

Report
on the results of the questionnaire
“Satisfaction of 2nd-5th year students with educational services”
for the 2023 – 2024 year
Department: “Industrial Transport”

Specialty: 6B11301 Organization of transportation, traffic and operation of transport
Center for Quality Management and Accreditation, in October 2023 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.

On specialty 6B11301 “Organization of transportation, traffic and operation of transport” 68 respondents took part in the questionnaire.

- 2nd year – 23 students (88,4%);
- 3rd year – 25 students (78,1%);
- 4th year – 20 students (100%).

Form of training

- Budget – 18 students (26,5%);
- Paid – 50 students (73,5%).

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

Indicators:

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

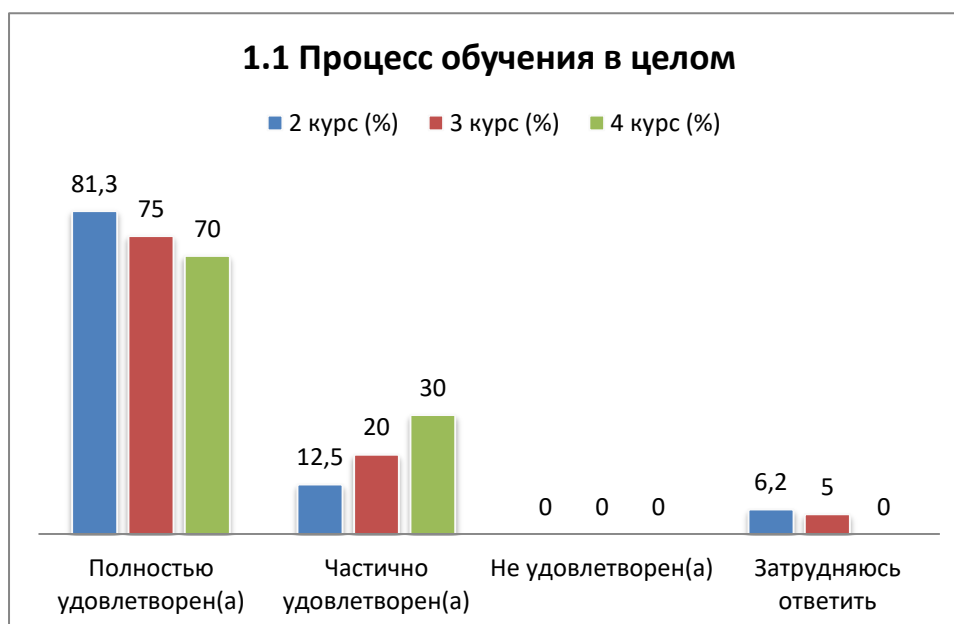
1.1 The learning process as a whole
1.2 Class schedule
1.3 Organization of independent work
1.4 Internship
1.5 Organization and carrying out of SIWT
1.6 Organization and conduct of laboratory works
1.7 Satisfaction with the work of the library
1.8 Possibility of access to full-text databases of scientific 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 _____

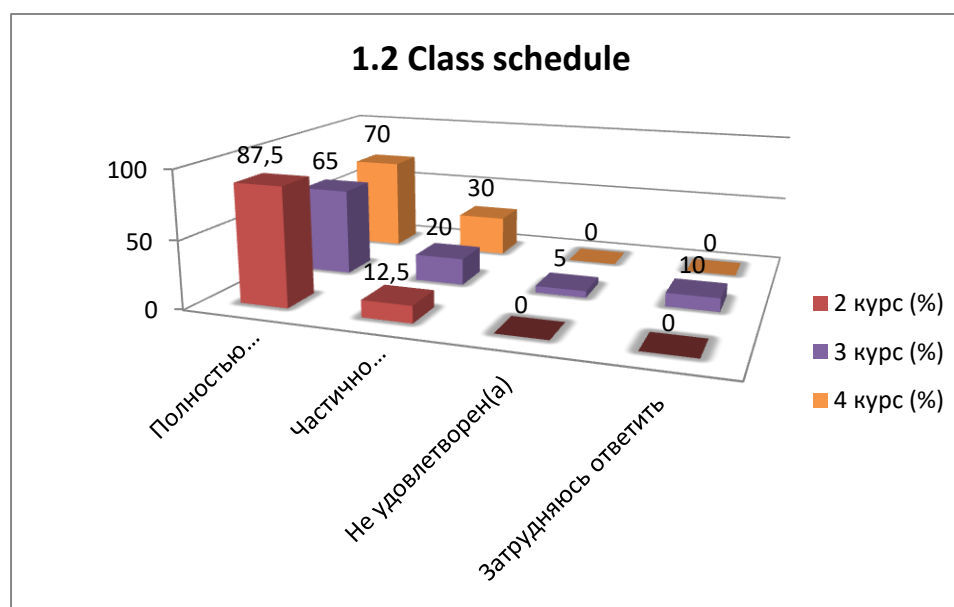
1.1 The learning process as a whole

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	81,3	75	70
Partially satisfied	12,5	20	30
Not satisfied	-	-	-
Difficult to answer	6,2	5	-



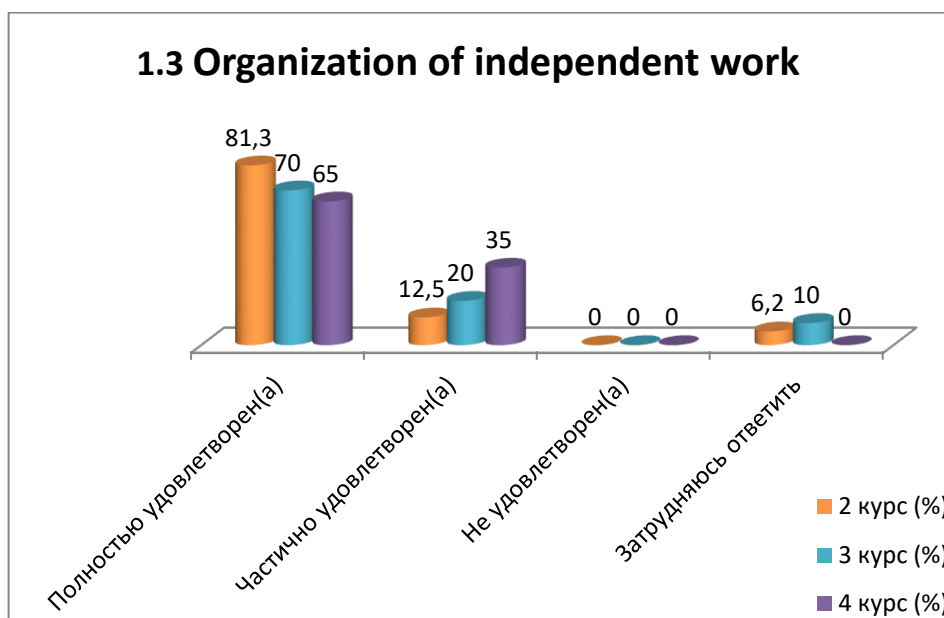
1.2 Class schedule

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	87,5	65	70
Partially satisfied	12,5	20	30
Not satisfied	-	5	-
Difficult to answer	-	10	-



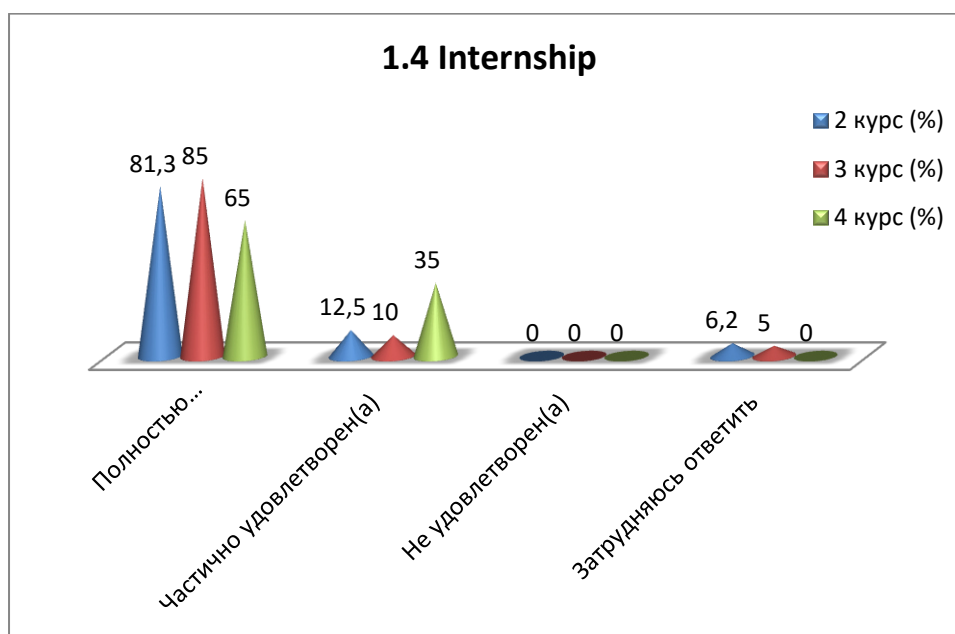
1.3 Organization of independent work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	81,3	70	65
Partially satisfied	12,5	20	35
Not satisfied	-	-	-
Difficult to answer	6,2	10	-



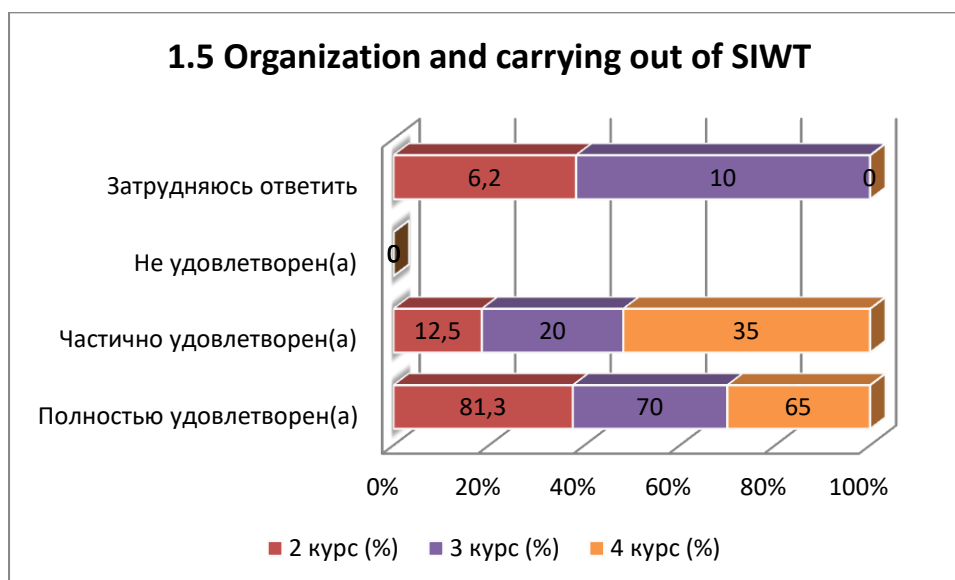
1.4 Internship

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	81,3	85	65
Partially satisfied	12,5	10	35
Not satisfied	-	-	-
Difficult to answer	6,2	5	-



1.5 Organization and carrying out of SIWT

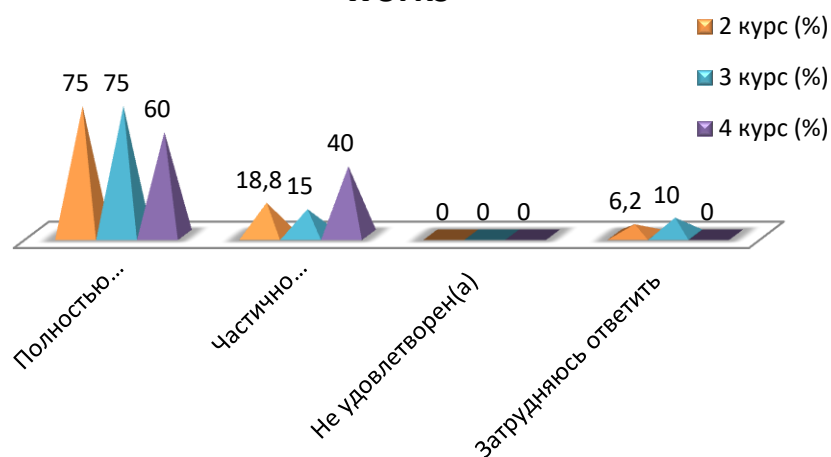
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	81,3	70	65
Partially satisfied	12,5	20	35
Not satisfied	-	-	-
Difficult to answer	6,2	10	-



1.6 Organization and conduct of laboratory works

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	75	75	60
Partially satisfied	18,8	15	40
Not satisfied	-	-	-
Difficult to answer	6,2	10	-

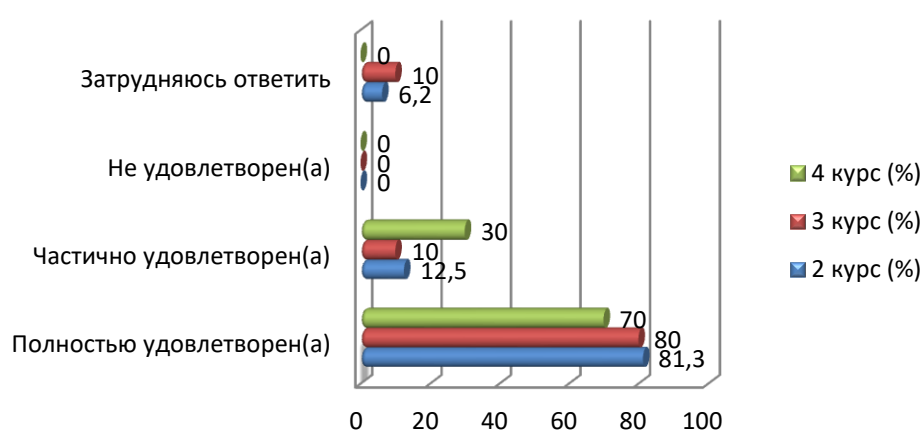
1.6 Organization and conduct of laboratory works



1.7 Satisfaction with the work of the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	81,3	80	70
Partially satisfied	12,5	10	30
Not satisfied	-	-	-
Difficult to answer	6,2	10	-

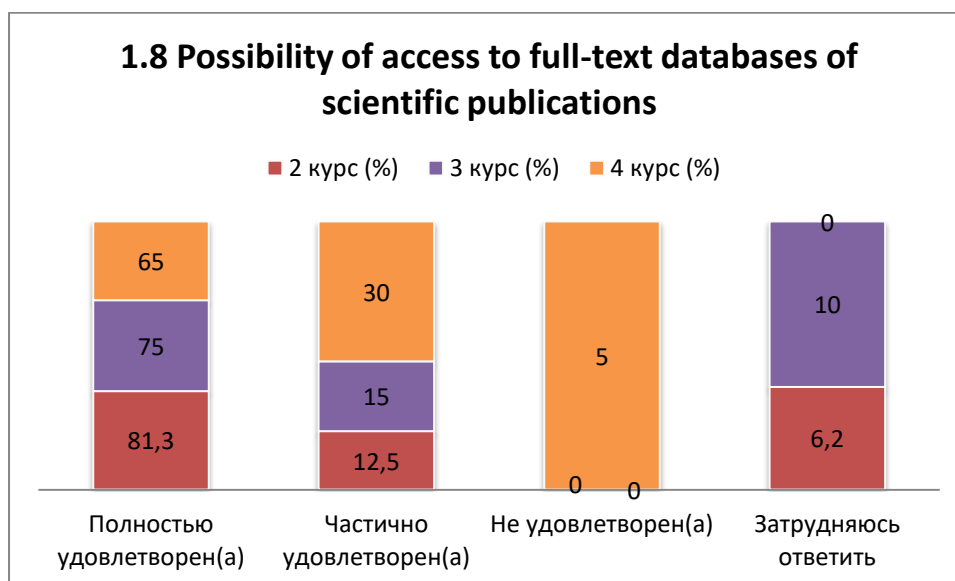
1.7 Satisfaction with the work of the library



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

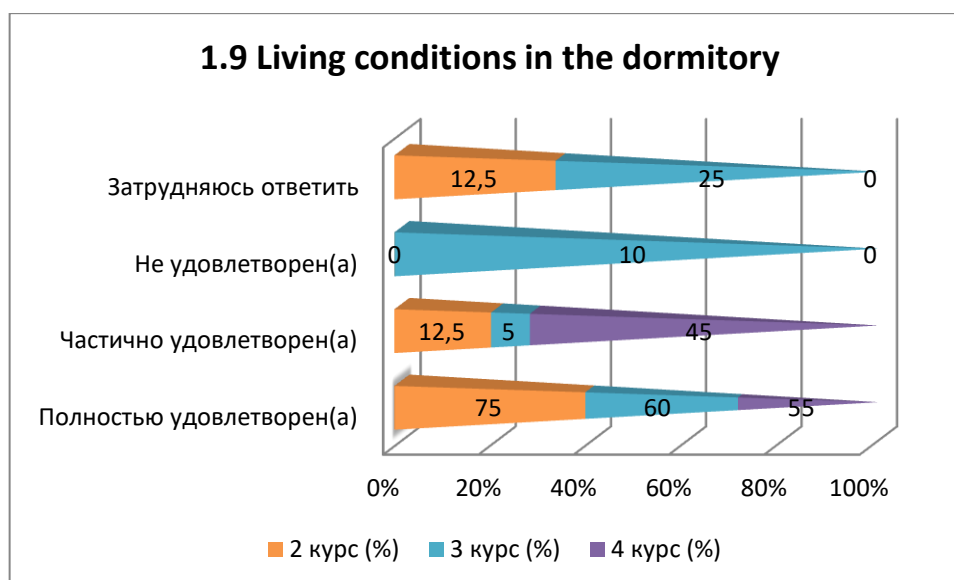
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	81,3	75	65
Partially satisfied	12,5	15	30
Not satisfied	-	-	5

Difficult to answer	6,2	10	-
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1.9 Living conditions in the dormitory

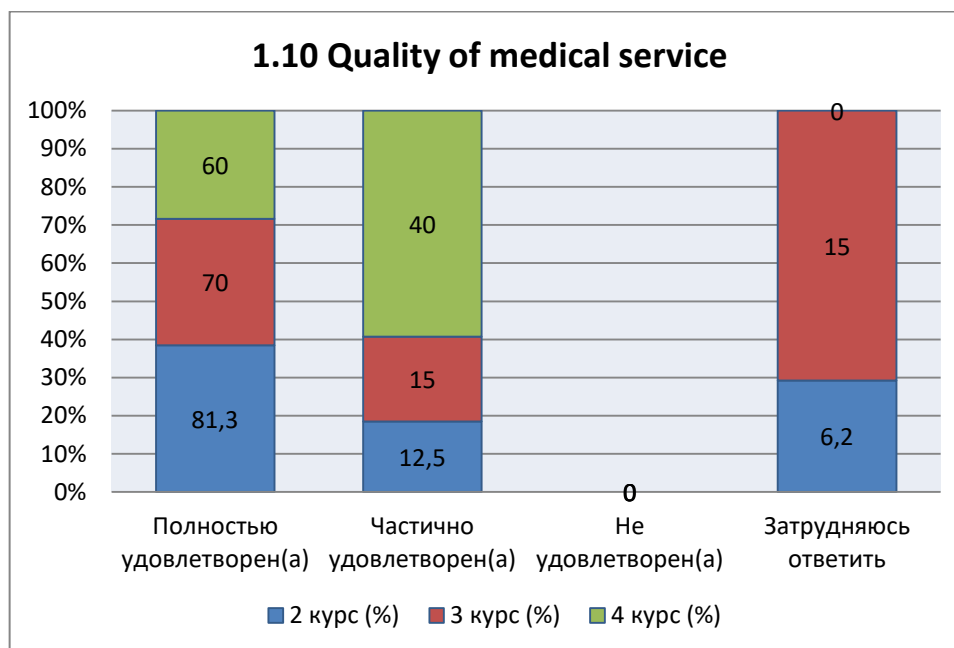
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	75	60	55
Partially satisfied	12,5	5	45
Not satisfied	-	10	-
Difficult to answer	12,5	25	-



1.10 Quality of medical service

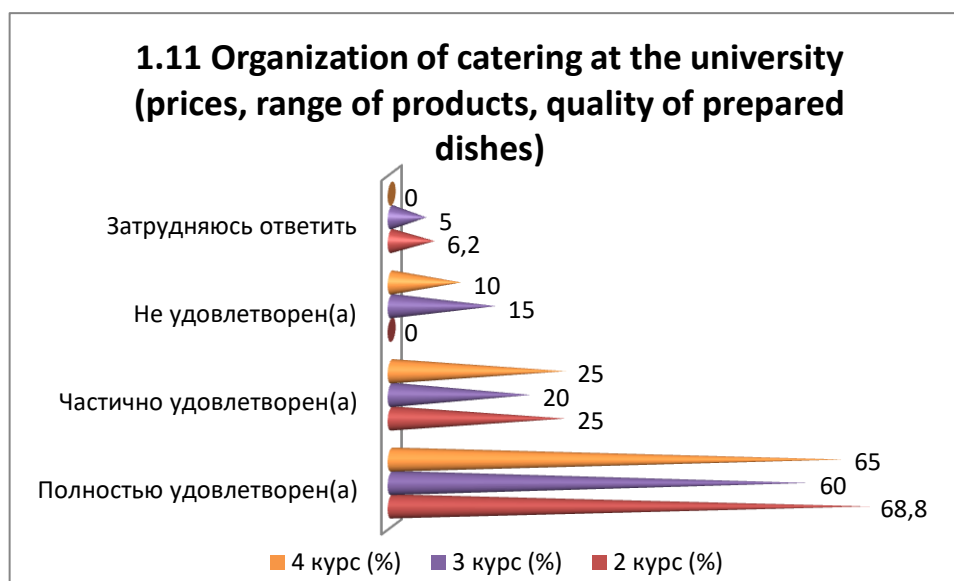
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	81,3	70	60
Partially satisfied	12,5	15	40

Not satisfied	-	-	-
Difficult to answer	6,2	15	-



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	68,8	60	65
Partially satisfied	25	20	25
Not satisfied	-	15	10
Difficult to answer	6,2	5	-



For the option ‘**Other**’, the students indicated the following options *:
 - Great.

* 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.

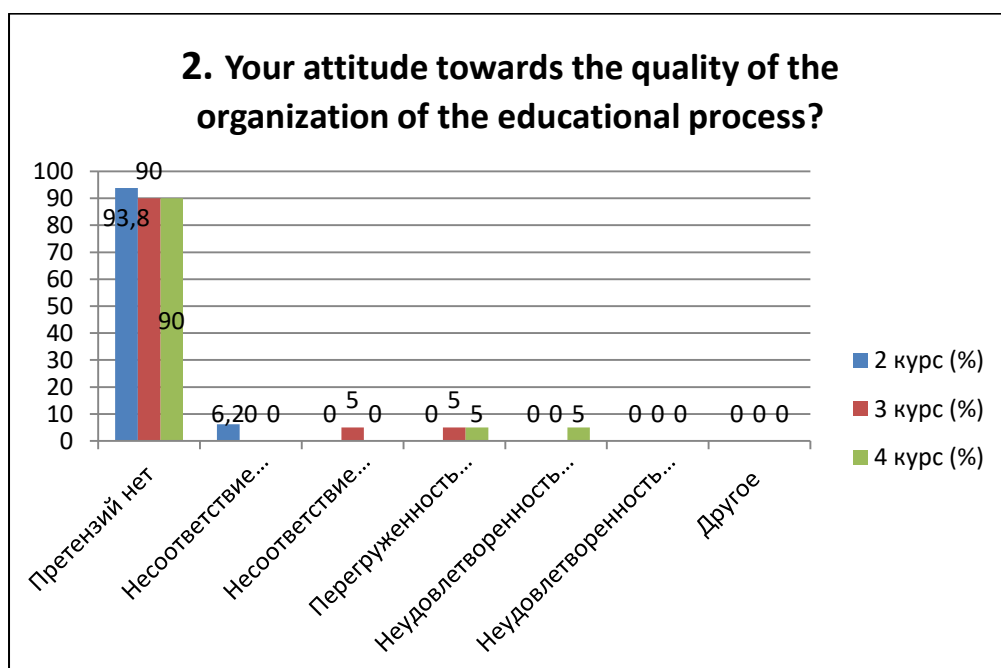
- No (4)
- All good
- The canteen is small and there are a lot of students, there are few tables for lunch at all, the seller in the canteen in the first building on the first floor is the best 😊
- Norm.

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*:

- No (3)
- High prices, low quality
- more canteens
- The canteen is not satisfactory, as there are very few seats and not very good quality food
- Reduce prices.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
No complaints	93,8	90	90
Discrepancy between the disciplines studied and the specialty obtained	6,2	-	-
Inconsistency between the importance of the subject and the number of hours	-	5	-
Overload with classroom activities	-	5	5
Dissatisfaction with the quality of classes	-	-	5
Dissatisfaction with the organization of tests and exams	-	-	-
Other	-	-	-

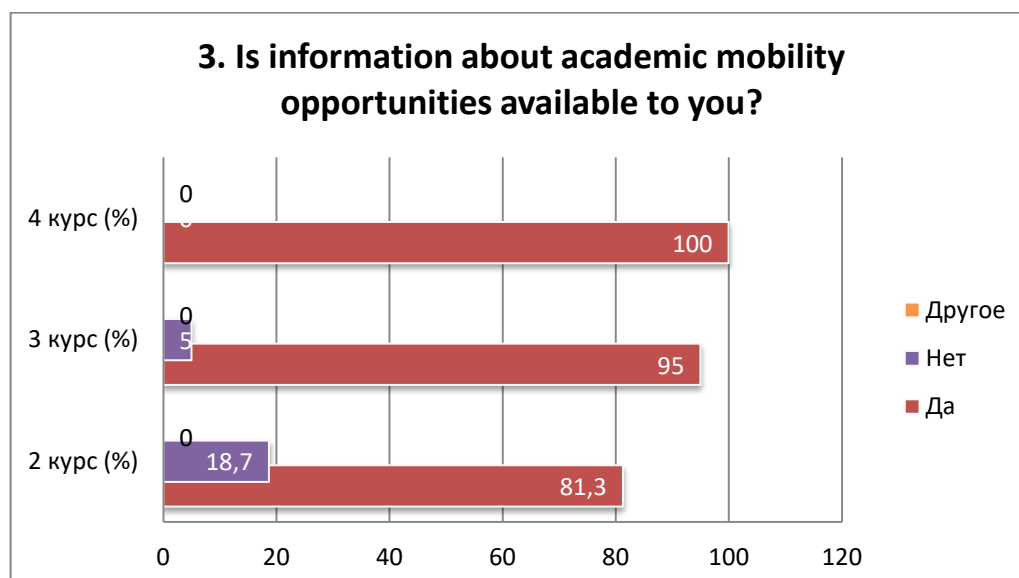


For the option “If you answered ‘not satisfied’ to the previous question, give recommendations to improve the services provided”, the students indicated the following options*:

- No (3).

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	81,3	95	100
No	18,7	5	-
Other	-	-	-



For the option “If you answered ‘No’ to the previous question, write 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.

- Just
- Because
- I don't want to.
- Fine.
- No.

4. What do you think the relationship is:

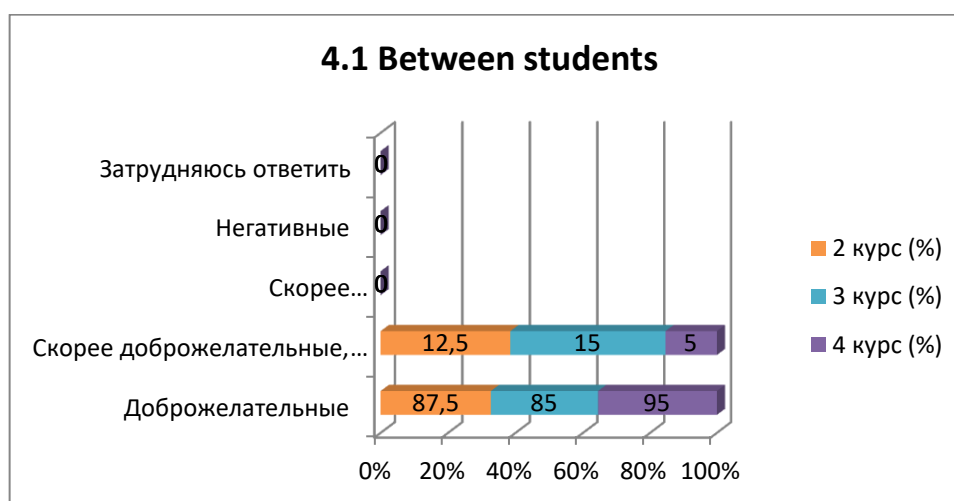
4.1 Between students
4.2 Between teachers and students (in the educational process)
4.3 Between student and supervisor
4.4 Between students and administration
4.5 Between students and employees of departments (library, student department, etc.).
4.6 Between students and security service

Other _____

If you answered “Rather unfriendly than benevolent” and “Negative” to the previous question, give recommendations for improvement

4.1 Between students

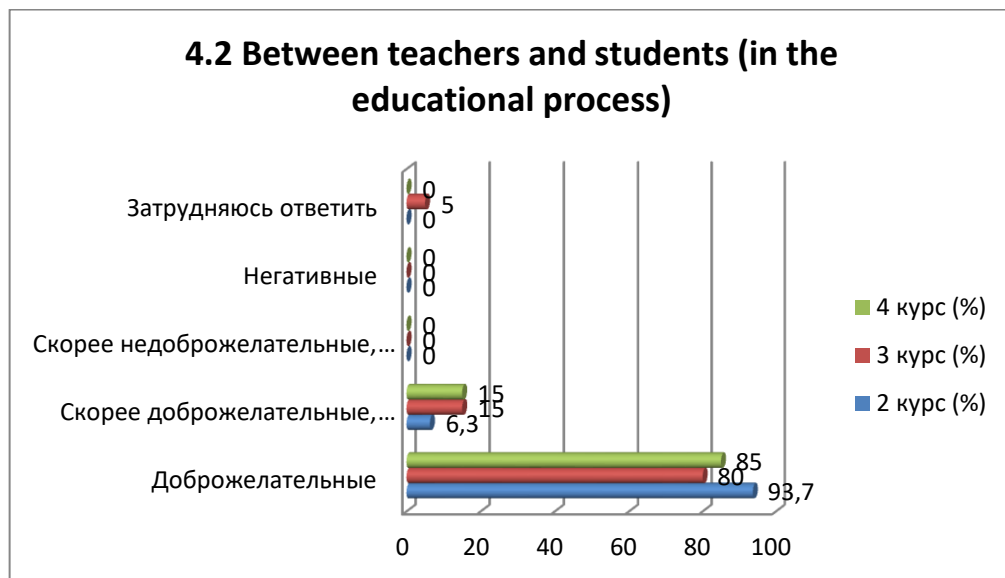
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	87,5	85	95
Rather benevolent than unfriendly	12,5	15	5
Rather unfriendly than benevolent	-	-	-
Negative	-	-	-
Difficult to answer	-	-	-



4.2 Between teachers and students (in the educational process)

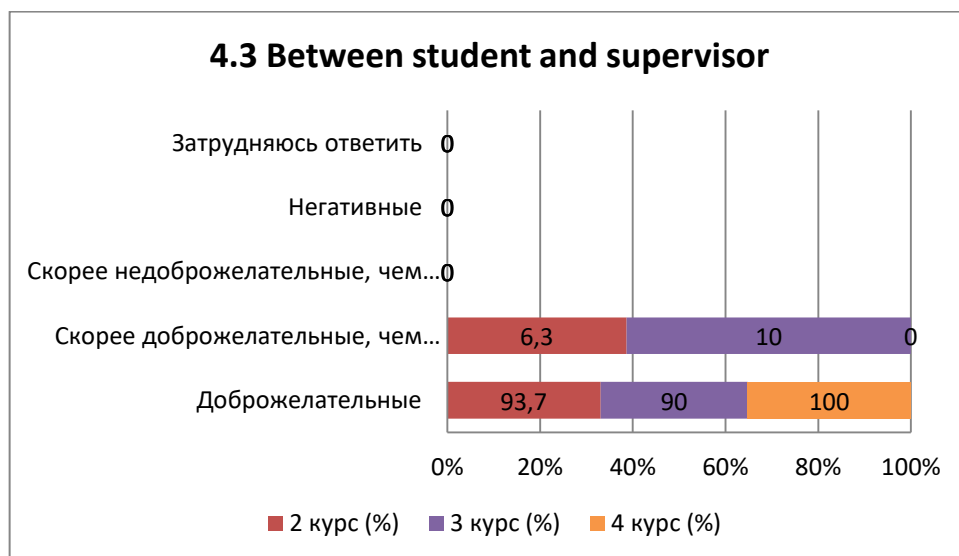
* Students' answers to the option “other” and “if you answered “not satisfied.....” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	93,7	80	85
Rather benevolent than unfriendly	6,3	15	15
Rather unfriendly than benevolent	-	-	-
Negative	-	-	-
Difficult to answer	-	5	-



4.3 Between student and supervisor

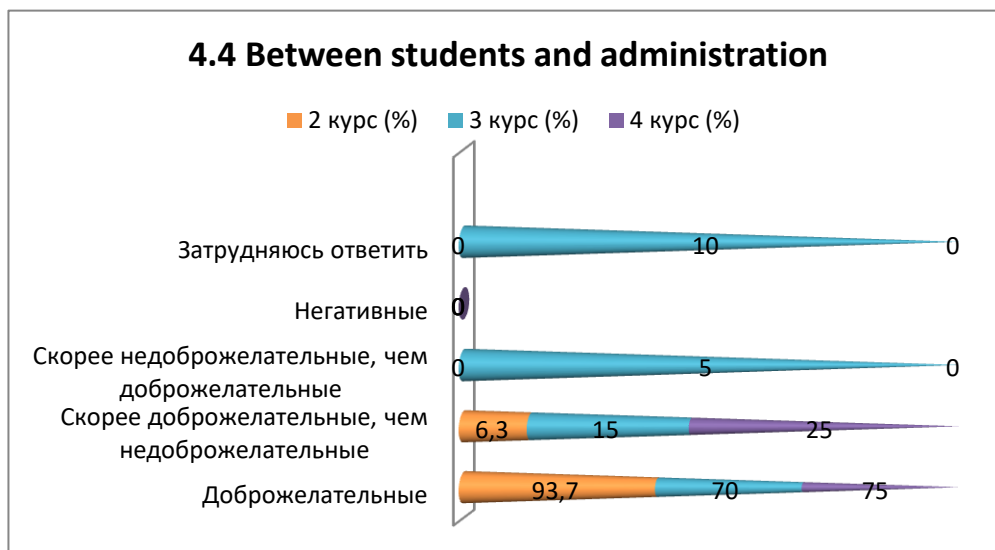
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	93,7	90	100
Rather benevolent than unfriendly	6,3	10	-
Rather unfriendly than benevolent	-	-	-
Negative	-	-	-
Difficult to answer	-	-	-



4.4 Between students and administration

Answer options	2nd year	3rd year	4th year

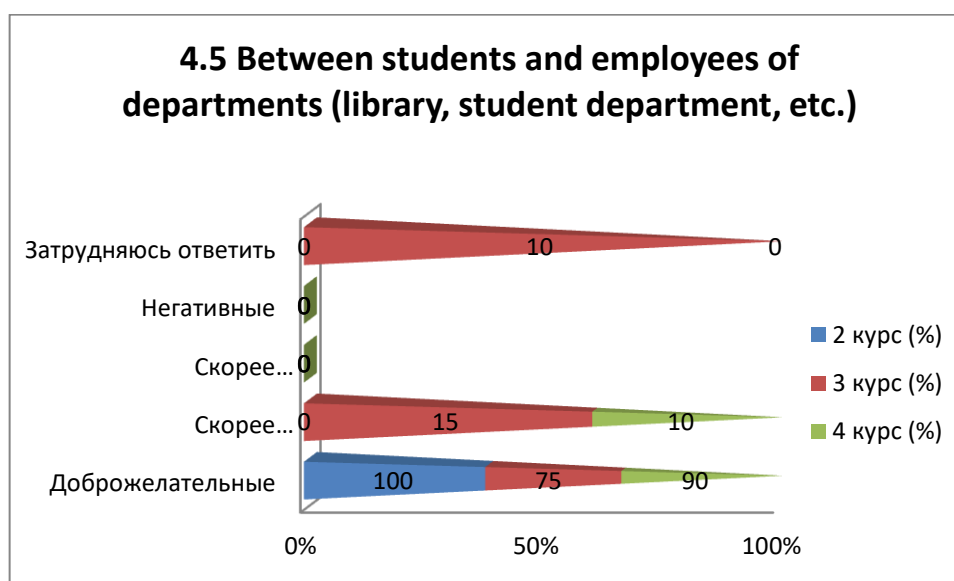
	(%)	(%)	(%)
Benevolent	93,7	70	75
Rather benevolent than unfriendly	6,3	15	25
Rather unfriendly than benevolent	-	5	-
Negative	-	-	-
Difficult to answer	-	10	-



4.5

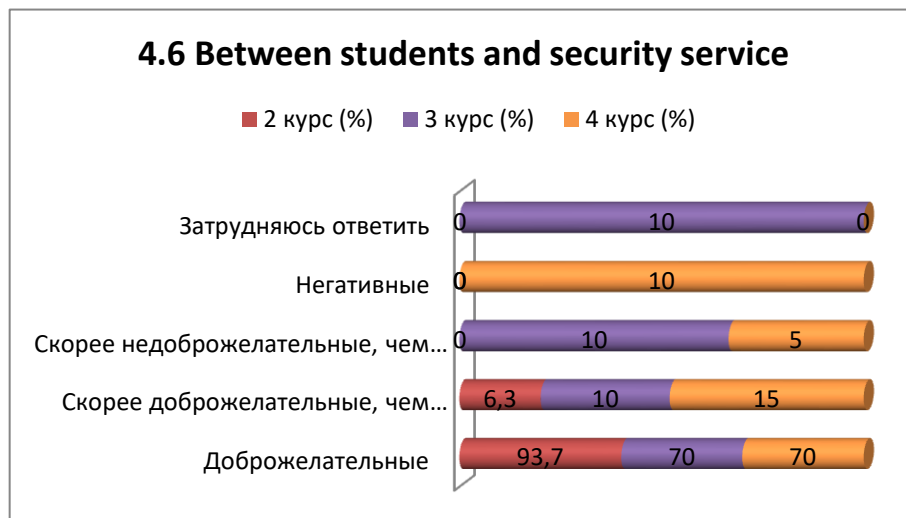
Between students and employees of departments (library, student department, etc.)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	100	75	90
Rather benevolent than unfriendly	-	15	10
Rather unfriendly than benevolent	-	-	-
Negative	-	-	-
Difficult to answer	-	10	-



4.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	93,7	70	70
Rather benevolent than unfriendly	6,3	10	15
Rather unfriendly than benevolent	-	10	5
Negative	-	-	10
Difficult to answer	-	10	-



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

- Norm
- Fine
- No (2)

- The guard picks on absolutely everything, there is a feeling as if they all and always owe.

For the option “**If you answered ‘Rather unfriendly than benevolent’ and ‘Negative’ to the previous question, give recommendations for improvement,**” students indicated the following options* :

- All right.
- No

- security people who foolishly follow rules they don't understand. They may not let you into the university if you lose your electronic pass even though you show them your student ID. Compulsion to hand over outerwear in the cloakroom in winter time, which often takes more than 10 minutes of break when you take it back. In general, a rather rude attitude.

5. Which of the student issues are you particularly concerned about right now?

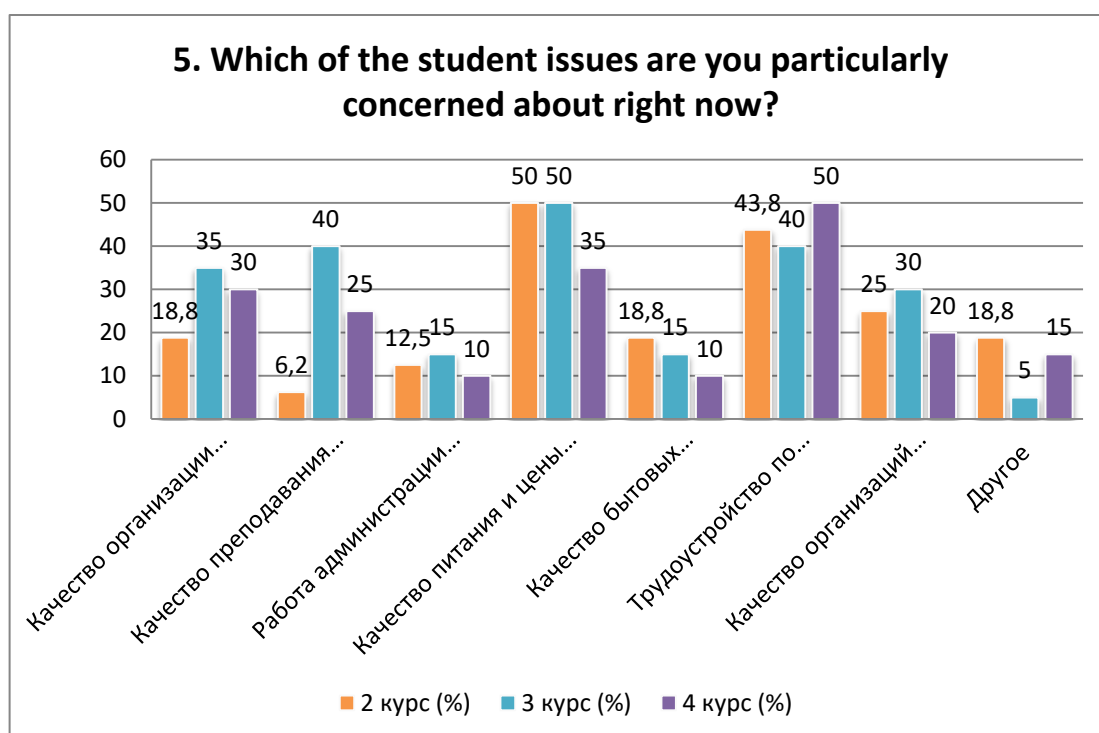
(choose no more than 3 answers)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Quality of the organization of the educational process	18,8	35	30
Quality of teaching (conducting	6,2	40	25

* 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.

classes, assessment of knowledge, etc.).			
Work of administration (department, etc.)	12,5	15	10
Quality of food and prices in the student canteen	50	50	35
Quality of living conditions in the dormitory	18,8	15	10
Employment in the specialty	43,8	40	50
Quality of internship organizations	25	30	20
Other	18,8	5	15

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



For the 'Other' option, learners indicated the following options:

- No claim
- None (3)
- None
- Satisfactory
- None.

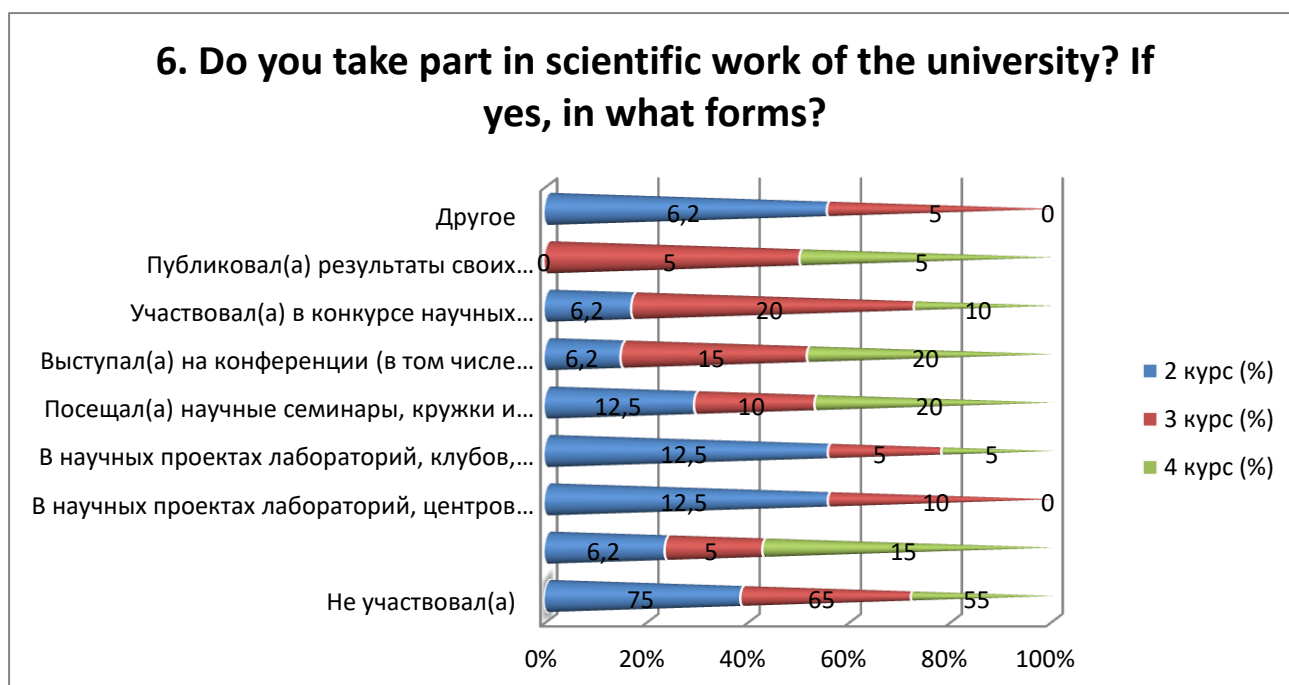
6. Do you take part in scientific work of the university? If yes, in what forms?

(mark all appropriate answers)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Did not participate	75	65	55
Sometimes, when it is necessary on formal grounds	6,2	5	15
In scientific projects of laboratories, centers, etc. under a contract, grant,	12,5	10	-

etc.			
In scientific projects of laboratories, clubs, circles, etc. on a gratuitous basis.	12,5	5	5
Attended scientific seminars, clubs and other scientific events.	12,5	10	20
Speaker(s) at a conference (including student), scientific seminar)	6,2	15	20
Participated in the competition of scientific student works	6,2	20	10
Published(s) the results of his/her research (including in student collections)	-	5	5
Did not participate	6,2	5	-

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



For the **‘Other’** option, students indicated the following option*:

- Don't want to
- None.

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

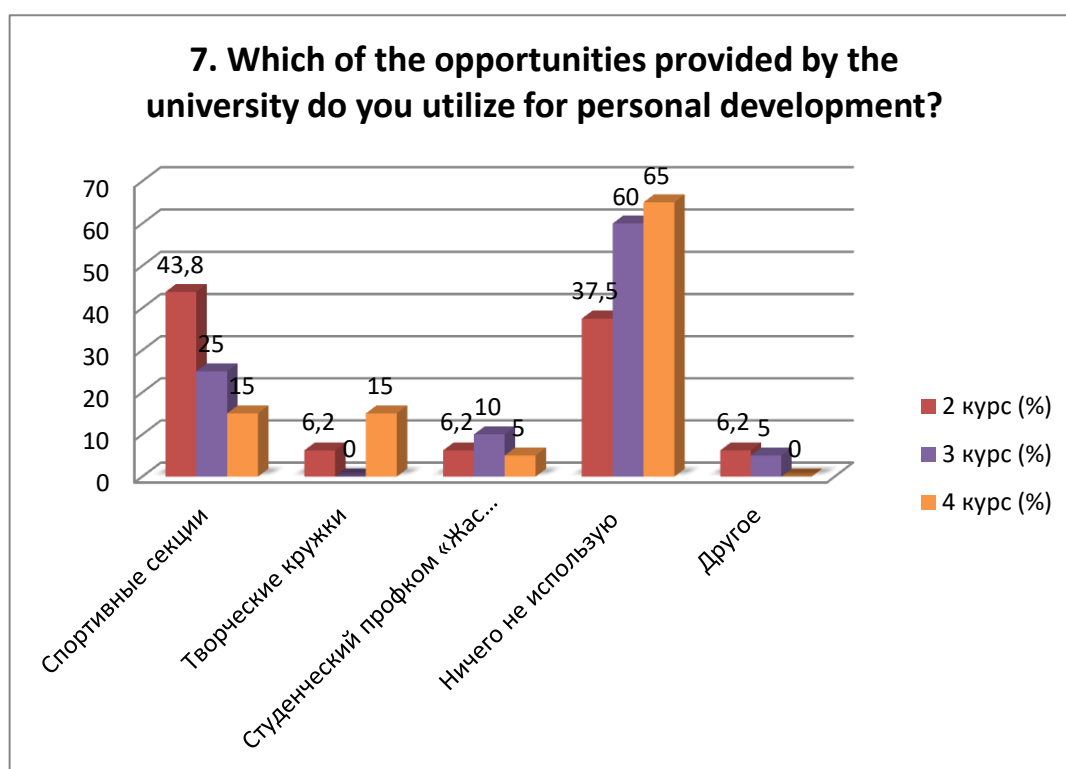
- not interested
- I don't want to
- No (2)
- Due to the fact that I am an out-of-town student and have to live on my own means there is an urgent need to earn money in addition to the grant

* 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.

- I don't want to.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Sports sections	43,8	25	15
Creative clubs	6,2	-	15
Student Trade Union “Zhas Orda”	6,2	10	5
I don't use anything	37,5	60	65
Other	6,2	5	-



For the ‘**Other**’ option, students indicated the following option * :

- None
- No.

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

- No need. I do without it
- No time.
- No
- Not interesting (2).

8. How satisfied are you with the material base of our 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.

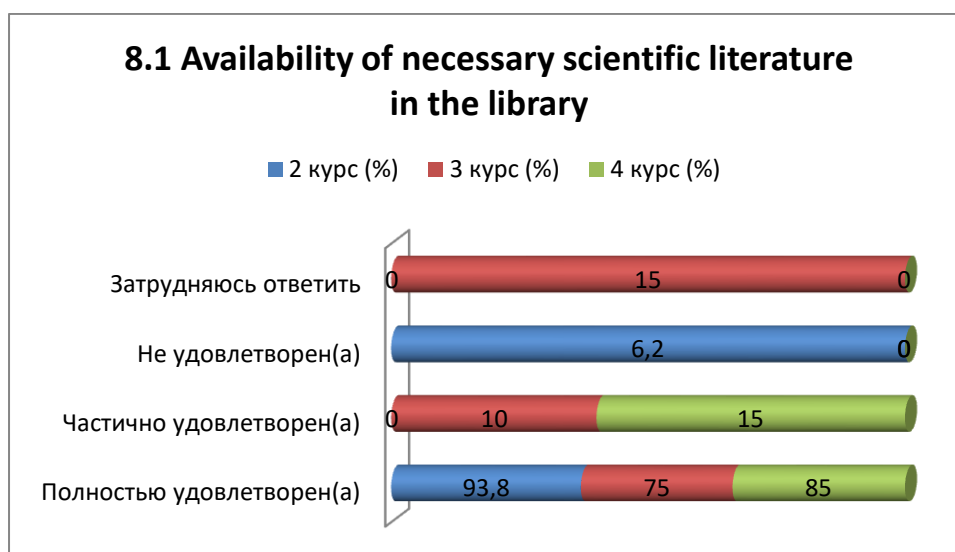
8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet channel width and speed
8.4 Modernity of software
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability of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

Other _____

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

8.1 Availability of necessary scientific literature in the library

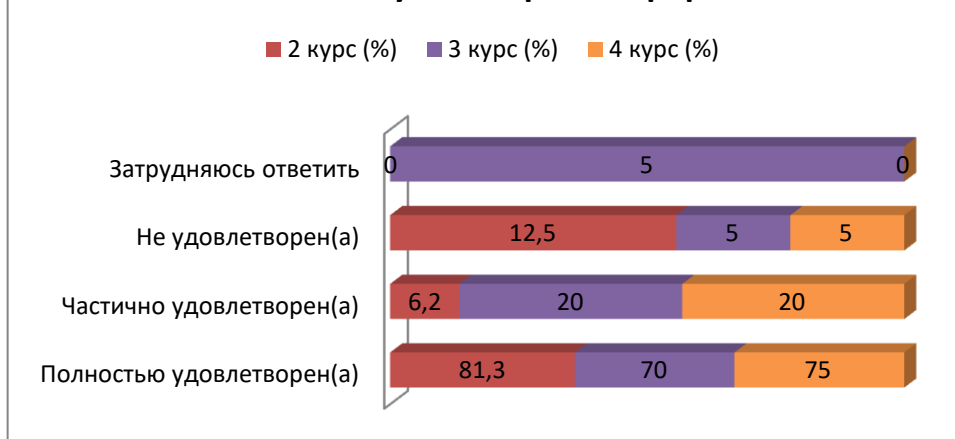
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	93,8	75	85
Partially satisfied	-	10	15
Not satisfied	6,2	-	-
Difficult to answer	-	15	-



8.2 Modernity of computer equipment

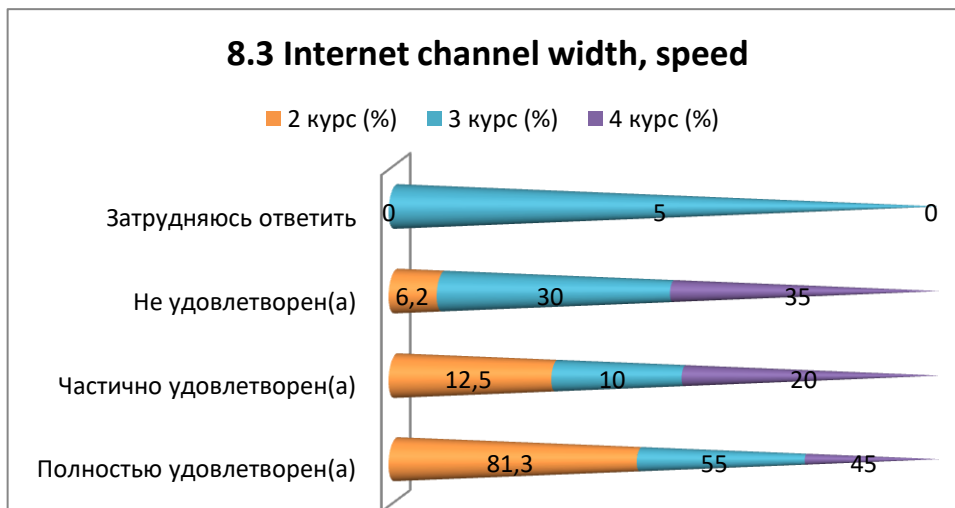
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	81,3	70	75
Partially satisfied	6,2	20	20
Not satisfied	12,5	5	5
Difficult to answer	-	5	-

8.2 Modernity of computer equipment



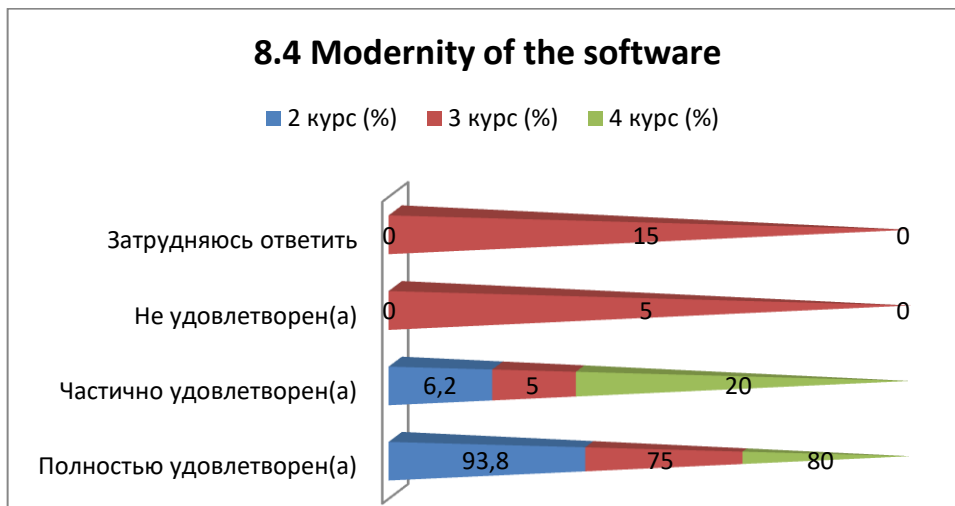
8.3 Internet channel width, speed

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	81,3	55	45
Partially satisfied	12,5	10	20
Not satisfied	6,2	30	35
Difficult to answer	-	5	-



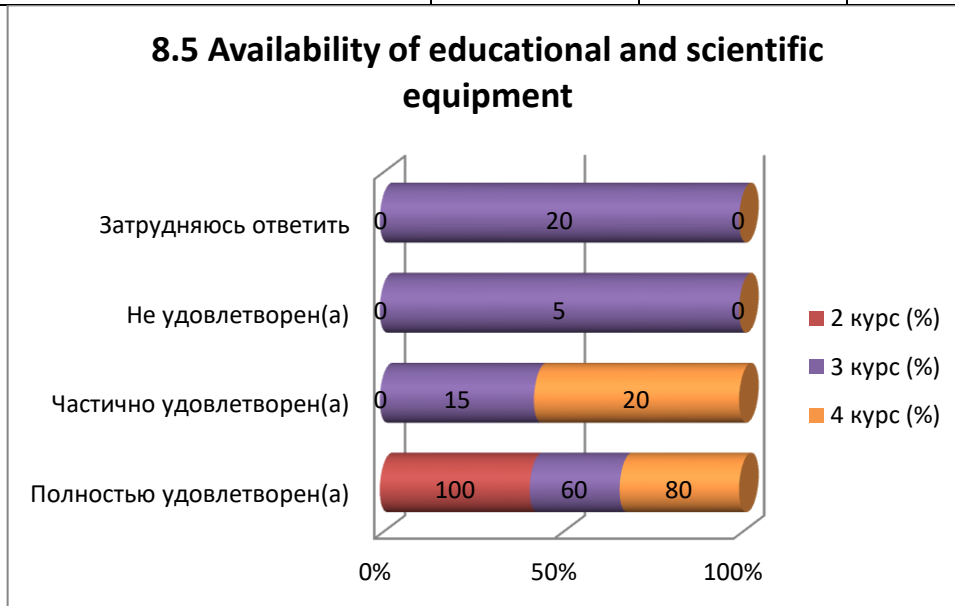
8.4 Modernity of the software

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	93,8	75	80
Partially satisfied	6,2	5	20
Not satisfied	-	5	-
Difficult to answer	-	15	-



8.5 Availability of educational and scientific equipment

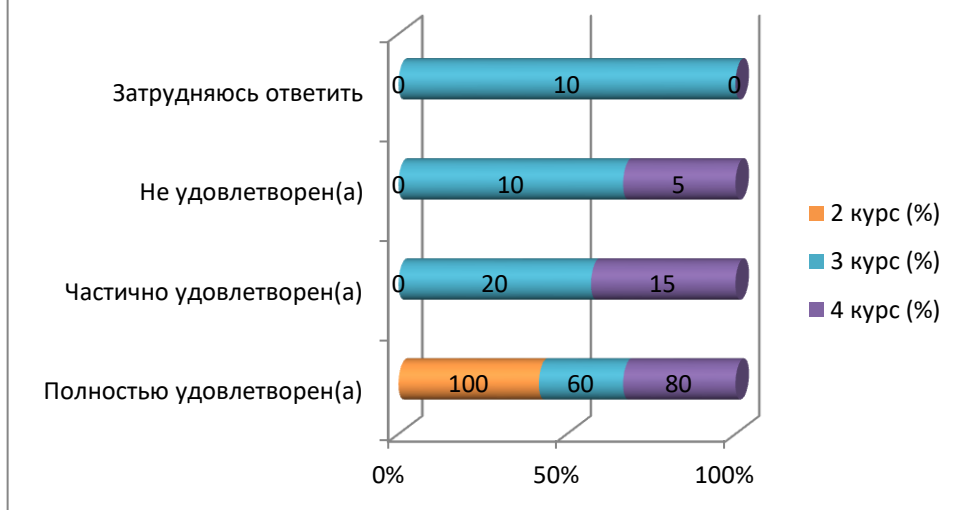
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	100	60	80
Partially satisfied	-	15	20
Not satisfied	-	5	-
Difficult to answer	-	20	-



8.6 Availability of laboratories and specialized classrooms

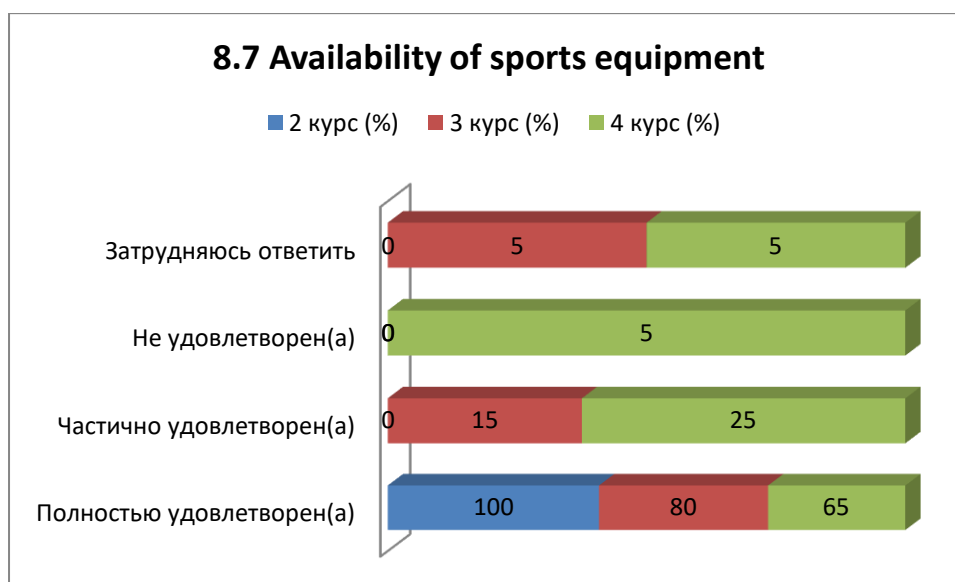
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	100	60	80
Partially satisfied	-	20	15
Not satisfied	-	10	5
Difficult to answer	-	10	-

8.6 Availability of laboratories and specialized classrooms



8.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	100	80	65
Partially satisfied	-	15	25
Not satisfied	-	-	5
Difficult to answer	-	5	5



If you answered 'Not satisfied' to the previous question, give recommendations for improving the material base:

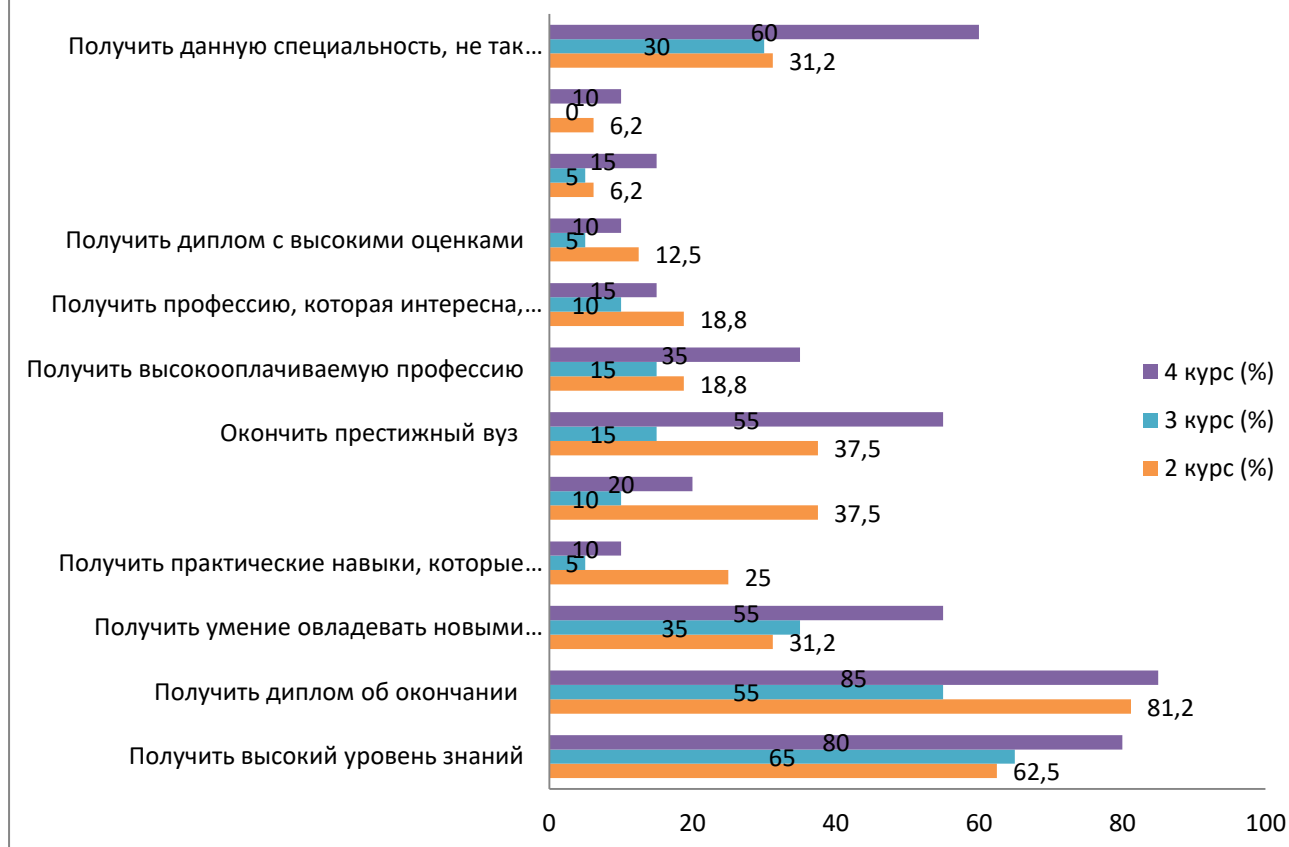
- It is necessary to establish internet coverage on the university campus as a minimum.
- No (3)
- Internet does not always work, even not connected sometimes.

9. What is more important for you to get as a result of studying at your university? (You can choose one or more answer options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Gain a high level of knowledge	62,5	65	80
Get a diploma of completion	81,2	55	85
Gain the ability to learn new knowledge that will help you adapt quickly in the workplace	31,2	35	55
Get practical skills that can be immediately used in the workplace	25	5	10
Get a diploma, the prestige of the university does not matter	37,5	10	20
Graduate from a prestigious university	37,5	15	55
Get a high-paying profession	18,8	15	35
To get a profession that is interesting, corresponds to abilities	18,8	10	15
Get a diploma with high grades	12,5	5	10
It is necessary to study only what is interesting or will be needed in further studies (work).	6,2	5	15
To graduate from this particular university, no matter what specialty	6,2	-	10
To get this specialty, it is not so important in which university.	31,2	30	60

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

9. 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, improve the quality of services provided, improve the quality of distance learning and other areas of the university. (*The students' answers are presented in the original. The spelling and punctuation of the author are preserved.*)

- No questions asked.
- Great
- No (2).

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

The analysis of the results of filling in the questionnaire 'Satisfaction of students of 2-5 courses with educational services' shows in general a positive attitude of students to the conditions for education, content, organisation and quality of the educational process created at the University.

To the question 'Are you satisfied with the educational process in general?' 96.2% of respondents were satisfied with the quality of education at the university to varying degrees (75.4% fully satisfied, 20.8% partially satisfied), and 3.8% of respondents evaded answering.

Students rated the following criteria as 'excellent quality' (satisfaction rates above 80%), reporting their full or partial satisfaction: quality of internship (96.3%), class schedule (95%), organisation and conduct of SIWT (94.6%), organisation of independent work (94.6%), satisfaction with the library (94.6%), organisation and conduct of

laboratory work (94.6%), quality of medical care (92.9%), possibility of access to full-text databases of scientific publications (89.6%), organisation of meals at the university (87.9%), living conditions in the dormitory (84.1%). Such indicators of satisfaction indicate that the university successfully fulfils its main task - providing quality education for students.

To the question **‘What is your attitude to the quality of the educational process organisation?’** the majority of students answered that there are no special complaints: 2nd year - 93,75%, 3rd year - 90%, 4th year - 90%. The obtained data in comparison with the results of the last year indicate an improvement in the quality of the educational process of the university by 13.9%.

Nevertheless, there is a small part of respondents who noted such answer options as ‘Overloaded with classes’ (3.3%), ‘Disciplines studied do not correspond to the speciality they are studying’ (2.1%), ‘Subjects’ importance does not correspond to the number of hours’ (1.7%), “Dissatisfaction with the quality of classes” (1.7%). But it is difficult to establish this fact, as respondents do not write explanations to their answers.

For the question **‘Is information about academic mobility opportunities available to you?’** the answer option yes was chosen by 92.1% of respondents. Based on this, it can be understood that the university successfully implements the programme of outgoing and incoming academic mobility, which contributes to improving the quality of higher education, increasing the efficiency of scientific research, establishing internal and external integration links, using global educational resources.

Relationships ‘between students’, ‘between teachers and students (in the learning 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 the respondents mainly as ‘benevolent’ and ‘rather benevolent than unfriendly’, which indicates a positive moral and psychological climate at the university.

However, it should be noted that a small part of respondents noted such answer options as ‘rather unfriendly than friendly’ and ‘negative’ in the relationship ‘between trainees and the security service’.

For the option ‘If you answered “Rather unkind than kind” and “Negative” to the previous question, give recommendations for improvement’, the students gave the following answers*: ‘security service-people who stupidly follow incomprehensible rules. They may not let you enter the university if you lose your electronic pass even though you show them your student ID. Compulsion to hand over outerwear in the cloakroom in winter time, which often takes more than 10 minutes of break when you take it back. Generally quite rude attitude’, etc.

65% of students do not participate in scientific work of the university. Students explain the reasons for non-participation in scientific activities by various factors, such as work and study load, lack of motivation and lack of interest in scientific work.

The survey also revealed 54.2% of students who do not use the opportunities provided by the university for personal development, such as sports sections, creative circles and student trade union ‘Zhas Orda’. The reasons are limited time or lack of desire to use these opportunities.

On the question **‘What is more important for you to get as a result of studying at your university?’** the first place is given to ‘To get a graduation diploma’ - 73.7%. Next is ‘To get a high level of knowledge’ - 69.2%. In the third position - ‘To acquire the ability to master new knowledge that will help to quickly adapt in the workplace’ - 40.4%.

In general, the results of the survey indicate the need for further improvement of the university's work to improve the quality of the organisation of the educational process, as well as to create conditions for the active involvement of students in scientific and extracurricular activities.

Recommendations:

The head of the department should familiarize the staff and students with the results of the questionnaire and discuss at supervisory hours. If necessary, develop an action plan to improve the quality of educational services.

Students may request survey results by emailing the Center of Quality Management and Accreditation cqma_kstu@mail.ru.