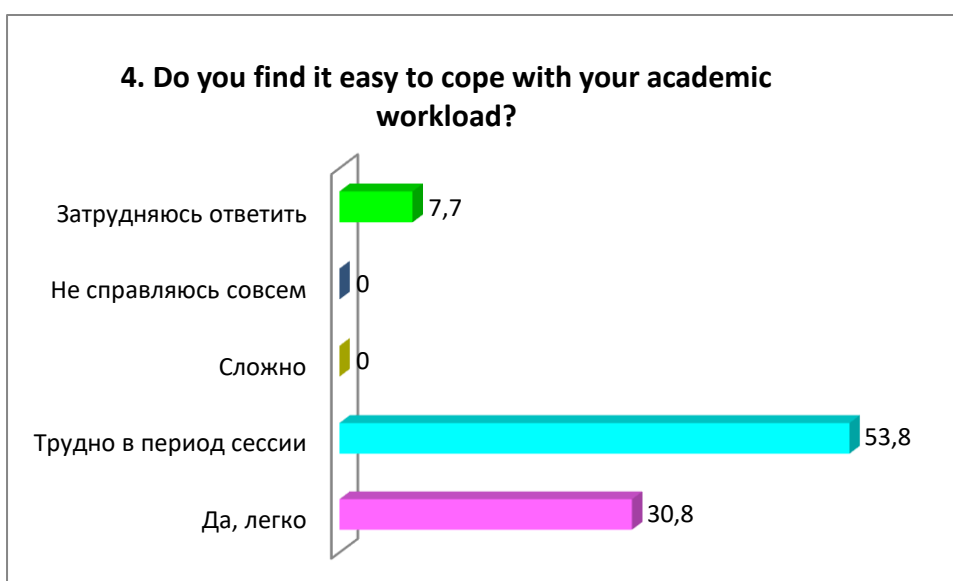
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### 3. How satisfied are you with the choice of educational program you are studying?



### 4. Do you find it easy to cope with your academic workload?

| Criteria                                 | Indicators (%) |
|--|----------------|
| Yes, it's easy.                          | 30,8           |
| It's difficult during the session period | 53,8           |
| Difficult                                | -              |
| I can't cope at all                      | -              |
| I find it difficult to answer            | 7,7            |
| Other                                    | 7,7            |



On a variant «**Other**» students indicated the following options\*:

- The borders are passed with few difficulties, the session is very stressful.

### 5. Problems you experience during the learning process

| Criteria             | Indicators (%) |
|----------------------|----------------|
| Lack of perseverance | 7,7            |
| Lack of knowledge    | 7,7            |
| Lack of willpower    | 30,7           |

|                                     |      |
|-------------------------------------|------|
| I can't speakorganize your own time | -    |
| No self-organization skills         | -    |
| I don't have any problems           | 7,7  |
| I find it difficult to answer       | 23,1 |
| Other                               | 23,1 |

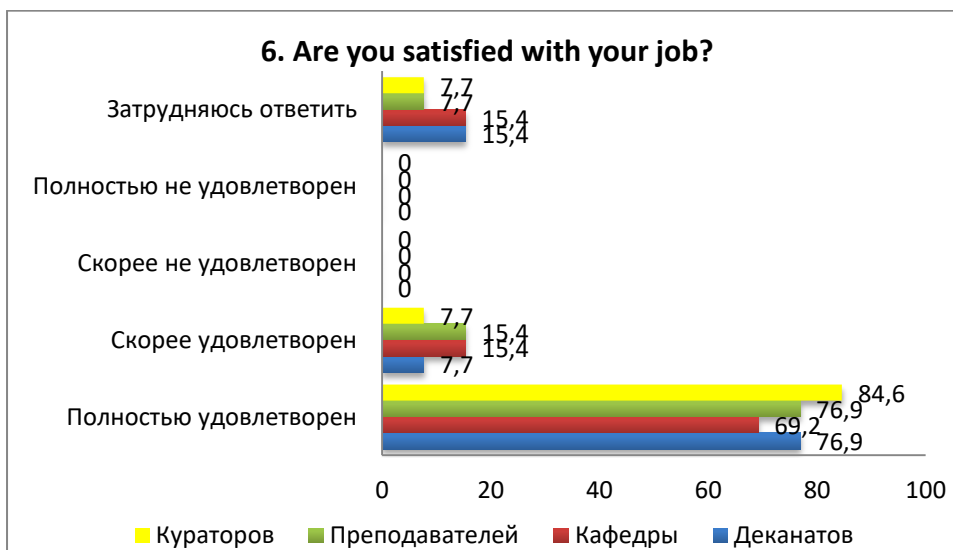


On a variant «**Other**» students indicated the following options\*:

- Not enough time
- It's not time
- I have a child at home, he prevents me from doing my homework.

## 6. Are you satisfied with your job?

| Criteria       | Completely satisfied | Rather satisfied | Rather dissatisfied | Not completely satisfied | I find it difficult to answer |
|----------------|----------------------|------------------|---------------------|--------------------------|-------------------------------|
| Dean's offices | 76,9                 | 7,7              | -                   | -                        | 15,4                          |
| Chairs         | 69,2                 | 15,4             | -                   | -                        | 15,4                          |
| Teachers       | 76,9                 | 15,4             | -                   | -                        | 7,7                           |
| Curators       | 84,6                 | 7,7              | -                   | -                        | 7,7                           |



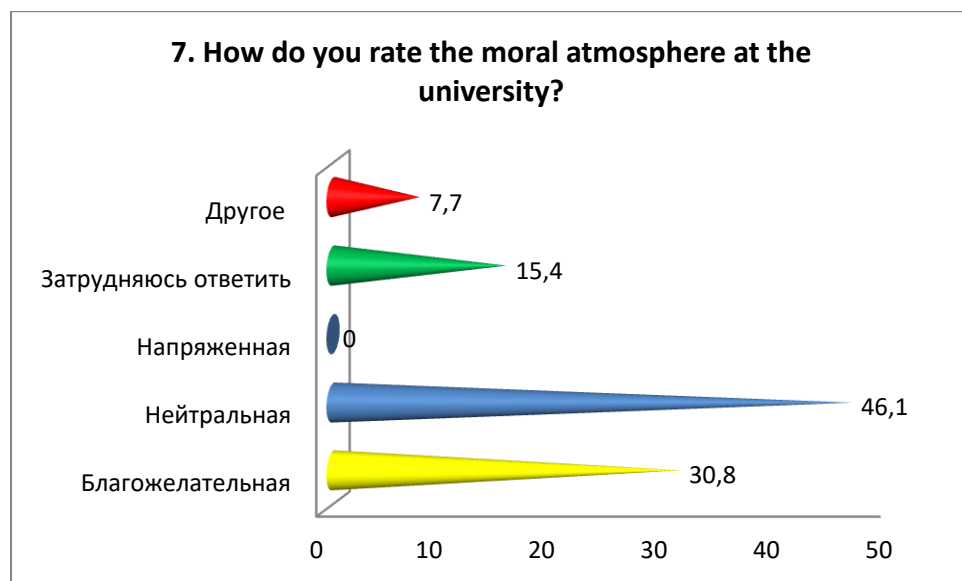
\* The students' answers are presented in the original. The author's spelling and punctuation have been preserved.

On a variant «If you answered «rather dissatisfied or not completely satisfied» Please provide recommendations for improvement" students indicated the following options\*:

- I like everything.

### 7. How do you rate the moral atmosphere at the university?

| Criteria                      | Indicators (%) |
|-------------------------------|----------------|
| Benevolent                    | 30,8           |
| Neutral                       | 46,1           |
| Tense                         | -              |
| I find it difficult to answer | 15,4           |
| Other                         | 7,7            |



On a variant «Other» students indicated the following options\*:

- Sometimes tense, sometimes fun, especially when there was a flood, although it's not funny.

On a variant «If you answered «to the previous question tense», write why» students indicated the following options\*:

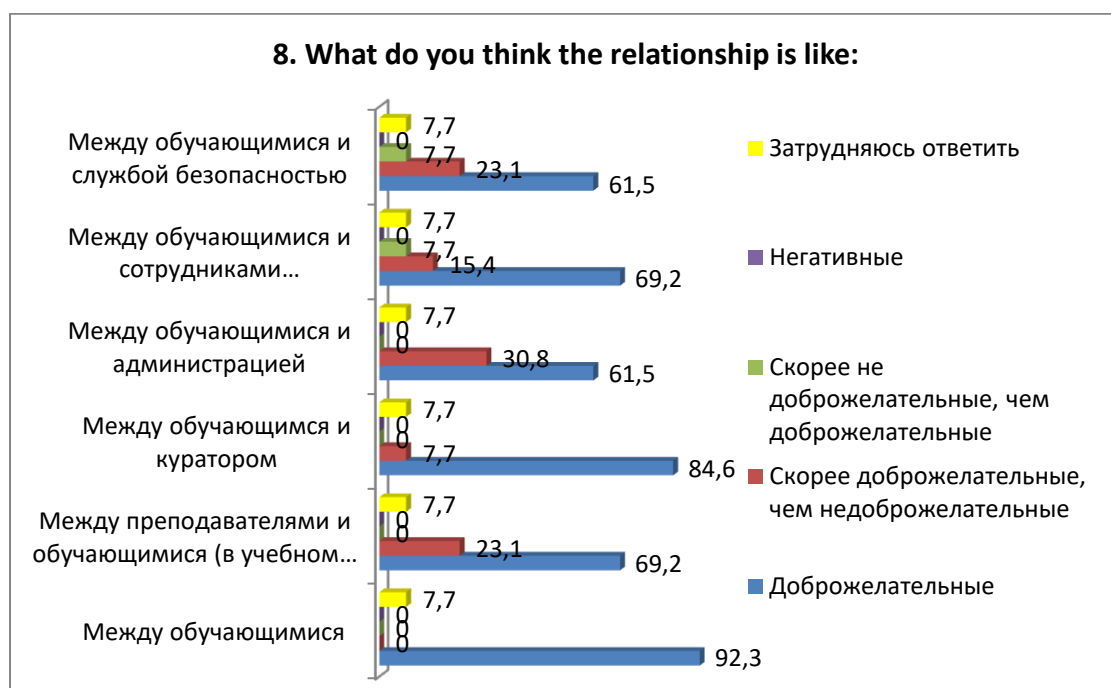
- During the session, everyone walks around tense and depressed..

### 8. What do you think the relationship is like:

| Criteria   | Benevolent | Quickerfriendly, than ill-disposed | Probably not friendly, than benevolent | Negative | I find it difficult to answer |
|--|------------|------------------------------------|--|----------|-------------------------------|
| Between students   | 92,3       | -                                  | -                                      | -        | 7,7                           |
| Between teachers and students (in the educational process) | 69,2       | 23,1                               | -                                      | -        | 7,7                           |
| Between the student and curator                            | 84,6       | 7,7                                | -                                      | -        | 7,7                           |
| Between students and                                       | 61,5       | 30,8                               | -                                      | -        | 7,7                           |

\* The students' answers are presented in the original. The author's spelling and punctuation have been preserved.

|   |      |      |     |   |     |
|---|------|------|-----|---|-----|
| administration  |      |      |     |   |     |
| Between students and department staff (library, student department, etc.) | 69,2 | 15,4 | 7,7 | - | 7,7 |
| Between students and security service                                     | 61,5 | 23,1 | 7,7 | - | 7,7 |



## 9. Are you satisfied?

| Criteria   | Quite satisfactory | Partially satisfies | Not satisfying | I find it difficult to answer |
|--|--------------------|---------------------|----------------|-------------------------------|
| Organization of the educational process  | 84,6               | 7,7                 | -              | 7,7                           |
| Class Schedule   | 76,9               | -                   | 23,1           | -                             |
| Organizing independent work  | 76,9               | 7,7                 | -              | 15,4                          |
| Satisfaction with library work   | 76,9               | 15,4                | -              | 7,7                           |
| Living conditions in the hostel  | 69,2               | 7,7                 | -              | 23,1                          |
| Quality of medical care  | 69,2               | 7,7                 | -              | 23,1                          |
| Organization of catering at the university (prices, product range, to (quality of prepared dishes) | 69,2               | 15,4                | 7,7            | 7,7                           |

On a variant «If you answered «Not satisfying» Please provide recommendations for improvement» students indicated the following options\*:

- With our schedule, it is impossible to work or earn extra money..

\* The students' answers are presented in the original. The author's spelling and punctuation have been preserved.



**10. Is all the necessary information regarding the educational process and extracurricular activities always available to you?**

| Criteria                      | Indicators (%) |
|-------------------------------|----------------|
| Yes, always.                  | 53,8           |
| No, not always.               | 30,8           |
| I find it difficult to answer | 7,7            |
| Other                         | 7,7            |



On a variant «**Other**» students indicated the following options\*:

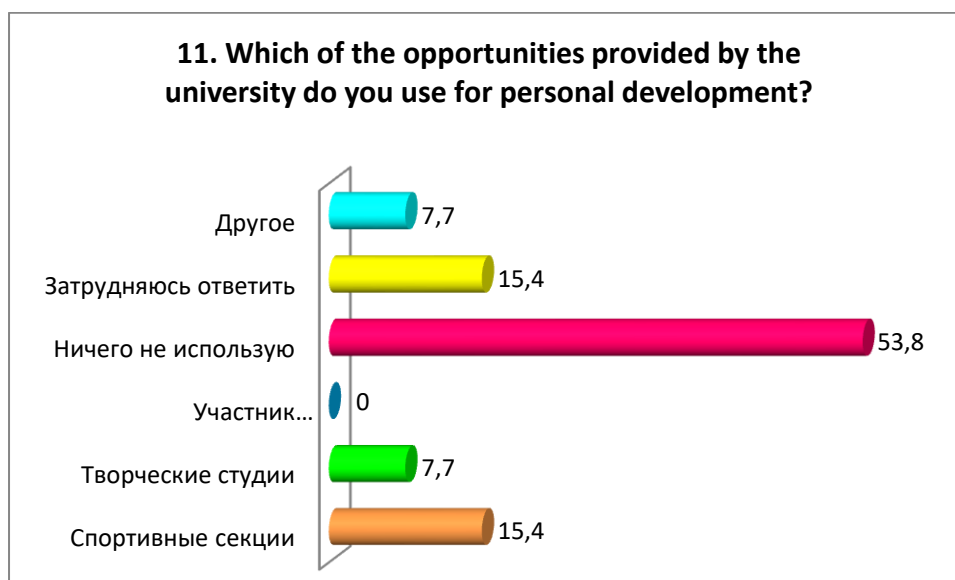
- I am subscribed to all the social networks of the polytechnic university and I learn about everything immediately.

**11. Which of the opportunities provided by the university do you use for personal development?**

| Criteria | Indicators (%) |
|----------|----------------|
|----------|----------------|

\* The students' answers are presented in the original. The author's spelling and punctuation have been preserved.

|  |      |
|--|------|
| Sports sections                        | 15,4 |
| Creative studios                       | 7,7  |
| Participant department of youth policy | -    |
| I don't use anything                   | 53,8 |
| I find it difficult to answer          | 15,4 |
| Other                                  | 7,7  |



On a variant «**Other**» students indicated the following options\*:

- I want to become an activist but I can't participate on weekends to prepare for debuts.

## 12. How do you rate the quality of the classes?

| Criteria  | Completely satisfied | Satisfied | Rather satisfied | Rather, not satisfied | Not completely satisfied | I find it difficult to answer |
|---|----------------------|-----------|------------------|-----------------------|--------------------------|-------------------------------|
| The material is presented clearly, accessibly, in a logical sequence.                                   | 69,2                 | 23,1      | -                | -                     | -                        | 7,7                           |
| During the classes, the main points are highlighted and well-founded conclusions are made.              | 61,5                 | 30,8      | -                | -                     | -                        | 7,7                           |
| During the classes, a friendly atmosphere is maintained towards to students                             | 69,2                 | 23,1      | -                | -                     | -                        | 7,7                           |
| During the classes, the pace of presentation of the material is convenient for perception and recording | 53,8                 | 23,1      | 15,4             | -                     | -                        | 7,7                           |
| Tasks for independent work are clearly formulated students, its implementation is supported             | 69,2                 | 15,4      | 7,7              | -                     | -                        | 7,7                           |
| Evaluation of results training in the discipline transparent and objective                              | 69,2                 | 15,4      | 7,7              | -                     | -                        | 7,7                           |

\* The students' answers are presented in the original. The author's spelling and punctuation have been preserved.



## 12. How do you rate the quality of the classes?

- Полностью удовлетворен   
 ■ Удовлетворен   
 ■ Скорее удовлетворен  
■ Скорее, не удовлетворен   
 ■ Полностью не удовлетворен   
 ■ Затрудняюсь ответить



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

- No

- Not at all

- I think we need to add questions about psychology, though this is a separate subject, I know many people who are depressed by the complexity of studies, though they look positive and adequate on the outside, too many are closed people, do you know what they have inside, here that's why there are terracottas in educational buildings establishments, I experienced this first-hand after spending 3 months in deep depression. In first of all, hating myself and secondly the people who surround me, I was jealous that they could communicate and be happy in life, but no thoughts of killing someone were. Please make this request anonymous).

Based on the results of the student survey, the following can be concluded:  
**Conclusions:**

In the process of choosing a specialty, students took into account various criteria. For 46% of them, the key factor was the prestige of the chosen profession. Also significant were the opinion of the family, the needs of the labor market and the minimum scores for admission. However, for 7.7% of respondents the main factor there was no choice left certainism.

Students chose a university based on different sources of information. The main ones were recommendations from relatives and friends, as well as information from the official website of the university. Visits by university representatives to schools also had an impact. Individual students also indicated individual ways of obtaining information.

More than half students (69.2%) expressed satisfaction with the chosen educational program, which indicates that the program corresponds to their interests and expectations.

In the learning process with students face various problems, such as a lack of knowledge, willpower, time management and workload management. Some students experience difficulties, especially during the session.

Satisfaction with the work of the university's structural divisions high: deanery (84.6%), departments (84.6%), teachers (92.3%) and curators (92.3%). This indicates a positive assessment of the university environment and the support provided to them during their studies.

Relations between students, teachers, curators and administration are assessed as friendly or rather friendly, which indicates a favorable moral and psychological atmosphere at the university.

The university successfully organizes the educational process, which is reflected in the high degree of student satisfaction with the class schedule, independent work, library work and catering.

It is important to note that not all students actively use the opportunities provided for personal development, which may decrease their common educational experience. Understanding the reasons for this lack of engagement and developing interventions to encourage participation can improve the situation.

Besides, high students' satisfaction with the quality of classes underlines the success of teaching work and suggests maintaining this high level in the future.

### **Recommendations:**

The head of the department should familiarize the staff and students with the results of the survey and discuss them during curatorial hours. This will allow all interested parties to obtain information about the current state and opinions of students regarding the quality of the educational process and learning conditions.

If necessary, develop an action plan to improve the quality of educational services.

Students can also request survey results via email from the quality management center studies and accreditations [cqma\\_kstu@mail.ru](mailto:cqma_kstu@mail.ru).