Report
based on questionnaire results
«Satisfaction of 2-5 year students with educational services»
2022
Department: «Industrial transport»
Specialty: 6B11301 «Organization of transportation, traffic and operation of transport»

The center for quality management and accreditation, in October 2022, conducted an annual questionnaire on the satisfaction of 2-5 year students with the quality of services provided.

Purpose of the survey: Identification of the degree of satisfaction of respondents with the quality of educational services provided and other areas of the university's activities.

In specialty 6B11301 «Organization of transportation, traffic and operation of transport» 87 students took part in the questionnaire.
- 2nd year – 31 (100%);
- 3rd year – 29 students (96.6%);
- 4th year – 27 students (81.8%).

During the questionnaire process, the following data was obtained:

1. Does it satisfy you? quality of services provided?

Indicators:

1. Does it satisfy you? quality of services provided?

1.1 The learning process in general
1.2 Class schedule
1.3 Organization of independent work
1.4 Internship
1.5 Organization and conduct of the SIWT
1.6 Organization and conduct of laboratory work
1.7 Satisfaction with the library
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 «not satisfied» to the previous question, give recommendations for improvement provided services _____
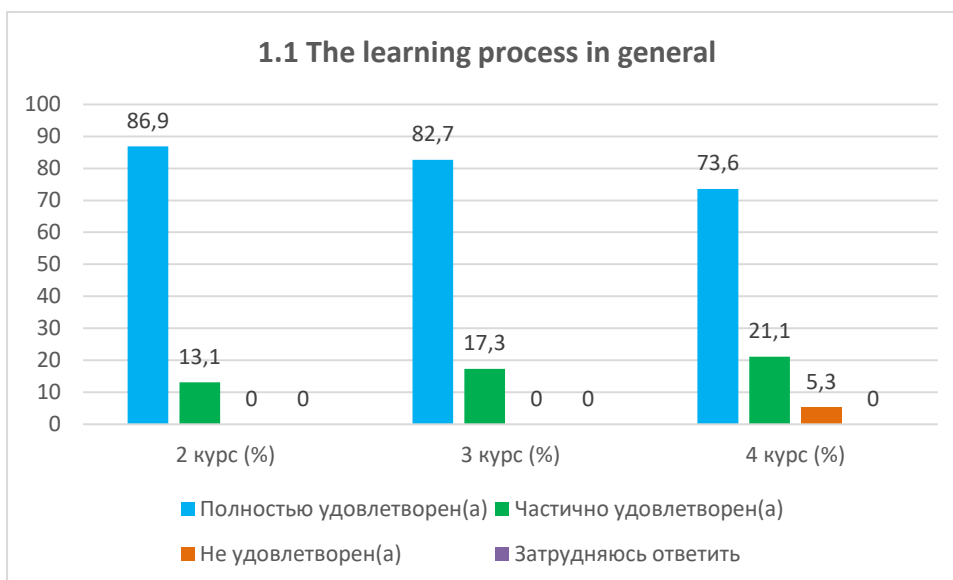
1.1 The learning process in general

Answer options	**2nd year (%)**	**3rd year (%)**	**4th year (%)**
Completely satisfied	86.9	82.7	73.6
Partially satisfied	13.1	17.3	21.1
Not satisfied)	-	-	5.3

I find it difficult to answer	-	-	-

1.1 The learning process in general

1.2 Class schedule

Answer options	**2nd year (%)**	**3rd year (%)**	**4th year (%)**
Completely satisfied	88.2	86.2	63.2
Partially satisfied	11.7	13.7	15.7
Not satisfied)	-	-	21.1
I find it difficult to answer	-	-	-

1.2 Class schedule
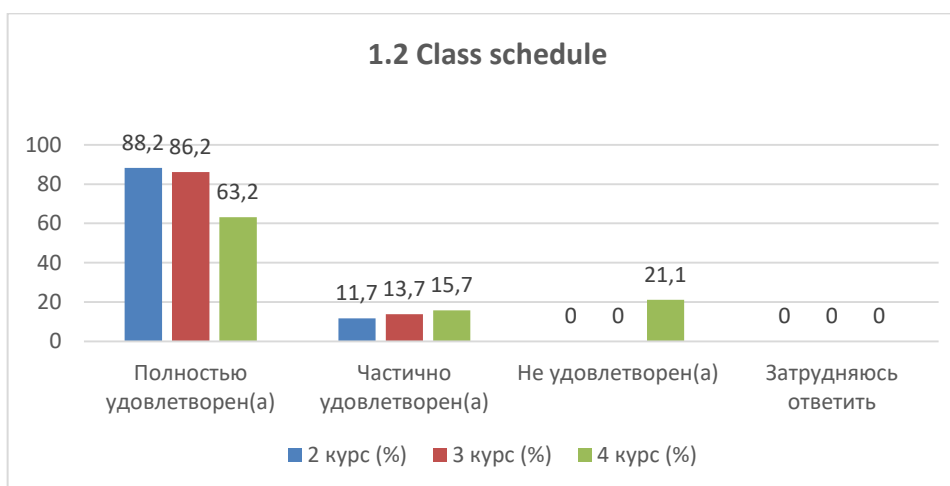
1.3 Organization of independent work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	82.4	75.9	68.4
Partially satisfied	13.8	24.1	26.3
Not satisfied	3.9	-	5.3
I find it difficult to answer	-	-	-

1.3 Organization of independent work
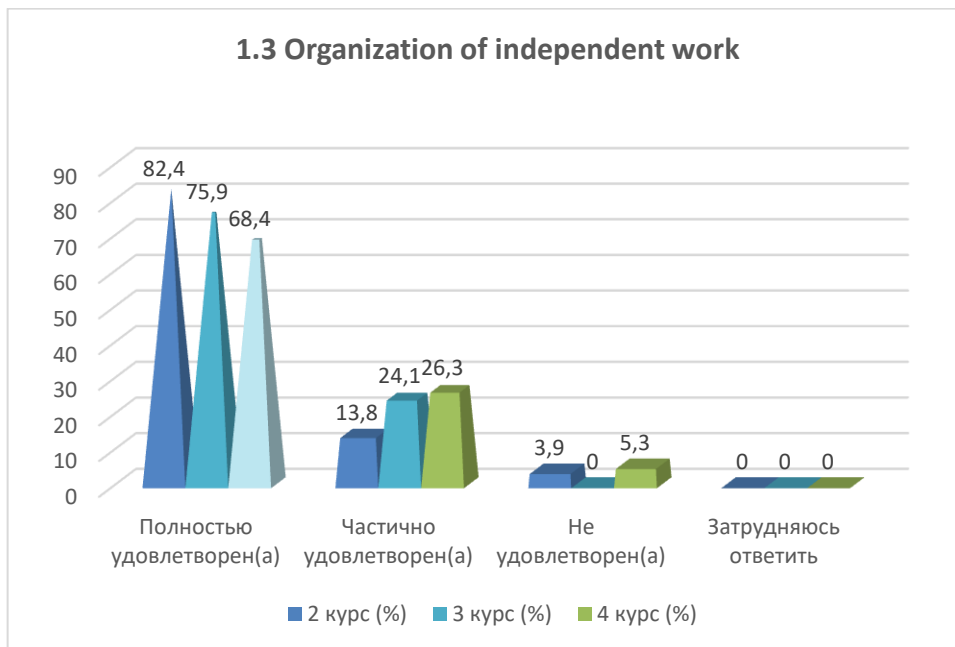
1.4 Internship

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	74.6	72.4	78.9
Partially satisfied	15.7	17.3	15.7
Not satisfied	5.8	10.3	5.3
I find it difficult to answer	3.9	-	-

1.4 Internship
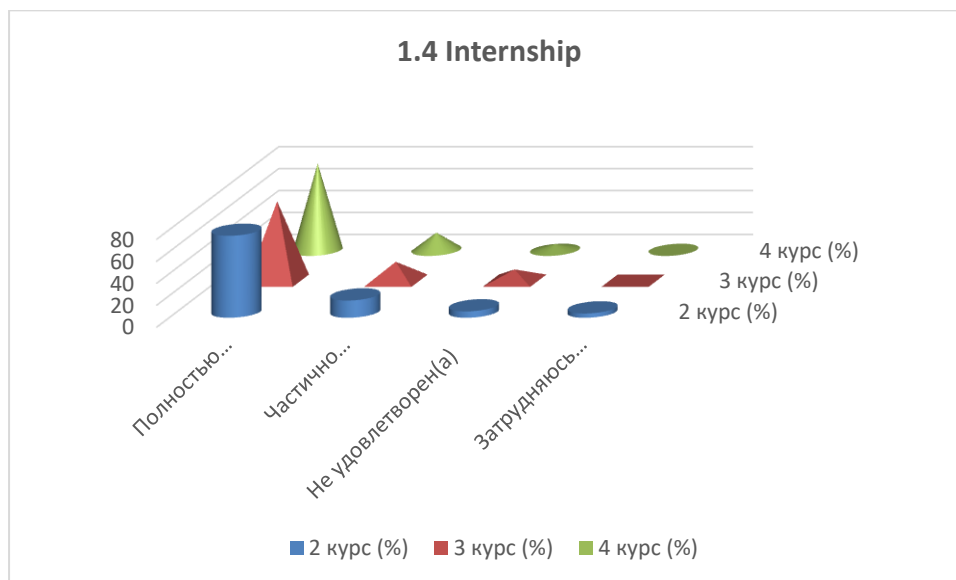
1.5 Organization and conduct of the SIWT

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	78.5	86.3	68.4
Partially satisfied	13.7	13.7	26.3
Not satisfied)	5.8	-	5.3
I find it difficult to answer	1.9	-	-

1.5 Organization and conduct of the SIWT
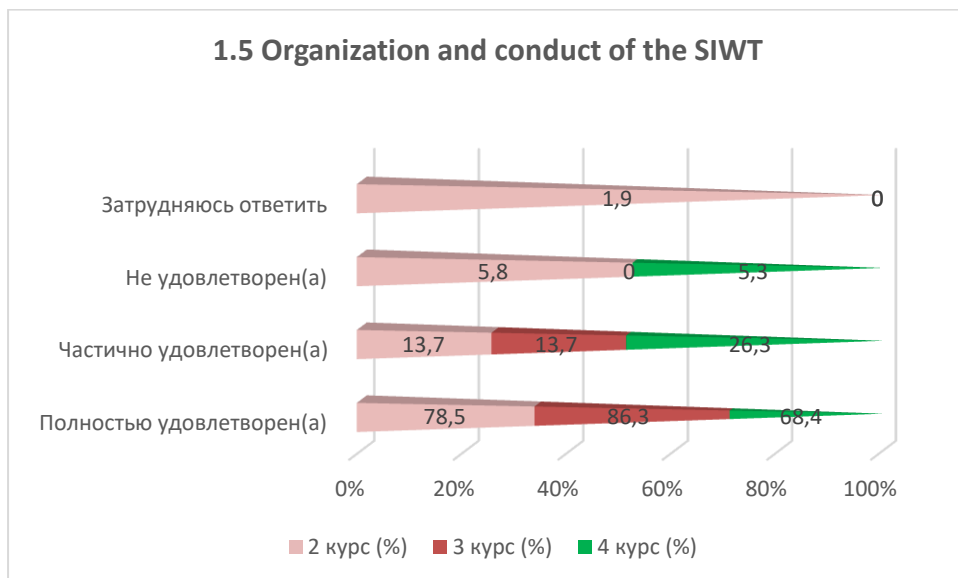
1.6 Organization and conduct laboratory work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	80.4	72.5	73.6
Partially satisfied	9.9	24.1	21.1
Not satisfied	7.8	3.4	5.3
I find it difficult to answer	1.9	-	-

1.6 Организация и проведение лабораторных работ
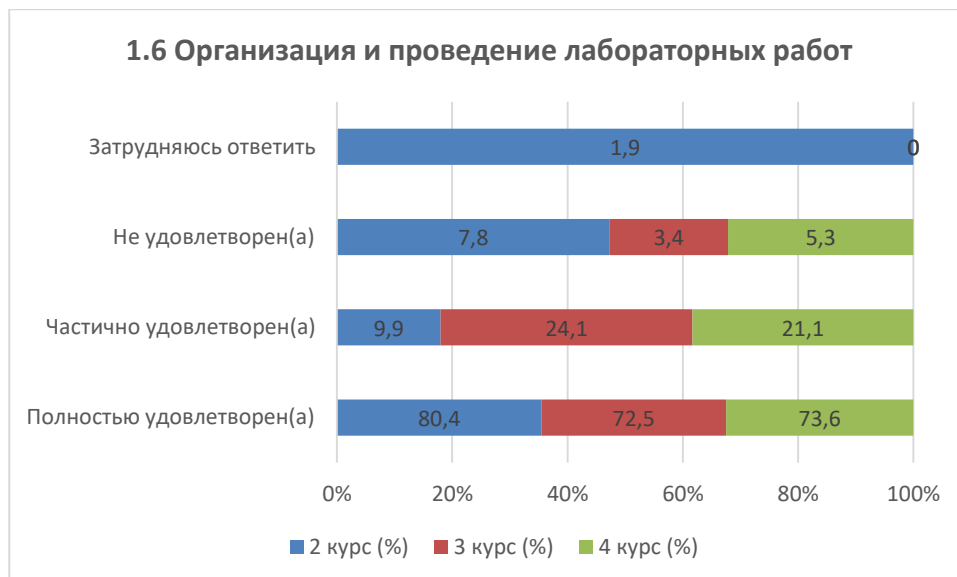
1.7 Satisfaction with the library

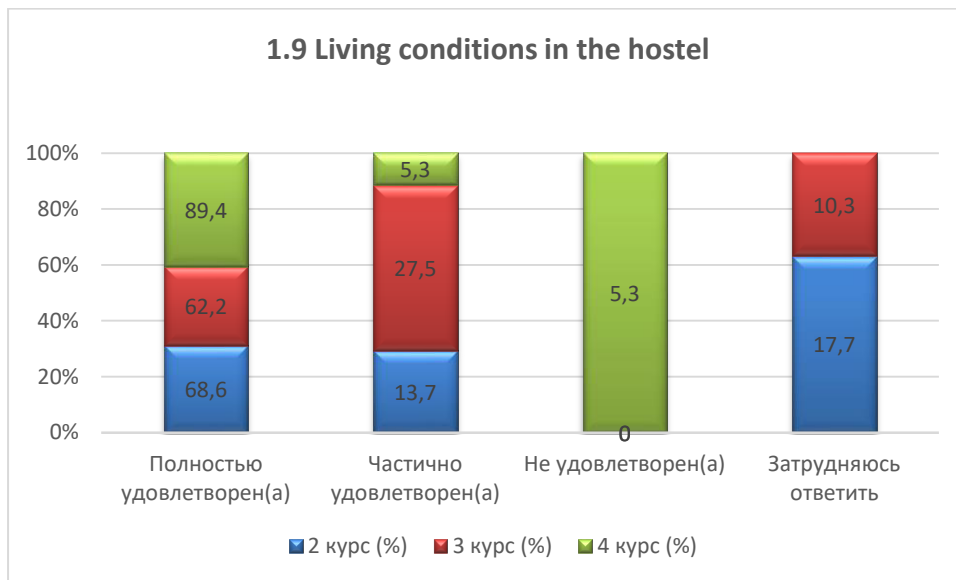| Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	86.3	82.7	73.6
Partially satisfied	11.8	17.3	21.1
Not satisfied	-	-	5.3
I find it difficult to answer	1.9	-	

1.7 Satisfaction with the library
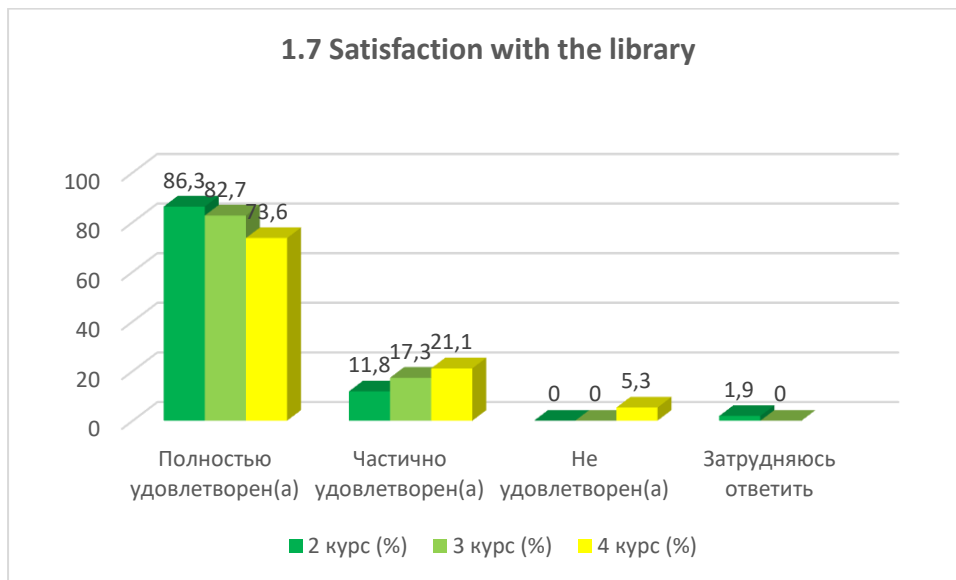
1.8 Possibility of access to full-text databases of scientific publications

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	82.4	89.7	73.6
Partially satisfied	15.7	6.8	10.6
Not satisfied)	-	3.4	15.7
I find it difficult to answer	1.9	-	-

1.8 Possibility of access to full-text databases of scientific publications
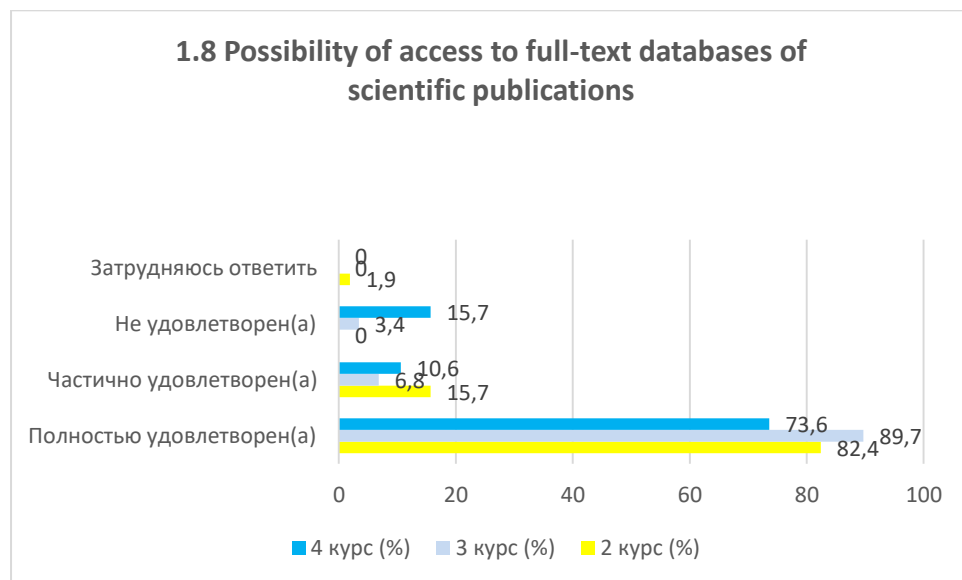
1.9 Living conditions in the hostel

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	68.6	62.2	89.4
Partially satisfied	13.7	27.5	5.3
Not satisfied)	-	-	5.3
I find it difficult to answer	17.7	10.3	

1.9 Living conditions in the hostel

1.10 Quality of medical care

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	84.3	65.5	73.6
Partially satisfied	11.7	20.7	5.3
Not satisfied	-	3.4	21.1
I find it difficult to answer	4	10.4	-

1.10 Quality of medical care
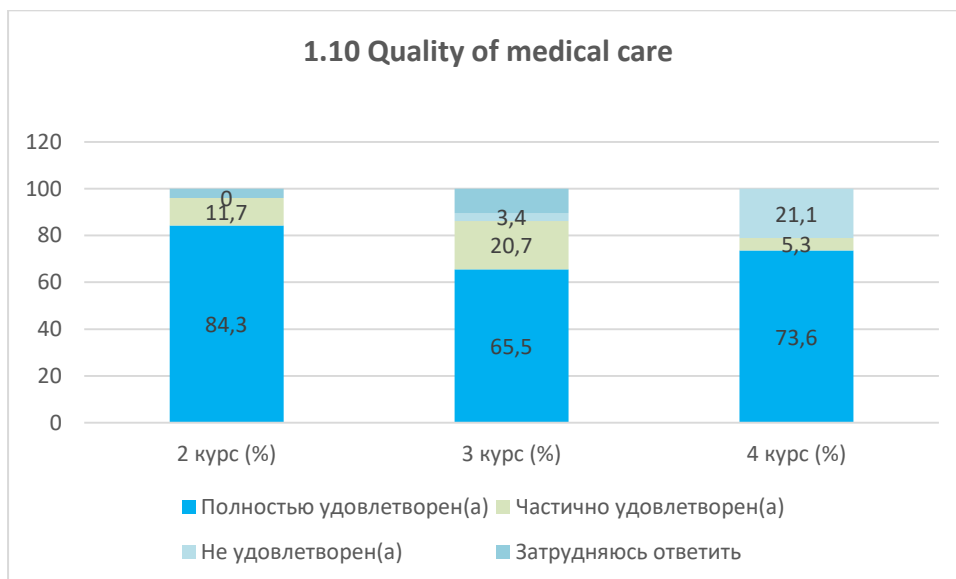
1.11 Catering at the university (prices, product range, quality of prepared dishes)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	56.8	65.5	63.1
Partially satisfied	17.7	13.7	10.5
Not satisfied)	19.6	17.2	21.1
I find it difficult to answer	5.8	3.5	5.3

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

Legend: 2 курс (%), 3 курс (%), 4 курс (%)

Categories: Полностью удовлетворен(а), Частично удовлетворен(а), Не удовлетворен(а), Затрудняюсь ответить

Values:
- Полностью удовлетворен(а): 56,8 / 65,5 / 63,1
- Частично удовлетворен(а): 17,7 / 13,7 / 10,5
- Не удовлетворен(а): 19,6 / 17,2 / 21,1
- Затрудняюсь ответить: 5,8 / 3,5 / 5,3
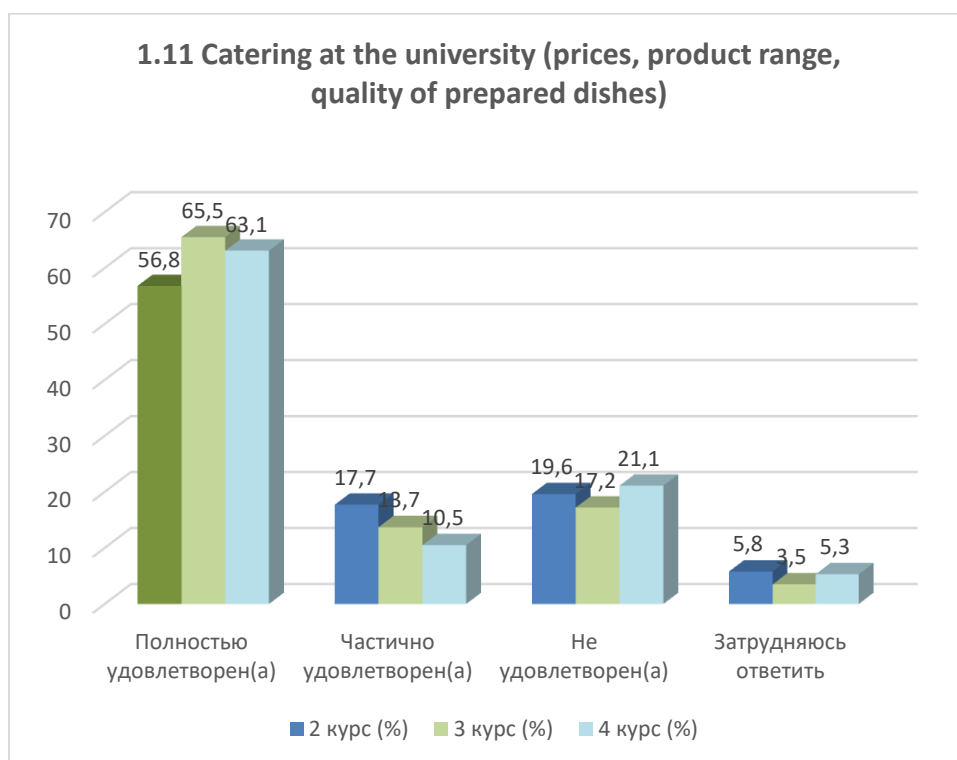
Students indicated the following options for the «Other» option:[*]:
- the drink from the assortment is very expensive;
- You can add different drinks and chocolates to the canteen's assortment. A chocolate costs 600 tenge, which is expensive for students;
- Increasing the range of products in canteens;
- Improved food assortment and removed lemonade joe;
- No options available;
- reduction in prices in the canteen;
- You can't eat properly in the canteen! There is no doubt about the price; if only their pies were a little larger;
- It takes 50 minutes to learn a hag, but with us everything is difficult;
- food is too expensive

In these cases, the majority of students report their complete satisfaction, based on this it can be argued that according to these indicators, the quality of services provided at the University meets the expectations of students.

Average level of student satisfaction observed according to the following learning indicators. For example, this applies to such indicators as «Organization of catering at the university (prices, range of products, quality of prepared dishes) », the number of dissatisfied people was 19.6% in the 2nd year, 17.2% in the 3rd year, and 17.2% in the 4th year. 21.1%.

During the survey, the following shortcomings were identified: a small range of dishes offered, a large queue that forms during peak dining hours, inflated prices for dishes, etc. All identified shortcomings significantly affect the efficiency of the canteen and, most importantly, the public opinion of visitors to this canteen.

Recommendations for improving the work of canteens include, first of all, increasing their operating hours. Also, to optimize the work of canteens, you should think about expanding the range of dishes, especially in the evening, reducing prices for assortments of dishes and reducing service time.

Thus, the set of proposed measures will solve a number of problems that arise in the work of the canteen, which will ultimately improve the quality of the services provided.

2. «What is your attitude to the quality of organization of the educational process? »

Answer options	2nd year (%)	3rd year (%)	4th year (%)
No complaints	86.3	93.2	52.6
Discrepancy between the disciplines studied and the specialty obtained	6	-	-
Inconsistency between the importance of the subject and the number of hours	1.9	3.4	15.7
Overload with classroom activities	1.9	3.4	10.5
Dissatisfaction with the quality of classes	1.9	-	5.3
Dissatisfaction with the organization of tests and exams	-	-	10.5
Other	1.9	-	5.3

Other: Amount of time between couples:
- Arranges
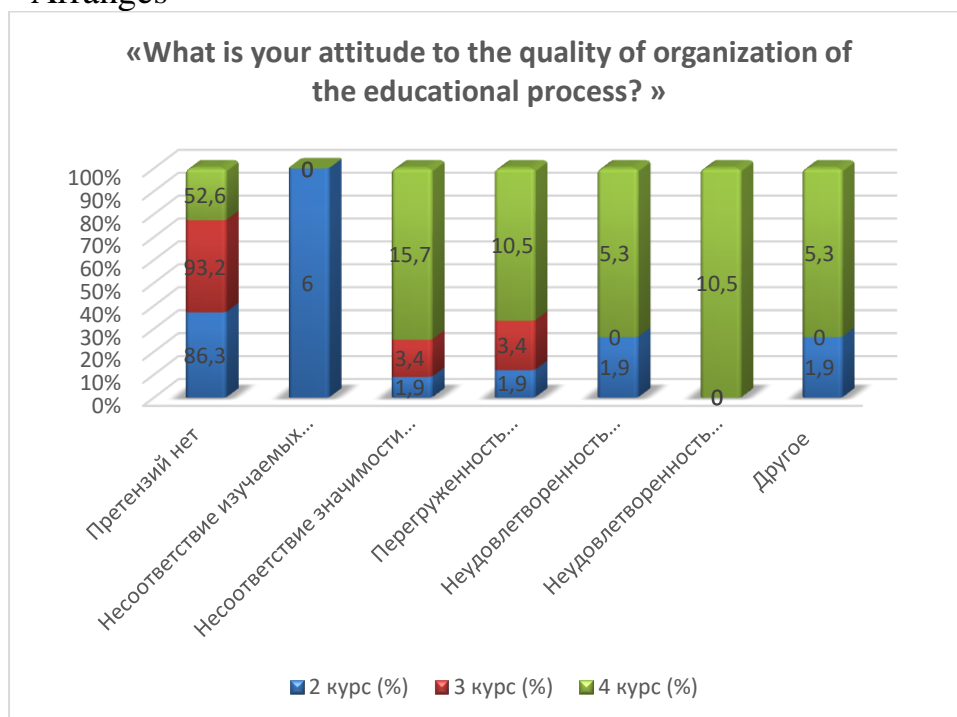
The majority of students responded that there were no special complaints: 2nd year – 86.3%, 3rd year – 93.2%, 4th year – 52.6%. The data obtained indicate an improvement in the quality of organization of the educational process and educational services of the university. However, there is a decline in satisfaction with the quality of the organization of the educational process in the 4th year. For example: «Dissatisfaction with the organization of tests and exams», «Overload with classroom activities» amounted to 10.5% for each criterion. The results of the remaining indicators are distributed differently and are reflected in the table.

For the option «**If you answered «Does not correspond or does not satisfy» to the previous question, give recommendations for improvement**» students indicated the following options[*]:

- It suits me.

3. What forms of final testing or examination are used in this educational organization? (check all that apply)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
In writing	72.5	82.7	63.1
In oral form	43.1	3.4	36.8
In the form of a computer test	52.9	37.9	47.3
In the form of a test without using a computer	13.7	3.4	31.5
In the form of a colloquium, conference, project defense, etc.	7.8	3.4	10.5
In the form of a qualification exam (the student performs a work operation, manufactures a product, carries out labor activities, assessed by experts)	5.8	10.3	5.3

The amount in % is not equal to 100, because multiple answer options were expected
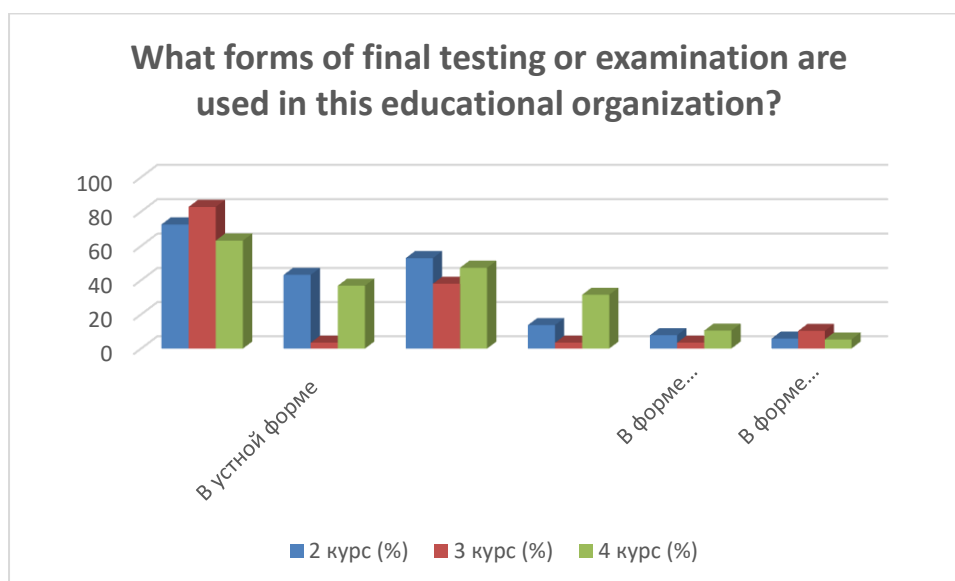
To the question: «**What forms of final test or examination are used in this educational organization? » (multiple answers could be marked**) the majority of respondents on average for three courses - 72.7% answered "in writing", in second place «in the form of a computer test» - 46.1%, and in third place «in oral form» - 27.8%.

Despite the different forms of conducting the final test or exam that the university uses, students must prepare thoroughly, answer the questions posed and get a well-deserved «result». Late completion of a test or exam is academic debt, which may subsequently develop into a reason for expulsion from the university.

[*]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 usually taken into account by teachers when making the final grade?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Attendance	31.3	27.5	36.8
Activity in classes (seminars), answers to teacher questions, problem solving, etc.	39.3	48.3	31.5
Reports and speeches at classes (seminars)	1.9	-	5.3
Results of intermediate tests, tests, colloquiums, etc.	3.9	-	15.7
Results of practice, laboratory and other practical work	13.8	6.8	10.6
Score for an abstract, essay, etc.	3.9		-
Results of the final exam for the course	3.9	10.5	-
Other	1.9	6.8	-

Students indicated the following options for the «Other» option:[*]
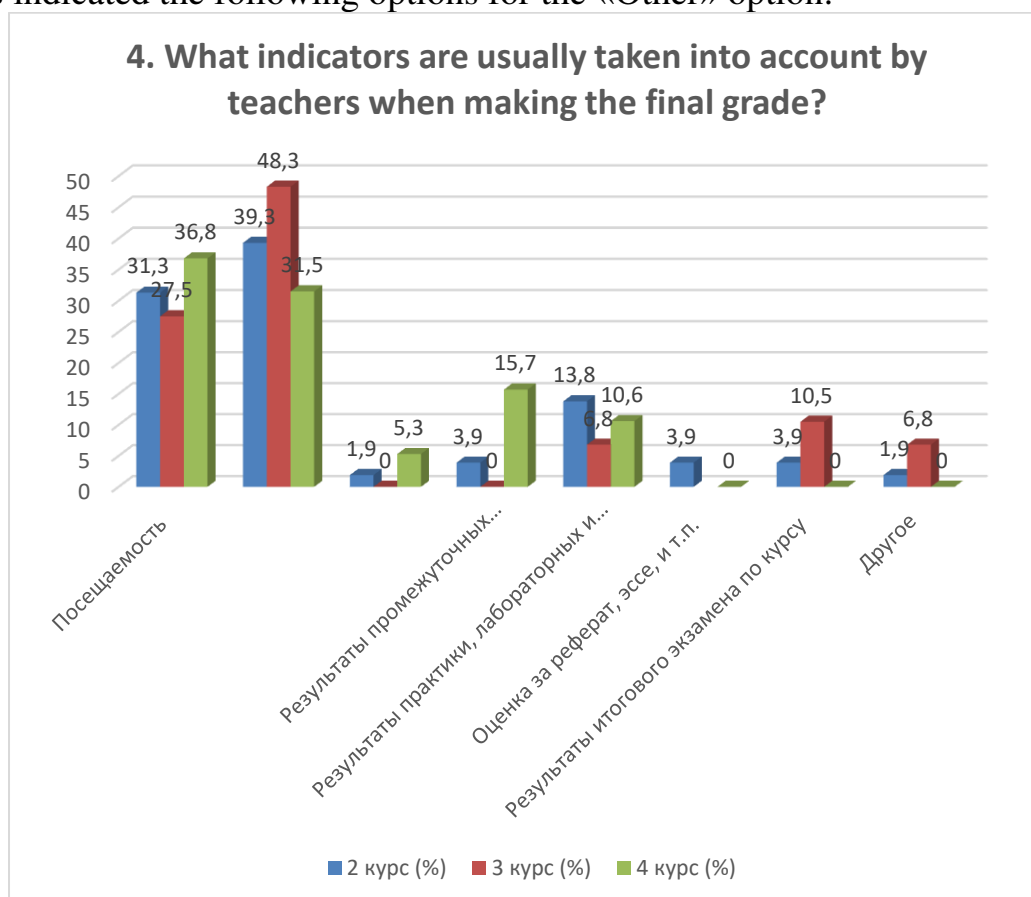
Assessment of students' educational achievements is carried out on the basis of a point-rating system, according to which the student's final grade for the semester in each discipline is derived based on the summation of rating points received by him in all control

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events in this discipline during the semester and when passing the final control (exam). At the same time, 60% of the final grade falls on current and midterm control, and 40% on exam assessment.

To the question: «What indicators are usually taken into account by teachers when making the final grade? »

Students in the «other» option indicated the following answers: «All indicators are taken into account», «Everything», etc.

5. Rate how modern the technologies you are studying at the university are?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
These are the most advanced technologies; there are no such technologies in real production yet.	25.5	27.5	52.6
These are modern technologies, they are used by leading companies		-	36.8
These are quite modern technologies, they are used, but I know more modern ones	50.9	48.2	
These are yesterday's technologies that are no longer on the market.	7.8	-	10.5
I don't know, I can't rate it	15.7	24.2	-
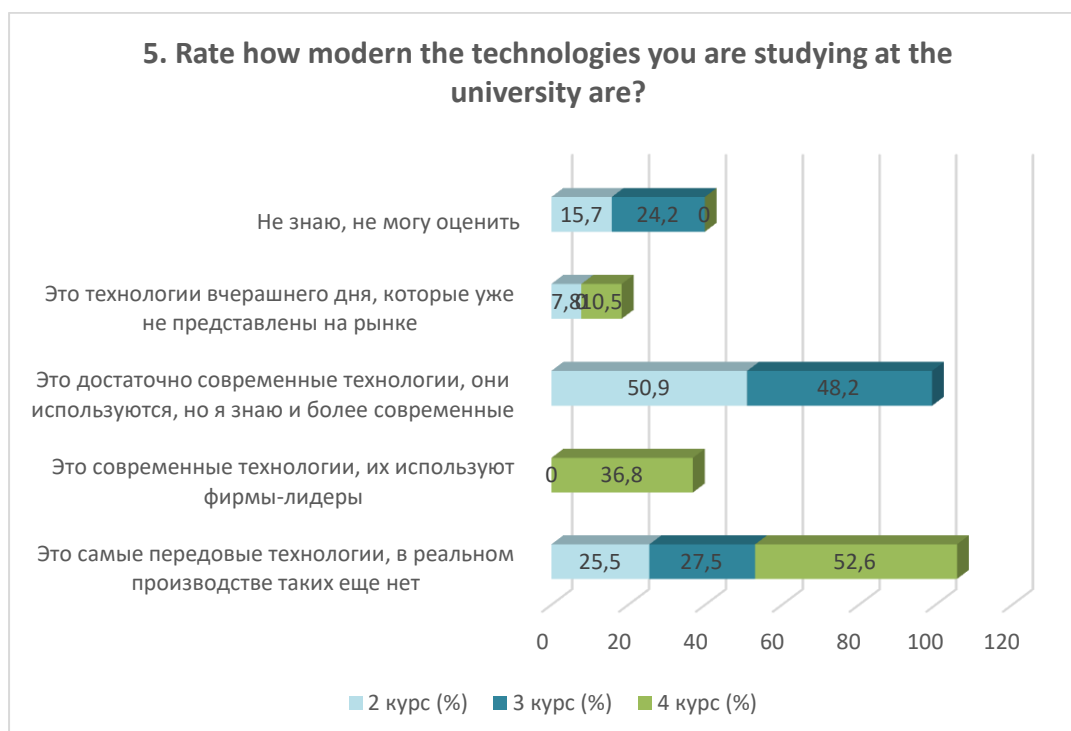
For the option «**If you answered the previous question «I don't know, I can't rate it», give recommendations for improvement**» students indicated the following options[*]:
- how can you give a recommendation if you don't know what to compare with?
- I don't know, I don't understand.

An important feature of modern education is its continuous improvement. In the context of the transition to new generation standards in the university educational process, there is a need to use modern educational technologies. Scientific and technological progress and informatization of society require students to master special qualities in the modern educational process.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	84.3	79.4	73.7
No	13.7	20.6	26.3
Other	1.9	-	-

Students indicated the following options for the «Other» option:[*]:
-
For the option «**If you answered «No» to the previous question, write why**» students indicated the following options[*]:
- reported very late.

6. Is information available to you about academic mobility opportunities?
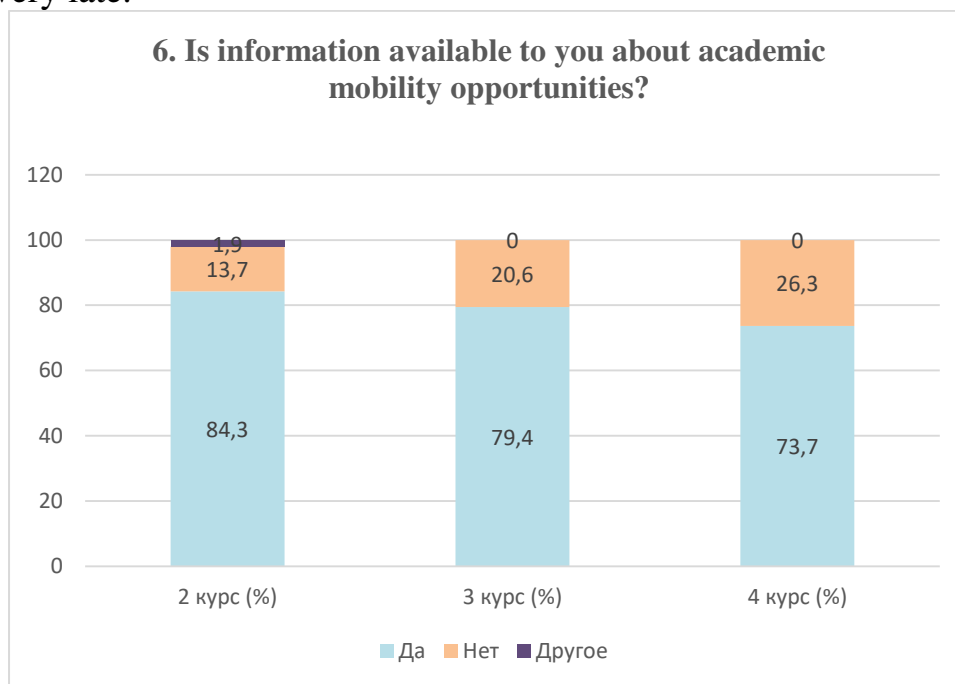
7. What do you think the relationship is like:

| |
|---|
| 7.1 Between students |
| 7.2 Between teachers and students (in the educational process) |
| 7.3 Between the student and the curator |
| 7.4 Between students and administration |
| 7.5 Between students and employees of departments (library, student department, etc.) |
| 7.6 Between students and security service |

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

Other_____

If you answered the previous question «More unfriendly than friendly» and «Negative», give recommendations for improvement_____
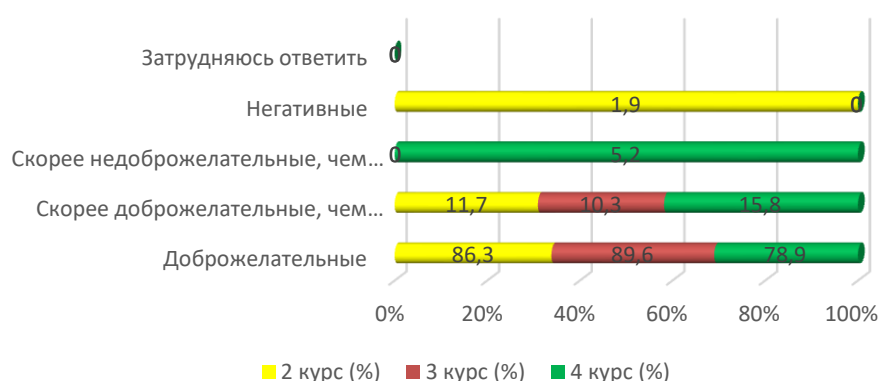
7.1 Between students

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	96	93.1	84.3
More friendly than unfriendly	3.9	6.8	10.5
More unfriendly than friendly	-	-	5.2
Negative	-	-	-
I find it difficult to answer	-	-	-
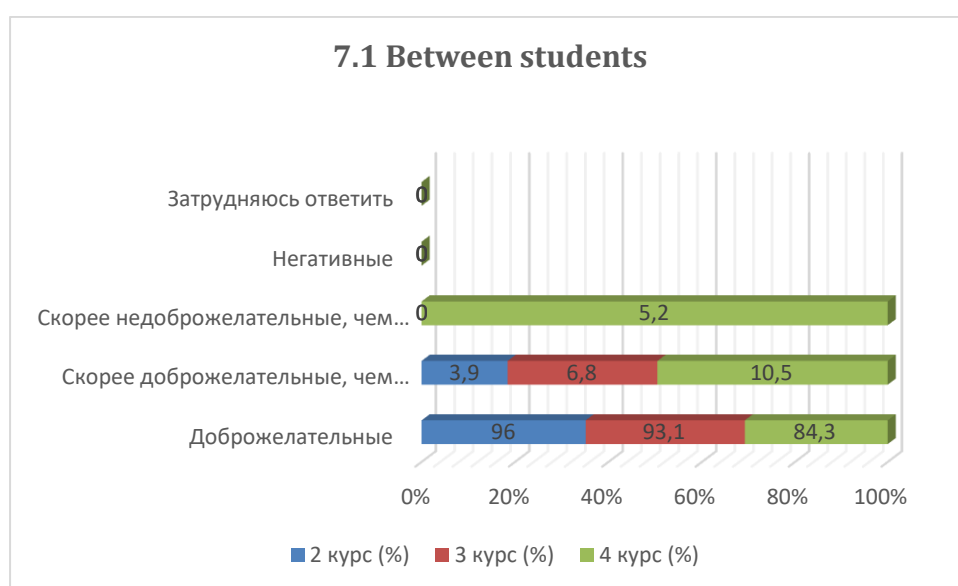
7.2 Between teachers and students (in the educational process)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	86.3	89.6	78.9
More friendly than unfriendly	11.7	10.3	15.8
More unfriendly than friendly	-	-	5.2
Negative	1.9	-	-
I find it difficult to answer	-	-	-

7.2 Between teachers and students (in the educational process)

7.3 Between the student and the curator

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	96.1	96.5	79
More friendly than unfriendly	3.9	3.5	10.5
More unfriendly than friendly	-	-	10.5
Negative	-	-	-
I find it difficult to answer	-	-	-

7.3 Between the student and the curator
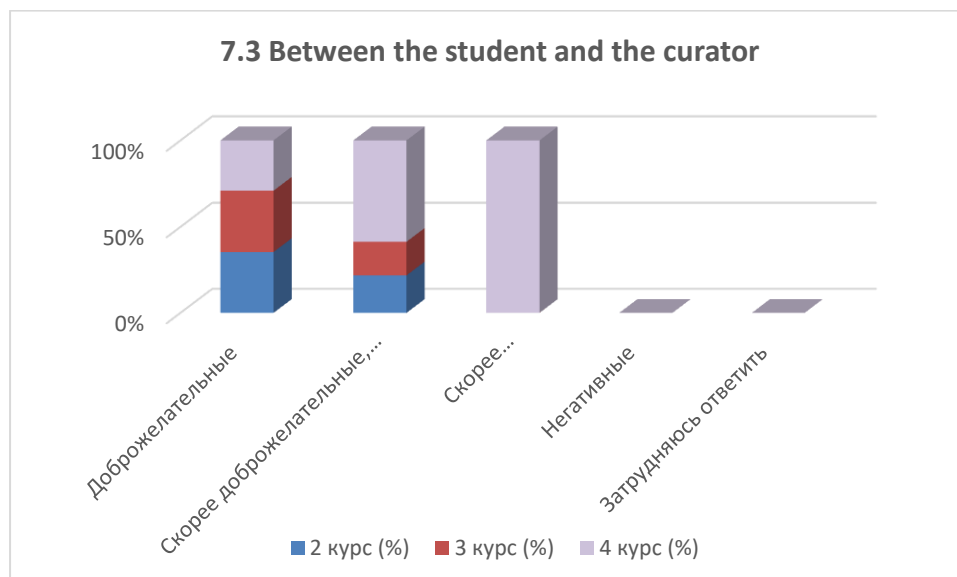
7.4 Between students and administration

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	86.3	86.2	73.7
More friendly than unfriendly	9.8	10.3	15.7
More unfriendly than friendly	-	3.4	10.5
Negative	-	-	-
I find it difficult to answer	3.9	-	-
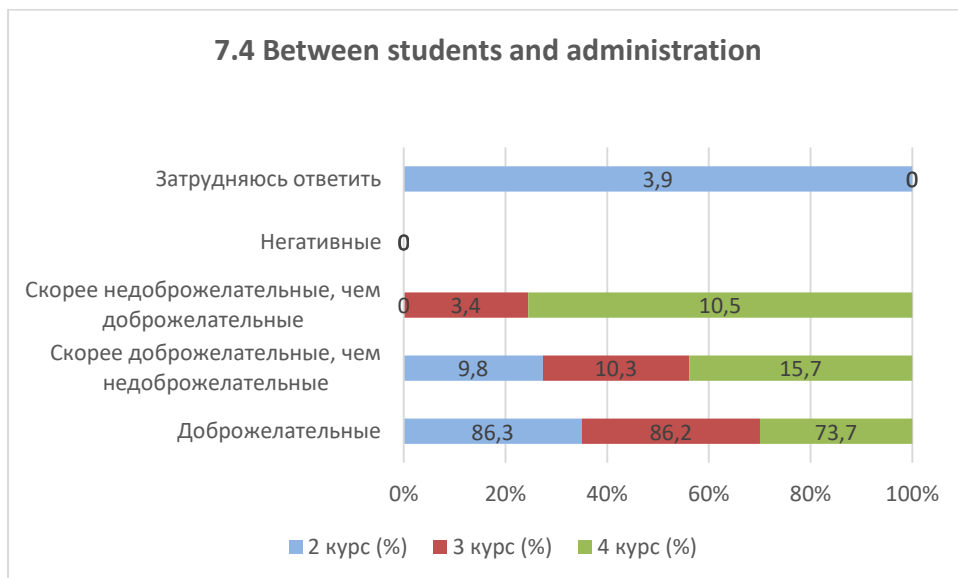
**7.5 Between students and employees of departments (library, student department, etc.)**

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	86.3	86.3	79
More friendly than unfriendly	9.8	13.7	10.5
More unfriendly than friendly	-	-	5.2
Negative	-	-	5.2
I find it difficult to answer	3.9	-	-
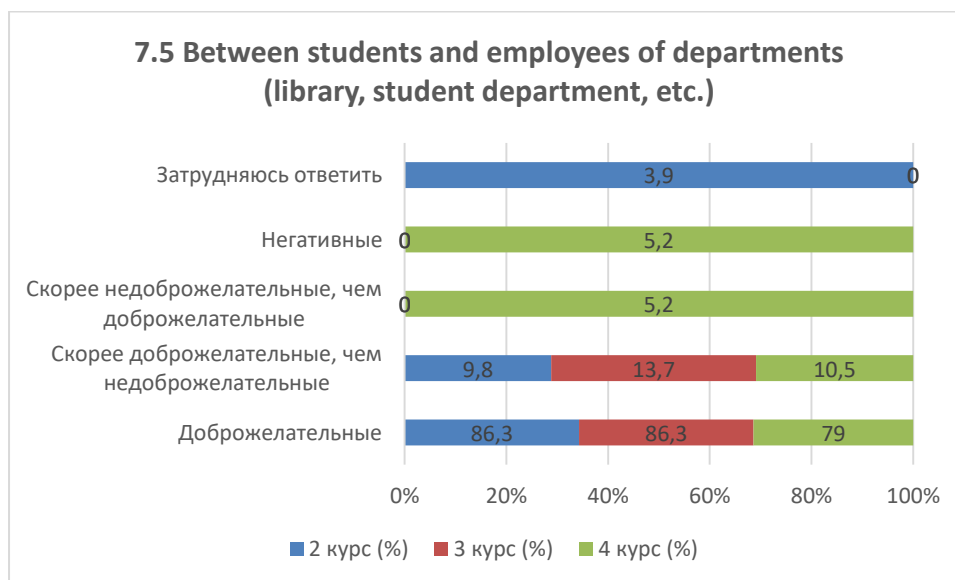
7.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	68.7	58.6	73.7
More friendly than unfriendly	15.7	34.4	15.8
More unfriendly than friendly	7.8	3.4	5.2

Negative	5.8	-	5.2
I find it difficult to answer	1.9	3.4	-

7.6 Between students and security service
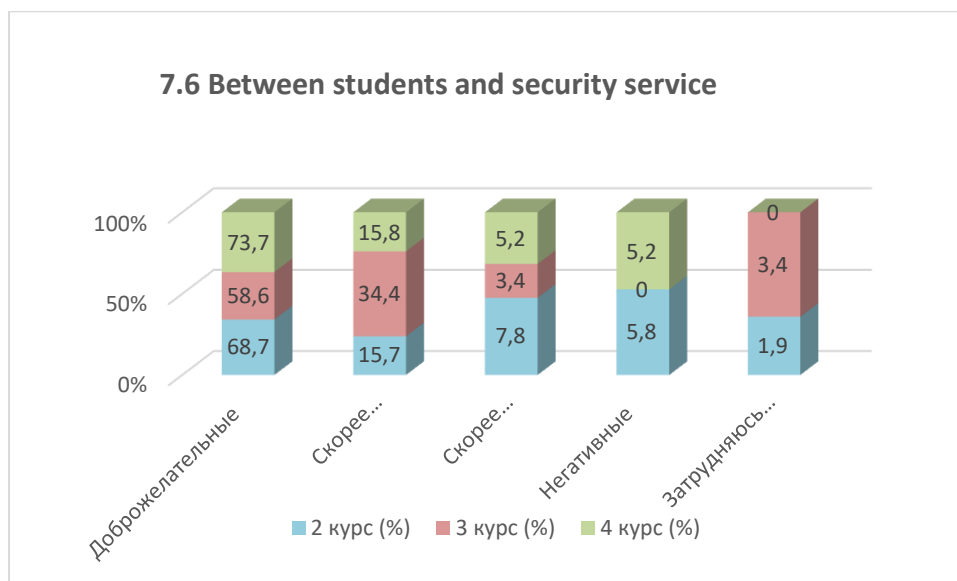
Students indicated the following options for the «Other» option:*:
- friendly.
-I would recommend that the security service treat students in a more polite manner.

For the option «**If you answered the previous question «More unfriendly than friendly» and «Negative», give recommendations for improvement**» students indicated the following options*:
- Sometimes the guards are rude when entering the university;
- Try to understand the student, and not look only from your side. The curator must solve problems and make contact not only when he needs something from students.
- Security at the entrance to the university is not clear. They talk about the Univer's regulations regarding appearance. They talk about what is not stated in the charter, because of this there are problems with entering the university. For some students, loaded with bags (due to work for classes), all bags are checked, and bags are checked selectively (quite aggressively).
- friendly.

As can be seen from the presented results, the relationships between students, teachers and students (in the educational process), curators and students are assessed by respondents mainly as «friendly» and «with more benevolent than unfriendly» accordingly, which fully corresponds to the high level of satisfaction with the moral and psychological climate in the student environment.

For the remaining indicators, student responses were distributed as follows:
-Between students and administration - 2nd year (5.6%) – 3rd year (9.5%) «More likely to be unfriendly than friendly»;
-Between students and employees of departments (library, student department, etc.)- 2nd year (5.6%) – 3rd year (9.5%) «Rather unfriendly than friendly», as well as 3rd year students chose the answer options 9.5% «Negative» and 4.7% «Difficult to answer»;

- Between students and security service – 2nd year (33.3%), 3rd year (19.1%) and 4th year (13.3%) «Rather unfriendly than friendly», as well as students of 3 (19.1%) – 4 (13.3%) courses chose the answer option «Negative».

For the option «**If you answered the previous question «More unfriendly than friendly» and «Negative», give recommendations for improvement**»students indicated the following answer options[*]: «Everything is fine,» «the guards do not consider the kaspi student card as a significant document for admission to study,» «The security behaves like cattle, incompetent employees,» and «Improving control over security.»

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Quality of organization of the educational process	33.3	20.6	68.4
Quality of teaching (class conducting, assessment of knowledge, etc.)	9.8	20.6	26.3
Administration work (department, etc.)	5.8	-	26.3
Quality of food and prices in the student canteen	37.2	37.9	36.8
Quality of living conditions in the hostel	1.9	10.3	10.5
Employment by specialty	37.2	37.9	36.8
Quality of industrial practice organizations	21.5	3.4	26.3
Other	3.9	-	-

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

Students indicated the following options for the «Other» option:[*]

9. Do you take part in the scientific work of the university? if yes, in what forms?
(check all that apply)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Did not participate	82.3	58.6	63.3
Sometimes, when it is necessary for formal reasons	3.9	13.7	15.7
In scientific projects of laboratories, centers, etc. under a contract, within	7.8	6.8	-

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[*]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.

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a grant, etc.			
In scientific projects of laboratories, clubs, circles, etc. free of charge	7.8	-	5.2
Attended scientific seminars, clubs and other scientific events	-	6.8	15.7
Speaker at a conference (including a student conference), scientific seminar)	-	-	-
Participated in a student scientific work competition	1.9	10.3	-
Published the results of his research (including in student collections)	1.9	-	-

*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[*]:
- Because there is no information to participate in scientific work;
- there were no opportunities;
- I didn't not participate;
- I didn't have free time;
- My priority is knowledge of those disciplines, works and topics that are required in my specialty;
- There was no interest;
- Fine.

10. Are you interested in scientific activities within your chosen field/specialty?

Answer options	**2nd year (%)**	**3rd year (%)**	**4th year (%)**
Yes, I'm already doing scientific work	11.7	6.8	21.1
Yes, I plan to do this in the future	33.4	20.7	21.1
I would like to, but I don't know where to start	15.6	17.3	21.1
No	39.2	55.2	36.8
Other	-	-	-

Students pointed to «other»[*]:
- I find it difficult to answer.

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10. Are you interested in scientific activities within your chosen field/specialty?
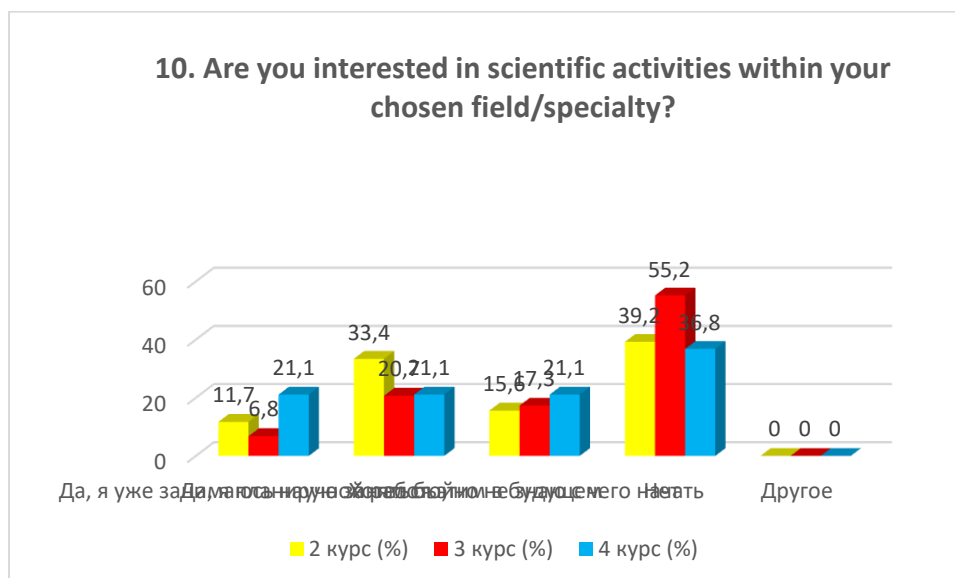
For the option «**If you answered «I would like to, but I don't know where to start» or «No» to the previous question, write why»** students indicated the following options[*]:

- Because I do not want it;

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Sport sections	29.4	10.4	26.3
Creative clubs	3.9	6.8	26.3
Student trade union committee "Zhas Orda"	1.9	3.4	10.5
I don't use anything	64.7	79.3	36.8
Other	-	-	-

11. Which of the opportunities provided by the university do you use for personal development?
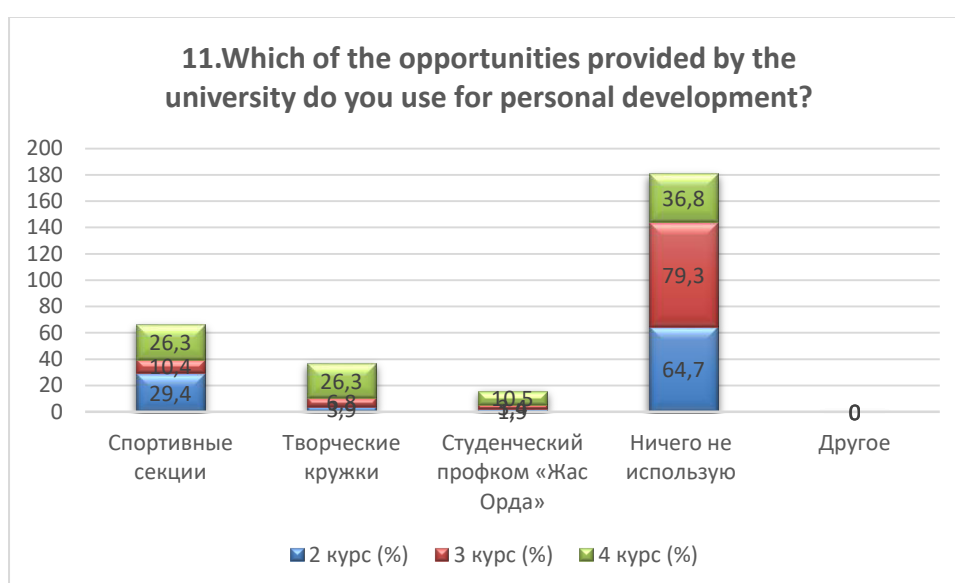
For the option «**If you answered «I don't use anything» to the previous question, write why»** students indicated the following options[*]:

- not interesting for me;
- no time;
-not interested;
- I don't want

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

12.1 Availability of necessary scientific literature in the library
12.2 Modern computer equipment
12.3 Internet channel width, its speed
12.4 Modern 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, give recommendations for improvement provided services _____

12.1 Availability of necessary scientific literature in the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	86.3	75.8	79
Partially satisfied	13.7	17.2	15.7
Not satisfied	-	3.5	5.2
I find it difficult to answer	-	3.5	-
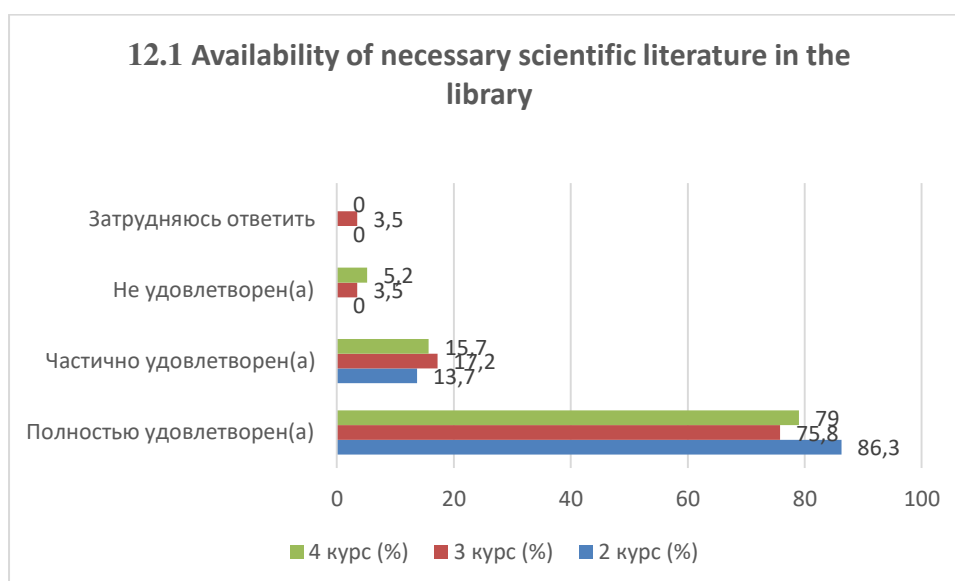
12.2 Modern computer equipment

Answer options	2nd year	3rd year	4th year

	(%)	(%)	(%)
Completely satisfied	82.3	86.2	73.6
Partially satisfied	13.7	10.3	15.8
Not satisfied)	3.9	3.4	10.5
I find it difficult to answer	-	-	-

12.2 Modern computer equipment
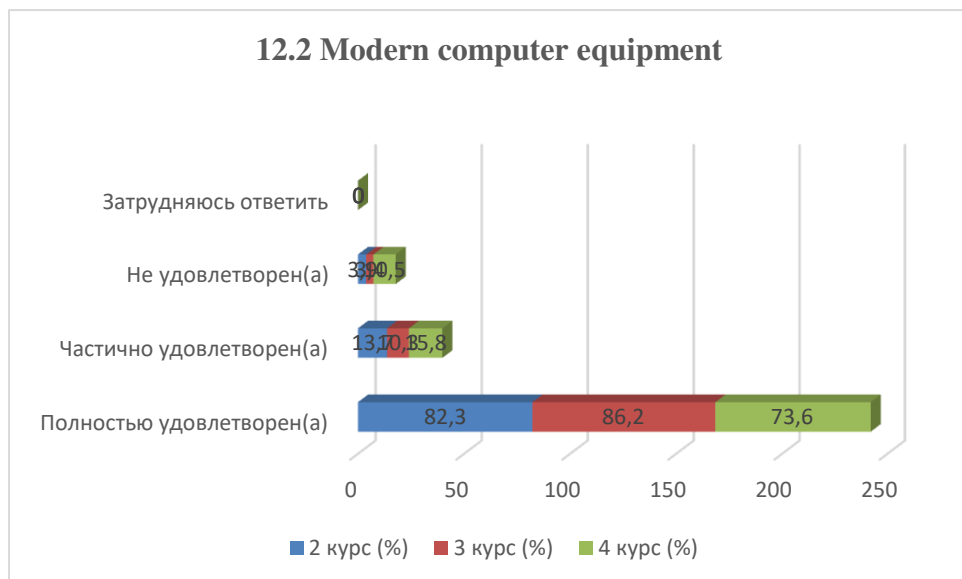
12.3 Internet channel width, its speed

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	68.6	58.6	68.5
Partially satisfied	21.6	44.8	15.7
Not satisfied)	9.8	-	10.5
I find it difficult to answer	-	-	5.2

12.3 Internet channel width, its speed
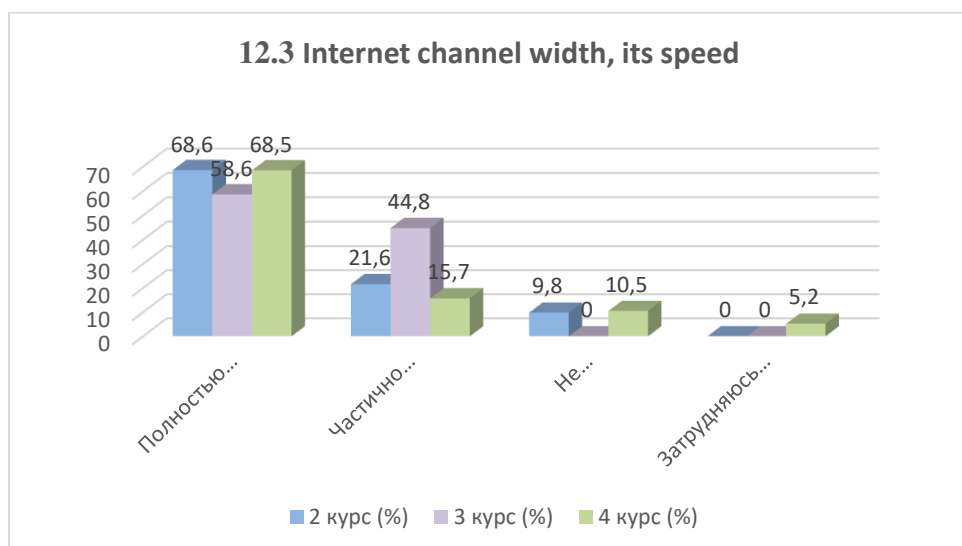
12.4 Modern software

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	82.3	75.8	68.5

Partially satisfied	13.7	20.6	15.7
Not satisfied)	3.9	3.5	15.7
I find it difficult to answer	-	-	-

12.4 Modernity of the software
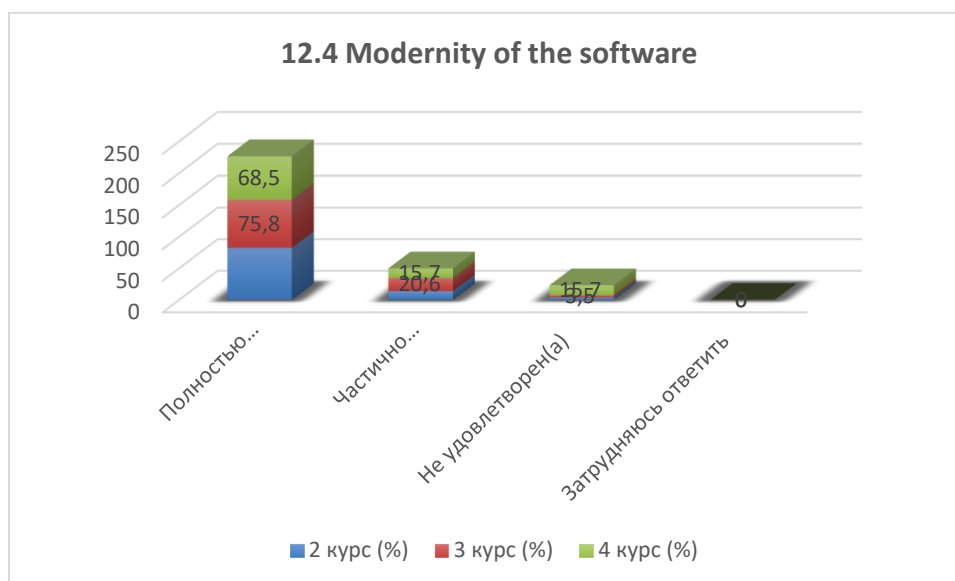
12.5 Availability of educational and scientific equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	80.3	79.3	63.2
Partially satisfied	15.6	20.7	26.3
Not satisfied	3.9	-	10.5
I find it difficult to answer	-	-	-

12.5 Availability of educational and scientific equipment
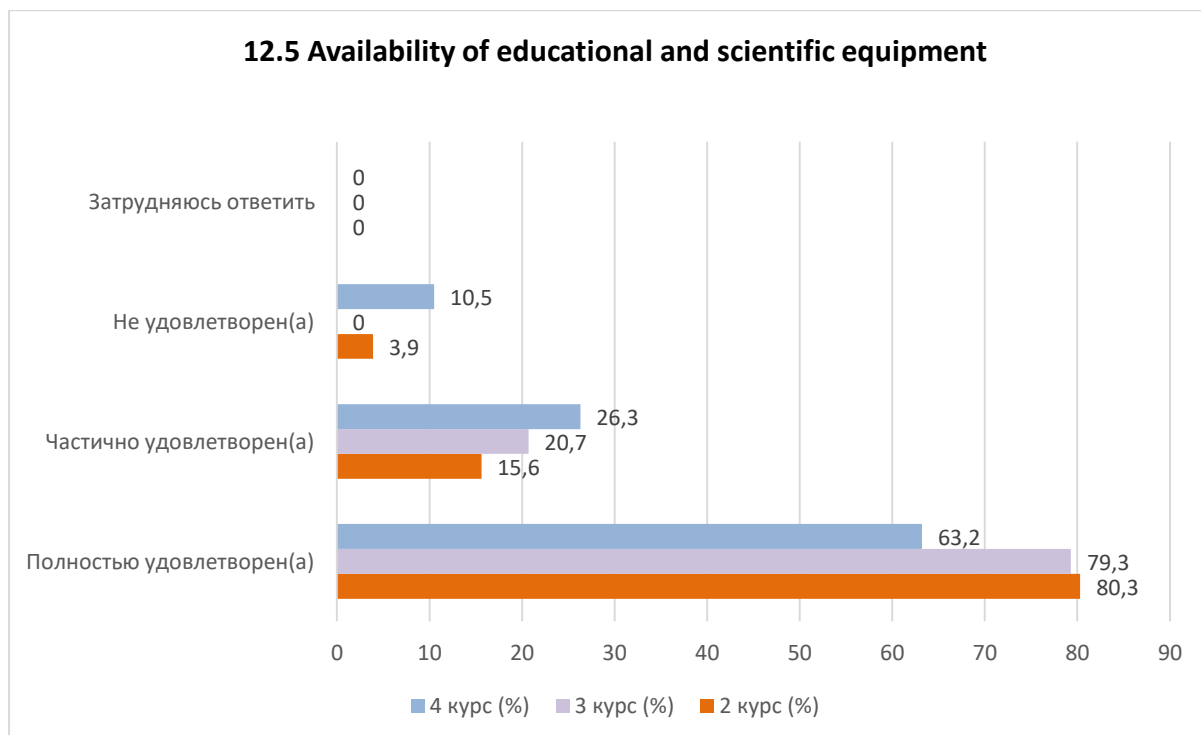
12.6 Availability of laboratories and specialized classrooms

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

			(%)
Completely satisfied	78.5	82.7	63.1
Partially satisfied	11.7	10.4	21.1
Not satisfied	5.8	6.8	15.8
I find it difficult to answer	3.9	-	-

12.6 Availability of laboratories and specialized classrooms
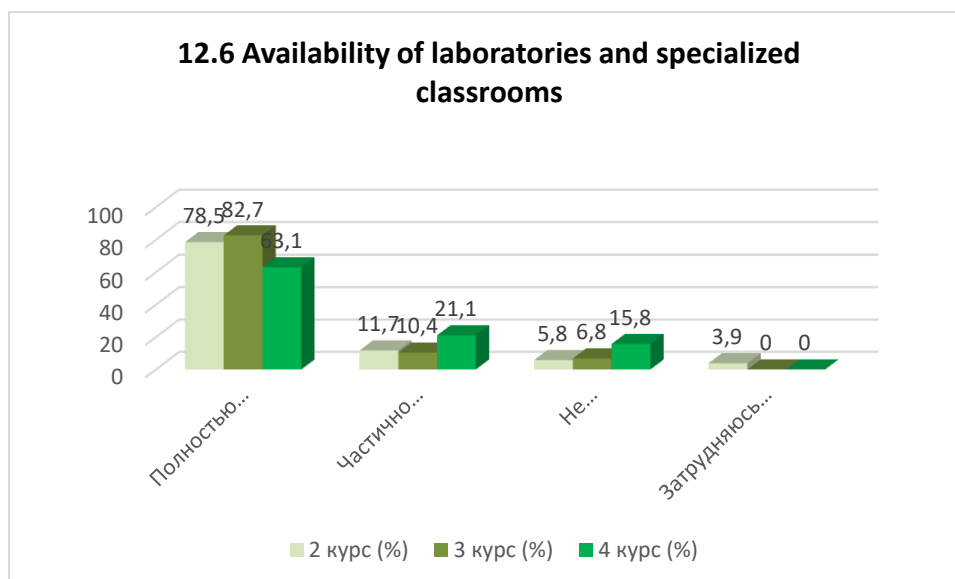
12.7 Availability of sports equipment

| Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	82.4	86.2	68.5
Partially satisfied	7.8	13.7	15.7
Not satisfied)	7.8	-	15.7
I find it difficult to answer	1.9	-	-
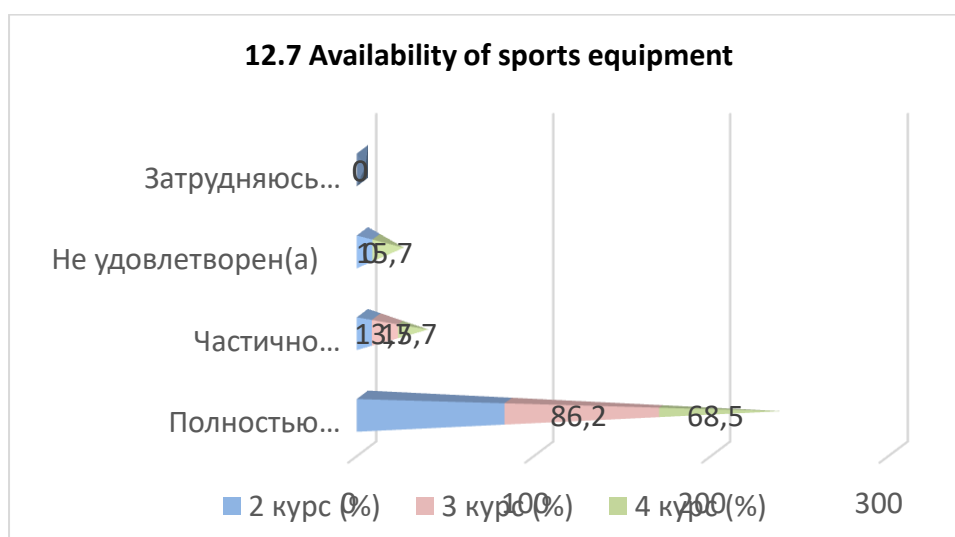
12.7 Availability of sports equipment

For the option «**If you answered the previous question «More unfriendly than friendly» and «Negative», give recommendations for improvement**» students indicated the following options[*]:

- No;

- Internet devices, websites;
- improve internet equipment

13. Do you need additional consultation on disciplines?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	19.6	24.1	31.5
No	80.4	7.5	68.4
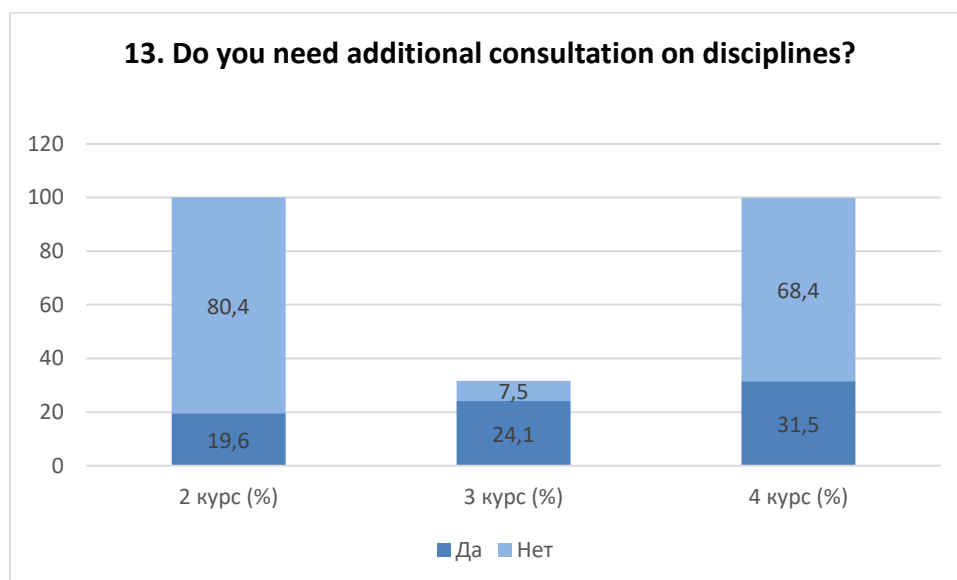
For the option «**If you answered «Yes» to the previous question, then indicate the discipline on which you need additional advice.**» students indicated the following options[*]:

-

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	74.5	48.2	36.8
Receive a diploma of completion	52.9	51.7	36.8
Gain practical skills that you can immediately use at work	47.1	41.3	15.7
Get a diploma, the prestige of the university does not matter	3.9	3.4	-
Graduate from a prestigious university	15.6	10.3	5.2
Get a highly paid profession	-	-	-
Get a profession that is interesting and matches your abilities	27.4	27.5	5.2
Get a diploma with high grades	15.6	10.3	5.2

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[*]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.

You need to learn only what is interesting or will be needed in further study (work)	13.7	10.3	-
It's not so important to graduate from this particular university, in what specialty	1.9	-	5.2
Getting this specialty is not so important in which university.	1.9	3.4	10.5

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

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, improve 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.)*

- About payment for training;
- Are you satisfied with the comfort in the classroom;
- Issues of psychological health of each student;
- Nutrition;
- There are no questions;
- There are no complaints or questions;
- Questions about religion;
- University tuition fee;
- Good profile;
- Dormitory;
- Would you like to visit general educational centers from the university;
- Don't know;

Do you get tired of university?

So that a diploma is needed everywhere;

Nothing needs to be added.