

Report
on the results of the questionnaire
“Satisfaction of 1st year students with educational services”
for the 2023-2024 academic year

Department: “Building Materials and Technology”

Specialty: 6B07305 Production of building materials, products and structures

The Centre for Quality Management and Accreditation in February 2024 conducted the annual questionnaire on the satisfaction of 1st year students with the quality of services provided.

Purpose of the questionnaire: Improvement of the learning process, improvement of the quality of educational services and other activities of the university.

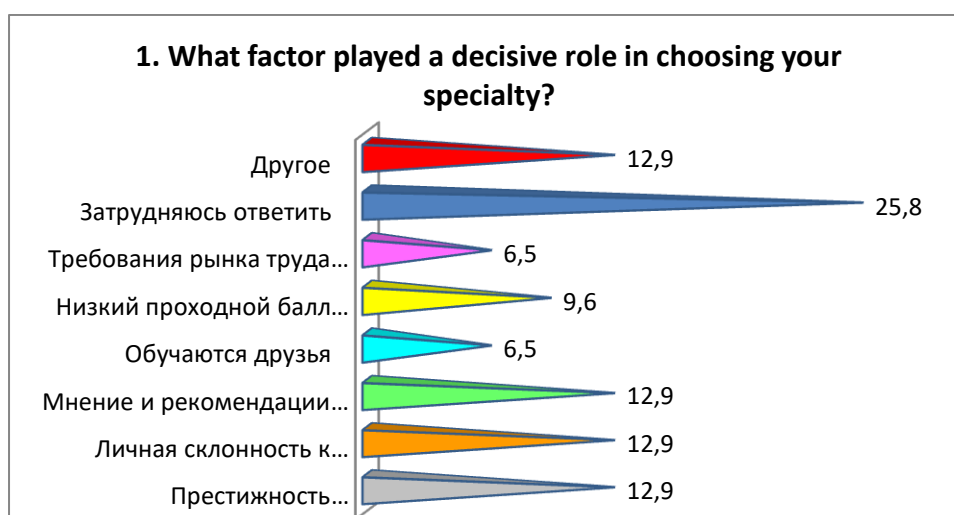
The results of the questionnaire were processed and presented in a summarized form with the guarantee of confidentiality of students' personal opinions.

In the speciality 6B07305 Production of building materials, products and structures 31 respondents took part in the questionnaire, which is 79,5% of the total number of students.

During the questionnaire process, the following data was obtained:

1. What factor played a decisive role in choosing your specialty?

Criteria	Indicators (%)
Prestige of the specialty;	12,9
Personal inclination to a certain type of activity, assessment of one's own abilities;	12,9
Opinion and recommendations from parents/relatives;	12,9
Friends are being trained;	6,5
Low passing grade for the major;	9,6
Labor market requirements (employment opportunities);	6,5
I find it difficult to answer;	25,8
Other	12,9



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

- I applied for a different speciality.
- I got placed.
- I wanted to apply for construction but I didn't have enough points.

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

2. Who (what) has become a source of information about the university for you?

Criteria	Indicators (%)
Official website of the university;	19,4
Relatives, acquaintances;	51,6
School teachers;	3,2
Advertising booklets;	3,2
Representatives of the university who came to the school with advertisements;	6,5
Social networks;	9,6
Other	6,5



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

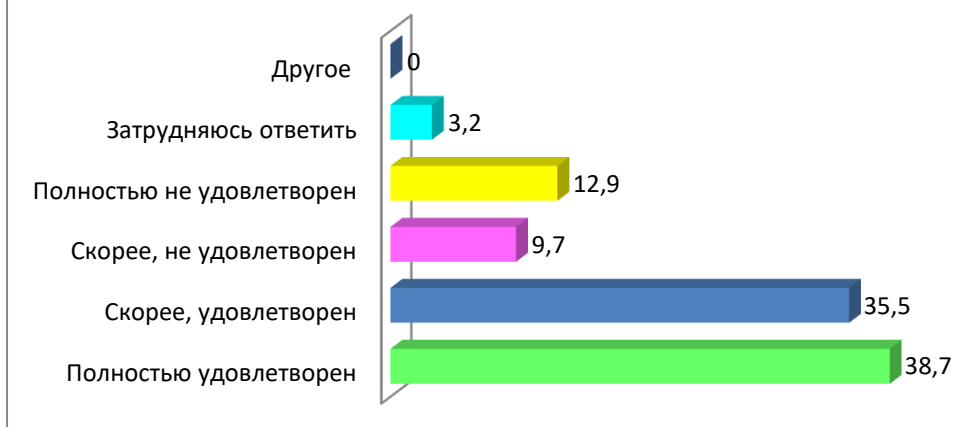
- When I was a kid, I saw the university on my way home from daycare.
- Myself.

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

Criteria	Indicators (%)
Completely satisfied;	38,7
Rather, satisfied;	35,5
Rather, not satisfied;	9,7
I am not completely satisfied;	12,9
I find it difficult to answer;	3,2
Other	-

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

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



4. Do you find it easy to cope with the study load?

Criteria	Indicators (%)
Yeah, easy;	35,5
Difficult during the session;	25,8
Difficult;	16,1
I can't cope at all;	6,5
Difficult to answer;	12,9
Other	3,2



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

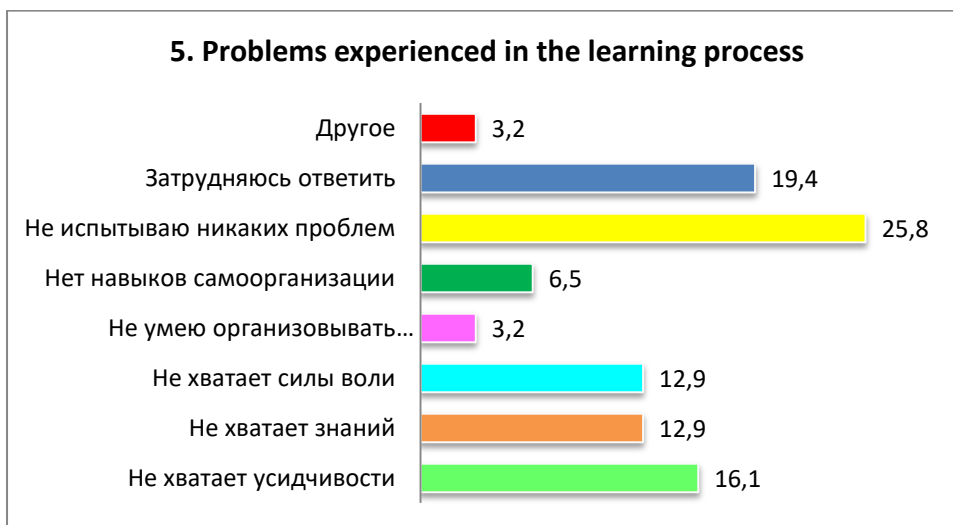
- No, just sometimes.

5. Problems experienced in the learning process

Criteria	Indicators (%)
Lack of perseverance;	16,1
Not enough knowledge;	12,9
Lack of willpower;	12,9

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

I don't know how to organize my own time;	3,2
No self-organization skills;	6,5
I don't have any problems;	25,8
Difficult to answer;	19,4
Other	3,2

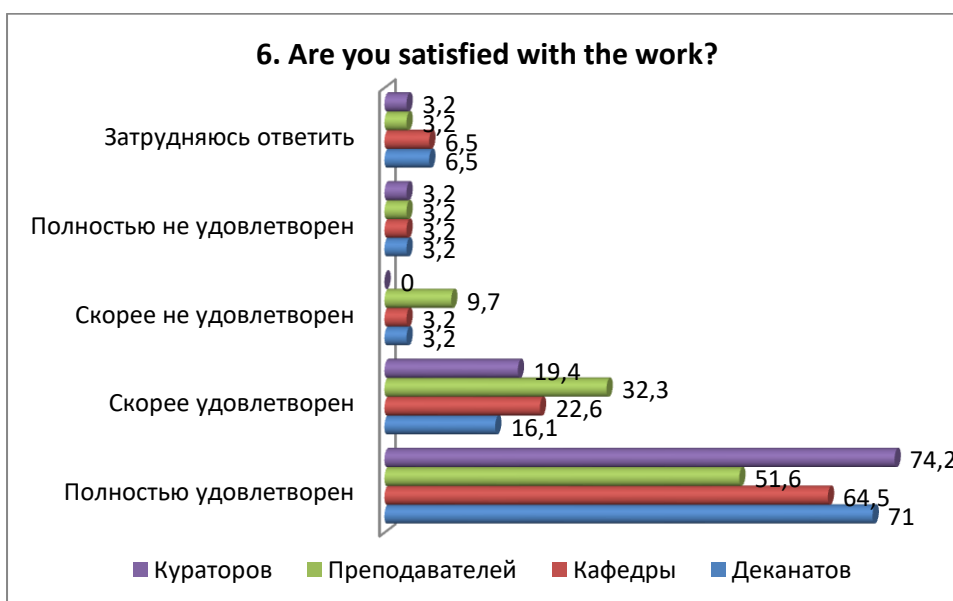


For the option ‘**Other**’, the students indicated the following options *:

- There is a lack of a good educational programme on the Kazakh language. we need education, not constant rote learning of huge texts.

6. Are you satisfied with the work?

Criteria	Completely satisfied	Rather, satisfied	Rather, not satisfied	I am not completely satisfied	I find it difficult to answer
Deans	71	16,1	3,2	3,2	6,5
Departments	64,5	22,6	3,2	3,2	6,5
Teachers	51,6	32,3	9,7	3,2	3,2
Supervisors	74,2	19,4	-	3,2	3,2



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

For the option ‘If you answered “rather not satisfied or completely not satisfied” give recommendations for improvement’, the students indicated the following options*:

- Everything is super
- No training, teachers give assignments without explanation. You ask for an explanation, help, the answer is only ‘Why should you get good marks if you don't understand it?’. Even after that there is no help. The Kazakh language is taught absolutely not clear, the teacher strangles with tasks, though he sees that we do not have time. But let's start with the fact that my group was not even divided by knowledge, it was divided alphabetically. Now those who know Kazakh well study it from the very beginning, delving into the rules and so on. But my subgroup knows Kazakh poorly and we are forced to do tasks for those who have level B2. They do not react to the question to reduce the load, although in the documents of the university there are other programmes A1, A2, B1. We had to study on the programme A2, but somehow miraculously we were not divided by knowledge. in English everything is excellent, teachers want to give knowledge, teach very well. But Kazakh language is some kind of nationalism, as the good attitude in the subgroup goes only to native Kazakh speakers. Teacher Nygmetova N.T.
- To treat with understanding to students, to go to the meeting.
- Will go
- not
- No
- Treat students more well.

7. How do you assess the moral and ethical atmosphere at the university?

Criteria	Indicators (%)
Favorable;	29
Neutral;	61,3
Tense;	3,2
Difficult to answer;	6,5
Other	-



For the option ‘If you answered “Tense” to the previous question, write down why’, students gave the following options*:

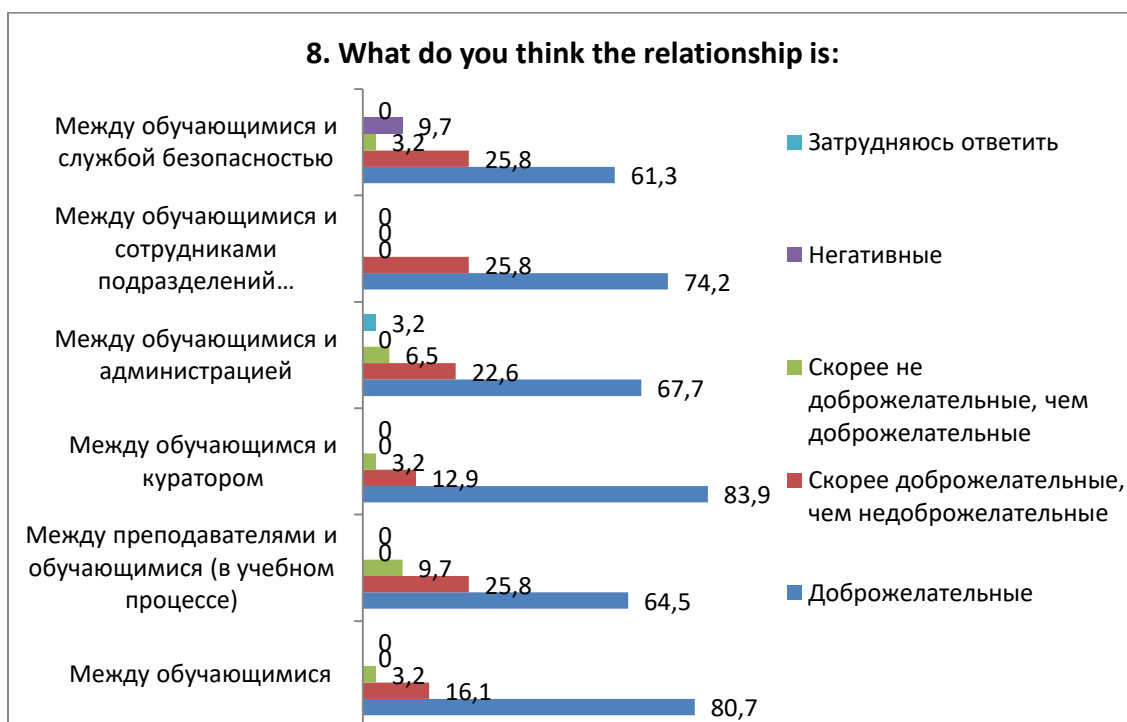
- not
- No.

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

- the guards are rude, there is no control over the students, the toilets are dirty.

8. What do you think the relationship is:

Criteria	Benevolent	More likely to be benevolent than unfriendly	Rather not benevolent than benevolent	Negative	Difficult to answer
Between students	80,7	16,1	3,2	-	-
Between teachers and learners (in the learning process)	64,5	25,8	9,7	-	-
Between learner and supervisor	83,9	12,9	3,2	-	-
Between students and administration	67,7	22,6	6,5	-	3,2
Between students and the staff of the departments (library, student department, etc.).	74,2	25,8	-	-	-
Between students and security service	61,3	25,8	3,2	9,7	-



For the option ‘If you answered “**Rather not benevolent than benevolent or negative**” to the previous question, write why’, students gave the following options*:

- the dean's office treats students with disgust, especially Russian-speaking students. when we came to find out about travel allowances, they told us that we needed paper cheques and that online cheques were not suitable. we met the dean and he said that everything was suitable. it was enough to show cheques from onai.

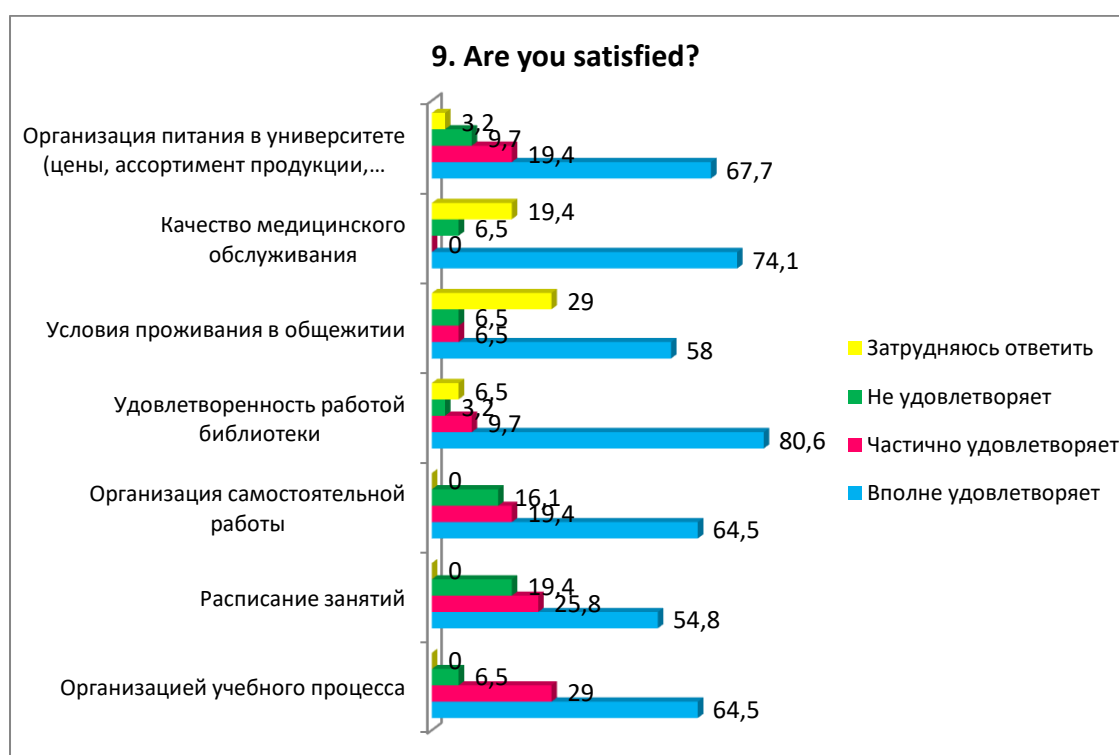
- No.
- No.

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

- rude.

9. Are you satisfied?

Criteria	Completely satisfied	Partially satisfied	Not satisfied	I find it difficult to answer
Organization of the educational process	64,5	29	6,5	-
Class schedule	54,8	25,8	19,4	-
Organization of independent work	64,5	19,4	16,1	-
Satisfaction with the work of the library	80,6	9,7	3,2	6,5
Living conditions in the dormitory	58	6,5	6,5	29
Quality of medical service	74,1	-	6,5	19,4
Organization of catering at the university (prices, range of products, quality of prepared meals)	67,7	19,4	9,7	3,2



For the option ‘If you answered “Not satisfied” give recommendations for improvement’, the students indicated the following options*:

- SIWTs take up a lot of class time, which you must attend or you won't get extra credit.

- Will go

- not

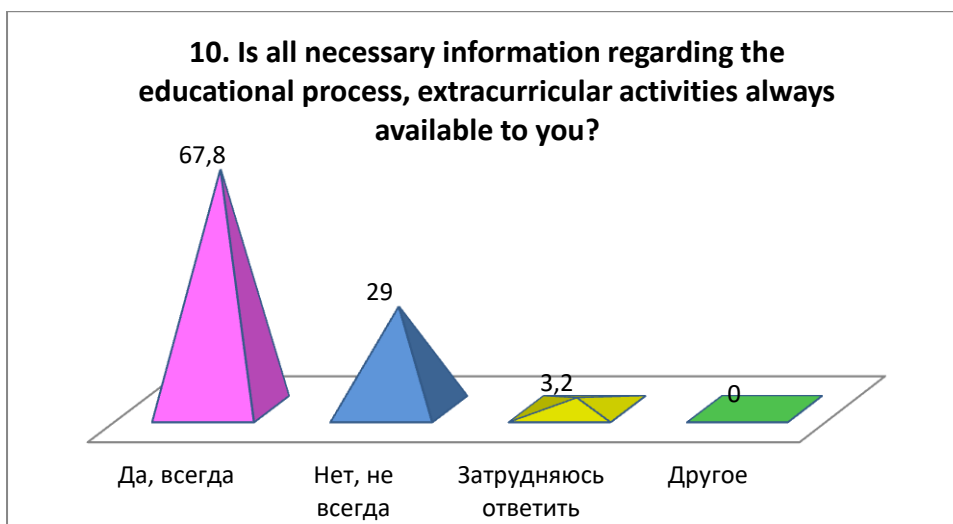
- No.

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

Criteria	Indicators (%)
Yes, always;	67,8
No, not always;	29

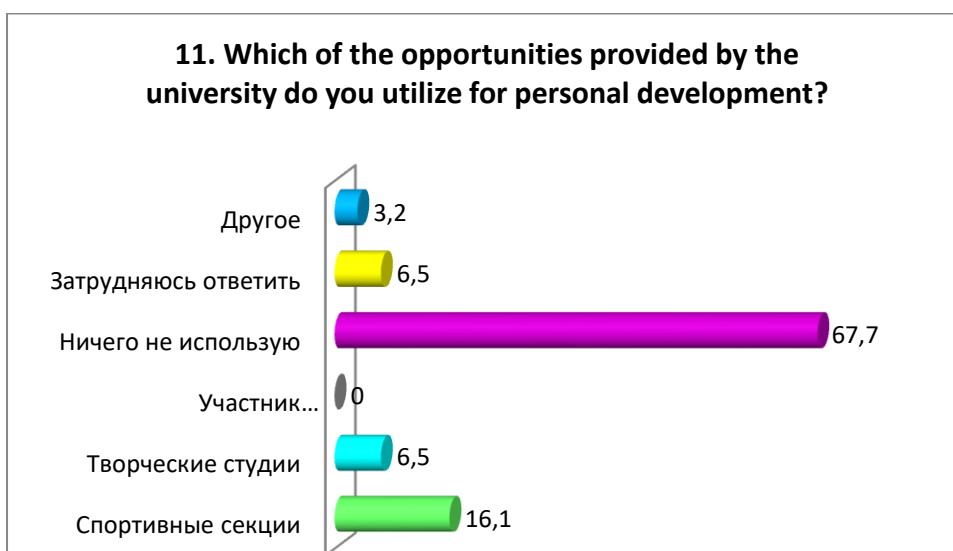
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Difficult to answer;	3,2
Other	-



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

Criteria	Indicators (%)
Sports sections;	16,1
Creative studios;	6,5
Participant of the Youth Policy Department;	-
I don't use anything;	67,7
Difficult to answer;	6,5
Other	3,2



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

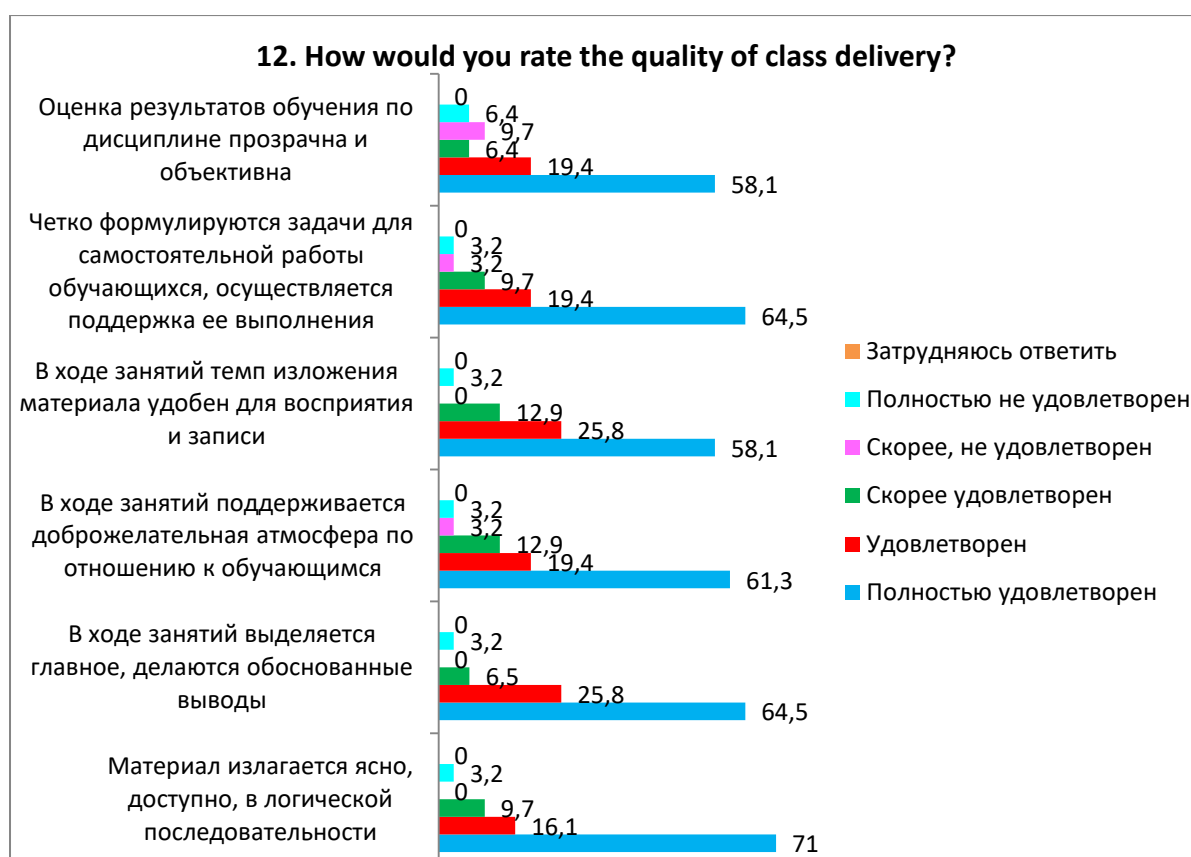
- In sports sections there is also nationalism, Russian-speakers simply do not want to take part in competitions, even if they have potential.

12. How would you rate the quality of class delivery?

Criteria	Compl	Satisfie	Rather	Rather	I am not	I find it
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* Students' answers are presented in the original. The author's spelling and punctuation have been preserved.

	etely satisfied	d	satisfied	not satisfied	completely satisfied	difficult to answer
The material is presented in a clear, accessible and logical sequence	71	16,1	9,7	-	3,2	-
During the lessons the main points are emphasized and reasonable conclusions are drawn	64,5	25,8	6,5	-	3,2	-
During the lessons, a friendly atmosphere is maintained towards the students	61,3	19,4	12,9	3,2	3,2	-
During the lessons, the pace of presentation of the material is convenient for perception and recording	58,1	25,8	12,9	-	3,2	-
The tasks for independent work of students are clearly formulated, and support is provided for its fulfillment.	64,5	19,4	9,7	3,2	3,2	-
Assessment of learning outcomes of the discipline is transparent and objective	58,1	19,4	6,4	9,7	6,4	-



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

- not considering the Kazakh language
- not
- No.

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

For the option **‘If you answered “rather, not satisfied and completely not satisfied” to the previous question, give recommendations for improvement’**, the students indicated the following options^{*} :

- not considering the Kazakh language
- not
- No.

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. (*Students' answers are presented in the original. The author's spelling and punctuation have been preserved*).

- Relevance of the educational programme
- Less questionnaires, I have nothing to do, it's a waste of time.
- not
- None
- I don't know
- whether the student does not want to transfer to another university.

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

1. *The factors of choosing a speciality*: prestige of the speciality, opinion of parents/relatives, as well as personal preferences and assessment of own abilities had equal influence on students' decision, with the same percentage of 12.9%. The remaining factors, such as studying with friends, low passing score, and labour market requirements, received fewer votes. For some (25.8%) the main factor of choice remained undetermined. Individual students indicated individual reasons for choosing a speciality.

2 *Sources of information about the university*: the majority of students received information about the university from relatives and acquaintances (51.6%), as well as through the official website of the university (19.4%). Other sources included advertising booklets, university representatives, social networks and school teachers.

3. *Satisfaction with the chosen educational programme*: 74.2% of students are satisfied with the choice of their educational programme, which indicates that the chosen programme meets their expectations and goals.

4. *Problems in the learning process*: students face various problems such as lack of knowledge, willpower, time organisation and management of study load. Some students experience difficulties, especially during the session, while others have no problems in their studies.

5. *Satisfaction with the work of structural units of the university*:

- Dean's office: 87.1% of students expressed satisfaction with the work of the dean's office, which indicates a good level of management and organisation of the educational process.

- Departments: 87.1% of surveyed students highly appreciated the work of the departments, emphasising the efficiency and professionalism of teachers in their field.

- Teachers: 83.9% of students expressed satisfaction with the work of teachers, noting a good level of knowledge and competence in teaching disciplines.

- Supervisors: 93.6% of the surveyed students evaluated the work of mentors as highly satisfactory, which indicates a significant support and assistance provided to students in solving various issues and problems.

6. *The psychological climate at the university* is described as a friendly relationship between students, faculty and staff of the university. This climate creates a supportive and inspiring environment for students' learning and development.

7. *Students' satisfaction with the quality of educational services*: 93.5% of respondents expressed satisfaction with the organisation of the educational process, 90.3% with the work of the library, 87.1% with the organisation of meals, 83.9% with independent work, 80.6% with the class schedule, 74.1% with the quality of medical services, and 64.5% with the living conditions in the dormitory. These data indicate the good quality of services and support provided by the university to ensure successful learning and comfort of students.

8. *Accessibility of information related to the learning process and extracurricular activities*: 67.8% of students state that it is always available, while 29% note that this is not always the case.

9. *Participation of students in the social life of the university*: 16.1% of students are keen on sports sections, while 6.5% prefer creative studios. Nevertheless, 67.7% of respondents stated that they do not use any of the provided opportunities. In the open-ended version of answers, only one of the students indicated the reason for their non-

participation*: ‘in sports sections there is also nationalism, Russian-speakers are simply not wanted to take part in competitions, even if they have potential’.

10. *The students assess the quality of the lessons* at a high level (93.6% on average), emphasising that the material is presented in a clear and accessible manner, following a logical sequence and highlighting key points with justified conclusions. They also note the favourable environment in the classroom, comfortable pace of presentation of information and clear formulation of tasks for independent work with support for their implementation.

In general, the analysis of the results of completing the questionnaire ‘Satisfaction of 1st year students with educational services’ shows a positive attitude of students to the conditions for education, content, organisation and quality of the educational process created at the University.

Recommendations:

The Head of Department should familiarise staff and students with the results of the questionnaire and discuss them at supervisory 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 the results of the questionnaire by e-mail of the Centre for Quality Management and Accreditation cqma_kstu@mail.ru.