

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

**Department:** “Technology of Systems and Communication”

**Specialty:** 6B06201 Radio engineering, electronics and telecommunications

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.

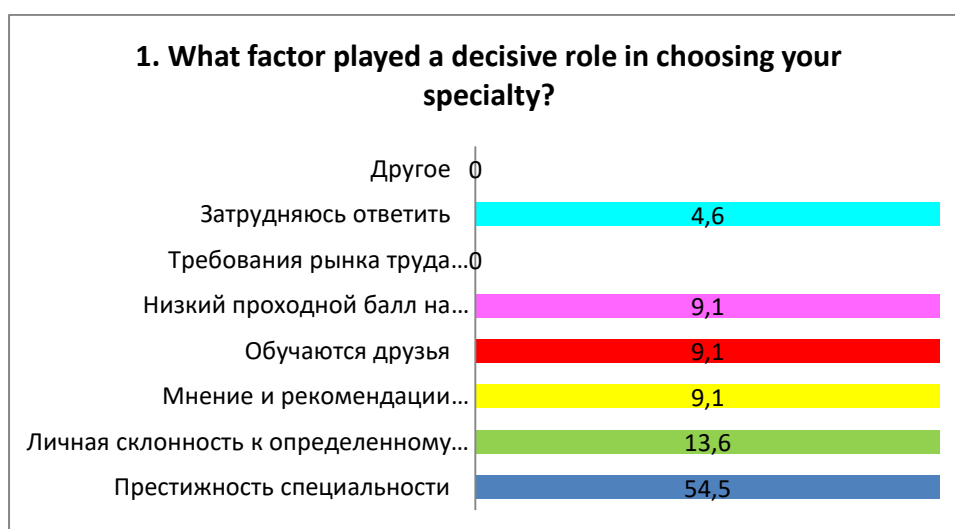
The results of the questionnaire were processed and presented in a summarized form with the guarantee of confidentiality of students' personal opinions.

In the speciality 6B06201 Radio engineering, electronics and telecommunications 22 Radio engineering, electronics and telecommunications 73,3% 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;	54,5
Personal inclination to a certain type of activity, assessment of one's own abilities;	13,6
Opinion and recommendations from parents/relatives;	9,1
Friends are being trained;	9,1
Low passing grade for the major;	9,1
Labor market requirements (employment opportunities);	-
I find it difficult to answer;	4,6
Other	-



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

Criteria	Indicators (%)
Official website of the university;	31,8

Relatives, acquaintances;	27,3
School teachers;	9,1
Advertising booklets;	-
Representatives of the university who came to the school with advertisements;	13,6
Social networks;	9,1
Other	9,1



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

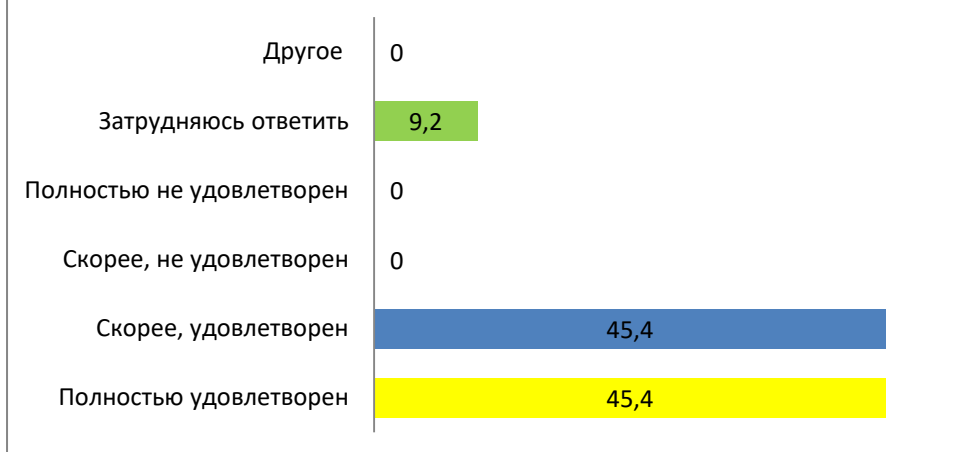
- I googled where the profession is

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

Criteria	Indicators (%)
Completely satisfied;	45,4
Rather, satisfied;	45,4
Rather, not satisfied;	-
I am not completely satisfied;	-
I find it difficult to answer;	9,2
Other	-

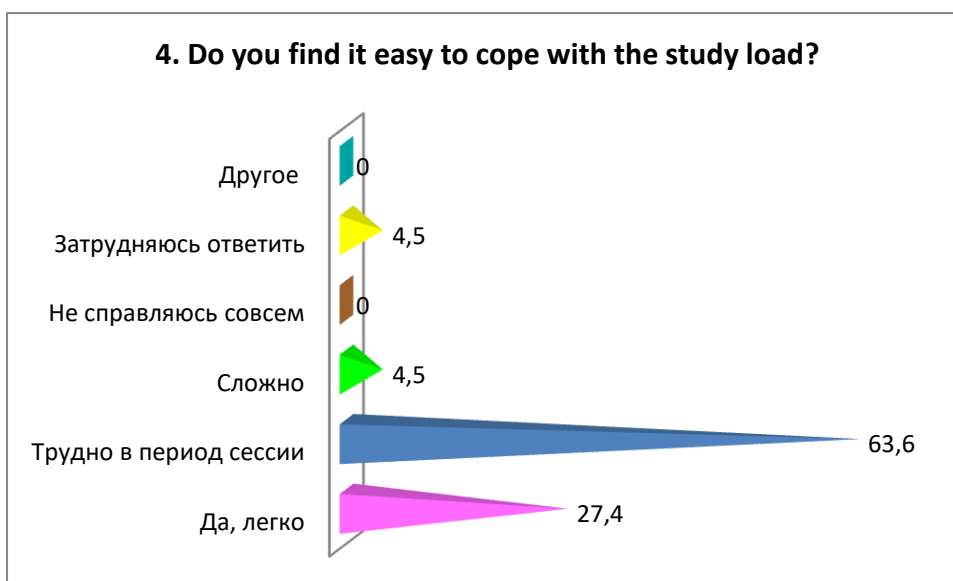
\* Students' answers are presented in the original. The author's spelling and punctuation have been preserved.

### 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?

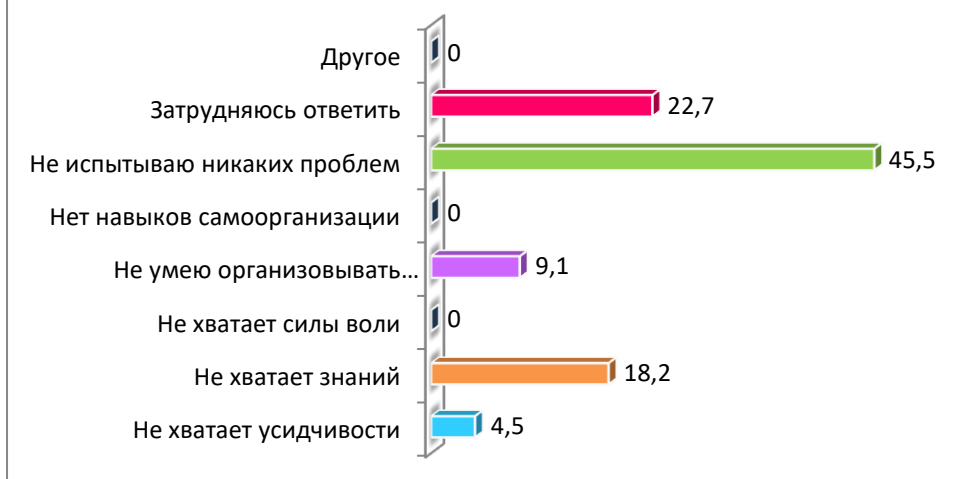
Criteria	Indicators (%)
Yeah, easy;	27,4
Difficult during the session;	63,6
Difficult;	4,5
I can't cope at all;	-
Difficult to answer;	4,5
Other	-



### 5. Problems experienced in the learning process

Criteria	Indicators (%)
Lack of perseverance;	4,5
Not enough knowledge;	18,2
Lack of willpower;	-
I don't know how to organize my own time;	9,1
No self-organization skills;	-
I don't have any problems;	45,5
Difficult to answer;	22,7
Other	-

### 5. Problems experienced in the learning process



### 6. Are you satisfied with the work?

Критерии	Полностью удовлетворен	Скорее удовлетворен	Скорее не удовлетворен	Полностью не удовлетворен	Затрудняюсь ответить
Deans	81,9	4,5	9,1	-	4,5
Departments	100	-	-	-	-
Teachers	81,9	13,6	-	-	4,5
Supervisors	95,5	4,5	-	-	-



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

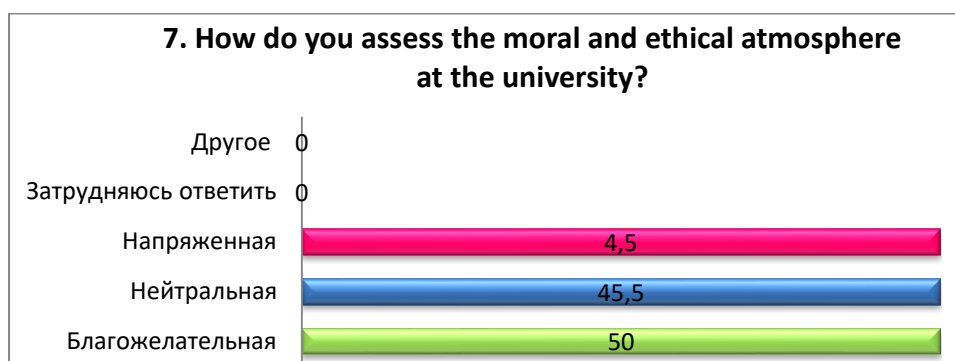
- rather unsatisfied.
- everything is arranged
- To be kinder to students and to contribute to their comfort in learning.
- To improve the attitude of the dean's office towards the students of certain groups.

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

Criteria	Indicators (%)
Favorable;	50

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

Neutral;	45,5
Tense;	4,5
Difficult to answer;	-
Other	-



### 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	81,9	13,6	-	-	4,5
Between teachers and learners (in the learning process)	68,2	31,8	-	-	-
Between learner and supervisor	95,5	4,5	-	-	-
Between students and administration	72,7	18,2	9,1	-	-
Between students and the staff of the departments (library, student department, etc.).	81,8	18,2	-	-	-
Between students and security service	77,3	18,2	-	-	4,5



## 9. Are you satisfied?

Criteria	Completely satisfied	Partially satisfied	Not satisfied	I find it difficult to answer
Organization of the educational process	81,9	18,1	-	-
Class schedule	54,5	41	4,5	-
Organization of independent work	81,9	13,6	-	4,5
Satisfaction with the work of the library	72,7	22,7	-	4,5
Living conditions in the dormitory	68,2	9,1	-	22,7
Quality of medical service	68,2	13,6	-	18,2
Organization of catering at the university (prices, range of products, quality of prepared meals)	59,1	31,8	9,1	-

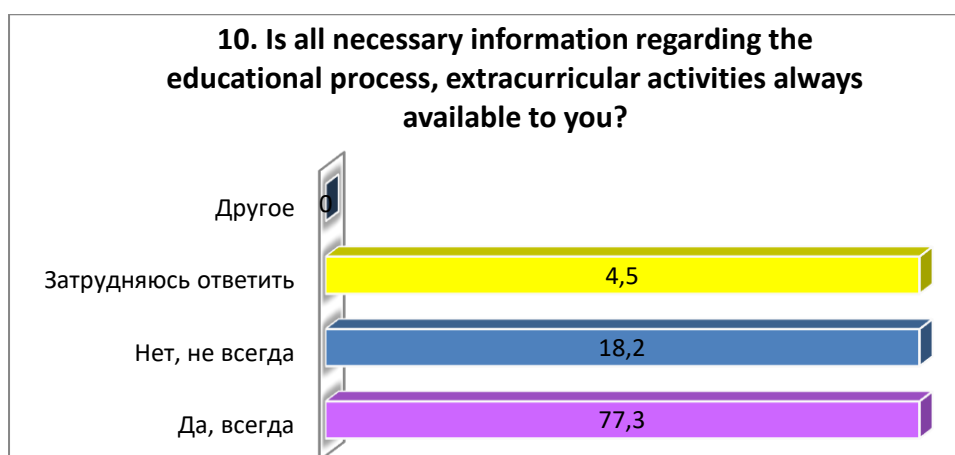


For the option ‘If you answered “Not satisfied” give recommendations for improvement’, the students indicated the following options\*:

- In the canteen the prices of some dishes drinks are expensive.

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

Criteria	Indicators (%)
Yes, always;	77,3
No, not always;	18,2
Difficult to answer;	4,5
Other	-



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

Criteria	Indicators (%)
Sports sections;	18,2
Creative studios;	-
Participant of the Youth Policy Department;	4,5

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

I don't use anything;	72,8
Difficult to answer;	-
Other	4,5



For the option **‘Other’**, the students indicated the following options \*:  
 - ZHAS ORDA.

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

Критерии	Полностью удовлетворен	Удовлетворен	Скорее удовлетворен	Скорее, не удовлетворен	Полностью не удовлетворен	Затрудняюсь ответить
The material is presented in a clear, accessible and logical sequence	63,7	13,6	18,2	-	-	4,5
During the lessons the main points are emphasized and reasonable conclusions are drawn	68,2	22,8	4,5	4,5	-	-
During the lessons, a friendly atmosphere is maintained towards the students	77,3	13,6	9,1	-	-	-
During the lessons, the pace of presentation of the material is convenient for perception and recording	68,2	13,6	9,1	9,1	-	-
The tasks for independent work of students are clearly formulated, and support is provided for its fulfillment.	68,2	18,2	13,6	-	-	-
Assessment of learning outcomes of the discipline is transparent and objective	68,2	22,8	4,5	-	4,5	-

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





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

- Very good
- Depends on the teacher.

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\*:

- Presenting the material in simpler language. There were often times when the learner in the lecture did not understand the material provided.

**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*).

- I don't know
- I don't know.
- I like everything.
- I don't have any questions.

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

*1. Factors of choosing a speciality:* the prestige of the speciality had the greatest influence (54.5%), followed by personal inclination and assessment of one's own abilities (13.6%). Opinion of parents/relatives and low passing score also influence the choice, but

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to a lesser extent. However, for some (4.6%) the main factor of choice remained undetermined.

2 *Sources of information about the university:* the majority of students received information about the university through the official website of the university (31.8%), as well as from relatives and acquaintances (27.3%). Other sources included university representatives, social networks and school teachers. Individual students also indicated individual ways of obtaining information.

3. *Satisfaction with the chosen educational programme:* 90.8% 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 difficulties in the learning process. Lack of perseverance, lack of knowledge, lack of willpower, self-organisation skills and time management are some of them.

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

- Dean's office: 86.4% 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: 100% of surveyed students highly appreciated the work of departments, emphasising the efficiency and professionalism of teachers in their field.

- Teachers: 95.5% of students expressed satisfaction with the work of teachers, noting a high level of knowledge and competence in teaching disciplines.

- Supervisors: 100% of the surveyed students evaluated the work of the curators as highly satisfactory, indicating 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:* 100% of respondents expressed satisfaction with the organisation of the educational process, 95.5% - with independent work, class schedule and library work, 90.8% - with the organisation of meals, 81.8% - with the quality of medical services, and 77.3% - 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:* 77.3% of students state that it is always available, while 18.2% note that this is not always the case.

9. *Participation of students in the social life of the university:* 18.2% of students are keen on sports sections, while 4.5% participate in the department of youth policy. Nevertheless, 72.8% of respondents stated that they do not use any of the provided opportunities. The reasons for this decision were not indicated by students in the questionnaire.

10. *The students assess the quality of the lessons* at a high level (96.2% 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 information presentation and clear formulation of assignments 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](mailto:cqma_kstu@mail.ru).