

Report
based on the questionnaire results
«Satisfaction of 2nd-5th year students with educational services»
2023 – 2024 academic year

Department: «Communication systems technologies»

Specialty: 6B06201 Radio engineering, electronics and telecommunications

In October 2023, the quality management and accreditation center conducted an annual questionnaire on the satisfaction of 2nd-5th year students with the quality of services provided.

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

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

In specialty 6B06201 «Radio engineering, electronics and telecommunications» 52 respondents took part in the questionnaire.

- 2nd year – 23 students (79.3%);
- 3rd year – 10 students (62.5%);
- 4th year – 19 students (100%).

Form of study

- Budget – 44 students (84.6%);
- Fee-paying – 8 students (15.4%).

The following data were obtained during the questionnaire:

Indicators:

1. Are you satisfied? quality of services provided?

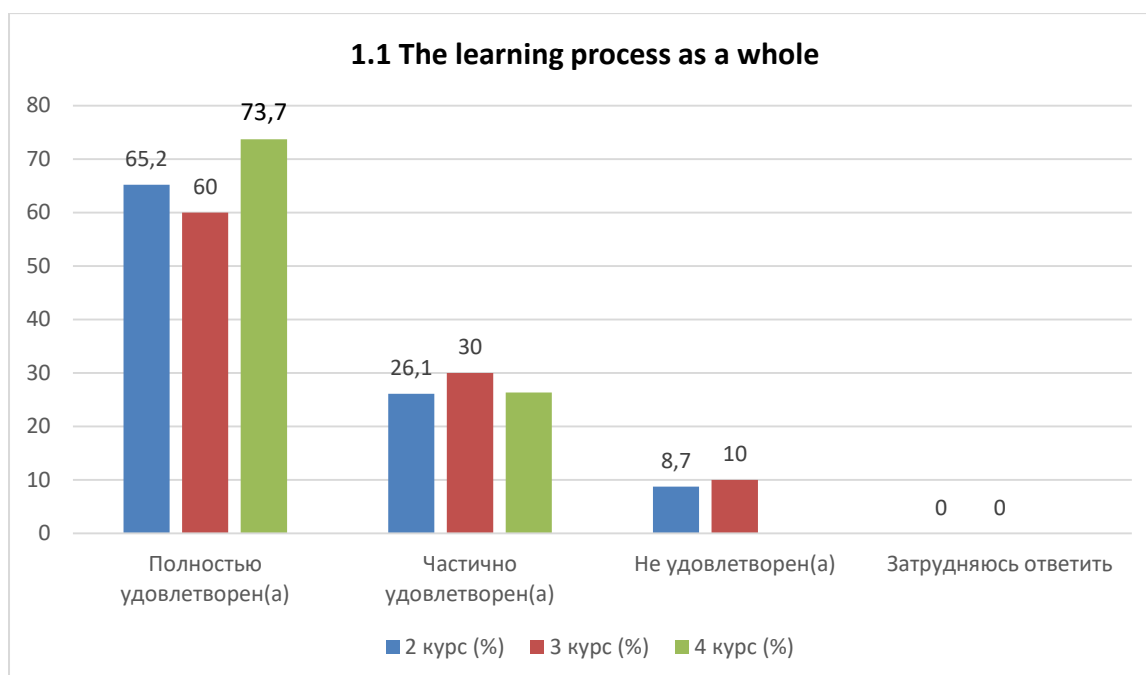
1.1 The learning process as a whole
1.2 Schedule of classes
1.3 Organization of independent work
1.4 Internship
1.5 Organization and implementation of the SIWT
1.6 Organization and implementation of laboratory work
1.7 Satisfaction with the library's work
1.8 Possibility of access to full-text databases of scientific publications
1.9 Living conditions in the hostel
1.10 Quality of medical care
1.11 Organization of catering at the university (prices, range of products, quality of prepared dishes)

Other _____

If you answered «not satisfied» to the previous question, please provide recommendations for improvement provided services _____

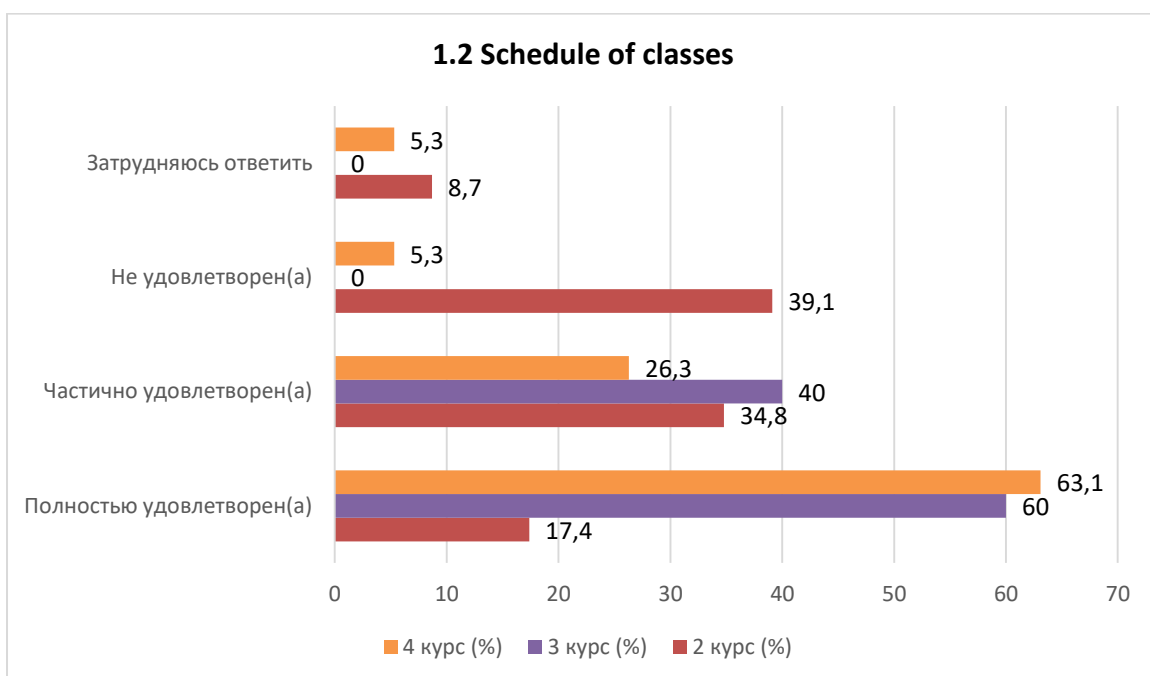
1.1 The learning process as a whole

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	65.2	60	73.7
<i>Partially satisfied</i>	26.1	30	26.3
<i>Not satisfied</i>	8.7	10	-
<i>I find it difficult to answer</i>	-	-	-



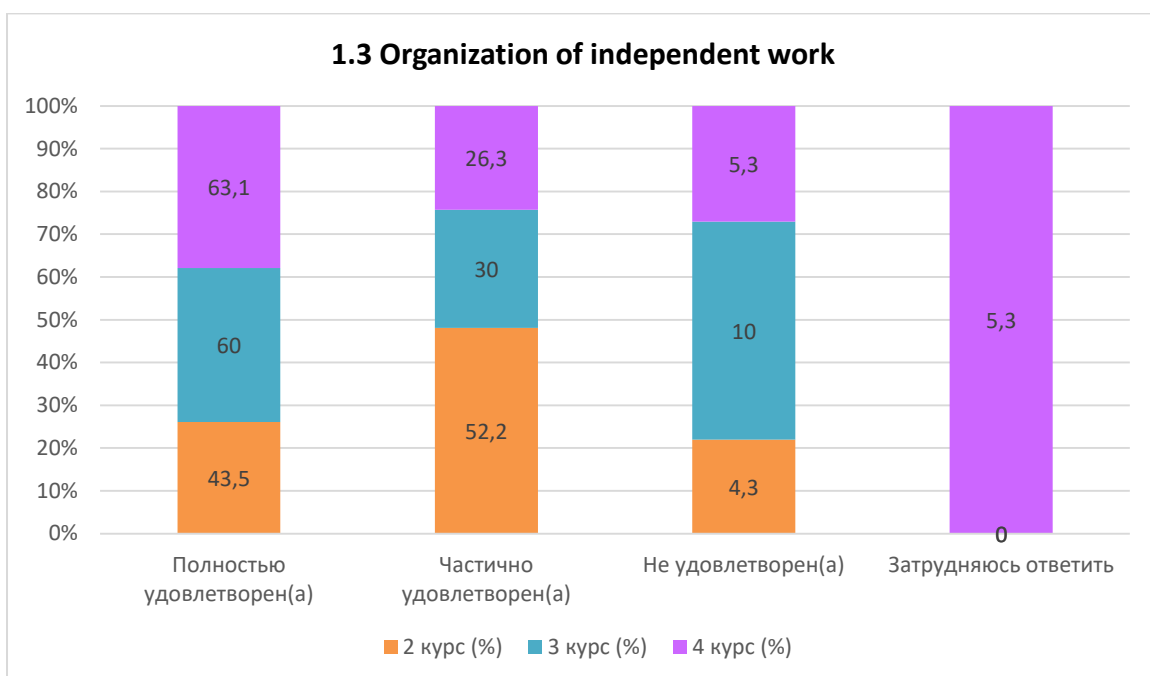
1.2 Schedule of classes

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	17.4	60	63.1
<i>Partially satisfied</i>	34.8	40	26.3
<i>Not satisfied</i>	39.1	-	5.3
<i>I find it difficult to answer</i>	8.7	-	5.3



1.3 Organization of independent work

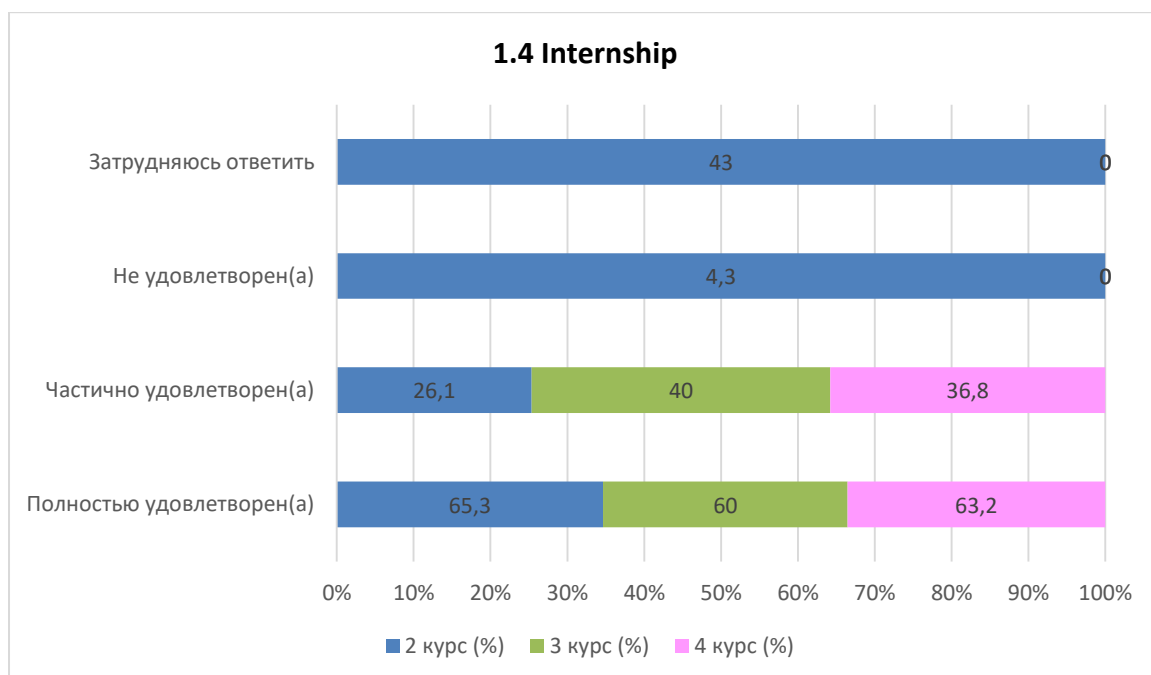
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	43.5	60	63.1
<i>Partially satisfied</i>	52.2	30	26.3
<i>Not satisfied</i>	4.3	10	5.3
<i>I find it difficult to answer</i>	-	-	5.3



1.4 Internship

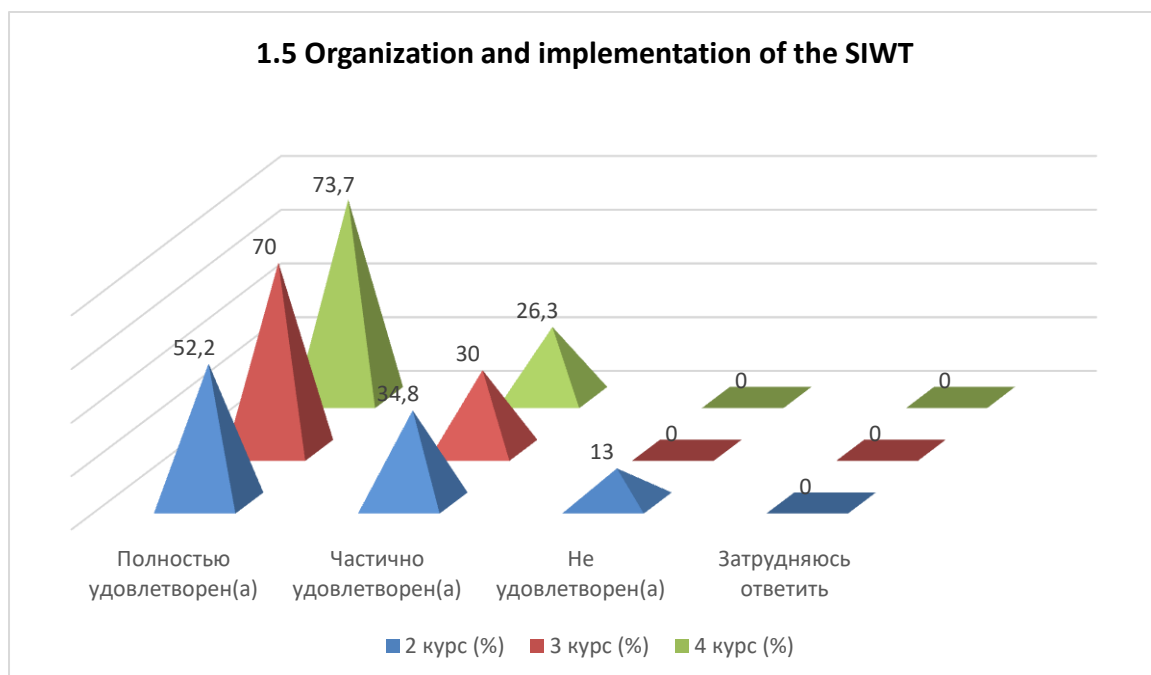
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	65.3	60	63.2
<i>Partially satisfied</i>	26.1	40	36.8
<i>Not satisfied</i>	4.3	-	-

<i>I find it difficult to answer</i>	43	-	-
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1.5 Organization and implementation of the SIWT

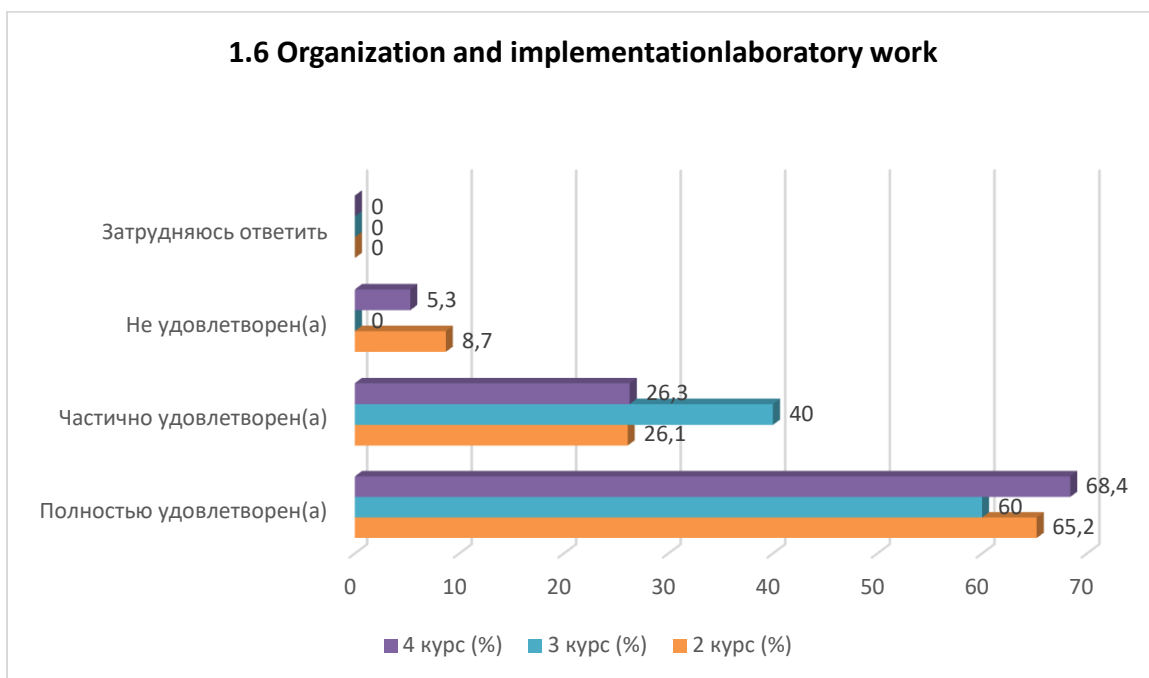
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	52.2	70	73.7
<i>Partially satisfied</i>	34.8	30	26.3
<i>Not satisfied</i>	13	-	-
<i>I find it difficult to answer</i>	-	-	-



1.6 Organization and implementation laboratory work

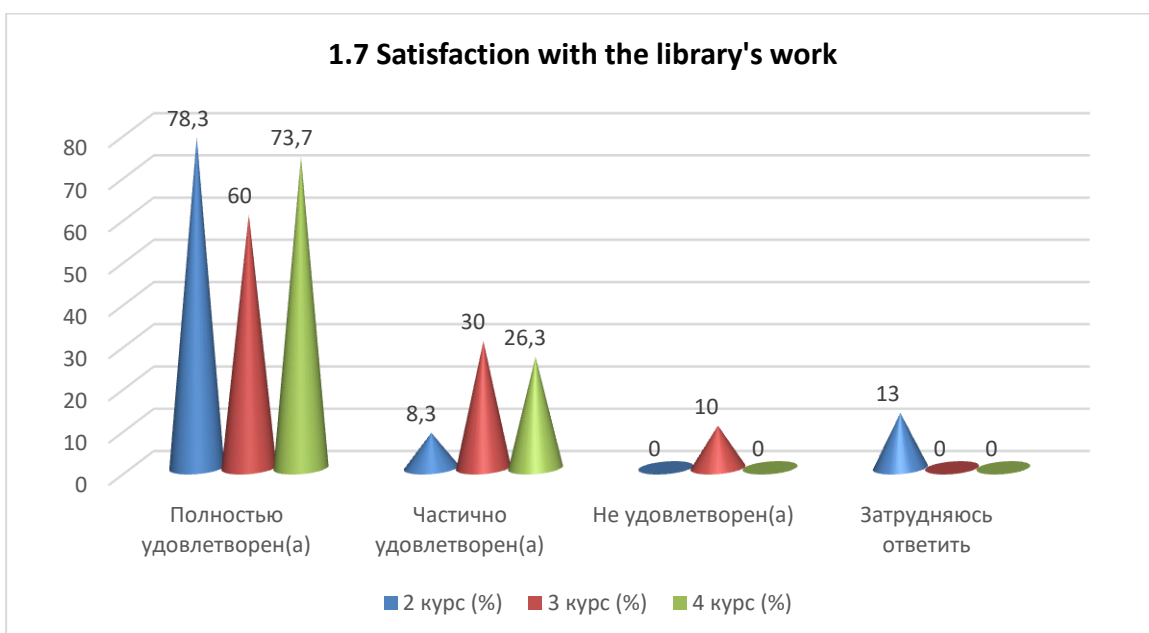
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	65.2	60	68.4

<i>Partially satisfied</i>	26.1	40	26.3
<i>Not satisfied</i>	8.7	-	5.3
<i>I find it difficult to answer</i>	-	-	-



1.7 Satisfaction with the library's work

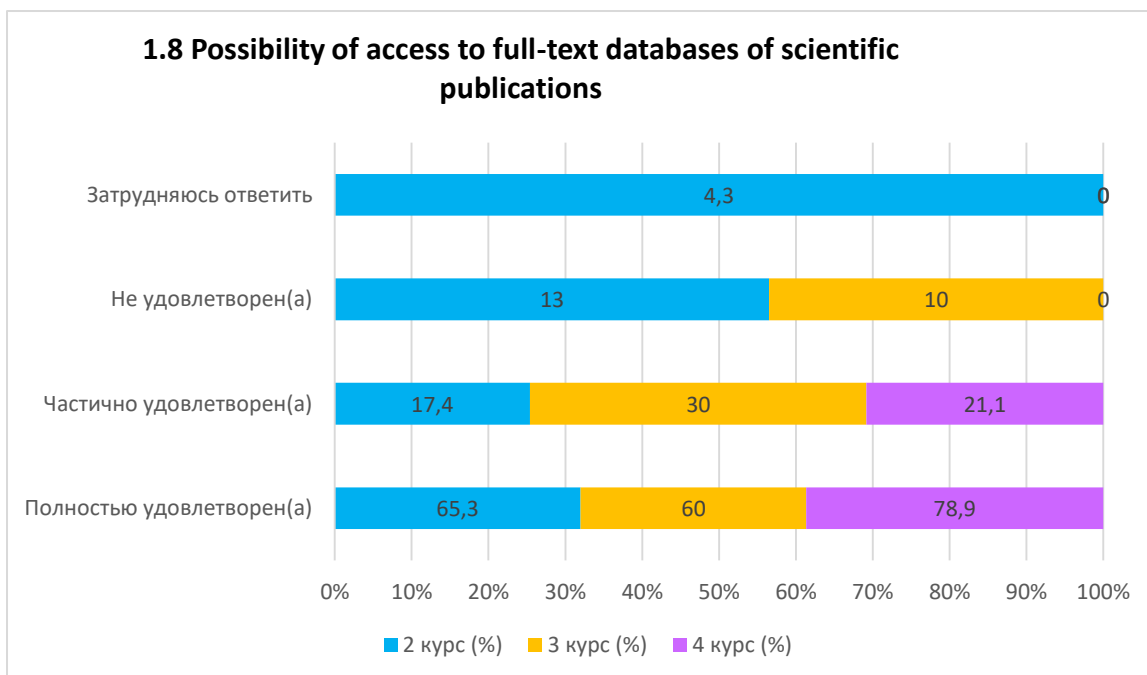
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	78.3	60	73.7
<i>Partially satisfied</i>	8.3	30	26.3
<i>Not satisfied</i>	-	10	-
<i>I find it difficult to answer</i>	13	-	-



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

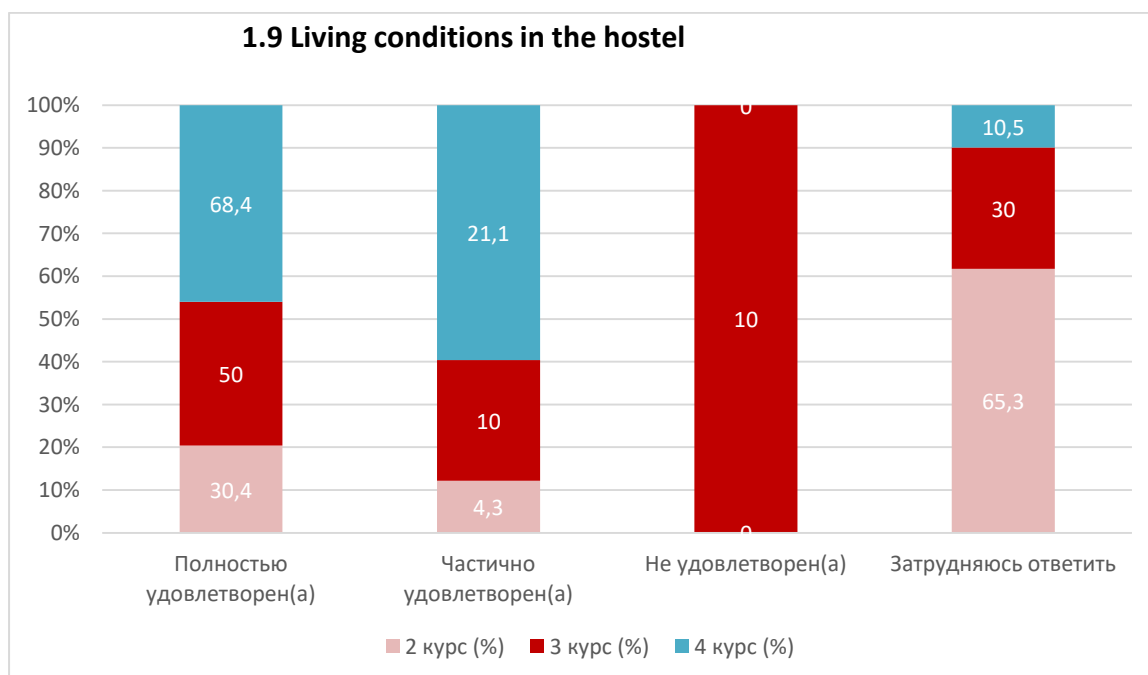
Answer options	2nd year (%)	3rd year (%)	4th year (%)
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<i>Completely satisfied</i>	65.3	60	78.9
<i>Partially satisfied</i>	17.4	30	21.1
<i>Not satisfied</i>	13	10	-
<i>I find it difficult to answer</i>	4.3	-	-



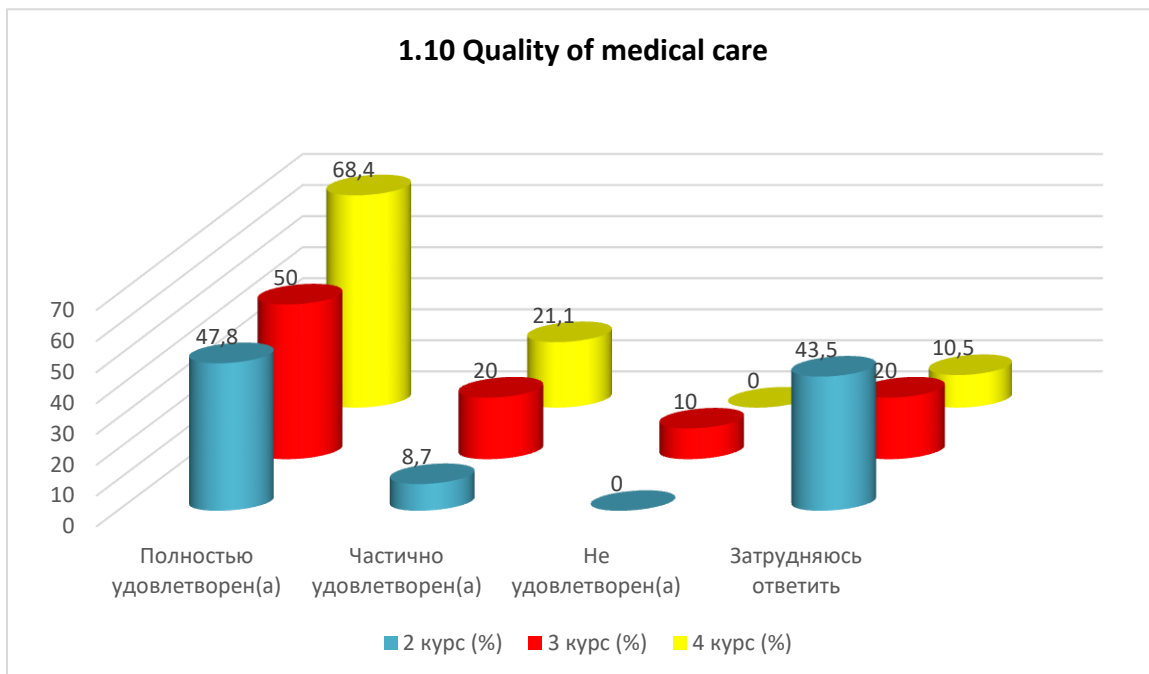
1.9 Living conditions in the hostel

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	30.4	50	68.4
<i>Partially satisfied</i>	4.3	10	21.1
<i>Not satisfied</i>	-	10	-
<i>I find it difficult to answer</i>	65.3	30	10.5



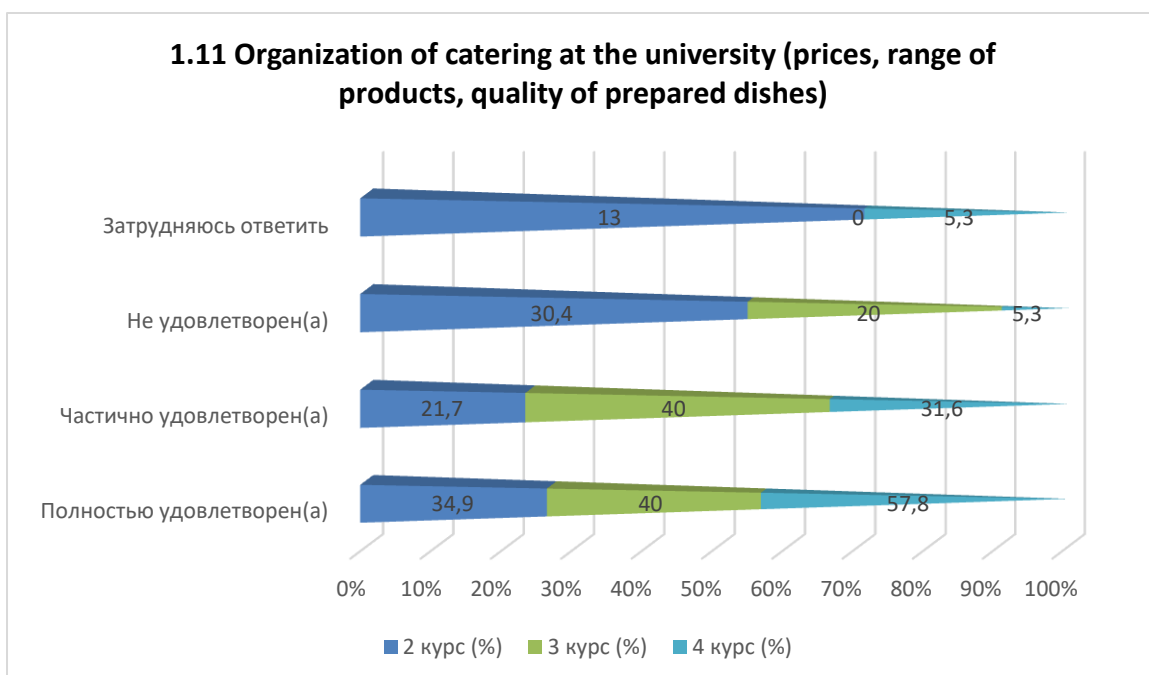
1.10 Quality of medical care

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	47.8	50	68.4
<i>Partially satisfied</i>	8.7	20	21.1
<i>Not satisfied</i>	-	10	-
<i>I find it difficult to answer</i>	43.5	20	10.5



1.11 Organization of catering at the university (prices, range of products, quality of prepared dishes)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	34.9	40	57.8
<i>Partially satisfied</i>	21.7	40	31.6
<i>Not satisfied</i>	30.4	20	5.3
<i>I find it difficult to answer</i>	13	-	5.3



For the «Other» option, students indicated the following options* :

- There are no options.
- The dining room prices are expensive and not tasty(
- Satisfied
- There is no soap in the toilets.
- There is no soap
- Other
- Everything is fine.

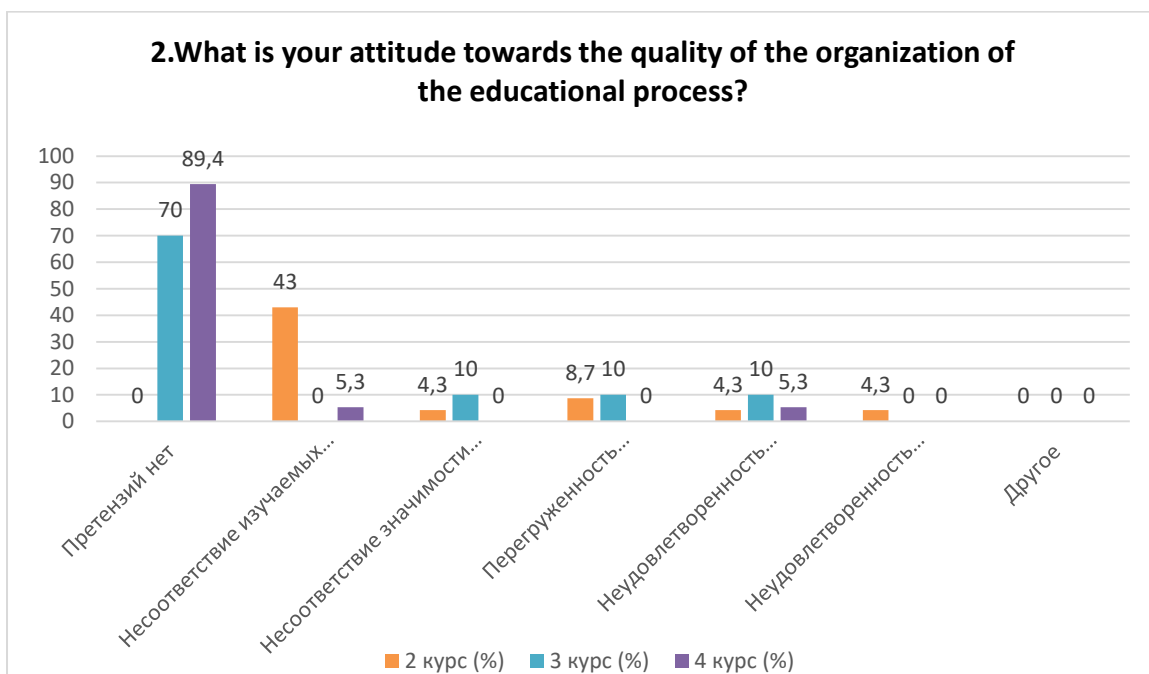
For the option «**If you answered «not satisfied» to the previous question, please provide recommendations for improvement provided services»** students indicated the following options* :

- I want it to end early.
- Lower the food scenes a bit
- Reduce the price for students
- Don't put physical education as the first class
- First period of physical education
- put soap in the toilets
- Physical education first class.

2.What is your attitude towards the quality of the organization of the educational process?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>No complaints</i>	73,73,99	70	89.4
<i>Mismatch between the studied disciplines and the received specialty</i>	43	-	5.3
<i>Mismatch between the importance of the subject and the number of hours</i>	4.3	10	-
<i>Overload of classroom activities</i>	8.7	10	-
<i>Dissatisfaction with the quality of classes</i>	4.3	10	5.3
<i>Dissatisfaction with the organization of tests and exams</i>	4.3	-	-
<i>Other</i>	-	-	-

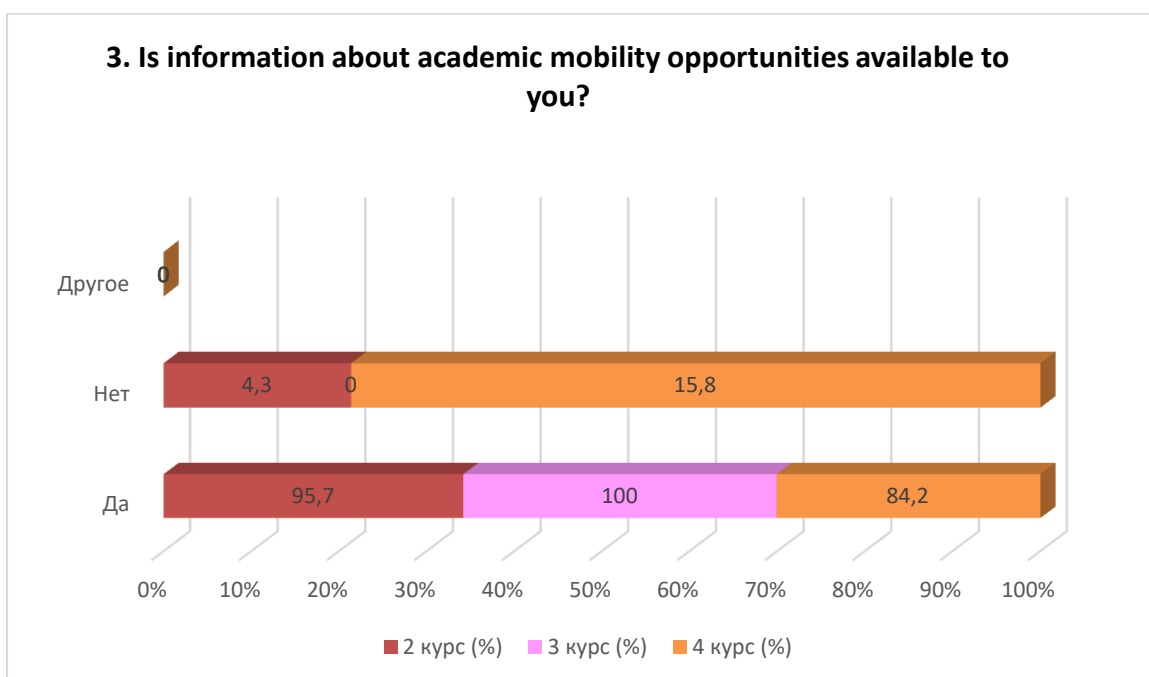
*The students' answers to the option "other" and "if you answered "not satisfied..." to the previous question are presented in the original. The author's spelling and punctuation have been preserved.



For the option «If you answered «to the previous question not satisfied», please provide recommendations for improvement» students indicated the following options* :
 - Remove unnecessary items.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Yes</i>	95.7	100	84.2
<i>No</i>	4.3	-	15.8
<i>Other</i>	-	-	-



*The 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 «No» to the previous question, write why» students indicated the following options*:

- They didn't inform me.
- Don't know
- No.

4. What do you think the relationship is like:

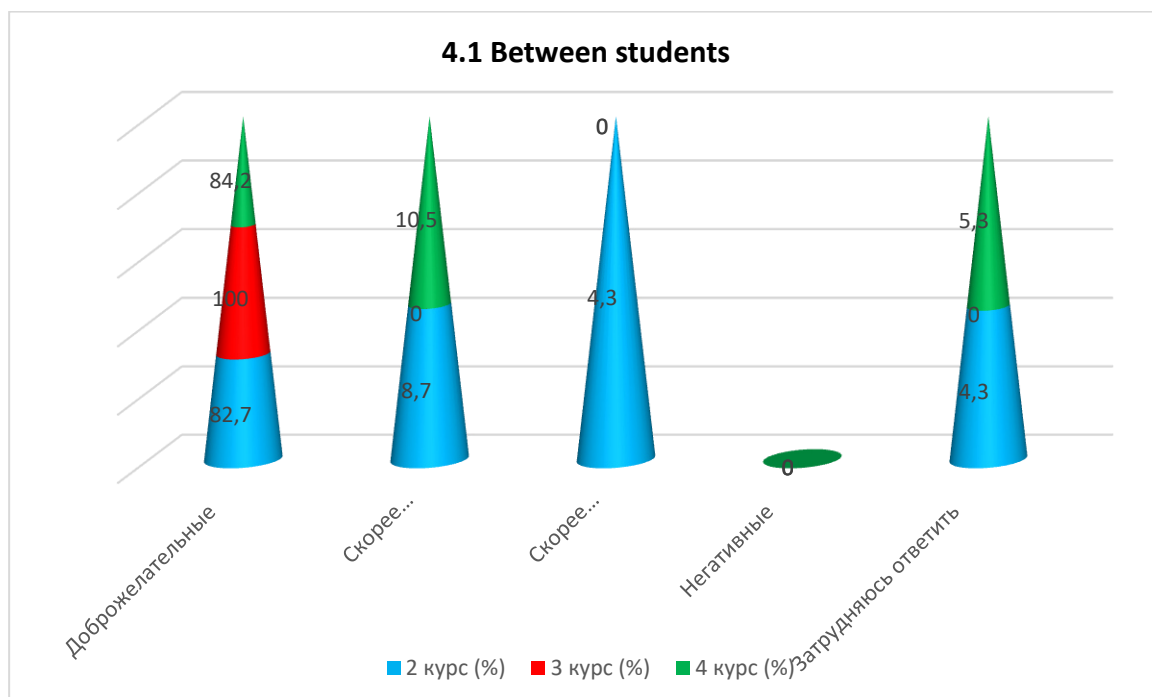
4.1 Between students
4.2 Between teachers and students (in the educational process)
4.3 Between the student and the supervisor
4.4 Between students and administration
4.5 Between students and department staff (library, student department, etc.)
4.6 Between students and security service

Other _____

If you answered «Rather unfriendly than friendly» and «Negative» to the previous question, please provide recommendations for improvement. _____

4.1 Between students

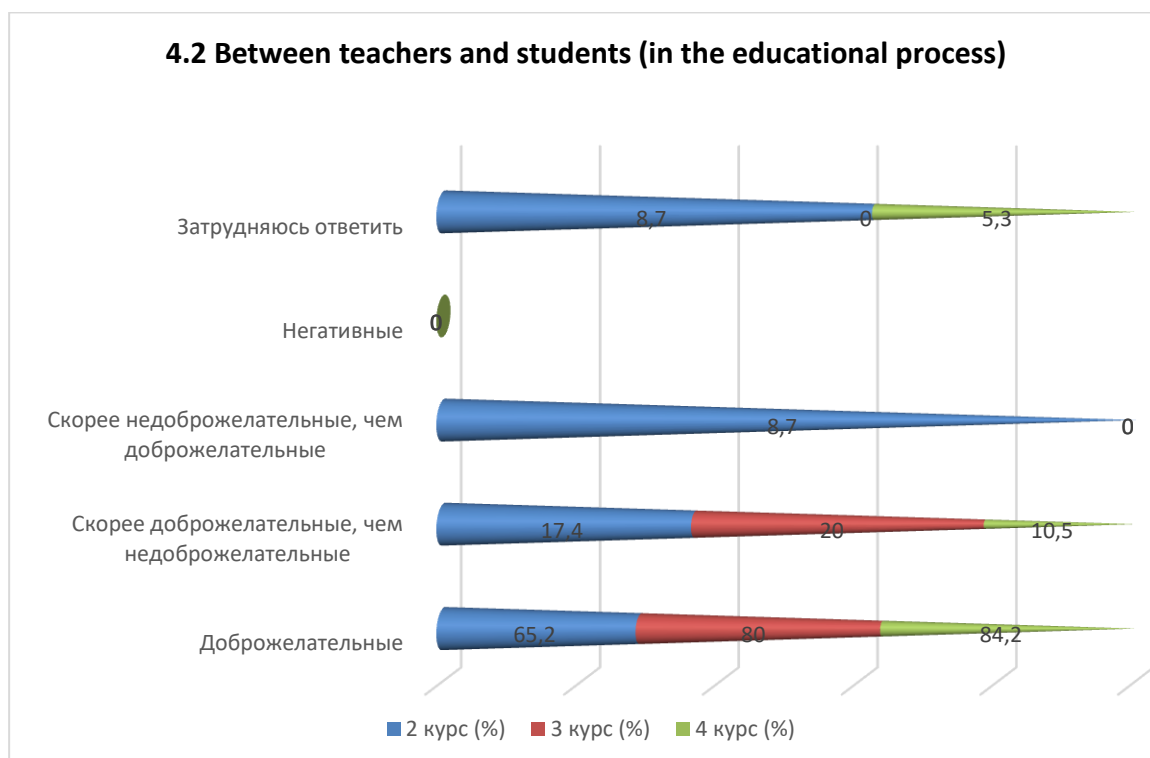
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	82.7	100	84.2
<i>More benevolent than malevolent</i>	8.7	-	10.5
<i>More malevolent than benevolent</i>	4.3	-	-
<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	4.3	-	5.3



*The 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.

4.2 Between teachers and students (in the educational process)

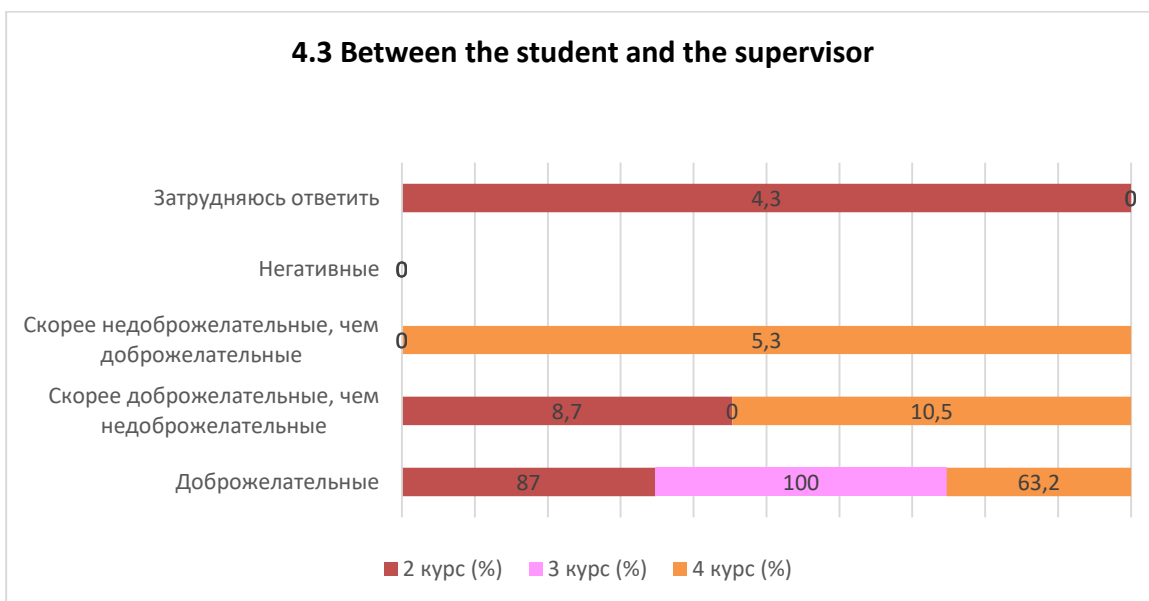
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	65.2	80	84.2
<i>More benevolent than malevolent</i>	17.4	20	10.5
<i>More malevolent than benevolent</i>	8.7	-	-
<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	8.7	-	5.3



4.3 Between the student and the supervisor

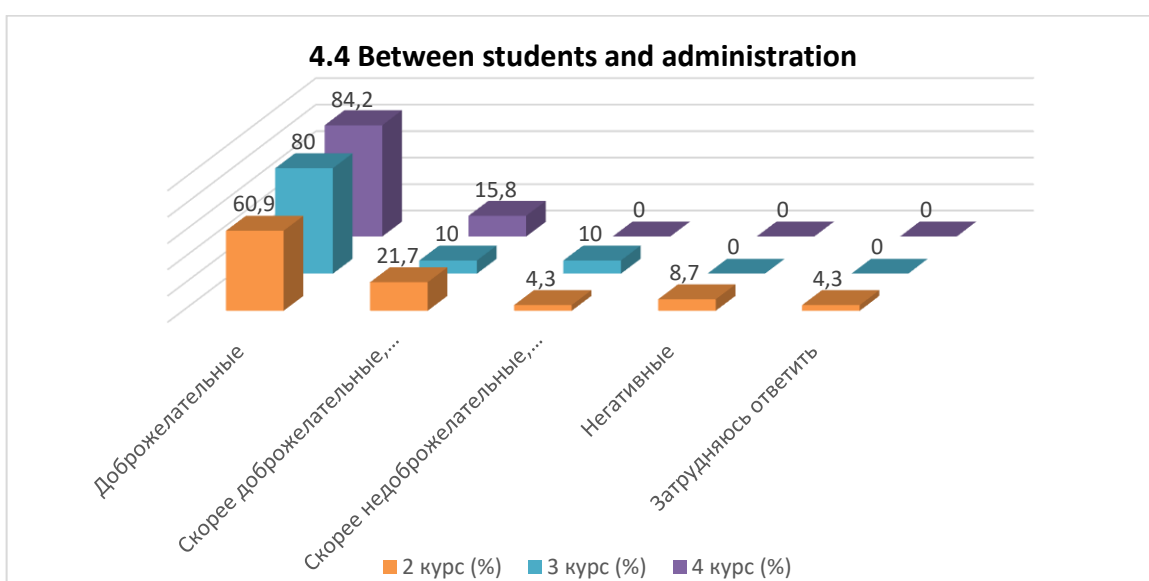
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	87	100	63.2
<i>More benevolent than malevolent</i>	8.7	-	10.5
<i>More malevolent than benevolent</i>	-	-	5.3
<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	4.3	-	-

4.3 Between the student and the supervisor



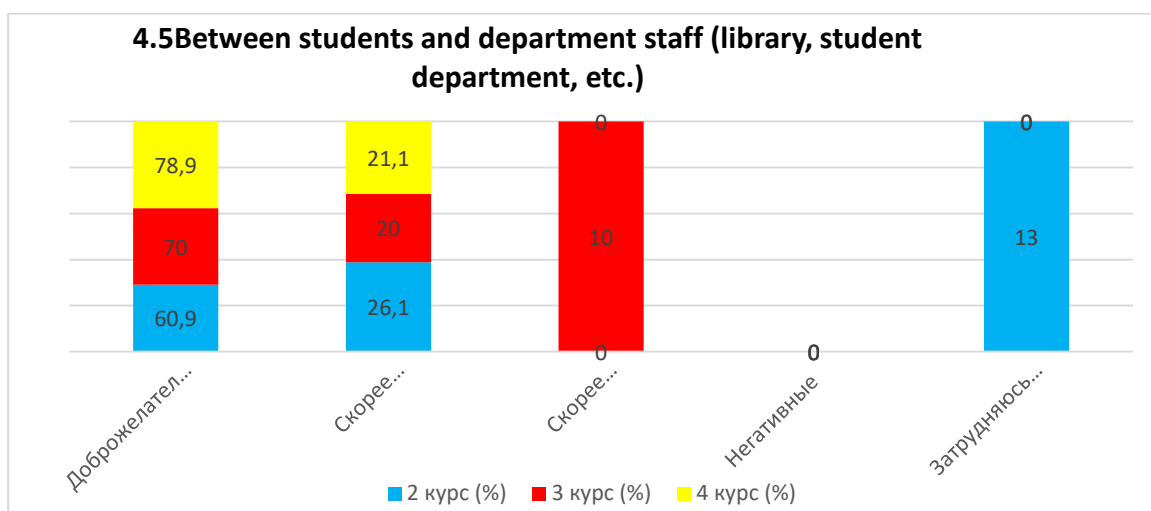
4.4 Between students and administration

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	60.9	80	84.2
<i>More benevolent than malevolent</i>	21.7	10	15.8
<i>More malevolent than benevolent</i>	4.3	10	-
<i>Negative</i>	8.7	-	-
<i>I find it difficult to answer</i>	4.3	-	-



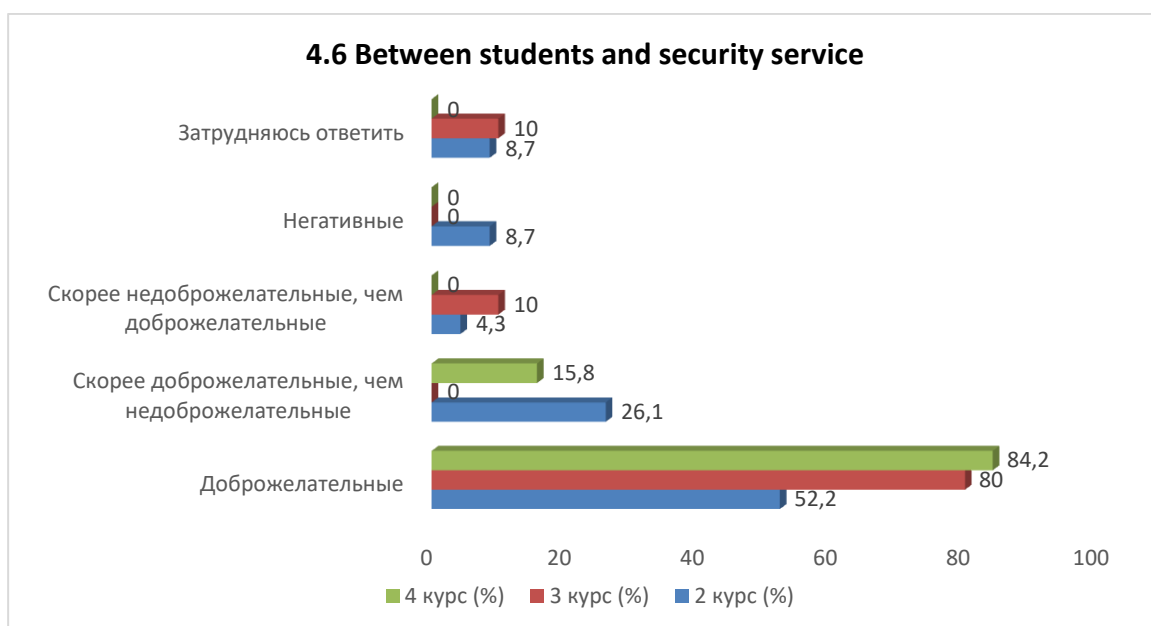
4.5 Between students and department staff (library, student department, etc.)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	60.9	70	78.9
<i>More benevolent than malevolent</i>	26.1	20	21.1
<i>More malevolent than benevolent</i>	-	10	-
<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	13	-	-



4.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	52.2	80	84.2
<i>More benevolent than malevolent</i>	26.1	-	15.8
<i>More malevolent than benevolent</i>	4.3	10	-
<i>Negative</i>	8.7	-	-
<i>I find it difficult to answer</i>	8.7	10	-

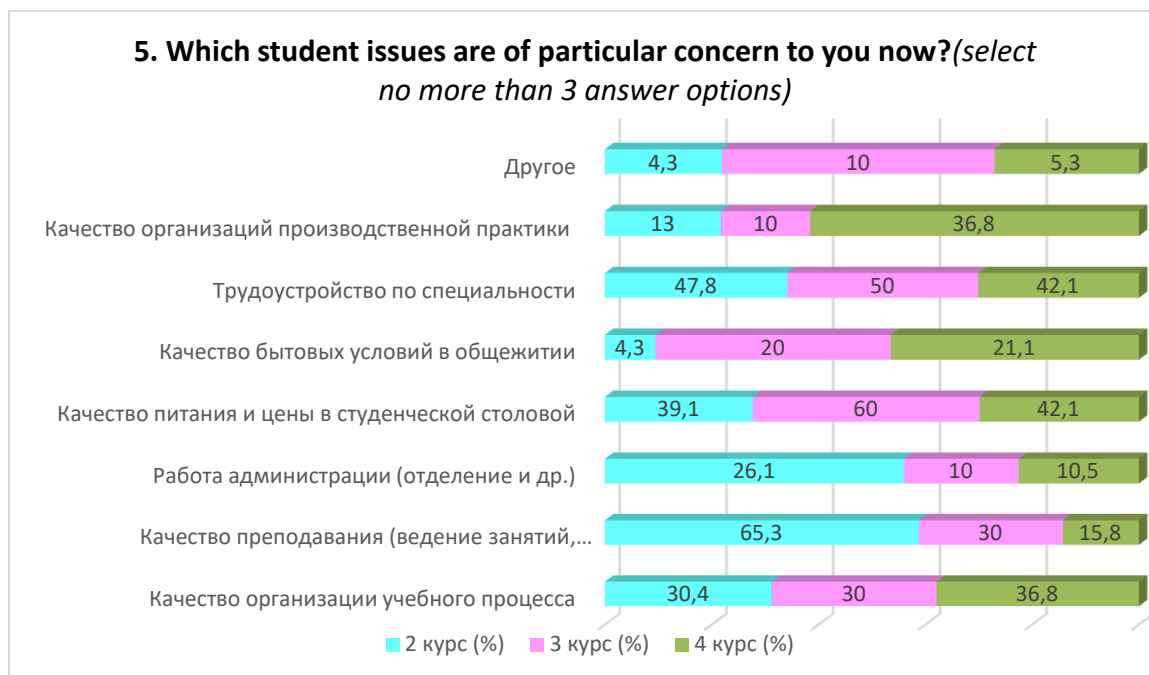


5. Which student issues are of particular concern to you now? (select no more than 3 answer options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Quality of organization of the educational process</i>	30.4	30	36.8
<i>Quality of teaching (class delivery, assessment of knowledge, etc.)</i>	65.3	30	15.8
<i>Administration work (department, etc.)</i>	26.1	10	10.5
<i>Food quality and prices in the student canteen</i>	39.1	60	42.1

<i>Quality of living conditions in the hostel</i>	4.3	20	21.1
<i>Employment in the specialty</i>	47.8	50	42.1
<i>Quality of industrial practice organizations</i>	13	10	36.8
<i>Other</i>	4.3	10	5.3

*The sum in % is not equal to 100, since several answer options were supposed to be selected



For the «Other» option, students indicated the following options*:

- internet speed
- No.

6. Do you participate in the scientific work of the university? If yes, in what forms?(check all that apply)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Did not participate</i>	34.8	20	78.9
<i>Sometimes, when it is necessary for formal reasons</i>	21.7	50	15.8
<i>In scientific projects of laboratories, centers, etc. under a contract, within the framework of a grant, etc.</i>	8.7	10	5.3
<i>In scientific projects of laboratories, clubs, circles, etc. on a gratuitous basis</i>	13	10	-
<i>Attended scientific seminars, clubs and other scientific events</i>	17.4	20	5.3
<i>Presented at a conference (including a student conference), scientific seminar</i>	13.4	20	10.5
<i>Participated in a competition of student scientific papers</i>	21.7	20	10.5

*The 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.

Published the results of his/her research (including in student collections)	8.7	10	10.5
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*The sum in % is not equal to 100, since several answer options were supposed to be selected



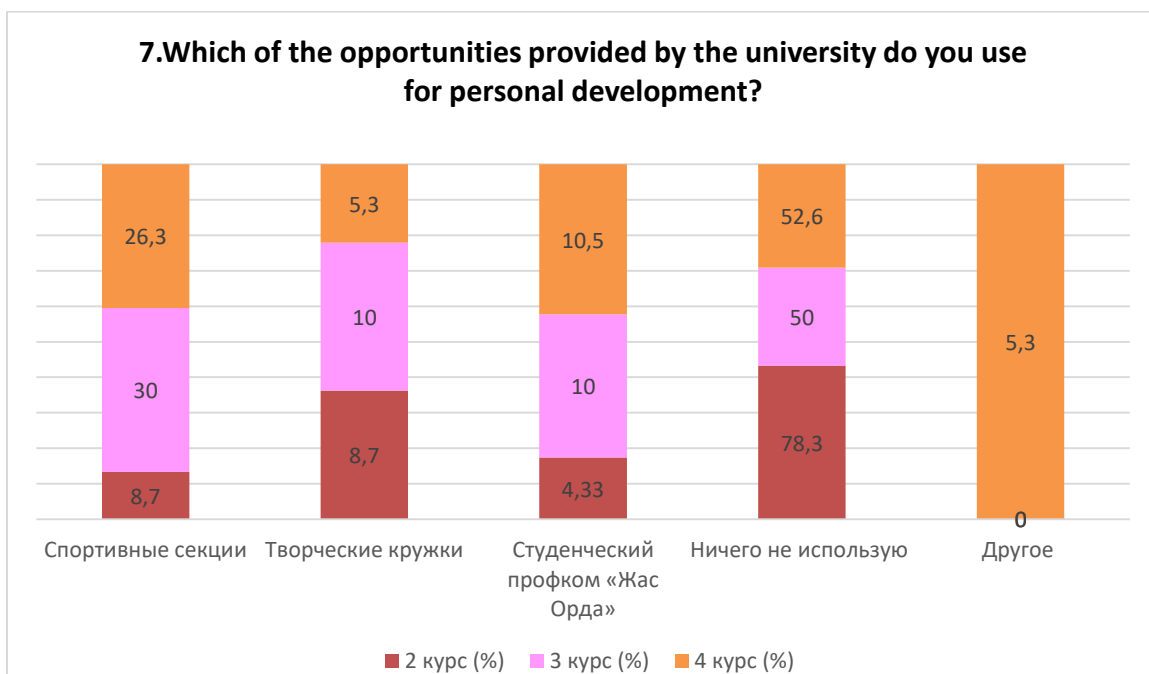
For the option «If you answered «Did not participate» to the previous question, please write why.» students indicated the following options* :

- Not interested.
- Not interested in scientific work in his specialty
- They didn't say anything about it.
- I'm busy.
- I'm not interested.
- I don't have time yet.
- Don't know
- No
- I'm not really drawn to science.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Sports sections</i>	8.7	30	26.3
<i>Creative circles</i>	8.7	10	5.3
<i>Student trade union «zhas Orda»</i>	4.33	10	10.5
<i>I don't use anything</i>	78.3	50	52.6
<i>Other</i>	-	-	5.3

*The 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 «Other» option, students indicated the following options:
 - RK.

For the option «If you answered «I don't use anything» to the previous question, please write why.» Students indicated the following options*:

2nd year	3rd year	4th year
<ul style="list-style-type: none"> - Not interested. - I have other hobbies. - I participate in other organizations - No time. - there are no clubs or sections that interest me - Doesn't suit YA«Zhas Orda» - Not interested. - No time. - Because at the moment I don't have time, I'll probably be able to in my 3rd year. 	<ul style="list-style-type: none"> - There is no time. 	<ul style="list-style-type: none"> - Not interested. - No time for clubs, busy with studies and work - Not interested. - Working - No

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

8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet channel width, its 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

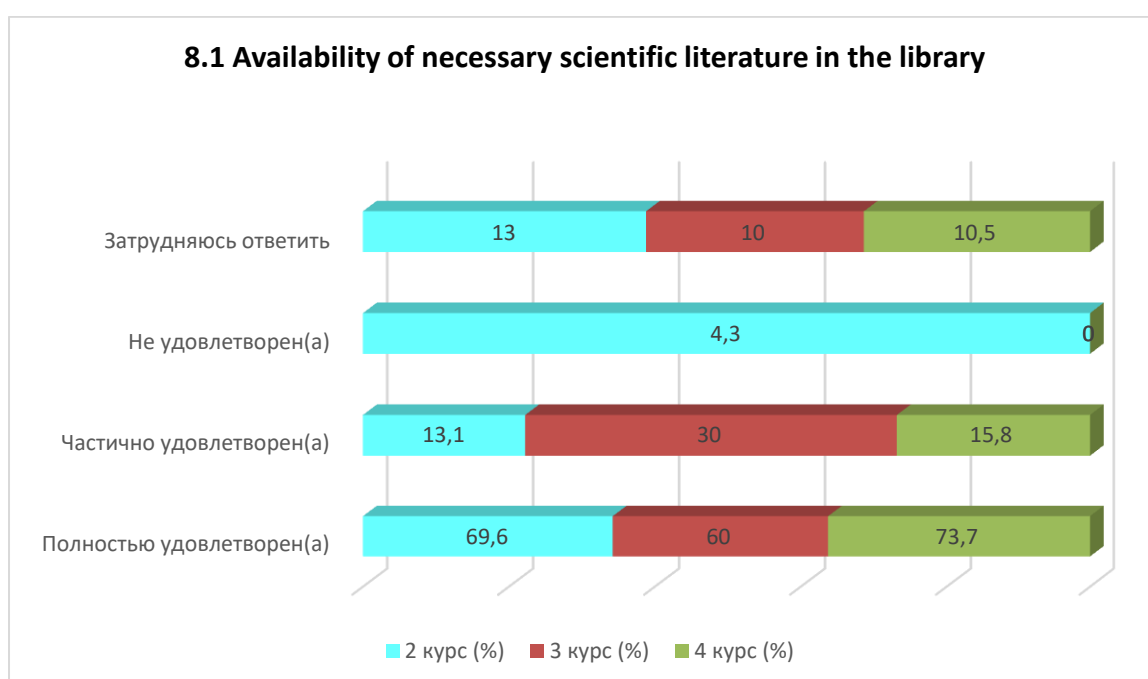
*The students' answers to the option "other" and "if you answered "not satisfied..." to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

Other _____

If you answered «not satisfied» to the previous question, please provide recommendations for improvement provided services _____

8.1 Availability of necessary scientific literature in the library

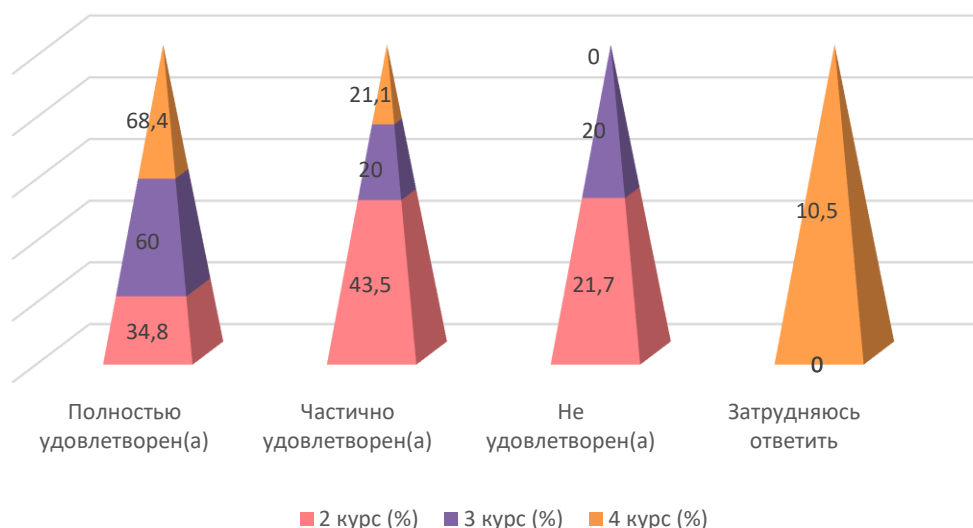
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	69.6	60	73.7
<i>Partially satisfied</i>	13.1	30	15.8
<i>Not satisfied</i>	4.3	-	-
<i>I find it difficult to answer</i>	13	10	10.5



8.2 Modernity of computer equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	34.8	60	68.4
<i>Partially satisfied</i>	43.5	20	21.1
<i>Not satisfied</i>	21.7	20	-
<i>I find it difficult to answer</i>	-	-	10.5

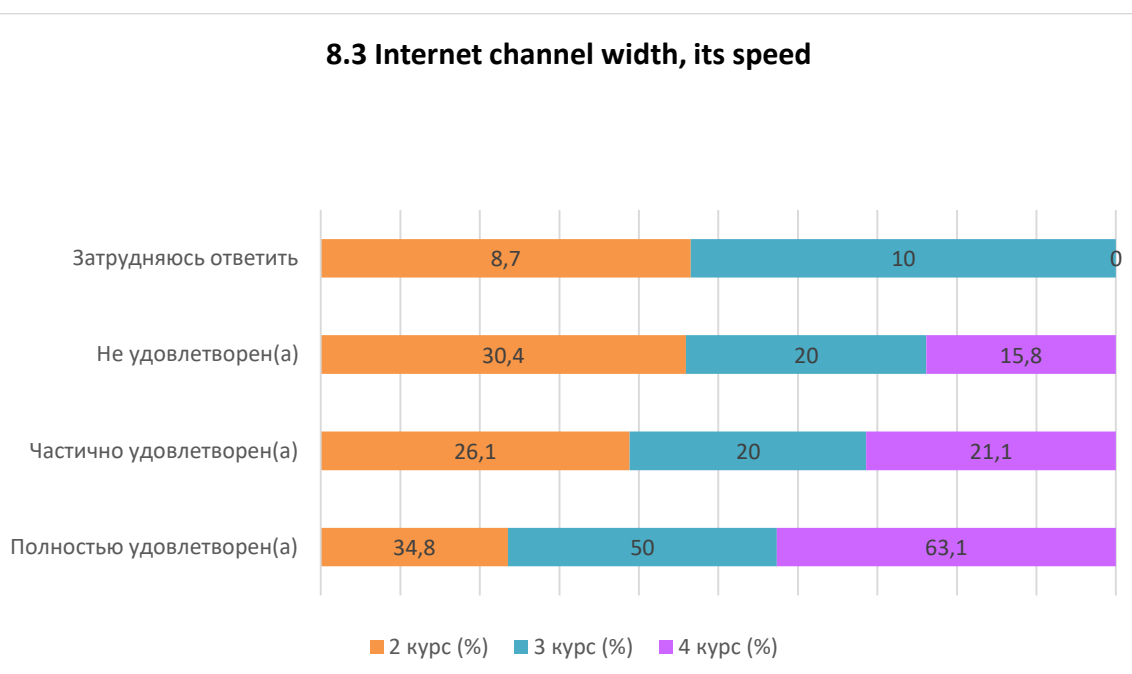
8.2 Modernity of computer equipment



8.3 Internet channel width, its speed

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	34.8	50	63.1
<i>Partially satisfied</i>	26.1	20	21.1
<i>Not satisfied</i>	30.4	20	15.8
<i>I find it difficult to answer</i>	8.7	10	-

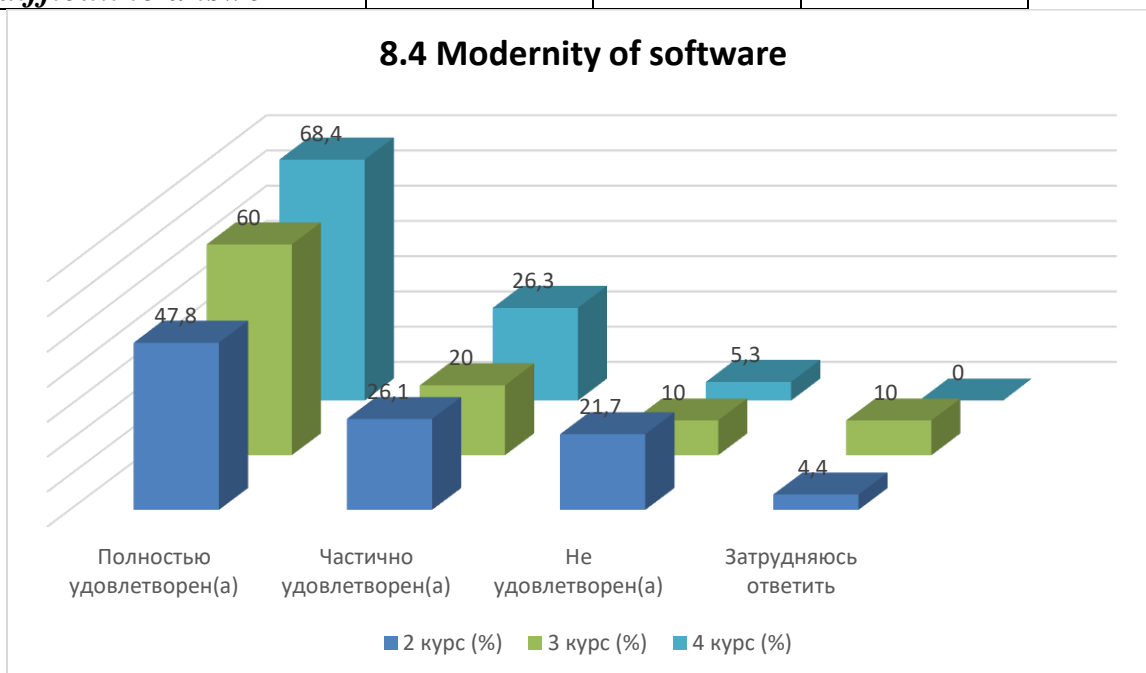
8.3 Internet channel width, its speed



8.4 Modernity of software

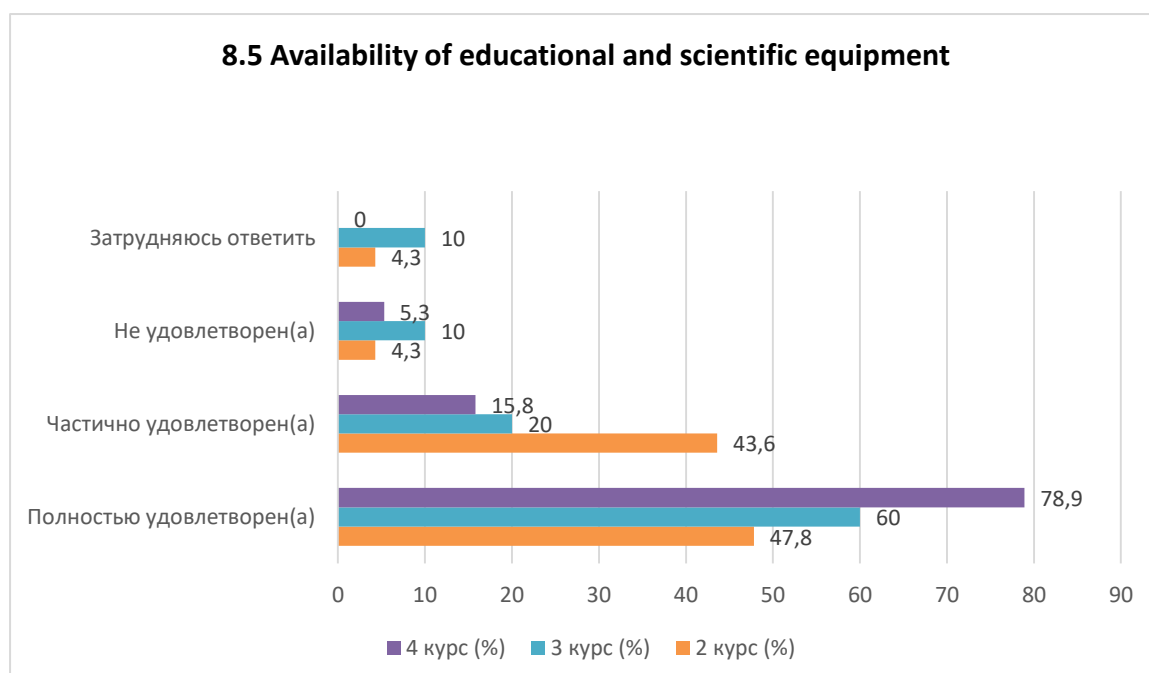
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	47.8	60	68.4
<i>Partially satisfied</i>	26.1	20	26.3

<i>Not satisfied</i>	21.7	10	5.3
<i>I find it difficult to answer</i>	4.4	10	-



8.5 Availability of educational and scientific equipment

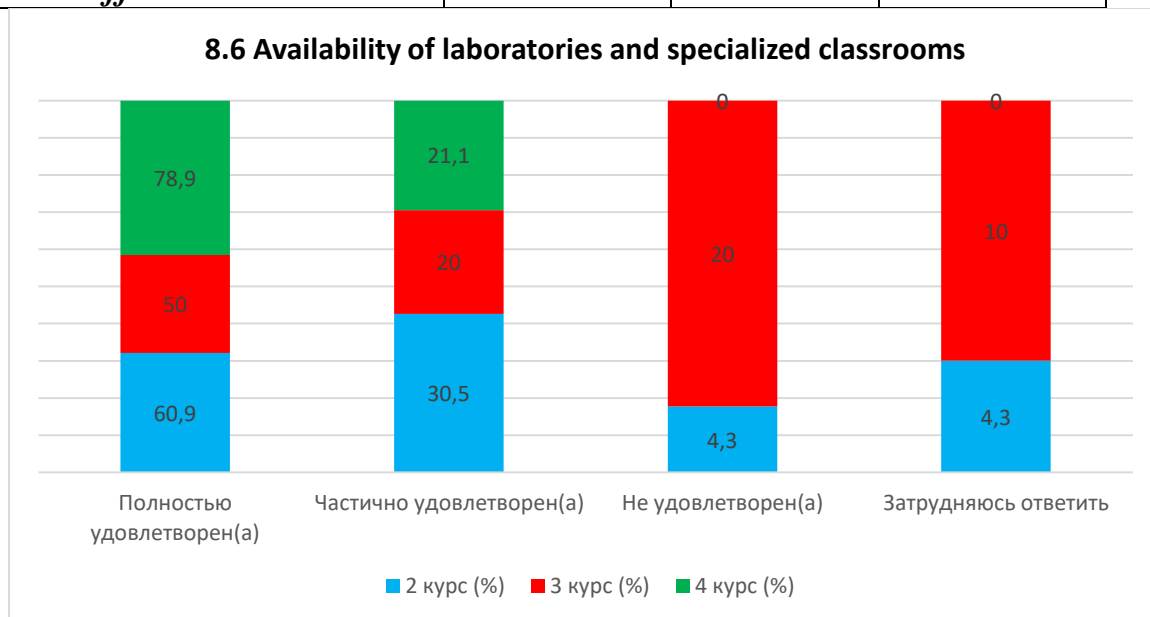
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	47.8	60	78.9
<i>Partially satisfied</i>	43.6	20	15.8
<i>Not satisfied</i>	4.3	10	5.3
<i>I find it difficult to answer</i>	4.3	10	-



8.6 Availability of laboratories and specialized classrooms

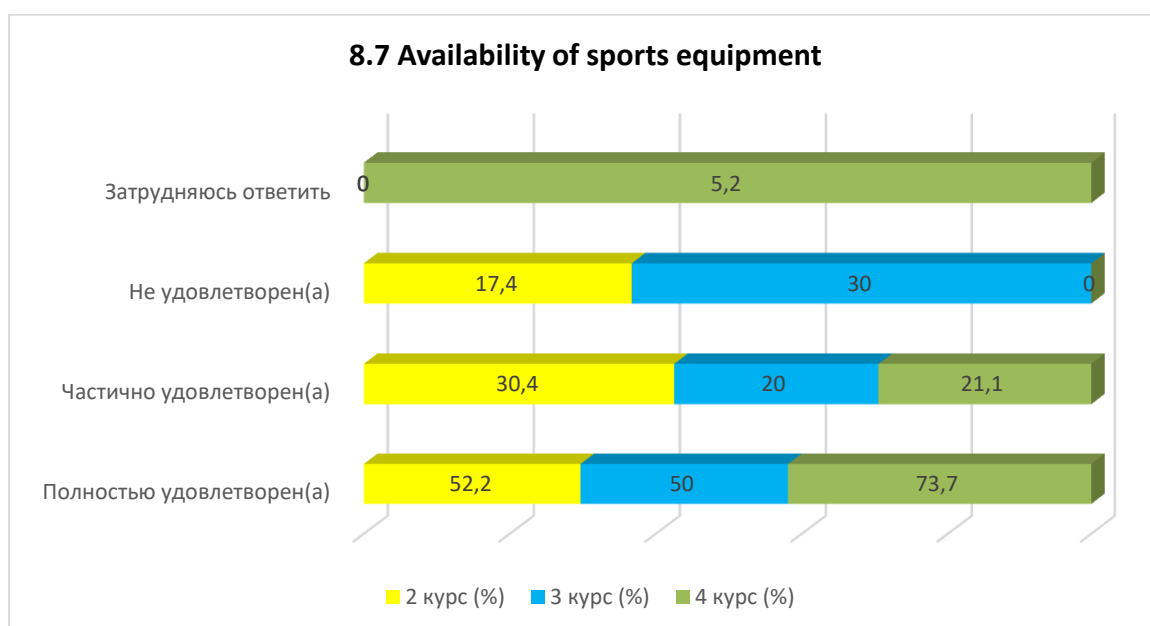
Answer options	2nd year (%)	3rd year (%)	4th year (%)
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<i>Completely satisfied</i>	60.9	50	78.9
<i>Partially satisfied</i>	30.5	20	21.1
<i>Not satisfied</i>	4.3	20	-
<i>I find it difficult to answer</i>	4.3	10	-



8.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	52.2	50	73.7
<i>Partially satisfied</i>	30.4	20	21.1
<i>Not satisfied</i>	17.4	30	-
<i>I find it difficult to answer</i>	-	-	5.2



For the «Other» option, students indicated the following options*:
 - No.

*The 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 «Rather unfriendly than friendly» and «Negative» to the previous question, please provide recommendations for improvement.»Students indicated the following options*:

- Provide internet connection in the buildings.

9. What is most 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 (%)
<i>Obtain a high level of knowledge</i>	65.3	80	63.1
<i>Receive a diploma of completion</i>	69.6	60	57.9
<i>Gain the ability to master new knowledge that will help you quickly adapt to the workplace</i>	30.4	40	36.8
<i>Gain practical skills that you can immediately use in your work</i>	43.5	80	26.3
<i>Get a diploma, the prestige of the university does not matter</i>	4.3	-	15.8
<i>Graduate from a prestigious university</i>	4.3	10	15.8
<i>Get a high-paying profession</i>	39.1	30	26.3
<i>Get a profession that is interesting and matches your abilities</i>	8.7	30	15.8
<i>Get a diploma with high marks</i>	-	20	5.2
<i>You only need to learn what is interesting or will be needed in your future studies (work)</i>	13	-	15.8
<i>Graduate from this particular university, it doesn't matter what specialty</i>	4.3	-	5.2
<i>It doesn't really matter which university you go to to get this specialty.</i>	4.3	-	5.2

**The sum in % is not equal to 100, since several answer options were supposed to be selected*

Please write your suggestions, wishes, and 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's activities.*(The students' answers are presented in the original. The author's spelling and punctuation have been preserved):*

- None
- Don't know
- No questions.
- No
- Are you satisfied with the condition of the offices?

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



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

The results of the questionnaire of students of 2-5 years of educational services showed generally positive satisfaction of students with the quality of the educational process at the university. The majority of students (93.8%) are satisfied with the extent to which the educational process corresponds to their inclinations, interests and capabilities.

The highest values of the indicators satisfaction (rating «excellent quality») criteria:

- quality of internship (97.1%);
 - organization and implementation of the SIWT (95.7%);
 - organization and implementation of laboratory work (95.3%)
 - satisfaction with the library's work (92.2%);
 - organization of independent work (91.7%);
 - the ability to access full-text databases of scientific publications (90.9%);
 - class schedule (80.5%).
- In these cases, the majority of students report their complete or partial satisfaction, based on which it can be stated that, according to these criteria, the educational program at the university met the expectations of students.

Students rated the following criteria as «good quality»: organization of food at the university (75.3%), quality of medical care (72%), living conditions in the dormitory (61.4%).

Such satisfaction rates indicate that the university is successfully fulfilling its main task - providing quality education to students. However, despite these positive results, there is always room for improvement and further development. To improve the curriculum and improve the quality of services provided, students wrote their proposals*: «I want it to end early», «Slightly reduce the scenes on food», «Don't put physical education first», «Put soap in the toilets», «Remove unnecessary items», etc.

A survey of students on the availability of information on academic mobility at the university revealed that 93.3% of respondents have this information. This indicates the successful implementation of the outgoing and incoming academic mobility program aimed at improving the quality of higher education, the effectiveness of scientific research and the establishment of integration links.

The psychological climate at the university is characterized by friendly relations between students, teachers and other university staff, which creates positive motivation for obtaining a quality education and the formation of appropriate civic and personal positions of students.

44.6% of students do not participate in the university's scientific work. Students explain their non-participation in scientific work by various factors, such as lack of motivation and lack of interest in scientific work.

Despite the availability of various opportunities for personal development, such as sports sections, creative clubs and the student trade union «Zhas Orda», more than half of students (60.3%) do not use them. The reasons are limited time or lack of desire to use these opportunities.

To the question «What is most important for you to get as a result of studying at your university?» students put «in first place get a high level of knowledge» – 69.5%. Next – «Receive a diploma of completion» – 62.5%. In third place – «Gain practical skills that you can immediately use in your work» – 49.9%.

*The 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.

Overall, the survey results indicate the need for further improvement of the university's work to improve the quality 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 must familiarize the staff and students with the results of the survey and discuss them during curatorial hours. If necessary, develop an action plan to improve the quality of educational services.

Students can request the survey results via email from the quality management and accreditation center. cqma_kstu@mail.ru.