

Report
on the results of the questionnaire
“Satisfaction of 2nd-5th year students with educational services”
for the 2022 year

Department: Technology of Systems and Communication.

Specialty: 6B06201 Radio engineering, electronics and telecommunications

Center for Quality Management and Accreditation, in October 2022, conducted an annual questionnaire on the satisfaction of students of 2-5 years of study with the quality of provided services.

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 6B06201 Radio engineering, electronics and telecommunications 56 students took part in the questionnaire.

- 2nd year – 16 students (88,9%);
- 3rd year – 18 students (94,7%);
- 4th year – 22 students (88%).

Form of study

- Budgetary – 44 students (78,6%);
- Paid – 12 students (21,4%).

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

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

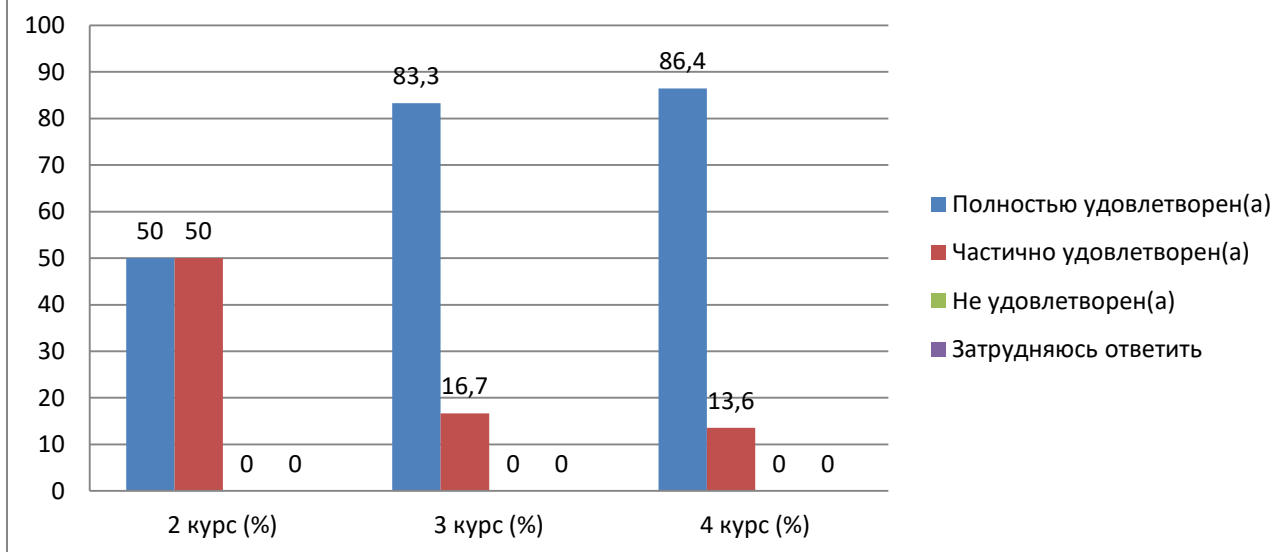
Indicators:

1.1 The learning process as a whole

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	83,3	86,4
Partially satisfied	50	16,7	13,6
Not satisfied	-	-	-
Difficult to answer	-	-	-

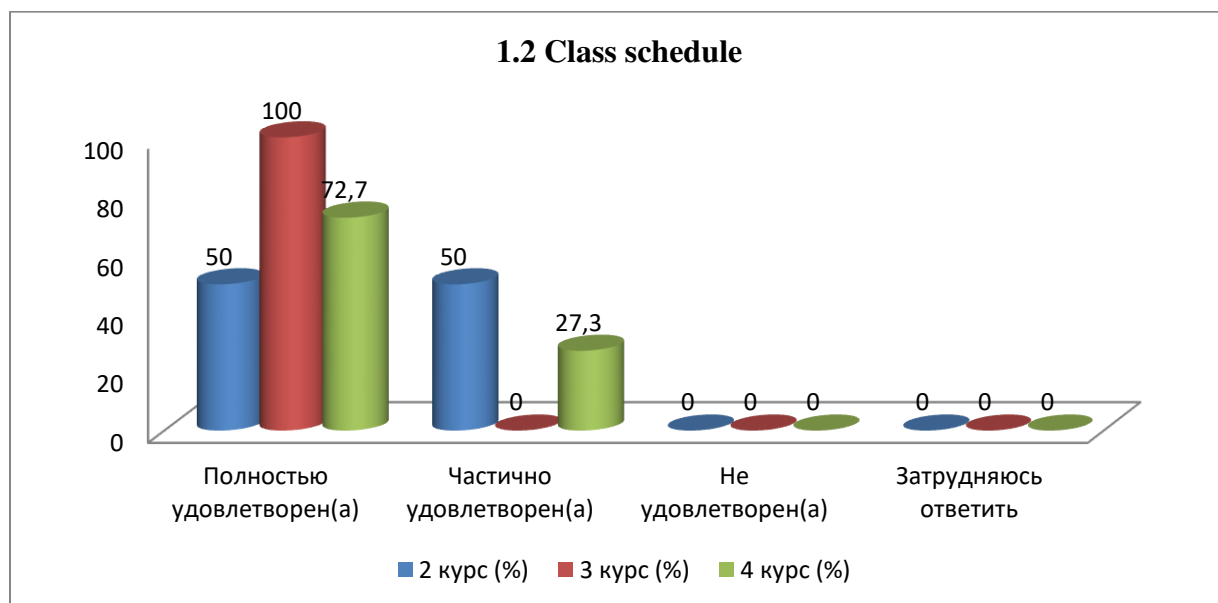
1. Are you satisfied with the quality of services provided?

1.1 The learning process as a whole



1.2 Class schedule

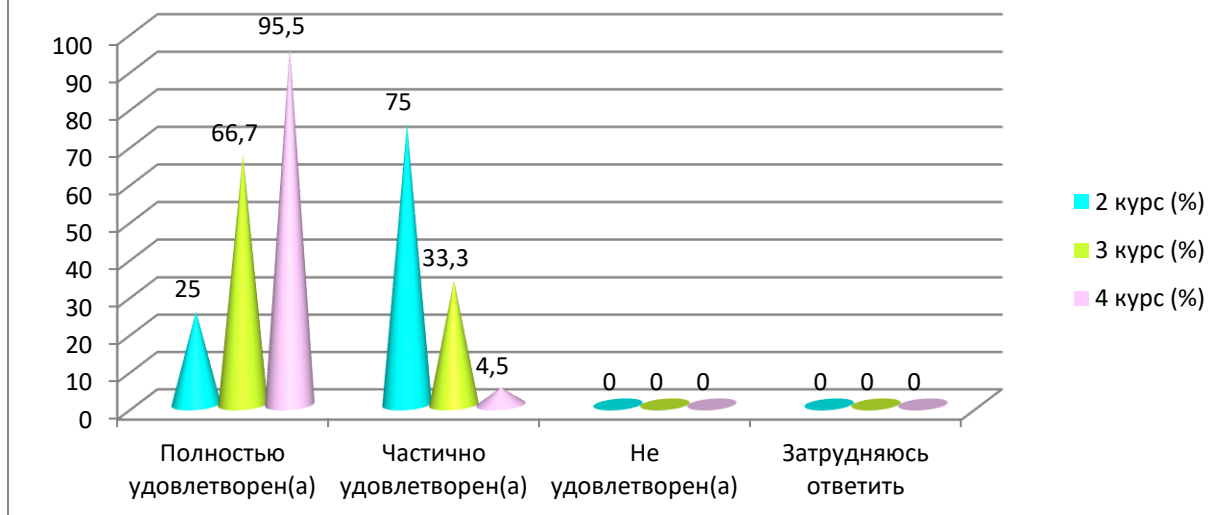
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	100	72,7
Partially satisfied	50	-	27,3
Not satisfied	-	-	-
Difficult to answer	-	-	-



1.3 Organization of independent work

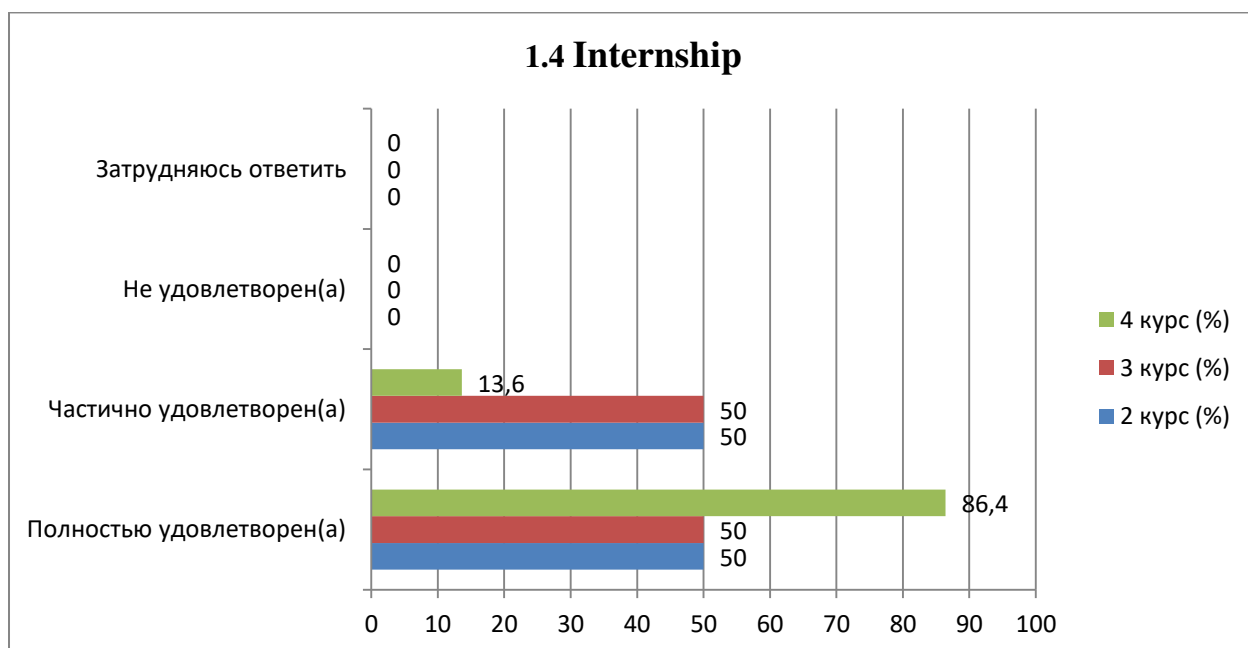
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	25	66,7	95,5
Partially satisfied	75	33,3	4,5
Not satisfied	-	-	-
Difficult to answer	-	-	-

1.3 Organization of independent work



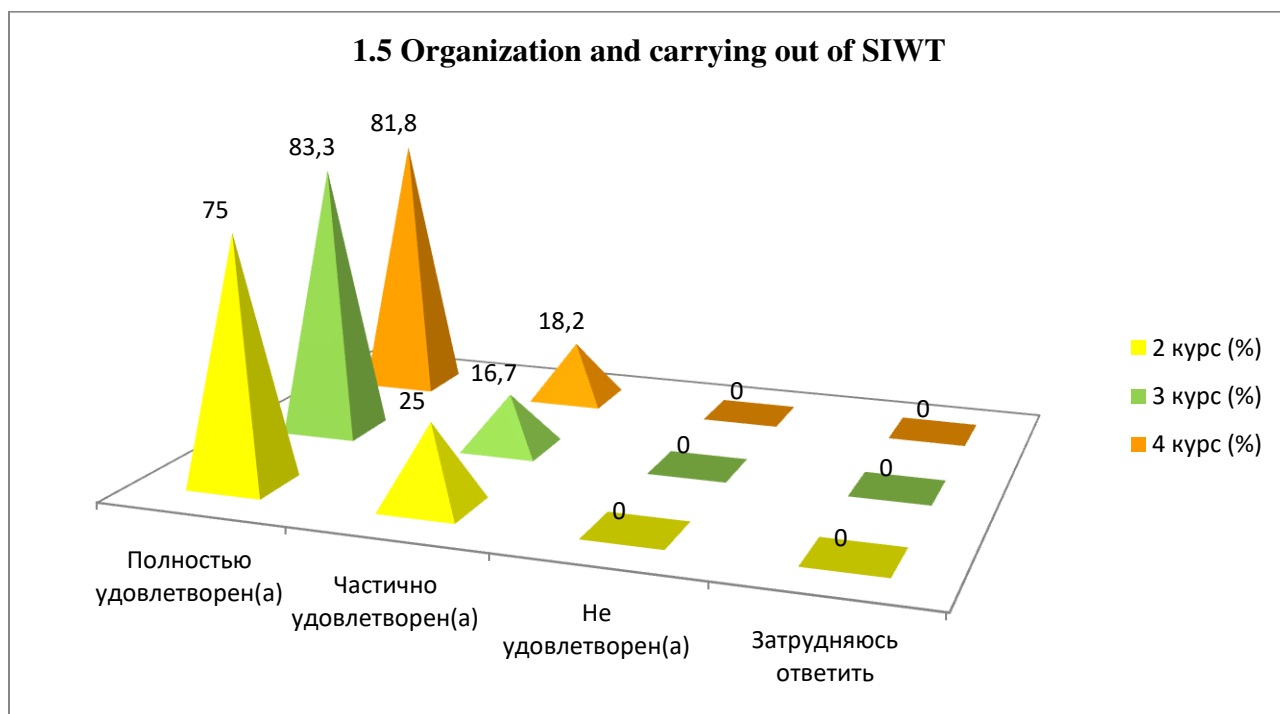
1.4 Internship

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	50	86,4
Partially satisfied	50	50	13,6
Not satisfied	-	-	-
Difficult to answer	-	-	-



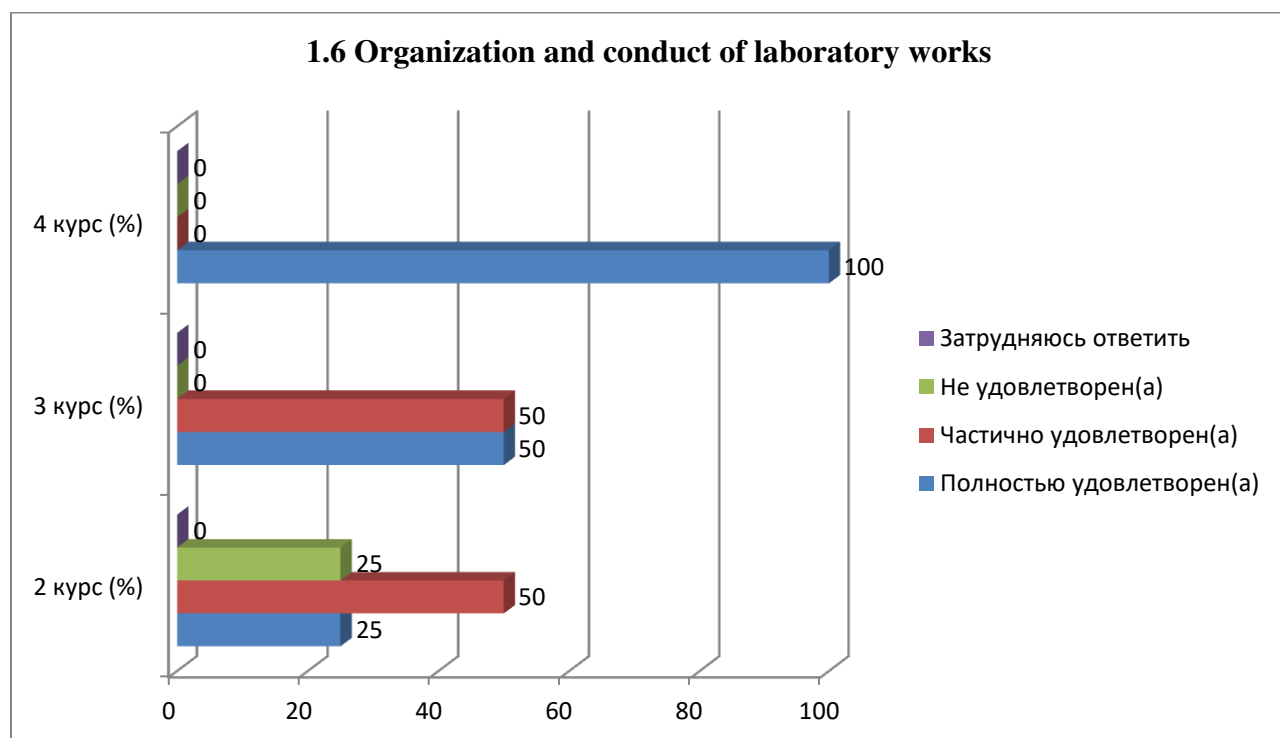
1.5 Organization and carrying out of SIWT

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	75	83,3	81,8
Partially satisfied	25	16,7	18,2
Not satisfied	-	-	-
Difficult to answer	-	-	-



1.6 Organization and conduct of laboratory works

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	25	50	100
Partially satisfied	50	50	-
Not satisfied	25	-	-
Difficult to answer	-	-	-



1.7 Satisfaction with the work of the library

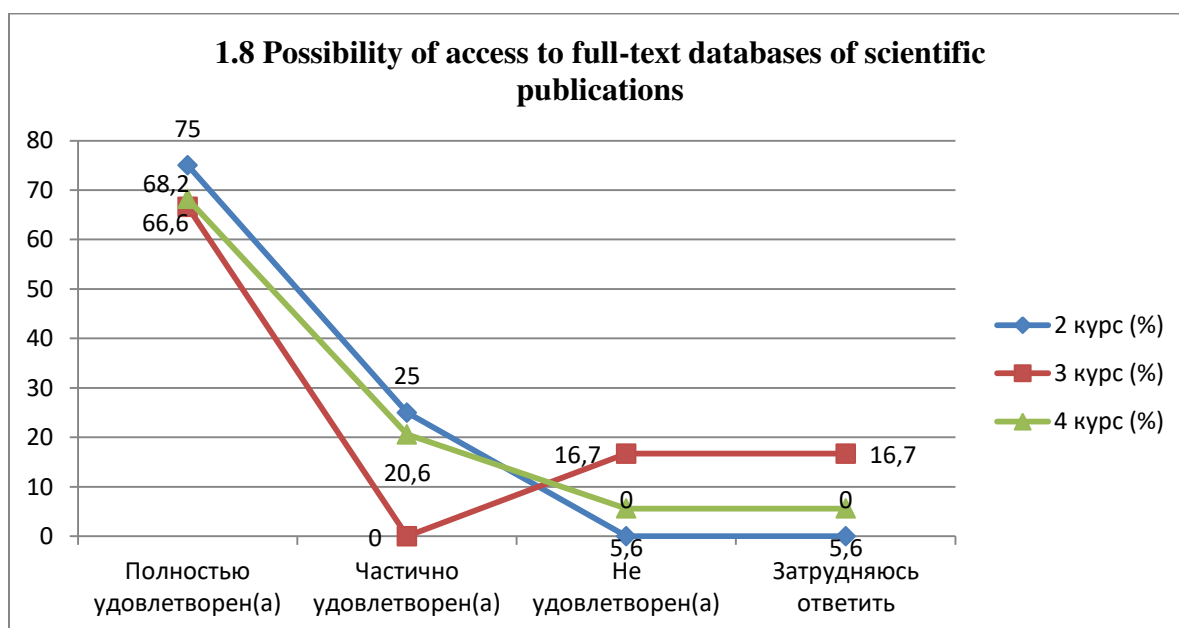
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	75	66,6	81,8
Partially satisfied	-	16,7	18,2
Not satisfied	-	16,7	-

Difficult to answer	25	-	-
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1.8 Possibility of access to full-text databases of scientific publications

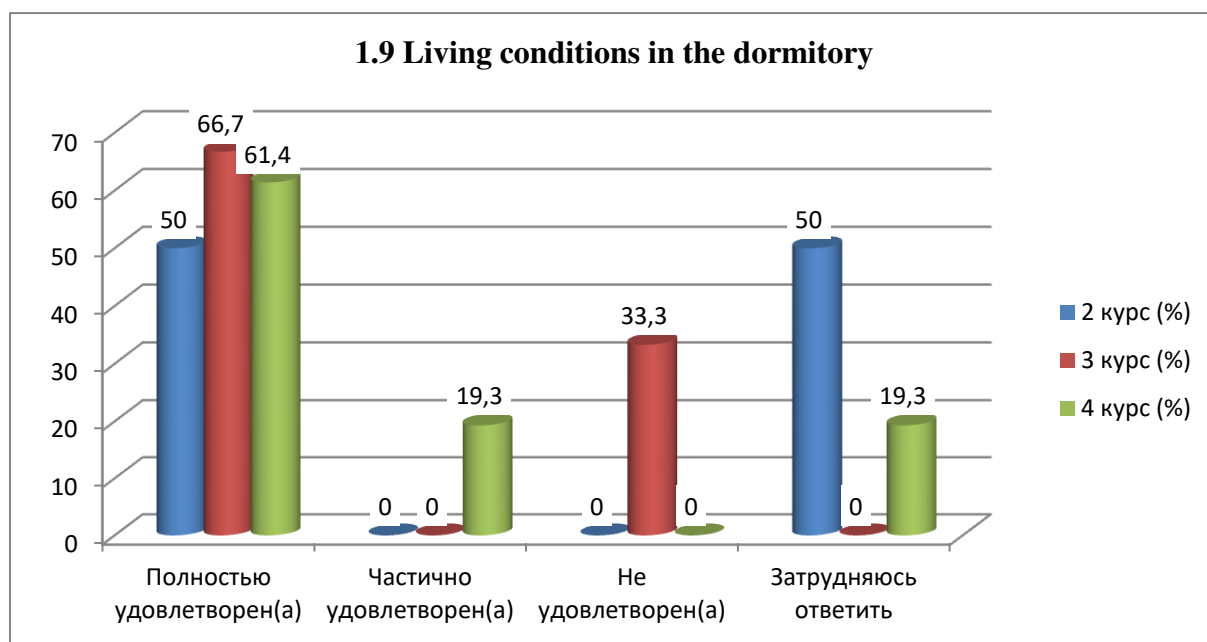
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	75	66,6	68,2
Partially satisfied	25	-	20,6
Not satisfied	-	16,7	5,6
Difficult to answer	-	16,7	5,6



1.9 Living conditions in the dormitory

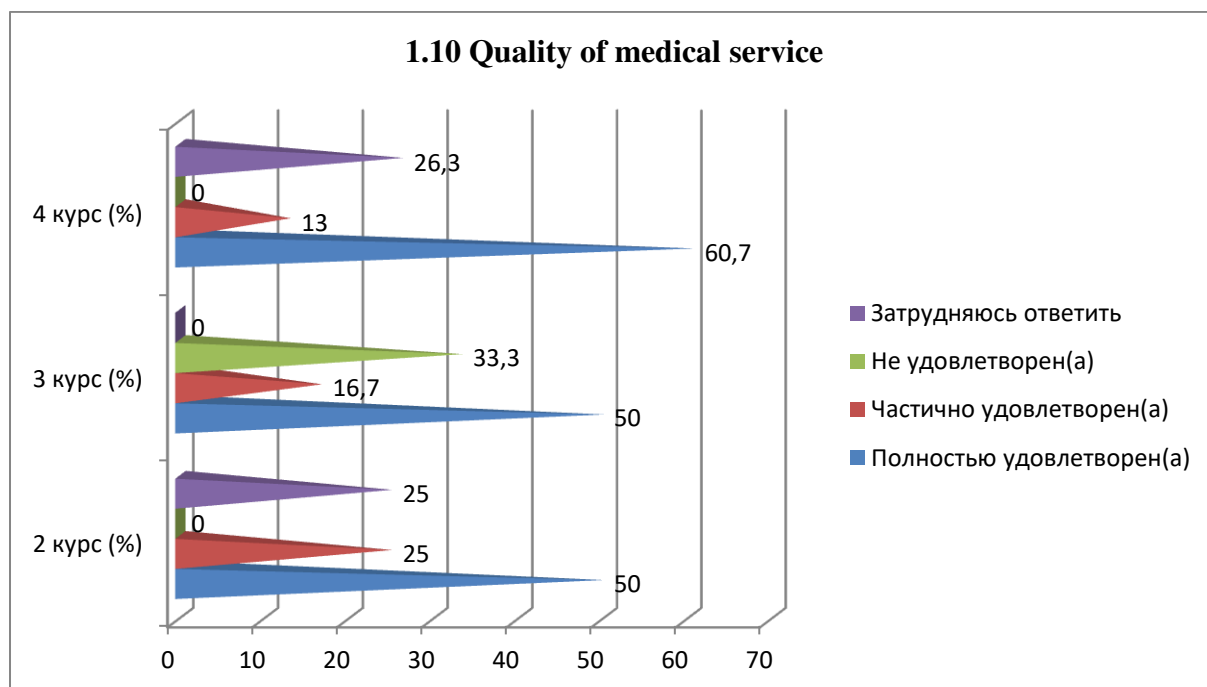
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	66,7	61,4
Partially satisfied	-	-	19,3
Not satisfied	-	33,3	-

Difficult to answer	50	-	19,3
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1.10 Quality of medical service

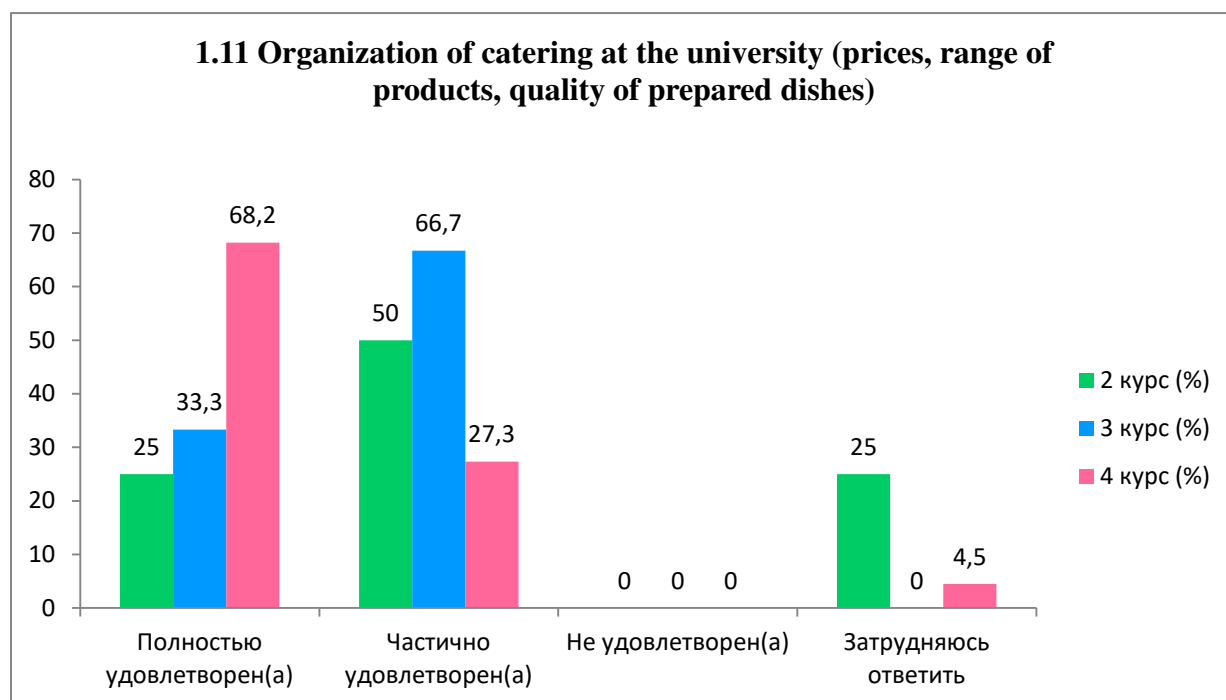
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	50	60,7
Partially satisfied	25	16,7	13
Not satisfied	-	33,3	-
Difficult to answer	25	-	26,3



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	25	33,3	68,2
Partially satisfied	50	66,7	27,3
Not satisfied	-	-	-

Difficult to answer	25	-	4,5
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For the option “Other” the students indicated the following options*:

2nd year	3rd year	4th year
-	-	-

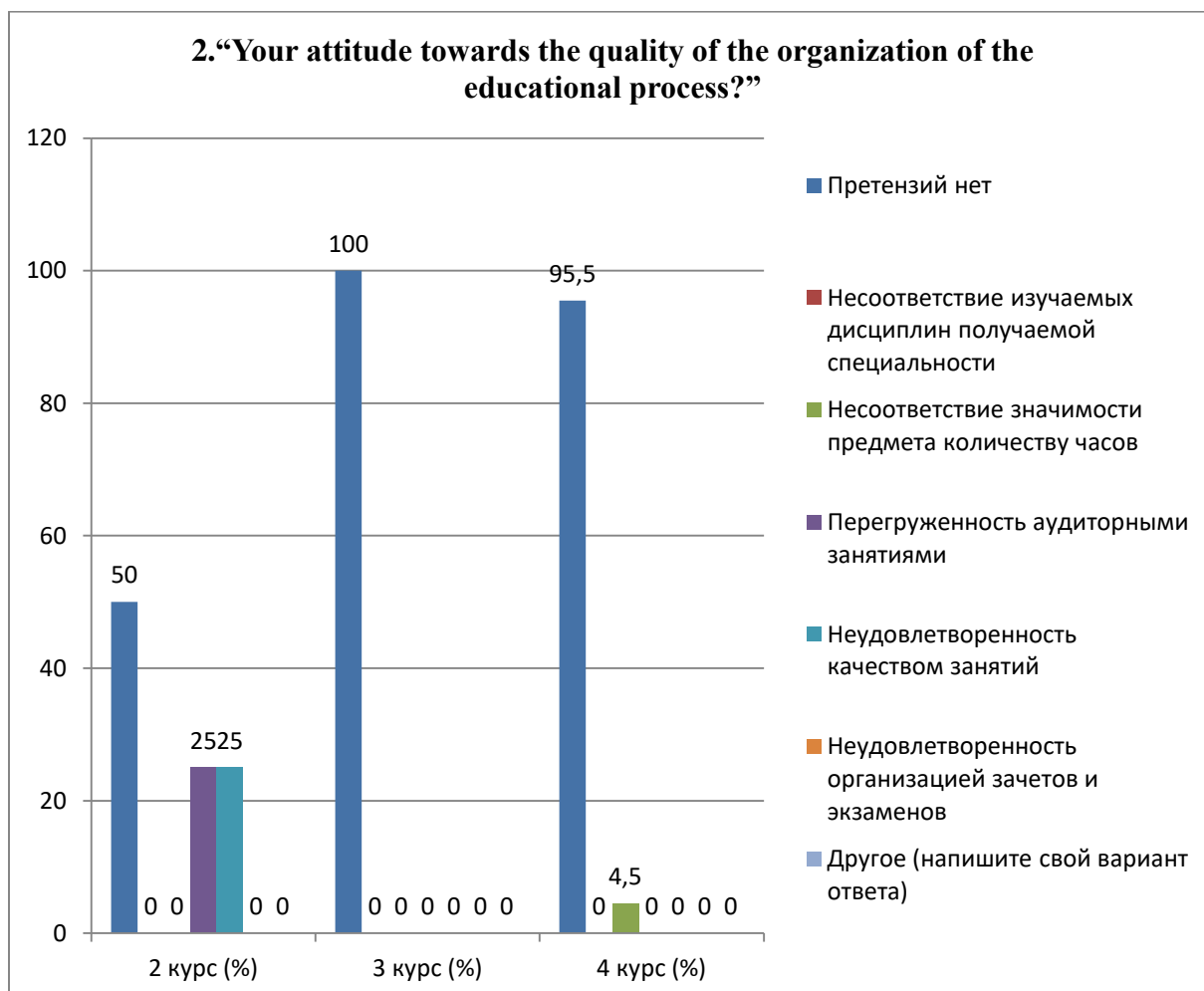
If you answered “not satisfied” to the previous question, make recommendations to improve the services provided*:

2nd year	3rd year	4th year
-	- The speed and stability of the internet makes it difficult to learn both in the academic buildings and in the dormitory.	-

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
No complaints	50	100	95,5
Discrepancy between the disciplines studied and the specialty obtained	-	-	-
Inconsistency between the importance of the subject and the number of hours	-	-	4,5
Overload with classroom activities	25	-	-
Dissatisfaction with the quality of classes	25	-	-
Dissatisfaction with the organization of tests and exams	-	-	-
Other (write your answer)	-	-	-

* 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.



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

2nd year	3rd year	4th year
-	-	-

For the option “If you answered “Does not meet or not satisfied” to the previous question, give recommendations for improvement,” students indicated the following options *:

2nd year	3rd year	4th year
- There is a lot of pressure for a student.	-	-

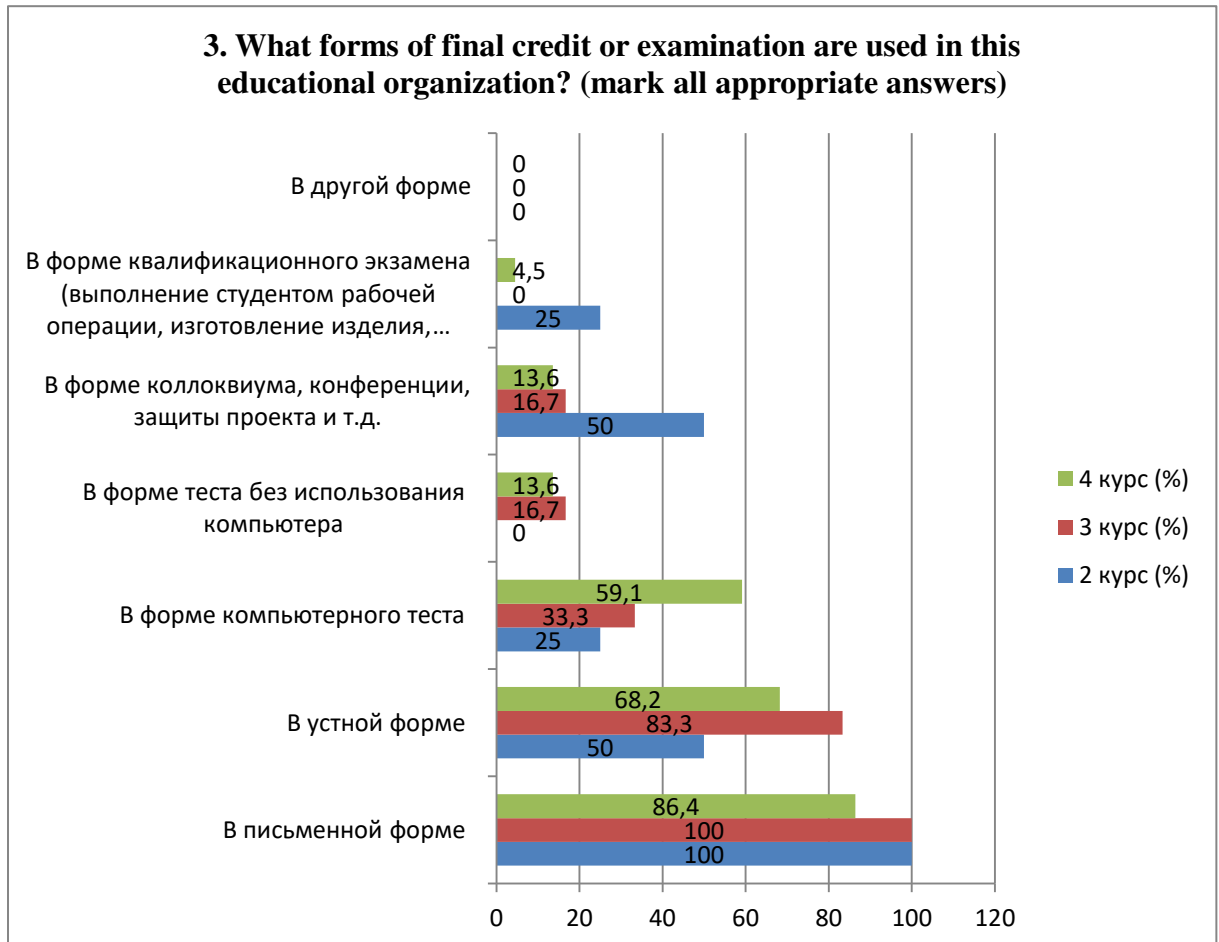
3. What forms of final credit or examination are used in this educational organization? (mark all appropriate answers)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
In a writing form	100	100	86,4
In an oral form	50	83,3	68,2
In the form of a computerized test	25	33,3	59,1
In the form of a test without using a computer	-	16,7	13,6
In the form of a colloquium, conference, project defense, etc.	50	16,7	13,6

* 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.

In the form of qualification examination (student's performance of a work operation, production of a product, labor activity evaluated by experts)	25	-	4,5
In other form	-	-	-

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



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

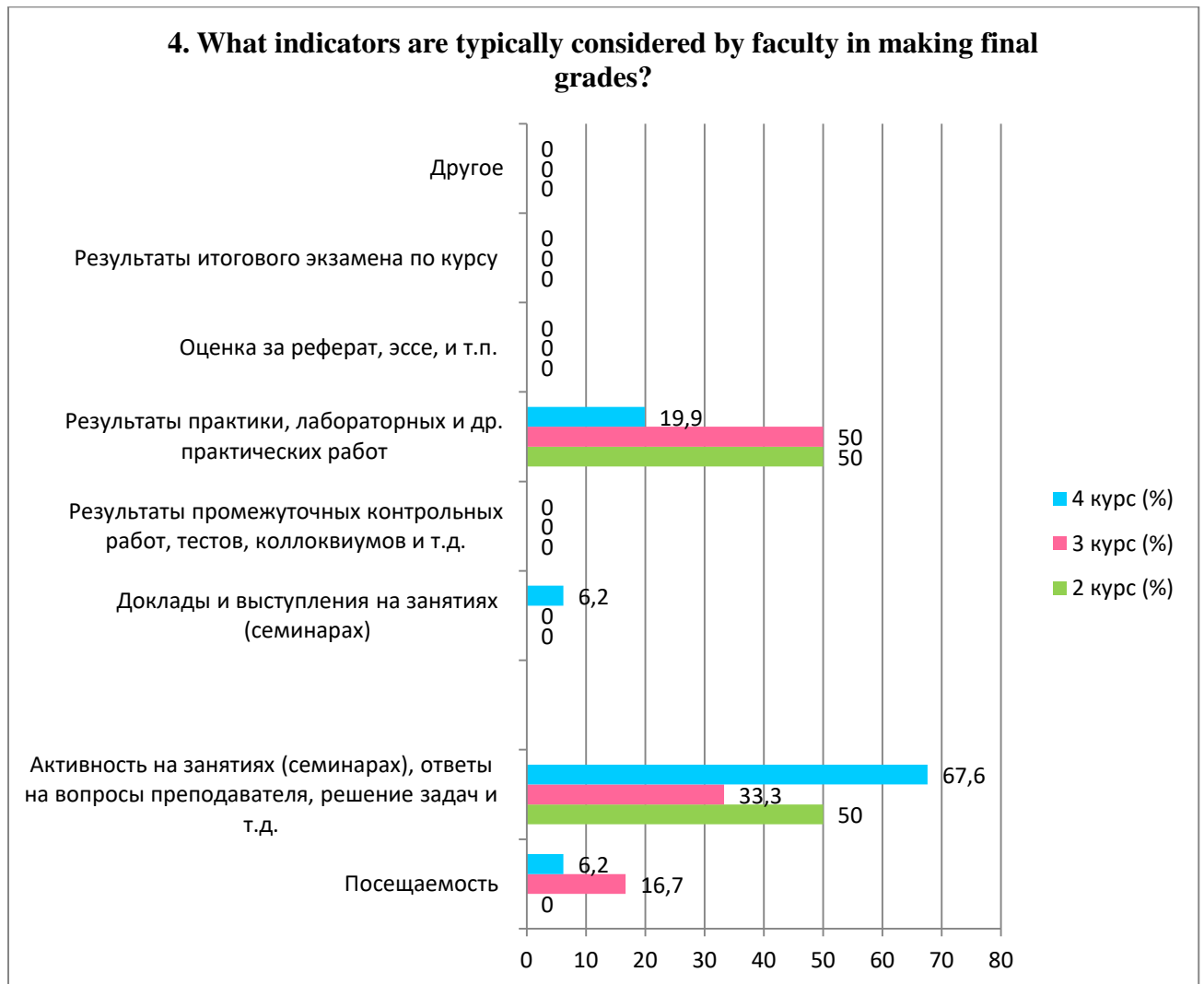
2nd year	3rd year	4th year
-	-	-

4. What indicators are typically considered by faculty in making final grades?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Attendance	-	16,7	6,2
Activity in classes (seminars), answering the teacher's questions, solving problems, etc.	50	33,3	67,6
Reports and speeches at classes (seminars)	-	-	6,2
Results of intermediate control works, tests, colloquiums, etc.	-	-	-

* 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.

Results of internships, laboratory and other practical works	50	50	19,9
Evaluation of abstracts, essays, etc.	-	-	-
Results of the final exam on the course	-	-	-
Other	-	-	-



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

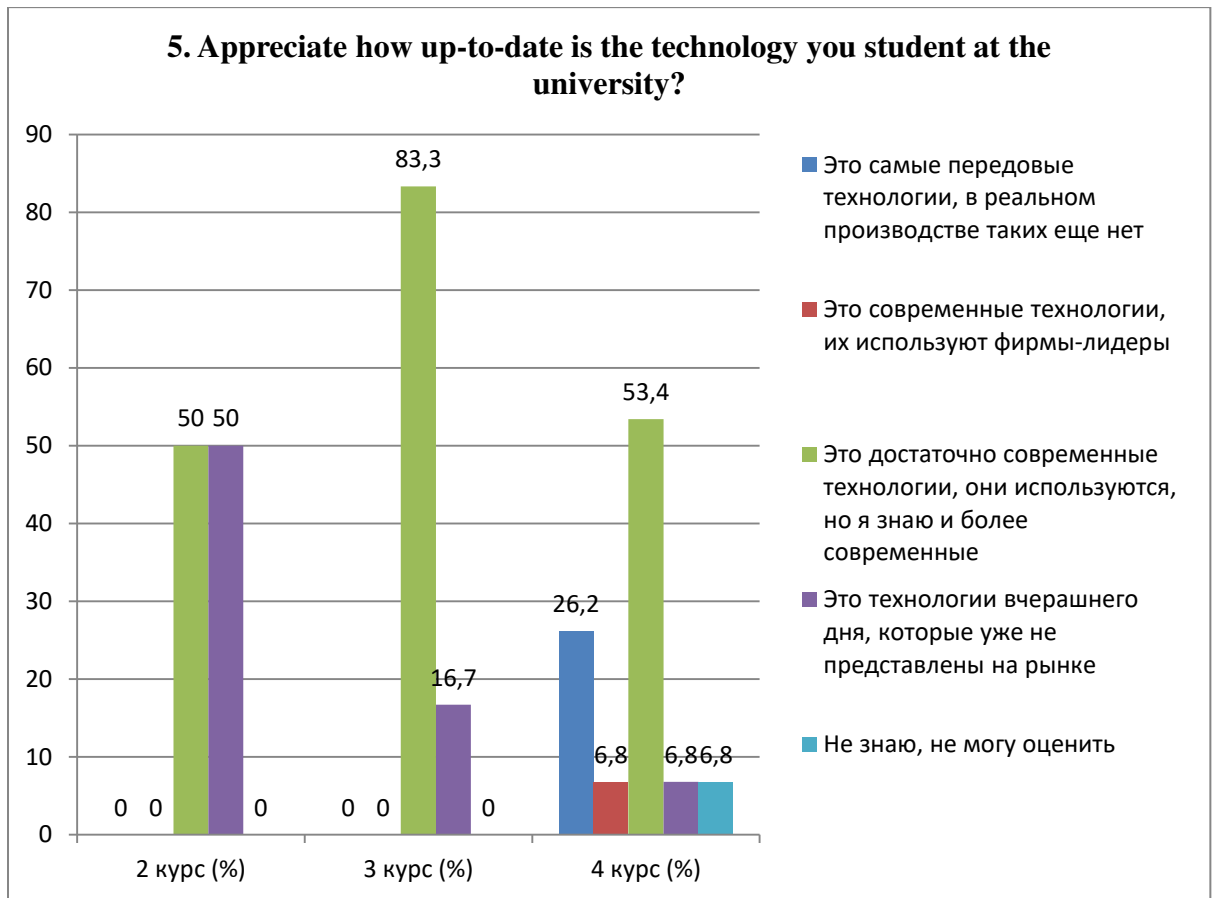
2nd year	3rd year	4th year
-	-	-

5. Appreciate how up-to-date is the technology you student at the university?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
These are the most advanced technologies, they are not yet available in real production	-	-	26,2
These are modern technologies, they are used by leading companies	-	-	6,8
These are quite modern technologies, they are used, but I know more modern	50	83,3	53,4

* 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.

ones.			
These are technologies of yesterday that are no longer on the market.	50	16,7	6,8
I don't know, I can't estimate	-	-	6,8



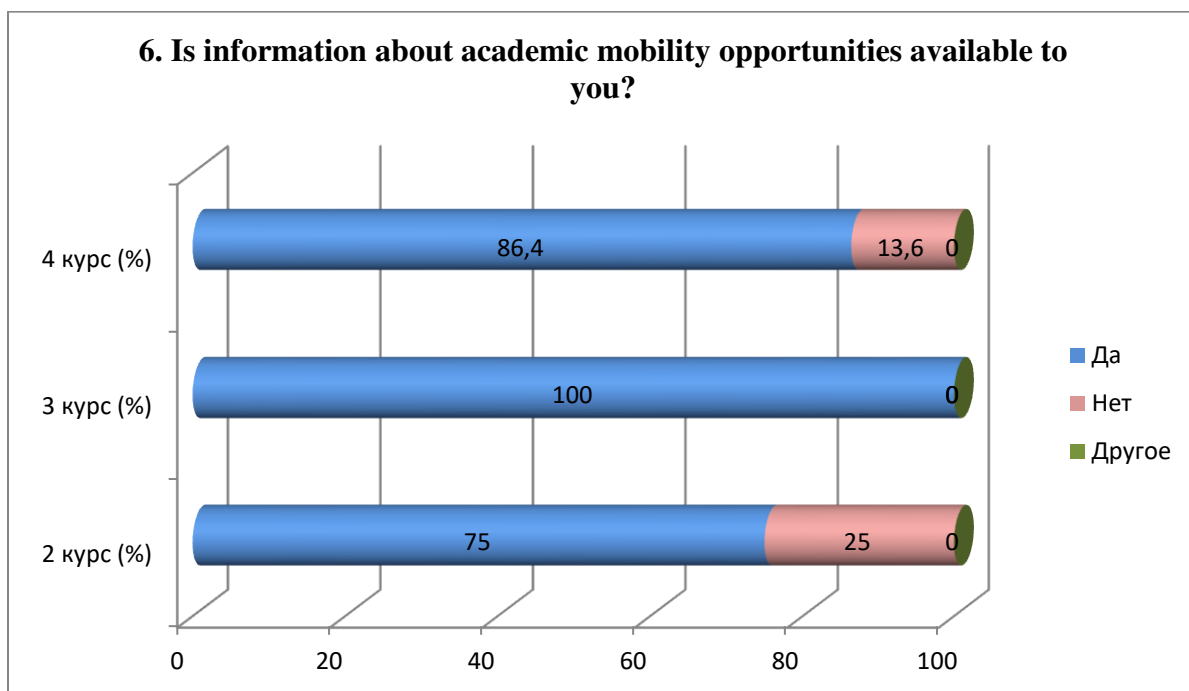
For the option “If you answered “Don’t know, can’t estimate” to the previous question, give recommendations for improvement” students indicated the following options*:

2nd year	3rd year	4th year
-	-	- Nothing comes to mind.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	75	100	86,4
No	25	-	13,6
Other	-	-	-

* 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.



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

2nd year	3rd year	4th year
-	-	-

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

2nd year	3rd year	4th year
-	-	-

7. In your opinion, what is the relationship:

7.1 Between students
7.2 Between teachers and students (in the learning process)
7.3 Between students and supervisor
7.4 Between students and administration
7.5 Between students and staff of departments (library, student department, etc.)
7.6 Between students and security service

Other _____

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

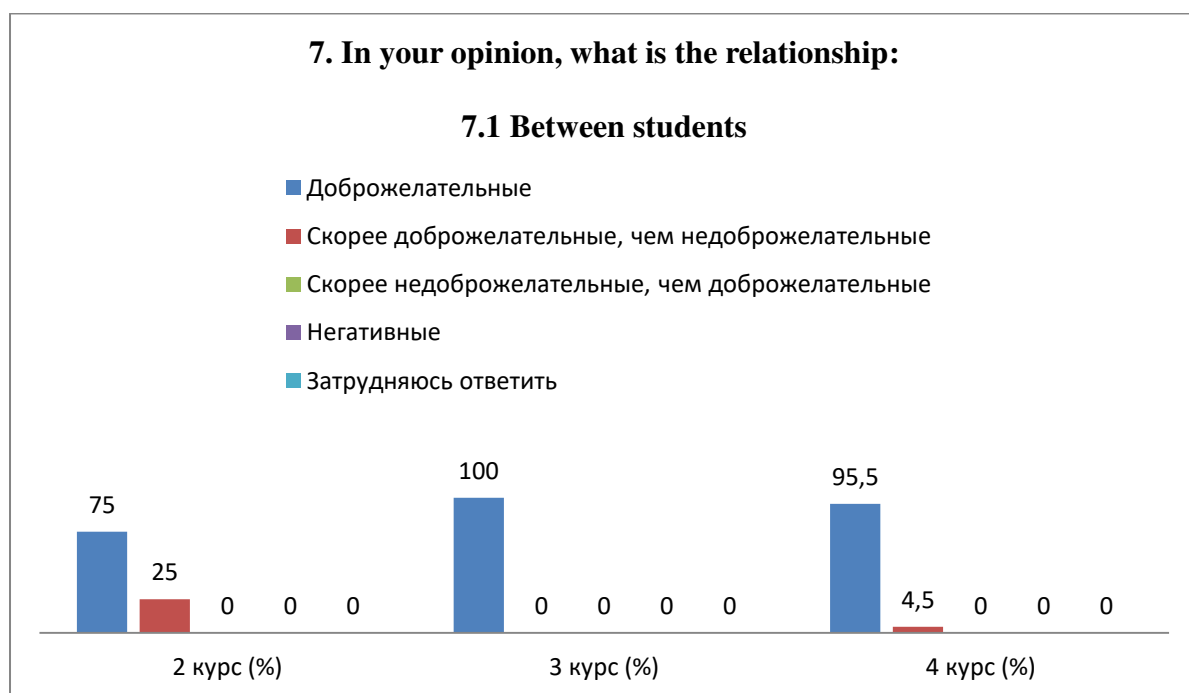
Indicators:

7.1 Between students

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	75	100	95,5

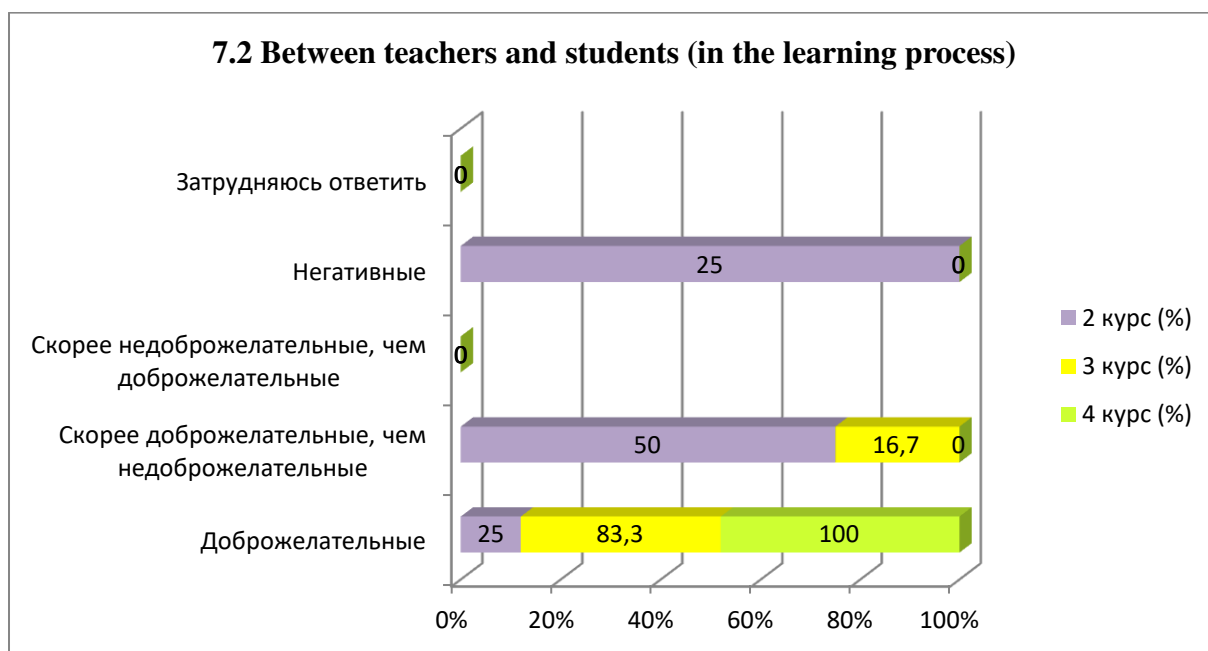
* Students' answers to the option “other” and “if you answered “not satisfied.....” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

Rather benevolent than not benevolent	25	-	4,5
Rather not benevolent than benevolent	-	-	-
Negative	-	-	-
Difficult to answer	-	-	-



7.2 Between teachers and students (in the learning process)

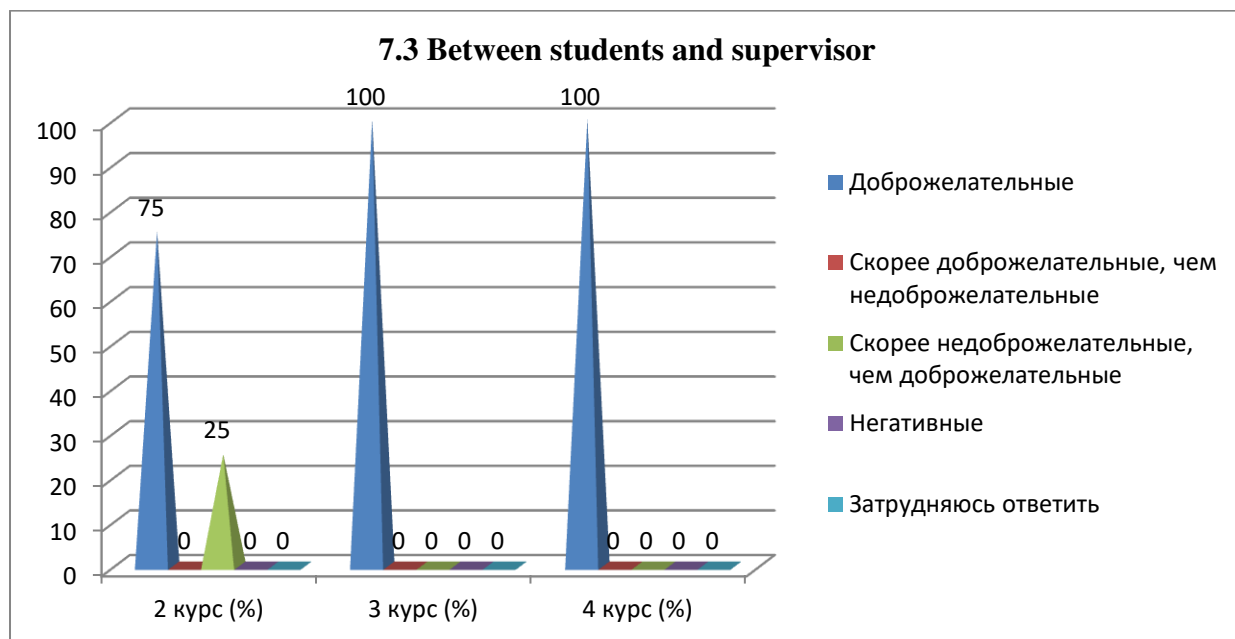
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	25	83,3	100
Rather benevolent than not benevolent	50	16,7	-
Rather not benevolent than benevolent	-	-	-
Negative	25	-	-
Difficult to answer	-	-	-



7.3 Between students and supervisor

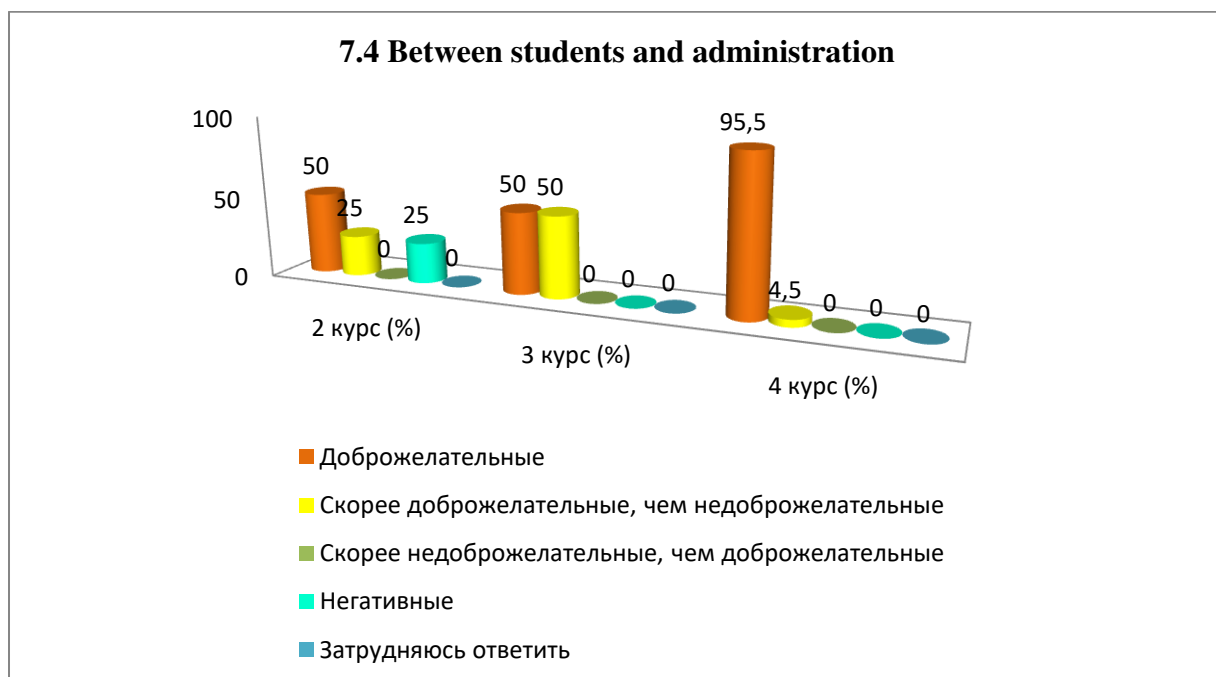
Answer options	2nd year (%)	3rd year (%)	4th year (%)
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Benevolent	75	100	100
Rather benevolent than not benevolent	-	-	-
Rather not benevolent than benevolent	25	-	-
Negative	-	-	-
Difficult to answer	-	-	-



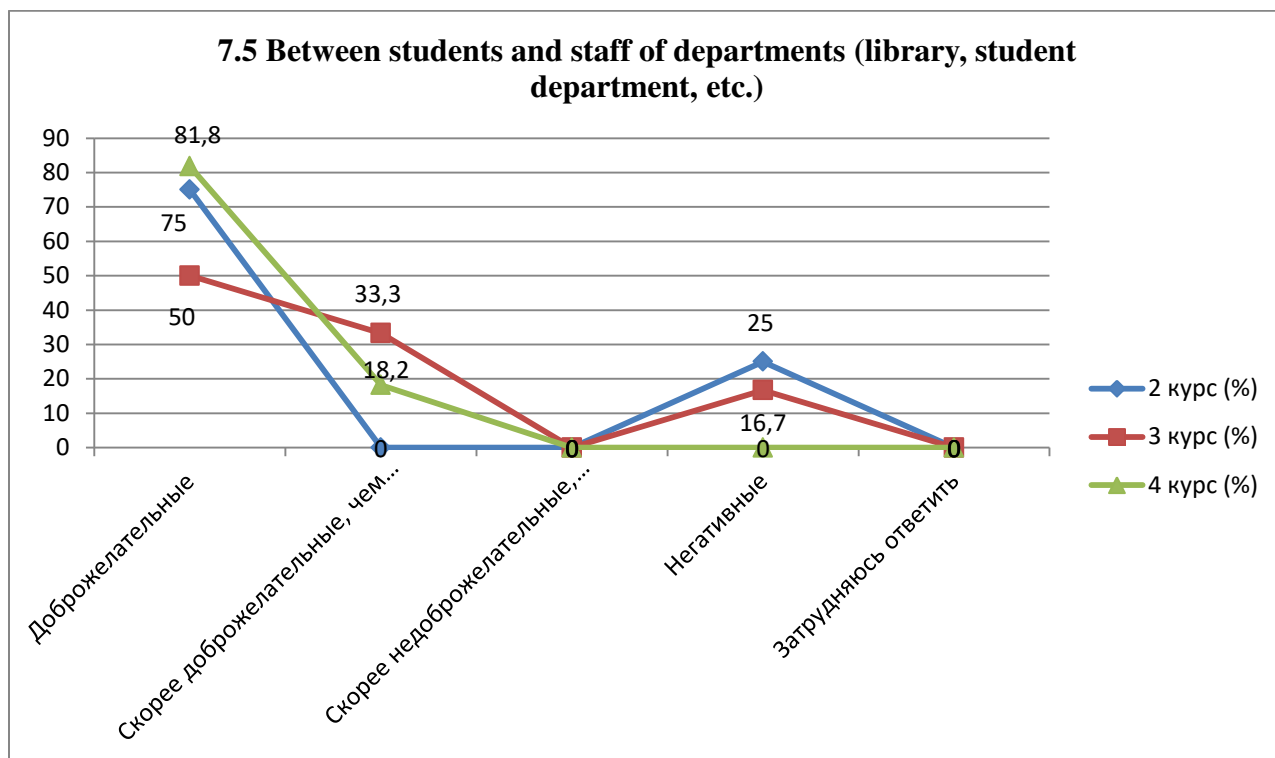
7.4 Between students and administration

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	50	50	95,5
Rather benevolent than not benevolent	25	50	4,5
Rather not benevolent than benevolent	-	-	-
Negative	25	-	-
Difficult to answer	-	-	-



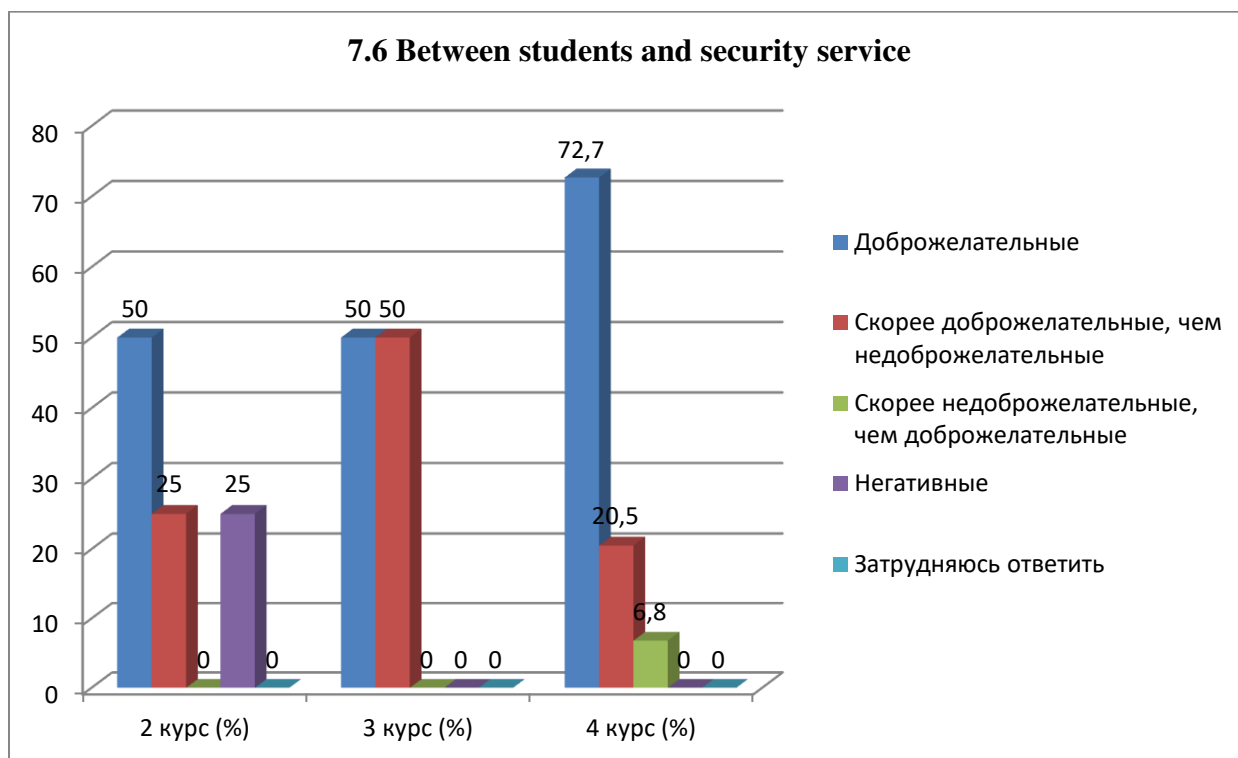
7.5 Between students and staff of departments (library, student department, etc.)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	75	50	81,8
Rather benevolent than not benevolent	-	33,3	18,2
Rather not benevolent than benevolent	-	-	-
Negative	25	16,7	-
Difficult to answer	-	-	-



7.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	50	50	72,7
Rather benevolent than not benevolent	25	50	20,5
Rather not benevolent than benevolent	-	-	6,8
Negative	25	-	-
Difficult to answer	-	-	-



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

2nd year	3rd year	4th year
-	-	-

For the option “If you answered “Rather not benevolent than benevolent” and “Negative” to the previous question, give recommendations for improvement,” students indicated the following options*:

2nd year	3rd year	4th year
-	-	- Stop checking backpacks.

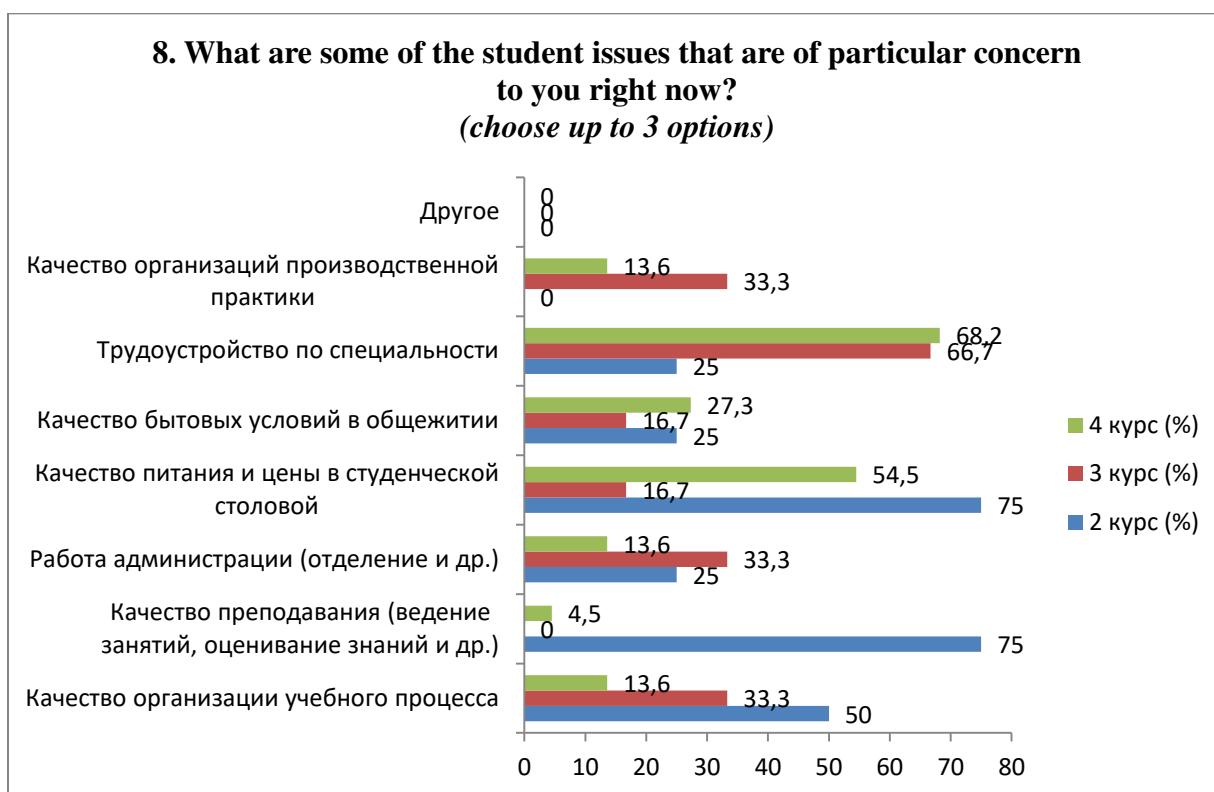
8. Какие из студенческих проблем Вас сейчас особенно волнуют?

(выберите не более 3 вариантов ответа)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Quality of the organization of the educational process	50	33,3	13,6
Quality of teaching (conducting classes, assessment of knowledge, etc.).	75	-	4,5
Work of administration (department, etc.)	25	33,3	13,6
Quality of food and prices in the student canteen	75	16,7	54,5
Quality of living conditions in the dormitory	25	16,7	27,3
Employment in the specialty	25	66,7	68,2
Quality of internship organizations	-	33,3	13,6
Other	-	-	-

* 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.

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



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

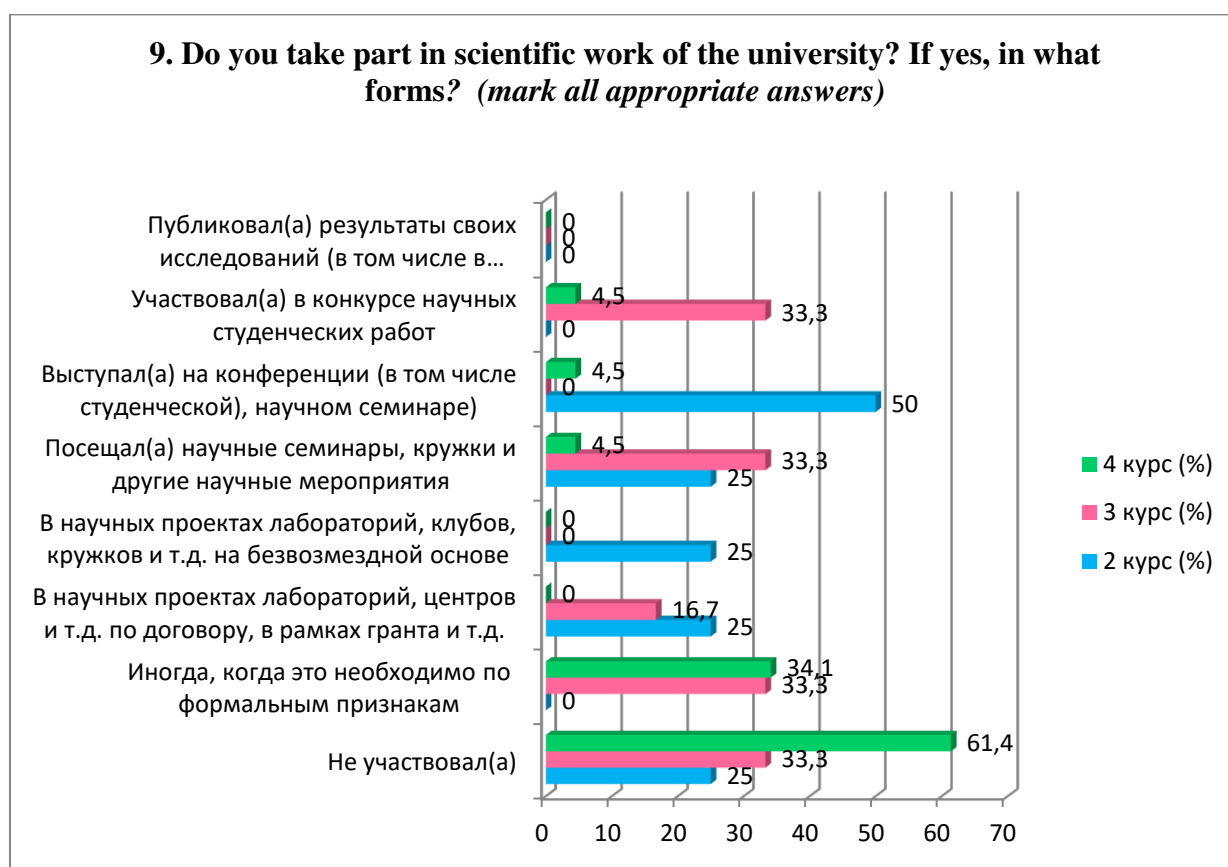
2nd year	3rd year	4th year
-	-	-

9. 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	25	33,3	61,4
Sometimes, when it is necessary for formal reasons	-	33,3	34,1
In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.	25	16,7	-
In scientific projects of laboratories, clubs, circles, etc. free of charge	25	-	-
Attended scientific seminars, clubs and other scientific events	25	33,3	4,5
Speaker at a conference (including a student conference), scientific seminar	50	-	4,5
Participated in a student scientific work competition	-	33,3	4,5
Published the results of his research (including in student collections)	-	-	-

* 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.

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



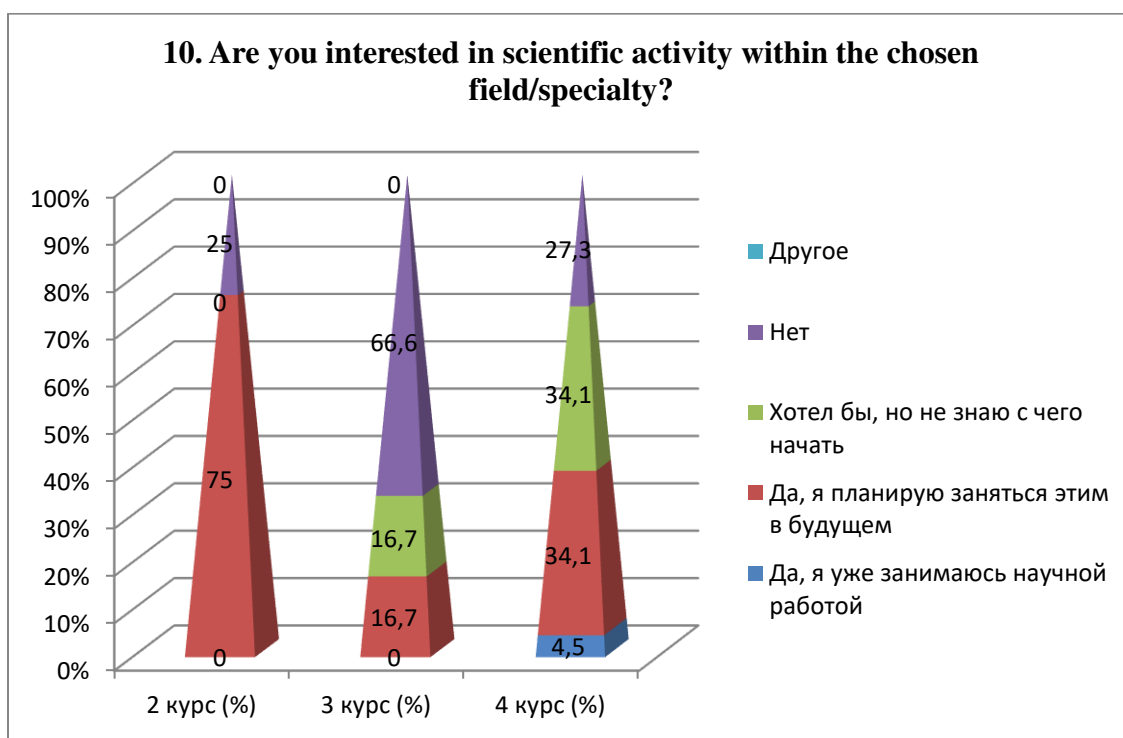
For the option “If you answered “Did not participate” to the previous question, write why”, students indicated the following options*:

2nd year	3rd year	4th year
-	-	- I don't know; - Had no desire to.

10. Are you interested in scientific activity within the chosen field/specialty?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes, I am already doing scientific work	-	-	4,5
Yes, I plan to do it in the future	75	16,7	34,1
I would like to, but I don't know where to start	-	16,7	34,1
No	25	66,6	27,3
Other	-	-	-

* 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.



For the option “If you answered “I would like to, but don't know where to start” or “No” to the previous question, write down why”, learners indicated the following options*:

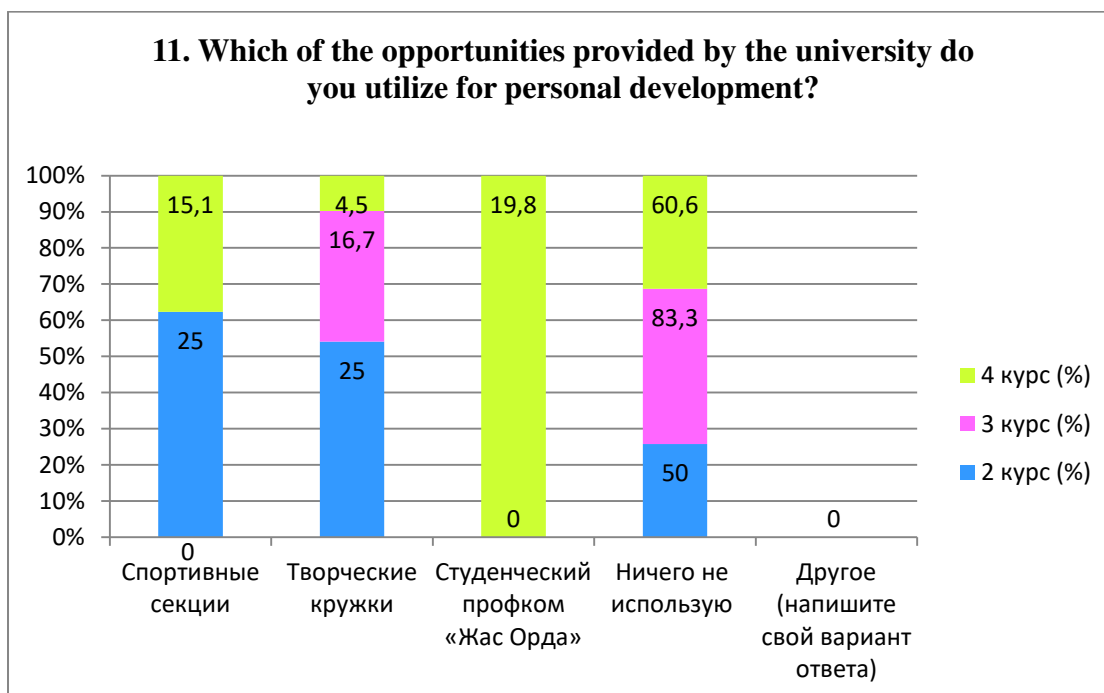
2nd year	3rd year	4th year
-	- I'm not interested enough in the specialty to pursue it as a science major. Just to work in this field would be not bad already.	- Personal Choice.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Sports sections	25	-	15,1
Creative clubs	25	16,7	4,5
Student Trade Union “Zhas Orda”	-	-	19,8
I don't use anything	50	83,3	60,6
Other (write your answer)	-	-	-

* 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.

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



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

2nd year	3rd year	4th year
-	-	-

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

2nd year	3rd year	4th year
-	-	- I used to do it, now I don't have time;; - I have no free time; - I don't know.

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

12.1 Availability of necessary scientific literature in the library
12.2 Modernity of computer equipment
12.3 Internet channel width and speed
12.4 Modernity of software
12.5 Availability of educational and scientific equipment
12.6 Availability of laboratories and specialized classrooms
12.7 Availability of sports equipment

Other _____

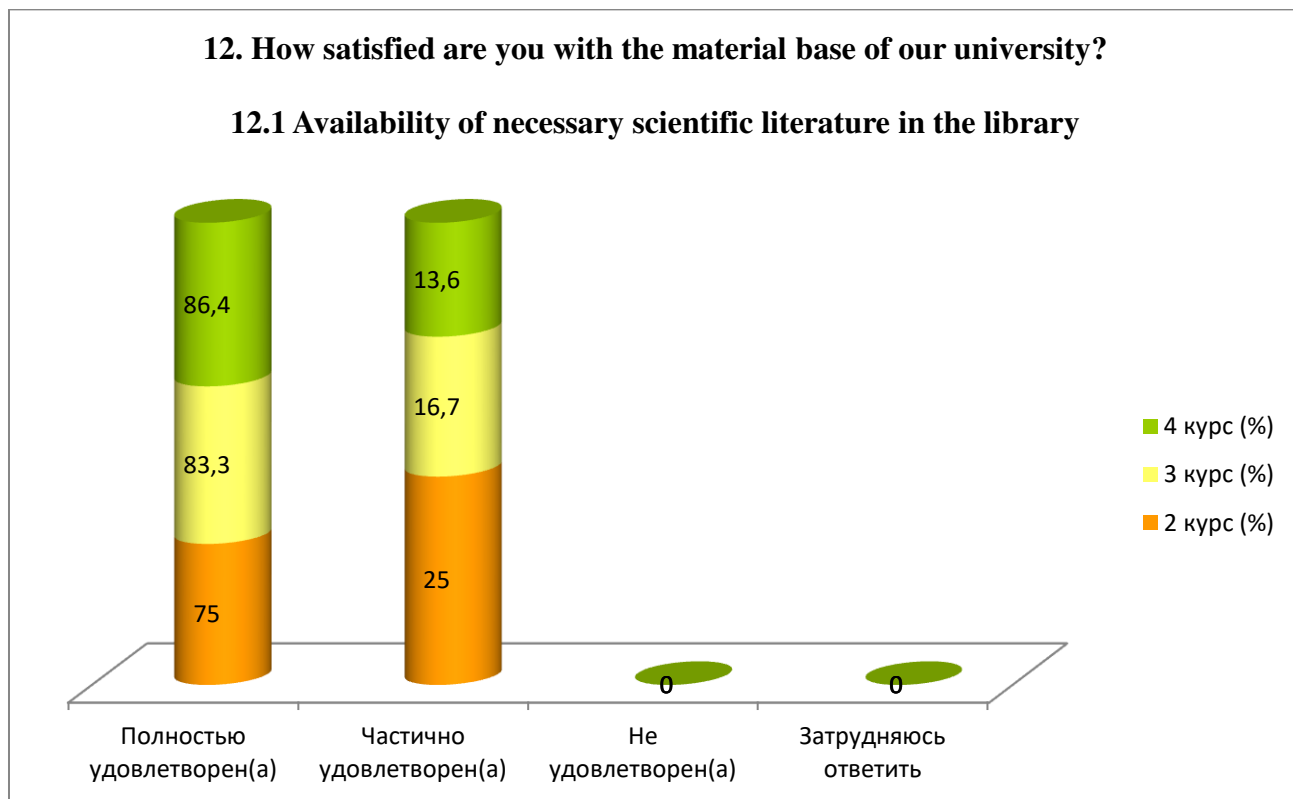
If you answered “not satisfied” to the previous question, make recommendations to improve the services provided _____

Indicators:

* 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.

12.1 Availability of necessary scientific literature in the library

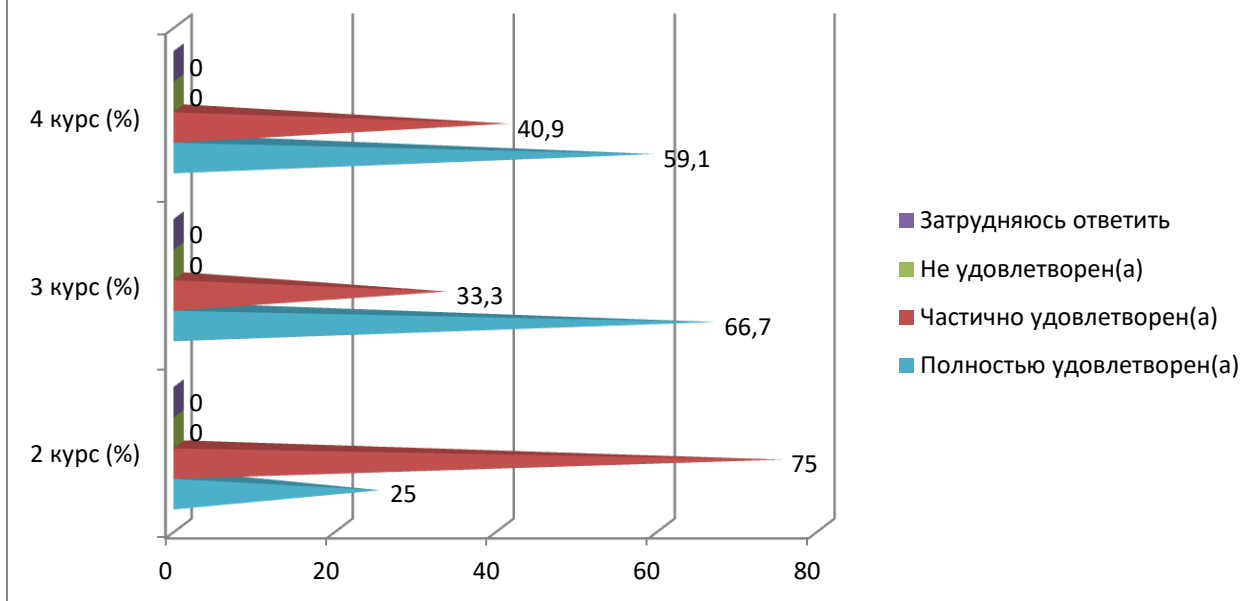
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	75	83,3	86,4
Partially satisfied	25	16,7	13,6
Not satisfied	-	-	-
Difficult to answer	-	-	-



12.2 Modernity of computer equipment

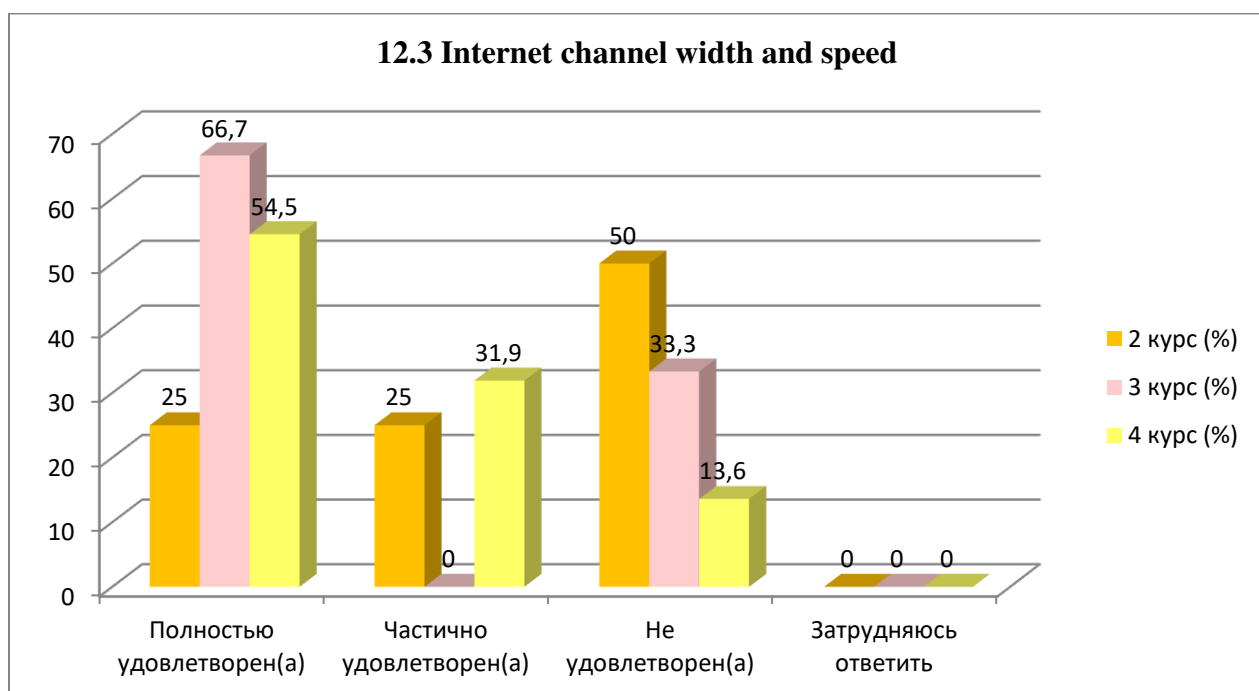
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	25	66,7	59,1
Partially satisfied	75	33,3	40,9
Not satisfied	-	-	-
Difficult to answer	-	-	-

12.2 Modernity of computer equipment



12.3 Internet channel width and speed

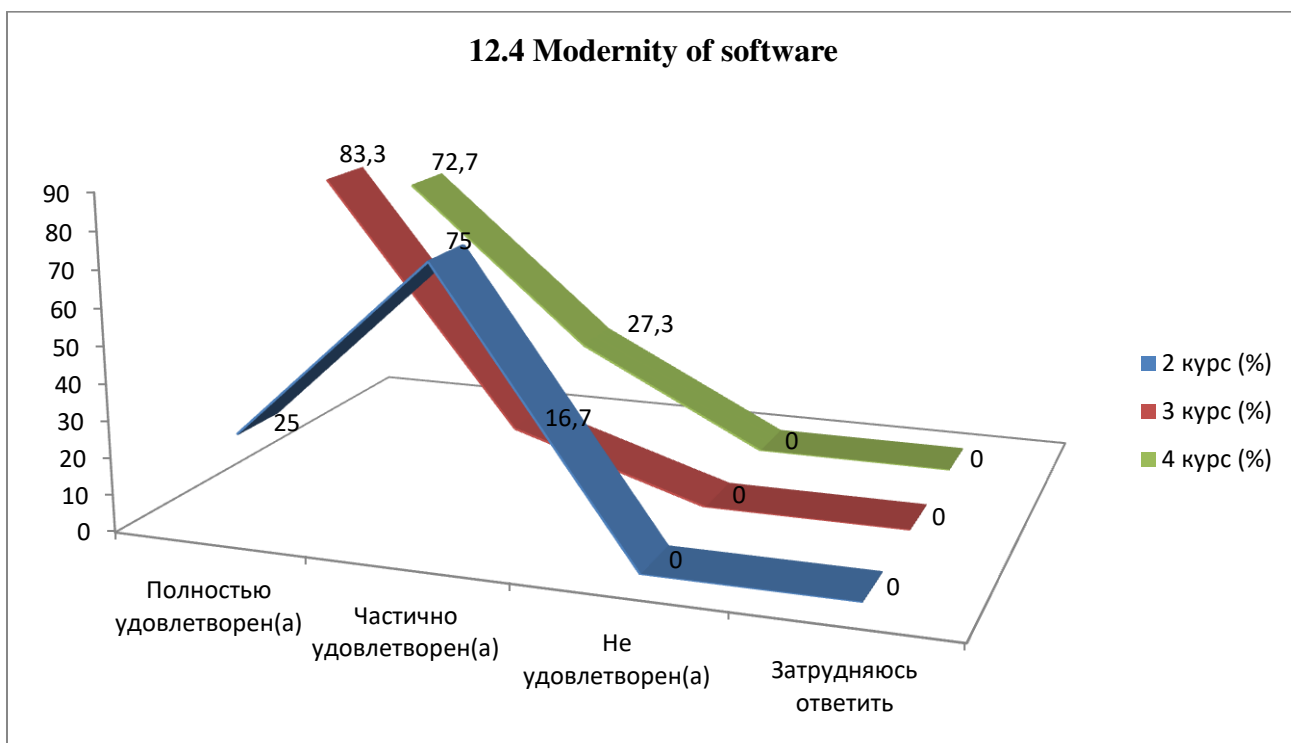
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	25	66,7	54,5
Partially satisfied	25	-	31,9
Not satisfied	50	33,3	13,6
Difficult to answer	-	-	-



12.4 Modernity of software

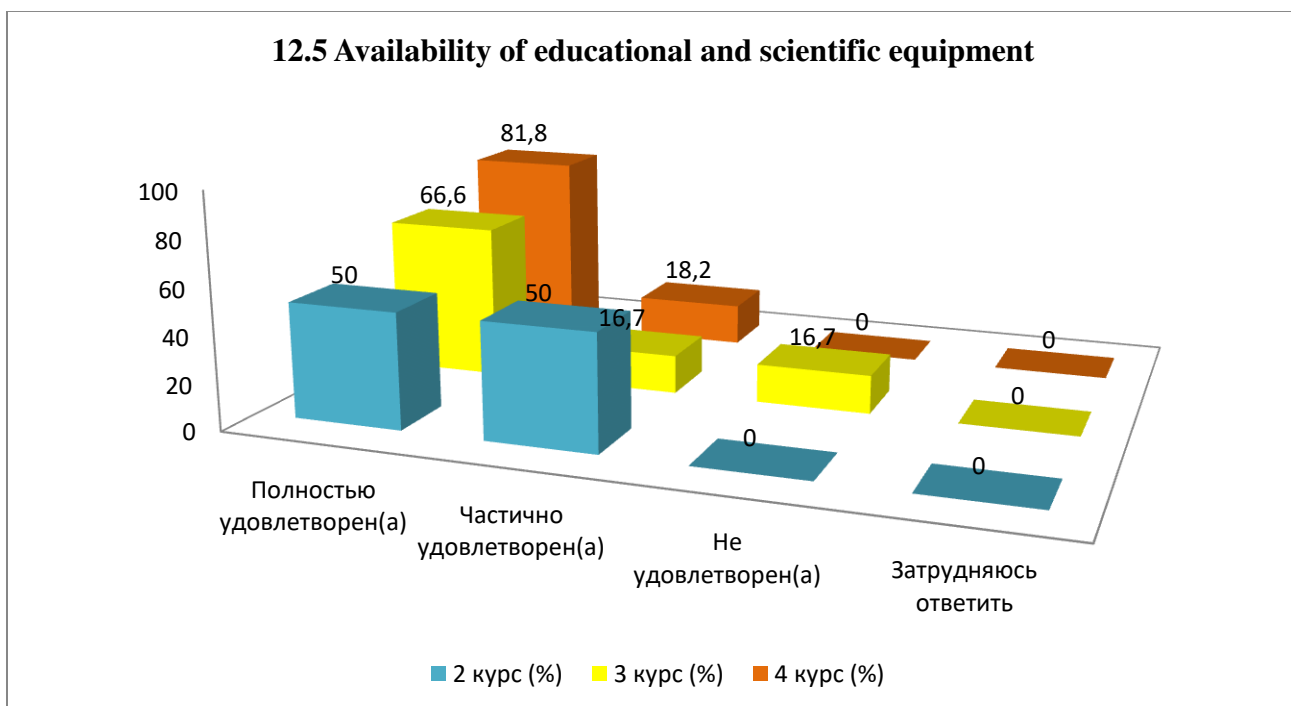
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	25	83,3	72,7
Partially satisfied	75	16,7	27,3
Not satisfied	-	-	-
Difficult to answer	-	-	-

12.4 Modernity of software



12.5 Availability of educational and scientific equipment

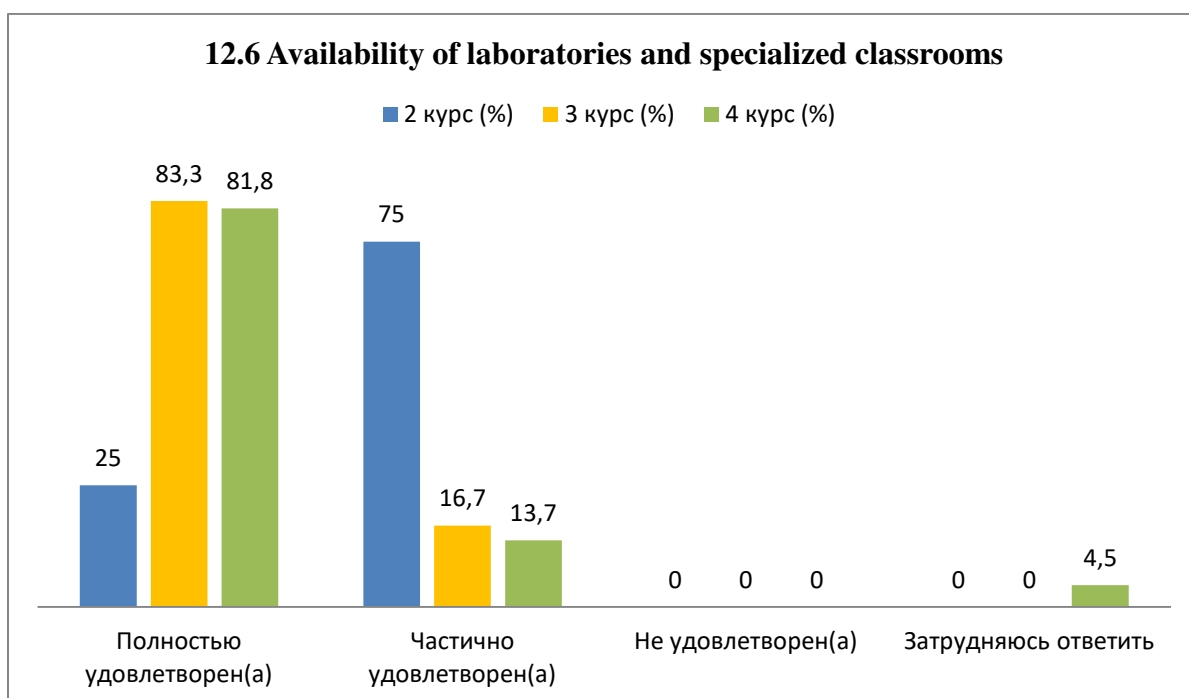
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	66,6	81,8
Partially satisfied	50	16,7	18,2
Not satisfied	-	16,7	-
Difficult to answer	-	-	-



12.6 Availability of laboratories and specialized classrooms

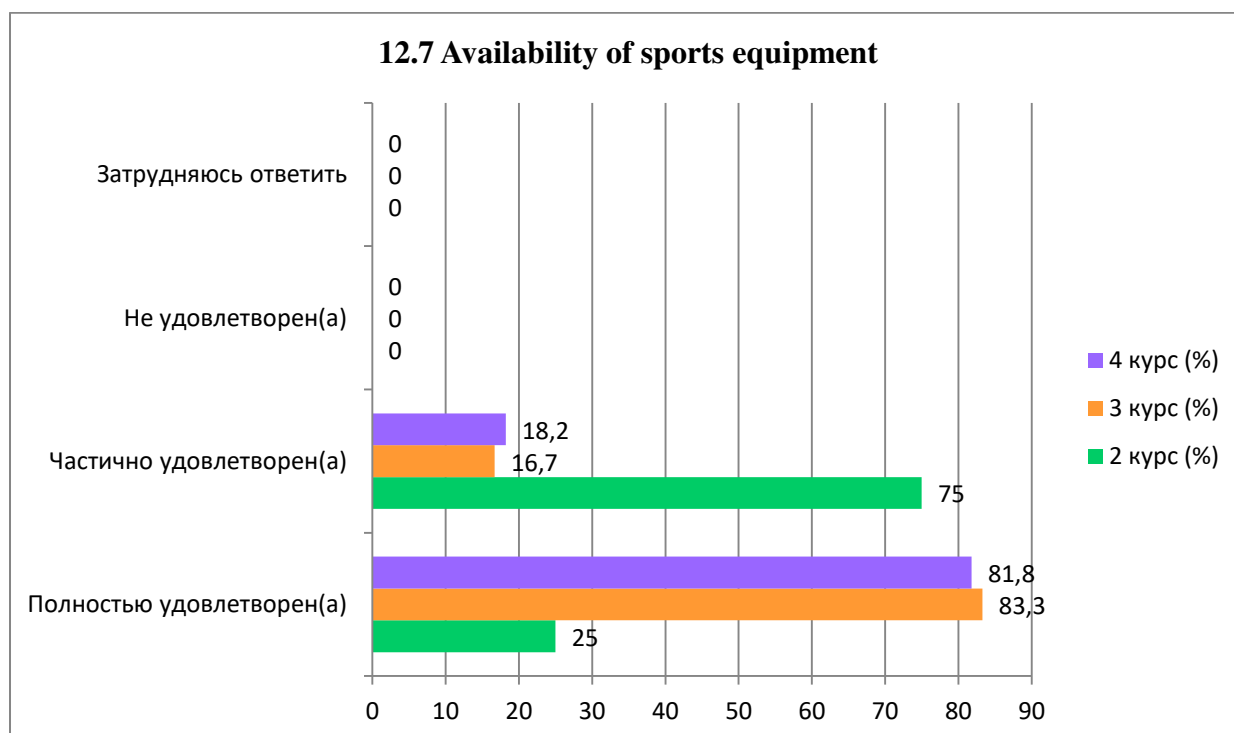
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	25	83,3	81,8
Partially satisfied	75	16,7	13,7
Not satisfied	-	-	-

Difficult to answer	-	-	4,5
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12.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	25	83,3	81,8
Partially satisfied	75	16,7	18,2
Not satisfied	-	-	-
Difficult to answer	-	-	-



For the option “**Other**” the 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.

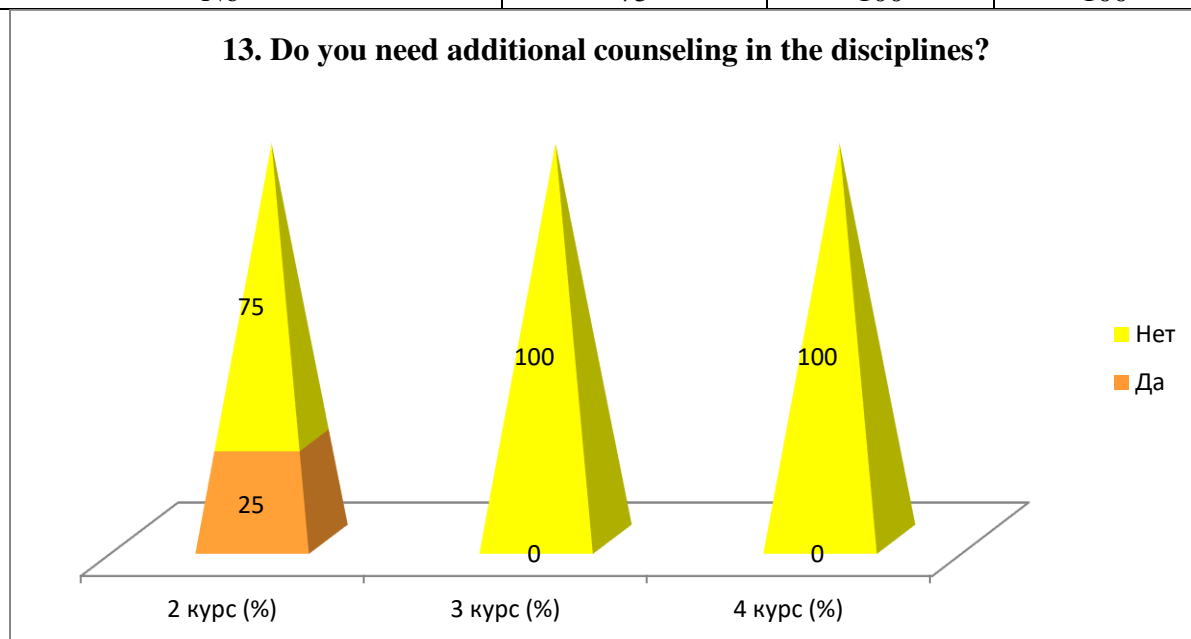
2nd year	3rd year	4th year
-	-	-

For the option “If you answered “Rather not benevolent than benevolent” and “Negative” to the previous question, give recommendations for improvement,” students indicated the following options*:

2nd year	3rd year	4th year
-	- In some classrooms, even teachers cannot reproduce some material on computers due to the lack of internet. It would be good to have a connection to all classrooms.	-

13. Необходима ли Вам дополнительная консультация по дисциплинам?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	25	-	-
No	75	100	100



For the option “If you answered “Yes” to the previous question, then write down the discipline in which you need additional counseling” the students indicated the following options*:

2nd year	3rd year	4th year
-	-	-

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	75	83,3	81,8

* 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.

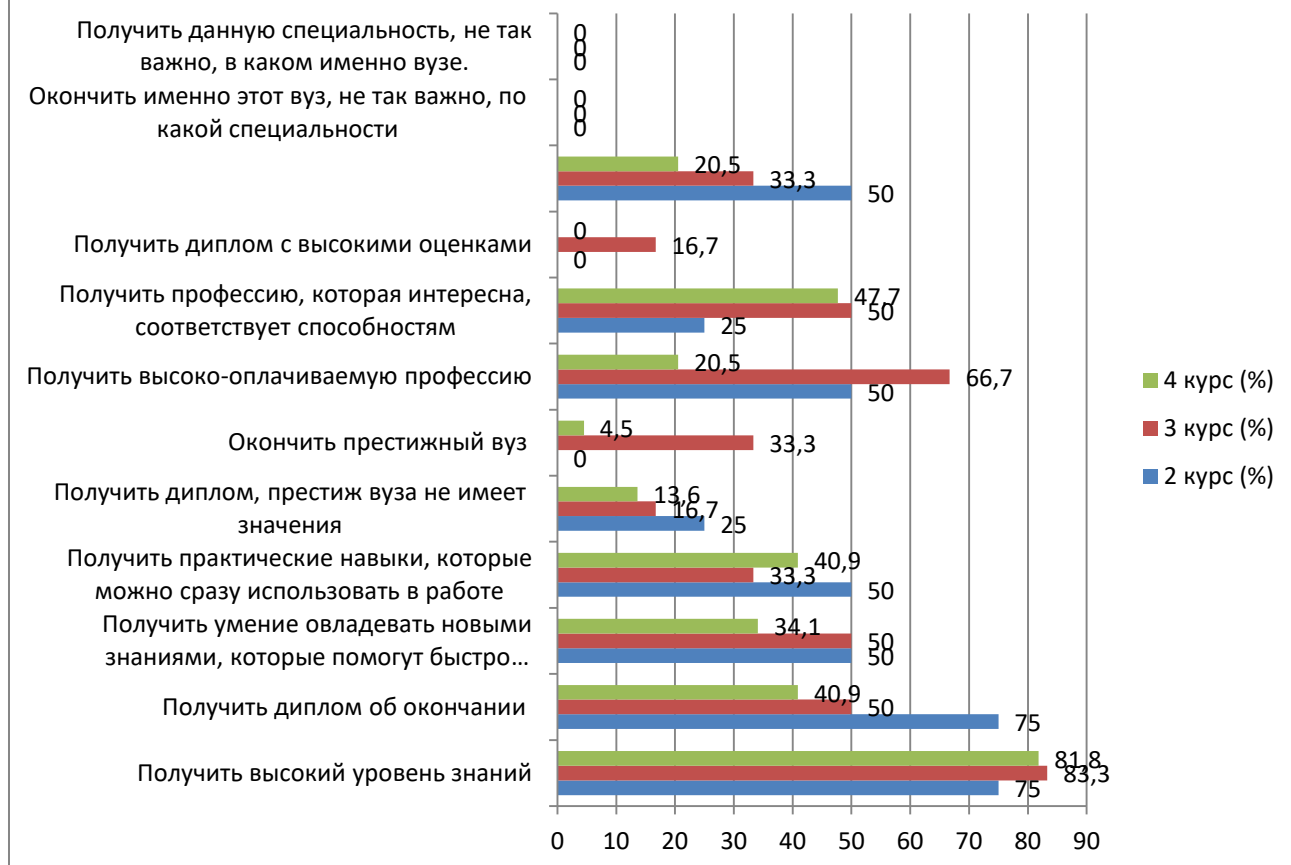
Receive a diploma of completion	75	50	40,9
Gain the ability to acquire new knowledge that will help you quickly adapt in the workplace	50	50	34,1
Gain practical skills that you can immediately use at work	50	33,3	40,9
Get a diploma, the prestige of the university does not matter	25	16,7	13,6
Graduate from a prestigious university	-	33,3	4,5
Get a highly paid profession	50	66,7	20,5
Get a profession that is interesting and matches your abilities	25	50	47,7
Get a diploma with high grades	-	16,7	-
You need to learn only what is interesting or will be needed in further study (work)	50	33,3	20,5
It's not so important to graduate from this particular university, in what specialty	-	-	-
To get this specialty, it is not so important in which university.	-	-	-

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

* 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.

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)



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

2nd year	3rd year	4th year
<ul style="list-style-type: none"> - Not what kind; - I think these questions are enough. 	<ul style="list-style-type: none"> - None; - “Do you have the necessary information about clubs and sections?” “Are you satisfied with student life?” “How do you think it is possible to improve the student activity of the University?”; - None at all. 	<ul style="list-style-type: none"> - No, it's not; - Everything seems to be there; - These questions are enough; - No need to add; - The questionnaire is presented in a fairly full-size format; - Sections; - Add nothing.

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

The majority of students report their full satisfaction with the quality of services provided, based on which it can be stated that according to these indicators, the quality of services provided at the University met the expectations of students and thus fulfilled its purpose.

To the question “**What is your attitude to the quality of the organization of the educational process?**” the majority of students answered that there are no special complaints: 2nd year - 50%, 3rd year - 100%, 4th year - 95.5%. The obtained data indicate an improvement in the quality of the organization of the educational process and educational services of the university.

Nevertheless, there is a small part of the respondents who noted such answer options as "Inconsistency of the subject importance with the number of hours" (4th year - 4.5%), "Overload of classroom classes" (2nd year - 25%), "Dissatisfaction with the quality of classes" (2nd year - 25%).

To the question: **"What indicators, as a rule, are taken into account by teachers when making the final grade?"** 50.3% of students indicated the option "activity in classes (seminars), answers to the teacher's questions, solving problems, etc.", in second place - 39.9% "results of practice, laboratory and other practical works" and in third place 7.6% "attendance".

Relationships "between students", "between teachers and students (in the educational 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 respondents, mainly as "benevolent" and "rather benevolent than unfriendly" respectively, which fully corresponds to a high level of satisfaction with the moral and psychological climate in the student environment.

On the question **"What student problems are of particular concern to you now?"** the students put "Employment in the specialty" in the first place - 53.3%. Then – "Quality of food and prices in the student canteen" - 48.7%. The third position is "Quality of the organization of the educational process" - 32.3%.

On the question **"Do you need additional counseling in disciplines?"** 5.6% of respondents answered that they need additional counseling. However, they did not specify what kind of additional counseling on disciplines is needed.

Recommendations:

1. Head of the department to familiarize the staff and students with the results of the questionnaire, if necessary, to develop an action plan to improve the quality of educational services.

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